



# **CITY OF SAN PEDRO, LAGUNA**

## **CITIZEN'S CHARTER**

2025 (1<sup>st</sup> Edition)



## **I. Mandate:**

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

## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge:**

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

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

Excellence is the guiding principle of our public service.

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

Accountable to the people we serve.

Reliability and dependability of our services.

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



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# **City Agriculture Office**

## **External Services**





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

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

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Walk in clients, Barangay, schools, associations or NGO's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to Honorable Mayor Art Joseph Francis Mercado (for institutional clients) (1 Original Copy)		To be made by the Requesting Party (signed by the requesting client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/recipient shall make a request letter to be addressed to Hon. Mayor Art Joseph Francis Mercado, indicating the date of the tree planting, place of the tree planting, total number of seedlings needed, and the name of the group that will perform the said activities.	1. The Office of the Mayor Staff will receive the request letter.	None	3 minutes	Staff Office of the Mayor
2. The request letter will be presented to the office of the Mayor (OM) for receiving and approval by the Mayor through the verification and study of the Executive Assistant or the City Administrator.	2. The Office of the Mayor will receive the request letter for approval.	None	3 days	City Mayor
3.1. When the request is approved, the request letter will be forwarded to our office for releasing of the planting materials and inform the recipient to pick-up the plants.	3. The Office of the Mayor will forward the approved request letter to the City Agriculture Office	None	10 minutes - seedlings Preparation 8-10 minutes - transportation of seedlings	City Agriculturist Or Agriculturist II Or Agriculturist I CAgO



3.2. The requesting client shall receive the plants and sign the transmittal for record purposes.	3.1 A transmittal form will be produced containing the details of the request			
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days and 23 Minutes</b>	
<b>For Walk-in Clients</b>				
1. The client will be asked to fill out the seedling dispersal masterlist and Client Feedback Form with their name and address for record purposes.	1. The City Agriculture Office employee shall prepare a seedlings releasing slip to be signed by an authorized employee and the farm worker will release the seedlings.	None	3 minutes	<i>City Agriculturist Or Agriculturist II Or Agriculturist I CAgO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 Minutes</b>	



## 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).

<b>Office or Division:</b>		City Agriculture Office (CAgO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Walk in clients, Barangay, schools, associations or NGO's		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to Honorable Mayor Art Joseph Francis Mercado (for institutional clients)		To be made by the Requesting Party (signed by the requesting client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/recipient shall make a request letter to be addressed to Hon. Mayor Art Joseph Francis Mercado, indicating the date of the tree planting, place of the tree planting, total number of seedlings needed, and the name of the group that will perform the said activities.	1. The Office of the Mayor Staff will receive the request letter.	None	3 minutes	Staff City Mayor's Office
2. The request letter will be presented to the office of the Mayor (OM) for receiving and approval by the Mayor through the verification and study of the Executive Assistant or the City Administrator.	2. The Office of the Mayor will receive the request letter for approval.	None	3 days	City Mayor
3.1. When the request is approved, the request letter will be forwarded to our office for releasing of the planting materials and inform the recipient to pick-up	1.1 The Office of the Mayor will forward the approved request letter to the City Agriculture Office	None	10 minutes - seedlings Preparation 8-10 minutes - transportation of seedlings	City Agriculturist Or Agriculturist II Or Agriculturist I CAgO



the plants.  3.2. The requesting client shall receive the plants and sign the transmittal for record purposes.	1.2 A transmittal form will be produced containing the details of the request			
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days and 23 Minutes</b>	
<b>For Walk-in Clients</b>				
1. Fill-out seedling dispersal form.	1. Prepare seedlings releasing slip signed by an authorized employee and the release the seedlings.	None	3 minutes	<i>City Agriculturist Or Agricultural Techonologist CAgO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 Minutes</b>	



### 3. Tilapia Fingerlings Dispersal

The City Agriculture Office disperses Tilapia Fingerlings to the requesting clients.

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Requesting Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to Honorable Mayor Art Joseph Francis Mercado		To be made by the Requesting Party (signed by the requesting client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client/recipient shall make a request letter to be addressed to Hon. Mayor Art Joseph Francis Mercado, indicating the specifications of their grow-out area.	1. The Office of the Mayor Staff will receive the request letter.	None	3 minutes	<i>Office of the Mayor Staff</i>
2. The request letter will be presented to the office of the Mayor (OM) for receiving and approval by the Mayor through the verification and study of the Executive Assistant or the City Administrator.	2. The Office of the Mayor will receive the request letter for approval.	None	3 days	<i>City Mayor</i>
3.1. When the request is approved, the request letter will be forwarded to the City Agriculture Office for inspection of the proposed	3. The Office of the Mayor will forward the approved request letter to the City Agriculture Office  3.1 The City Agriculture Office	None	15 minutes	<i>City Agriculturist Or Agriculturist I CAgO</i>



grow-out area.  3.2. The requesting client shall receive the Tilapia Fingerlings at the Fish Nursery at Rosario Complex, Barangay Rosario.	shall send its technical personnel to the proposed grow-out area for inspection and technical assistance.  3.2 A transmittal form will be produced containing the quantity of Tilapia Fingerlings			
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days &amp; 18 Minutes</b>	





## 4. Seeds Dispersal

The City Agriculture Office disperses free vegetable seeds to clients.

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Requesting Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid I.D. (1 Photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will be asked to fill out the seeds dispersal masterlist and Client Feedback Form with their name and address for record purposes.	1. The City Agriculture Office will disperse packets of available vegetable seeds to the client.	None	5 minutes	City Agriculturist Or Agriculturist II Or Agriculturist I CAgO
	<b>TOTAL:</b>	<b>None</b>	<b>5 Minutes</b>	



## 5. Organic Fertilizer Dispersal

The City Agriculture Office disperses free organic fertilizer to clients.

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Requesting Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid I.D. (1 Photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will be briefed regarding the organic fertilizer that they received from the office to make sure that they have the knowledge on how to use the organic fertilizer.	1. The City Agriculture Office will disperse packets of organic fertilizer to the client.	None	5 minutes	City Agriculturist Or Agriculturist II Or Agriculturist I CAgO
	<b>TOTAL:</b>	<b>None</b>	<b>5 Minutes</b>	



## 6. FishR Registration

The City Agriculture Office facilitates FishR Registration to the Fisherfolk in compliance with RA 8550 and EO 305 under the provisions of Section 32 of City Ordinance No. 2023-01 or Fishing Regulations Code of the City of San Pedro.

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



## 7. BoatR Registration

The City Agriculture Office facilitates BoatR Registration to Fishing Vessel Owners in compliance with RA 8550 and EO 305 and under the provisions of Section 32 of City Ordinance 2023-21 or Fishing Regulations Code of City of San Pedro.

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Fishing Vessel Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For new registration and renewal:				
1. Certificate of Fisherfolk Registration or ID (1 Original Copy)		Client		
2. Valid I.D. (1 Photocopy)		Client		
3. Barangay Certificate (proof of no delinquency for the Fishing Vessel) (1 Original Copy)		Barangay Hall of the Client		
4. PNP Maritime Clearance (if motorized) (1 Original Copy)		PNP Maritime Group		
5. Certificate of Number (CN) – for renewal		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the BoatR Application Form together with the requirements.	1. Review / Validate all the requirements submitted.	None	3 minutes	City Agriculturist Or Agriculturist I CAgO
	1.1 Schedule/Conduct Boat Inspection and perform measurements.	None	10 minutes	City Agriculturist Or Agriculturist I CAgO
2. Receive BoatR Registration Certificate and Number	2. Prepare and release the Registration Certificate and Number	None	1 minute	City Agriculturist Or Agriculturist I CAgO
	<b>TOTAL:</b>	<b>None</b>	<b>14 Minutes</b>	



## 8. Issuance of Fishing License for Fisherfolk and Special Permit to Fish for Recreational Fishing

The City Agriculture Office issues fishing license for fishing gears to fisherfolk and special permit for recreational fishing within the City waters of San Pedro in accordance with RA 8550 and EO 305 and under the provisions of Section 32 of City Ordinance No. 2023-21 or Fishing Regulations Code of the City of San Pedro.

Office or Division:	City Agriculture Office (CAgO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fishing Vessel Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new registration and renewal:				
1. Certificate of Fisherfolk Registration or ID (1 Original Copy)		Client		
2. Valid I.D. (1 Photocopy)		Client		
3. Barangay Certificate (proof of no delinquency) (1 Original Copy)		Barangay Hall of the Client		
4. Fishing License (FL) – for renewal		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Fishing License Application Form (for fisherfolk) and Special Permit to Fish Application Form (for Recreational Fishing) and submit the requirements.	1. Review / Validate all the requirements submitted.	None	3 minutes	City Agriculturist Or Agriculturist I CAgO
2. The Client pays the corresponding fees at the City Treasury Office.	2. The City Agriculture Office Personnel shall issue the Order of Payment to the client.	Gill Net: P100.00 per 100 meters  Bubo/Bubu (trap): P20.00 per unit  Shrimp/	10 minutes	Collection Staff City Treasury Office



		<p>Crab Trap: P15.00 per unit</p> <p>Fish Corrals / Baklad: P100.00 per unit</p> <p>Other Fishing Gears: P100.00 per unit</p> <p>Special Permit for Recreational Fishing: P300.00</p>		
3. The Client shall submit the photocopy of the Official Receipt (OR) for recording purposes and receive the Fishing License or Special Permit to Fish.	3. Prepare and release the Fishing License or Special Permit to Fish.	None	1 minute	City Agriculturist Or Agriculturist I CAgO
	<b>TOTAL:</b>	<p><b>Varies depending on gear to be used</b></p> <p><b>Special Permit for Recreational Fishing: P300.00</b></p>	<b>14 Minutes</b>	





## 9. Issuance of Fish Transport Permit

The City Agriculture Office issues Fish Transporter and Backyard Fish Raisers under the provisions of City Ordinance No. 2023-39.

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Fishing Vessel Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid I.D. (1 Photocopy)		Client		
2. Picture of fish to be delivered (1 Original Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Application Form and submit the requirements to the City Agriculture Office.	1. Review / Validate all the requirements submitted.	None	1 minute	<i>City Agriculturist Or Agriculturist I CAgO</i>
2. The Client pays the corresponding fees at the City Treasury Office.	2. The City Agriculture Office Personnel shall issue the Order of Payment to the client.	P100.00	10 minutes	<i>Collection Clerk City Treasury Office</i>
3. The Client shall submit the photocopy of the Official Receipt (OR) for recording purposes and receive the Fish Transport Permit/Certificate.	3. Prepare and release the Fish Transport Permit/Certificate.	None	1 minute	<i>City Agriculturist Or Agriculturist I CAgO</i>
<b>TOTAL:</b>		<b>None</b>	<b>14 Minutes</b>	



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

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

<b>Office or Division:</b>	City Agriculture Office (CAgO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers, Livestock and Poultry Raisers, Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished RSBSA Enrollment Form (1 Original Copy)		City Agriculture Office or via Download Link: <a href="https://www.da.gov.ph/wp-content/uploads/2021/05/RSBSA_Enrollment-Form_032021.pdf">https://www.da.gov.ph/wp-content/uploads/2021/05/RSBSA_Enrollment-Form_032021.pdf</a>		
2. 2x2 I.D. Picture taken within 6 months		Photo Studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Agriculturist II Or Agriculturist I CAgO
2. The client receives the Registration Certificate or ID.	2. Prepare and release the Registration Certificate.	None	1 minute	City Agriculturist Or Agriculturist II Or Agriculturist I CAgO
<b>TOTAL:</b>		<b>None</b>	<b>14 Minutes</b>	



# **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.

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



## 2. Counselling on Child Rearing / Parenting Effectiveness

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

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



### 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.

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





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



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

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

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



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



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



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

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

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



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



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



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





## 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”.

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



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



## 7. Case Management of Abuse Cases

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

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



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



## 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.

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



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



## 9. Emergency Shelter Assistance

Moving victims to evacuation center during times of disaster.

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent Citizens of San Pedro City who are in emergency situations.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Incident Record (1 Original Copy)		Bureau of Fire Protection, Barangay (to follow)		
2. Intake Sheet (1 Original Copy)		CSWDO (can be to follow)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours</b>	



## 10. Emergency Financial Assistance

Financial assistance for victims of disasters especially during fire incidents

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent Citizens of San Pedro City, Laguna who are in emergency situations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fire Incident Report (1 Original or 1 Certified True Copy)		Bureau of Fire Protection, Barangay		
2. Accomplished Intake Sheet (1 Original Copy)		CSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None</b>	<b>35 Minutes</b>	





## 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.

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



Case Study Report	Case Study Report			CSWDO
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days and 17 Minutes</b>	



## 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.

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



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

## **External Services**



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

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

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



## 2. Issuance of Lifetime Philhealth Membership Senior Citizens

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

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



### 3. Issuance of Senior Citizen Certification for Application and Cancellation

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

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



## **Persons with Disabilities Affairs Office**

### **External Services**





## 1. Issuance of PWD ID and Purchase Booklet (DTI and Medicine) – New and Renewal

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

<b>Office or Division:</b>	City Social Welfare and Development Office –PWD Extension Office			
<b>Classification:</b>	G2C – Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Qualified Persons with Disabilities (PWD) who are residents of San Pedro City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disability Certificate indicating the type of disability of the applicant ( <i>1 Original or 1 Certified True Copy</i> )		Doctor or hospital of choice of client		
2. Valid ID ( <i>photocopy</i> )		Applicant		
3. 2 pcs. one by one (1x1) ID picture		Applicant		
4. Duly-accomplished Application form (1 Original Copy)		PDAO		
5. For Minors: Birth Certificate (1 Photocopy)		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)		
6. Expired PWD ID ( <i>for renewal</i> )		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application Form ( <i>Philippine Registry for PWD version 4.0</i> ) and submit together with the complete requirements.	1. Check submitted requirements submitted. Give the client a contact number for follow-up, and forward I.D. to Office of the Mayor for signature.	None	30 minutes	Staff PDAO
	1.1 Encode the applicant's data in the DOH Online Registry, and in the PDAO Database.	None	10 minutes	Staff PDAO
	1.2 Process the applicant's ID.	None	5 minutes	Staff PDAO
	1.3 Endorse the ID to the Office of	None	15 minutes (if the Mayor	Staff PDAO



	the Mayor for signature.		is available)	
2. Claim ID with Purchase Booklets ( <i>Medicines &amp; Basic and Prime Commodities</i> )	2. Issue the ID and Purchase Booklets to client	None	5 minutes	<i>Staff</i> PDAO
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour &amp; 5 Minutes</b>	



## 2. Issuance of Certifications (Cancellations, Requirements by NGAs, Local Government Units, Other Government Agencies, etc.)

Provision of Certifications to Persons with Disability (PWD) as a requirement of third party, i.e., NGA, LGU, Other Government Agencies, etc.

<b>Office or Division:</b>	City Social Welfare and Development Office –PWD Extension Office			
<b>Classification:</b>	G2C – Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Persons with Disabilities (PWD) who are residents of San Pedro City, Laguna			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate (1 Original Copy)		Barangay		
2. PWD ID (1 Photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Application Form and submit together with the complete requirements.	1. Check the completeness of the duly-accomplished form and required documents	None	20 minutes	Staff PDAO
	1.1 Prepare the Certification	None	10 minutes	Staff PDAO
		None	5 minutes (if the Head is available)	Staff PDAO
	1.2 Endorse to PDAO Head for signature.	None	15 minutes (if the Mayor is available)	Staff PDAO
2. Claim the Certificate	2. Issue the Certification to client.	None	5 minutes	Staff PDAO
<b>TOTAL:</b>		<b>None</b>	<b>40 Minutes</b>	



## **City Veterinary Office**

### **External Services**



## 1. Inspection of Animals Prior to Slaughter

Animals are inspected before slaughter and checking of documents.

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



## 2. Free Anti-Rabies Vaccination

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

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Constituents (per Barangay/Subdivision)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	30 minutes	City Veterinarian Or Meat Inspector I City Veterinary Office
	2.1 Conduct actual vaccination activity.	None	3 hours	City Veterinarian Or Meat Inspector I City Veterinary Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 Days, 3 Hours &amp; 30 Minutes</b>	



### 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.

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



#### 4. Issuance of Veterinary Health Certificate (Hogs)

Veterinary Health Certificates are being issued to hog raisers.

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





## 5. Issuance of Veterinary Health Certificate (Goats)

Veterinary Health Certificates are being issued to goat raisers.

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



## 6. Issuance of Veterinary Shipping Permit

Prior to shipment all animals are inspected. .

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B - Government to Business Entity			
<b>Who may avail:</b>	Dog/Cat owners; Hog Raisers (Backyard and Commercial)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Animal to be checked		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>For Dogs and Cats</b> – Bring dog/s or cat/s to the City Veterinary Office for examination.  <b>For Hogs</b> – Request for the City Veterinarian to visit the livestock farm for examination of hogs.	1. Examine the animal and issue an updated Vaccination Card.  1.1 Visit the livestock farm to examine the hogs.	Php 150.00 per animal	30 minutes	<i>City Veterinarian</i> Or <i>Meat Inspector II</i> City Veterinary Office
2. Receive Veterinary Shipping Permit.	2. Issue Veterinary Shipping Permit.	None	3 minutes	<i>Meat Inspector II</i> City Veterinary Office
	<b>TOTAL:</b>	<b>Php 150.00 per animal</b>	<b>33 Minutes</b>	



## 7. Veterinary Consultation

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

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



## 8. Issuance of Meat Inspection Certificate

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

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



## **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.

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



## 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.

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



## **Public Order and Safety Office – Civil Security Unit External Services**





## 1. Claiming of Impounded Vehicle

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

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



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



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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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



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

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

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

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

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

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



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



## 1. Request for CCTV footage

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

<b>Office or Division:</b>	Public Order and Safety Office – Closed Circuit Television (CCTV)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <b>a. For Police:</b> Police Report, Blotter or Request Letter. <b>b. For Civilian:</b> Police Report, Blotter, Request Letter or Barangay Blotter (If the incident is Barangay Matter)		POSO-CCTV Office		
2. Duly accomplished CCTV Request Form (1 Original Copy)		POSO-CCTV Office		
3. Xerox copy of Identification Card (ID) (For Civilian Only)		POSO-CCTV Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the CCTV Request form and documentary requirements.	1. Received the Evaluate the submitted document	None	3 minutes	CCTV Personnel POSO-CCTV
2. Client Review	1. For Review Assess & Approval by POSO Head	None	3 minutes	CGDH / POSO
3. Receive and secure CCTV footage	3. For Review Assess & Approval by POSO Head and City Administration	None	15 minutes	CCTV Personnel POSO-CCTV
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 13 Minutes</b>	





## **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. 2024-22, otherwise known as the "2024 Traffic Ordinance of the City of San Pedro, Laguna".

<b>Office or Division:</b>	Public Order and Safety Office - Transportation Regulatory Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	1. Any tricycle unit owner who meets the qualifications and requirements to be an operator of a tricycle for hire  2. Any operator whose Public Motorized Tricycle Operator's Permit's validity period has expired and who shall meet the requirements	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Franchise:</b>		
1. Duly-accomplished Application form (1 Original Set)	POSO-TRU	
2. Barangay Business Clearance certifying availability of a garage (1 Original Copy)	Barangay Hall where the applicant resides	
3. Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy)	Land Transportation Office	
4. Insurance Coverage for Third Party Liability (1 Photocopy)	Insurance Company	
5. Professional Driver's License (1 Photocopy)	Land Transportation Office	
6. 2 x 2 I.D. pictures wearing TODA uniform (2 Original Copies)	Applicant	
7. TODA Uniform	TODA where the applicant applied for membership	
8. TODA roof color coding	Applicant	
9. Trash can	Applicant	



10. Certificate of Membership		TODA where the applicant applied for membership		
11. Roof Number Tagging		Applicant		
12. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)		Applicant		
13. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
For renewal of franchise:				
1. All requirements previously listed (1-13 except #11)		Applicant		
2. Previous franchise or its official receipt (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements	1. Shall provide application form and list of requirements	None	3 minutes	<i>Applicant</i>
2. Submit the application form and documentary requirements.	2. Receive the submitted documents.	None	3 minutes	<i>Admin Staff</i> POSO-TRU
3. Evaluation and validation of requirements	3. CTRU Personnel shall evaluate and validate submitted requirement before the applicant proceed to the next step	None	3 minutes	<i>Admin Staff</i> POSO-TRU
4. Assessment	4.CTRU Personnel shall assess the fees and Application of Franchise based on the approved fees by the	None	3 minutes	<i>Admin Staff</i> POSO-TRU



	Sangguniang Panlungsod in accordance with the traffic code.			
5. Approval of the applicant's submitted requirements	5.Shall approve and sign the evaluated franchise application to proceed for the payment of fees.	None	5 minutes	<i>CTRU OIC Head</i>
6. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt	6. Receive payment and Issue OR.	<b>(Renewal)</b> Franchise f fee - ₱150.00 ID TODA - ₱ 50.00 Mayor's Permit - ₱ 100.00 City Sticker - ₱ 60.00  <b>(New)</b> Franchise f fee - ₱150.00 ID TODA - ₱ 50.00 Mayor's Permit - ₱ 120.00 City Sticker - ₱ 60.00	3 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
7. Encoding and recording of data	7.Shall encode the information on the system to generate the franchise certificate.	None	10 minutes	<i>CTRU Personnel</i>



8. Approval of the applicant's encoded Special Authority (Franchise Certificate)	8. Shall recommend the approval of the processes document and forward them to the Office of the Mayor	None	5 minutes	<i>CTRU OIC Head</i>
	8.1 Shall approve and sign the processed documents for the renewed franchise	None	5 minutes	<i>Office of the Mayor</i>
9. Present the OR and the tricycle unit for inspection installation of sticker and other franchise-related material.	9. Shall assist in the inspection of unit, and placement of stickers	None	3 minutes	<i>Admin Staff POSO-TRU</i>
10. Receive franchise, fare matrix guide and Identification Card (I.D.) and sign the vehicle sticker releasing logbook.	10. Shall release the Operator's ID, Special Authority to Operate Body Plate Number and City Sticker and record to franchise releasing logbook.	None	5 minutes	<i>CTRU Personnel</i>
	<b>TOTAL:</b>	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	<b>48 Minutes</b>	



## POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

### Fees on Tricycle Operations (Renewal and New Application):

Particulars	Fees Per Annum
1. Franchise fee	₱ 150.00
2. ID TODA	₱ 50.00
3. Mayor's Permit (Renew)	₱ 100.00
4. Mayor's Permit (New)	₱ 120.00
5. City Sticker	₱ 60.00
6. City Plate	₱ 450.00
7. Dropping	₱ 150.00



## 2. Service/ Private Motorized Tricycle Operator's Permit (Franchise)

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.

<b>Office or Division:</b>	Public Order and Safety Office - Transportation Regulatory Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	1. Any qualified tricycle unit owner who meets the qualifications and requirements to be an operator of a tricycle for private use or service.  2. Any operator whose Private Motorized Tricycle Operator's Permit's validity period has expired and who shall meet the requirements	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Service Franchise:</b>		
1. Duly-accomplished Application form (1 Original Set)	POSO-TRU	
2. Barangay Business Clearance certifying availability of a garage (1 Original Copy)	Barangay Hall where the applicant resides	
3. Latest Certificate of Registration and Official Receipt issued by the LTO (1 Photocopy)	LTO	
4. Insurance Coverage for Third Party Liability (1 Photocopy)	Insurance Company	
5. 2 x 2 I.D. picture wearing TODA uniform (2 Original Copies)	Applicant	
6. Copy of Previous Franchise/ MTOP	Applicant	
7. School Permit (For School Service)	From school where the student studies	
8. Certificate of Membership	TODA where the applicant applied for membership	
9. Professional Driver's License (Photocopy)	LTO	



10. I.D with specific time and route of service		Applicant		
11. Color Code (roof should be painted with yellow and black stripes)		Applicant		
12. Trash can				
13. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer’s Office		
For school service:				
1. All requirements previously listed (1-13)		Applicant		
2. School Permit (1 Photocopy)		School		
For business service:				
1. All requirements previously listed (1-13)		Applicant		
2. Business Permit (1 Photocopy)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements	1. Shall provide application form and list of requirements	None	3 minutes	Applicant
2. Submit the application form and documentary requirements.	2. Receive the submitted documents.	None	3 minutes	Admin Staff POSO-TRU
3. Evaluation and validation of requirements	3. CTRU Personnel shall evaluate and validate submitted requirement before the applicant proceed to the next step	None	3 minutes	Admin Staff POSO-TRU
4. Assessment	4. CTRU Personnel shall assess the fees and Application of Franchise	None	3 minutes	Admin Staff POSO-TRU





	based on the approved fees by the Sangguniang Panlungsod in accordance with the traffic code			
5. Approval of the applicant's submitted requirements	5.Shall approve and sign the evaluated franchise application to proceed for the payment of fees.	None	5 minutes	<i>CTRU OIC Head</i>
6. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt	6. Receive payment and Issue OR.	Franchise fee - ₱300.00 ID TODA - ₱ 50.00 Mayor's Permit - ₱ 120.00 City Sticker - ₱ 60.00	3 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
7. Encoding and recording of data	7.Shall encode the information on the system to generate the franchise certificate.	None	10 minutes	<i>CTRU Personnel</i>
8. Approval of the applicant's encoded Special Authority (Franchise Certificate)	8. Shall recommend the approval of the processes document and forward them to the Office of the Mayor	None	5 minutes	<i>CTRU OIC Head</i>



	8.2 Shall approve and sign the processed documents for the renewed franchise	None	5 minutes	Office of the Mayor
9. Present the OR and the tricycle unit for inspection installation of sticker and other franchise-related material.	9. Shall assist in the inspection of unit, and placement of stickers	None	3 minutes	Admin Staff POSO-TRU
10. Receive franchise, fare matrix guide and Identification Card (I.D.) and sign the Vehicle Franchising Releasing Logbook/Vehicle Sticker Releasing Logbook.	10. Shall release the Operator's ID, Special Authority to Operate Body Plate Number and City Sticker and record to franchise releasing logbook	None	5 minutes	CTRU Personnel
	<b>TOTAL:</b>	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	<b>48 Minutes</b>	



## POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

### Fees on Service/Private Motorized Tricycle/Unit (Renewal and New Application):

Particulars	Fees Per Annum
Specific Franchise	₱ 300.00
City Sticker	₱ 60.00
Mayor's Permit	₱ 120.00
Identification Card	₱ 50.00



### 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.

<b>Office or Division:</b>	Public Order and Safety Office - Transportation Regulatory Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Any Franchisee who intends to change his/ her motorcycle unit to change his/her motorcycle unit and/or sidecar but with the intention of keeping the franchise.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>New Franchise:</b>			
1. Duly-accomplished Dropping Application form (1 Original Set)		POSO-TRU	
2. Barangay Business Clearance certifying availability of a garage (1 Original Copy)		Barangay Hall where the applicant resides	
3. Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy)		Land Transportation Office	
4. Insurance Coverage for Third Party Liability (1 Photocopy)		Insurance Company	
5. Professional Driver’s License (Photocopy)		Land Transportation Office	
6. 2 x 2 I.D. pictures wearing TODA uniform (2 Original Copies)		Applicant	
7. TODA Uniform		TODA where the applicant applied for membership	
8. TODA roof color coding		Applicant	
9. Trash can		Applicant	
10. Certificate of Membership		TODA where the applicant applied for membership	
11. Roof Number Tagging		Applicant	
12. Deed of Sale or Deed of Conveyance/Transfer (1 Photocopy)		Applicant	



13. Official Receipt (1 Original Copy and 1 Photocopy)		City Treasurer's Office		
14. Copy of Previous Franchise/ MTOP		Applicant		
For renewal of franchise:				
1. All requirements previously listed (1-15 except #11)		Applicant		
2. Previous franchise or its official receipt (1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements	1. Shall provide application form and list of requirements	None	3 minutes	Applicant
2. Submit the application form and documentary requirements.	2. Receive the submitted documents.	None	3 minutes	Admin Staff POSO-TRU
3. Evaluation and validation of requirements	3. CTRU Personnel shall evaluate and validate submitted requirement before the applicant proceed to the next step	None	3 minutes	Admin Staff POSO-TRU
4. Assessment	4. CTRU Personnel shall assess the fees and Application of Franchise based on the approved fees by the Sangguniang Panlungsod in accordance with the traffic	None	3 minutes	Admin Staff POSO-TRU



	code.			
5. Approval of the applicant's submitted requirements	5.Shall approve and sign the evaluated franchise application to proceed for the payment of fees.	None	5 minutes	<i>CTRU OIC Head</i>
6. Pay the required fee/s at the City Treasurer's Office and receive the Official Receipt	6. Receive payment and Issue OR.	<b>(Renewal)</b> Franchise fee - ₱150.00  ID TODA - ₱ 50.00 Mayor's Permit - ₱ 100.00 City Sticker - ₱ 60.00  <b>(New)</b> Franchise fee - ₱150.00  ID TODA - ₱ 50.00 Mayor's Permit - ₱ 120.00 City Sticker - ₱ 60.00  Dropping Certificate - ₱150.00	3 minutes	<i>Revenue Collection Clerk</i>  City Treasurer's Office
7. Encoding and recording of data	7.Shall encode the information on the system to generate the franchise certificate.	None	10 minutes	<i>CTRU Personnel</i>
8. Approval of the	8. Shall	None	5 minutes	<i>CTRU OIC</i>



applicant's encoded Special Authority (Franchise Certificate)	recommend the approval of the processes document and forward them to the Office of the Mayor  8.1 Shall approve and sign the processed documents for the renewed franchise	None	5 minutes	<i>Head</i>  <i>Office of the Mayor</i>
9. Present the OR and the tricycle unit for inspection, installation of sticker and other franchise-related material.	9. Shall assist in the inspection of unit, and placement of stickers	None	3 minutes	<i>Admin Staff</i> POSO-TRU
10. Receive franchise, fare matrix guide and Identification Card (I.D.) and sign the vehicle franchise releasing logbook/vehicle sticker releasing logbook.	10. Shall release the Operator's ID, Special Authority to Operate Body Plate Number and City Sticker and record to franchise releasing logbook.	None	5 minutes	<i>CTRU</i> <i>Personnel</i>
	<b>TOTAL:</b>	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	<b>48 Minutes</b>	



## POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

### Fees on Tricycle Operations (Dropping)

Particulars	Fees Per Annum
1. Franchise fee	₱ 150.00
2. ID TODA	₱ 50.00
3. Mayor's Permit (Renew)	₱ 100.00
4. Mayor's Permit (New)	₱ 120.00
5. City Sticker	₱ 60.00
6. City Plate	₱ 300.00
7. Dropping	₱ 150.00





#### 4. Petition for Dropping of Franchise

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

<b>Office or Division:</b>	Public Order and Safety Office-City Transportation Regulatory Unit (CTRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who can avail:</b>	Any franchisee who intends to drop, terminate or relinquish his/her franchise			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Petition for Dropping of Franchise Form (1 Original Set)		CTRU Office		
2.Current Franchise (1 Original Copy)		Applicant		
3.Official Receipt of payment of fees (1 original Copy and 1 Photocopy)		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete documentary requirements, present the tricycle unit for removal of sticker and other franchise related material	1. Receive and evaluate the submitted documents,	None	2 minutes	Admin Staff CTRU
	1.1 Assess the fees to be paid	None	2 minutes	Admin Staff CTRU
				Admin Staff



	<p>1.2 Issue order of payment</p> <p>1.3 Remove the sticker and other franchise-related materials from the tricycle unit</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>10 minutes</p>	<p>CTRU</p> <p>Admin Staff CTRU</p>
2. Pay the required fees at the City Treasurer's Office and receive the official Receipt	2. Receive payment and Issue Official Receipt (O.R)	Php 200.00	3 minutes	Revenue Collection Clerk Treasury Office
3. Present the O.R and Receive the Certificate of Dropping of Franchise	3. Verify the Official Receipt and receive the Photocopy	None	2 minutes	Admin Staff POSO-CTRU
	3.1 Encode the data, cancel the franchise and update the records	None	10 minutes	Admin Staff POSO-CTRU
	3.2 Print the CDF and route to signatories	None	10 minutes	Admin Staff POSO-CTRU



	3.3 Approve and sign the processed documents for the cancel of franchise	None	4 minutes	<i>CTRU Head/OIC</i>  <i>POSO Head</i>  <i>Office of the Mayor</i>
	3.5 Release the CDF	None	3 minutes	<i>Admin Staff</i> <i>POSO-CTRU</i>
	<b>TOTAL:</b>	<b>Php 200.00</b>	<b>48 Minutes</b>	



## 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.

<b>Office or Division:</b>	Public Order and Safety Office-City Transportation Regulatory Unit (CTRU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Any pedicab unit owner who meets the qualifications and requirements, set forth by the City Government, for an operator of a pedicab unit for hire within a designated route and area in the territorial jurisdiction of the City of San Pedro	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly-accomplished Application Form (1 Original Set)		POSO-CTRU Office
2. Barangay Clearance (Certifying availability of garage ) (1 Original Copy)		Barangay Hall where the applicant resides
3. Insurance Coverage for Third Party Liability (1 Photocopy)		Insurance Company
4. 2x2 I.D picture wearing PODA uniform (2 Original Copy)		Applicant
5. Official Receipt of payment of fees (1 original Copy and 1 Photocopy)		City Treasurer's Office (CTO)
<b>For renewal of Franchise:</b>		
1. All requirements previously listed		Applicant
2. Previous franchise or its Official Receipt (1 Photocopy)		Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements, present the tricycle unit for removal of sticker and other franchise related material	1. Receive and evaluate the submitted documents,	None	2 minutes	<i>Admin Staff CTRU</i>
	1.1 Assess the fees to be paid	None	2 minutes	<i>Admin Staff CTRU</i>
	1.2 Issue order of payment	None	2 minutes	<i>Admin Staff CTRU</i>
2. Pay the required fees at the City Treasurer's Office and receive the official Receipt (O.R)	2. Receive payment and Issue Official Receipt (O.R)	Refer to Schedule of Fees for the Computation (Ref. City Ord.2017-23/Traffic Code	3 minutes	<i>Revenue Collection Clerk Treasury Office</i>
3. Present the O.R and  Submit its Photocopy, present the pedicab unit for installation of sticker and plate and receive franchise, fare matrix guide and identification card (I.D)	3. Verify the Official Receipt and receive the Photocopy	None	2 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.1 Print the franchise and route to signatories	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.2 Encode the data	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.3 Install the sticker and plate on their designated spot	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>



	3.4 Release the franchise, fare matrix guide and I.D	None	5 minutes	<i>Admin Staff/ POSO-CTRU</i>
	<b>TOTAL:</b>	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	<b>46 Minutes</b>	

**NOTE:** Plate is subject to change every 3 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.

<b>Office or Division:</b>	Public Order and Safety Office-City Transportation Regulatory Unit (CTRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any operator of a Public Utility Jeepney, Bus, Van and other similar vehicle for hire with a fixed and authorized terminal located in the territorial jurisdiction of the City of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Duly-accomplished Application Form (1 Original Set)		CTRU Office		
2.Barangay Clearance (Certifying availability of garage ) (1 Original Copy)		Barangay Hall where the applicant resides		
3.Latest Certificate of Registration and Official Receipt of the vehicle (1 Photocopy)		LTO		
4. 2x2 I.D picture wearing PODA uniform (2 Original Copy)		Applicant		
5.Official Receipt of payment of fees (1 original Copy and 1 Photocopy)		City Treasurer's Office (CTO)		
6. Current franchise (1 Photocopy)		LTFRB		
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,	None	2 minutes	<i>Admin Staff/ CTRU</i>
	1.1 Assess the fees to be paid	None	2 minutes	<i>Assessment Officer Or Admin Staff CTRU</i>
	1.2 Issue order of payment	None	2 minutes	<i>Admin Staff/ CTRU</i>
2. Pay the required fees at the City Treasurer's Office and receive the official Receipt (O.R)	2. Receive payment and Issue Official Receipt (O.R)	Refer to Schedule of Fees for the Computation  Amended  (Ref. City Ord.2024-44/Traffic Code  PUJ-Fee-450 Php  FX/VAN-Fee-450Php  BUS-Fee-500 Php	3 minutes	<i>Revenue Collection Clerk Treasury Office</i>





3. Present the O.R and  Receive the City Sticker	3.1 Verify the Official Receipt and receive the Photocopy	None	2 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.2 Encode the data	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.3 Route the application form to signatories	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.4 Release the city sticker and place it on designated spot	None	5 minutes	<i>Admin Staff/ POSO-CTRU</i>
	<b>TOTAL:</b>	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	36 minutes	



## 7. Replacement/Re-print of Franchise

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

<b>Office or Division:</b>	Public Order and Safety Office-City Transportation Regulatory Unit (CTRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any franchisee/operator who lost his/her original franchise certificate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Duly-accomplished Application Form (1 Original Set)		POSO-CTRU Office		
2.Official Receipt of payment of fees (1 original Copy and 1 Photocopy)		City Treasurer's Office (CTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit the complete documentary requirements	1. Receive and evaluate the submitted documents,	None	2 minutes	<i>Admin Staff/CTRU</i>
	1.1 Assess the fees to be paid	None	2 minutes	<i>Admin Staff/CTRU</i>
	1.2 Issue order of payment	None	2 minutes	<i>Admin Staff/CTRU</i>



2. Pay the required fees at the City Treasurer's Office and receive the official Receipt (O.R)	2. Receive payment and Issue Official Receipt (O.R)	Refer to Schedule of Fees for the Computation (Ref. City Ord.2017 - 23/Traffic Code	3 minutes	<i>Revenue Collection Clerk Treasury Office</i>
3.Present the O.R and receive the City Sticker	3. Verify the Official Receipt and receive the Photocopy	None	2 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.1 Encode the data	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.2 Print the franchise and Route it to signatories	None	10 minutes	<i>Admin Staff/ POSO-CTRU</i>
	3.3 Release the franchise certificate	None	5 minutes	<i>Admin Staff/ POSO-CTRU</i>
	TOTAL	<b>Based on Schedule of Fees (City Ordinance 2024-22)</b>	35 minutes	



## POSO-TRU REGULATIONS ON TRICYCLE OPERATIONS

### A. Public Motorized Tricycle/annum

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

### B. Services/Private Motorized Tricycles/unit

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



## **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.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (Duplicate)		Business Permits and Licensing Office
2. Valid Government-Issued ID (1 Original)		Applicant
3. Business Registration (1 Original Copy or Certified True Copy and One Photocopy)		
a. If Single Proprietorship - BNRS		Department of Trade and Industry
b. If Partnership/Corporation - Articles of Partnership/Incorporation and Certificate of Registration with the		Securities and Exchange Commission
c. If Cooperative - Articles of Cooperation and Certificate of Registration		Cooperative Development Authority
d. If Homeowner - Registration with the Department of Human Settlements and Urban Development		Department of Human Settlements and Urban Development
4. Franchise Agreement (if franchise) (1 Original Copy)		Franchisor
5. Barangay Tax Order of Payment (1 Original Copy)		Barangay Hall (where the business is located)
6. Proof of Right over the business location (1 Original or Certified True Copy)		Applicant
a. If Owned		
i. TCT/CTC/Tax Declaration under the name of the applicant;		
ii. Consent to use sign by the Owner		
b. If rented - Contract of Lease with Lessor's Proof of Right and Lessor's Permit		
c. If Free of Use - Consent to Use signed by the Owner		



7. If applying through a representative: (1 Original Copy) a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy) b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)	Applicant
8. Sketch of Business Location (1 Original Copy)	Applicant
9. Unified Clearance (Duplicate)	Business Permits and Licensing Office
10. Statement of Account (SOA) (3 Copies)	Business Permits and Licensing Office
11. Community Tax Certificate (1 Original Copy)	City Treasurer's Office
12. Official Receipt (1 Original Copy)	City Treasurer's Office
13. Fire Security Inspection Certificate (1 Original Copy)	Bureau of Fire Protection
<b>Other Requirements depending on the Nature of Business:</b>	
<u>Hotels/Inn Tourist Accommodation, Travel Agency, Resort, Restaurant :</u> 1. Department of Tourism Accreditation (1 Original Copy)	Department of Tourism
<u>Dealer of Rice:</u> 2. National Food Authority License- (1 Original Copy)	National Food Authority
<u>Off-Track Betting:</u> 3. Off-Track Betting Certificate (1 Original Copy)	National Gaming Control Board – National Accreditation  Sangguniang Panlungsod Resolution
<u>Drugstore/Bakery/Food Supplement:</u> 4. Food and Drug Administration License (1 Original Copy)	Food and Drug Administration
<u>Contractor:</u> 5. Contractor's License General	Philippine Contractors Accreditation Board



Specialty and Engineering Contractor License (1 Original Copy)				
<u>Casino and Gaming:</u> 6. Casino and Other Gaming Certificate (1 Original Copy)		Philippine Amusement and Gaming Corporation – National Accreditation Sangguniang Panlungsod Resolution		
<u>Banking Institution, Money Changer, Money Remittance and Pawnshop:</u> 7. Central Bank License Certificate (1 Original Copy)		Bangko Sentral ng Pilipinas		
<u>Educational Institution</u> 8. Educational Institution Certificate (1 Original Copy)		Department of Education		
<u>Close-Circuit Television (CCTV):</u> 9. CCTV Certificate (1 Original Copy)		Legitimate CCTV Provider		
<u>Animal Facilities</u> 10. License to Operate Animal Facility/Certificate of Registration (1 Original Copy)		Animal Welfare Division, Bureau of Animal Industry – Department of Agriculture		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form, unified clearance, and requirements, accommodate inspection of Joint Inspection Assessment Team (JIAT) ( <i>only for application which require Occupancy Permit</i> ), and undergo Interview for Capitalization.	1. Receive accomplished application form and unified clearance, check requirements, and verify records.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	a. Application which do not require Occupancy Permit ( <i>Post Audit/ Inspection</i> ).  a.1 B.O.S.S. support offices evaluate application and requirements.	None	15 minutes	JIAT Team CPDCO, OBO, CHO, CENRO OBO





	a.2 Evaluate application form, unified clearance and requirements, encode application details and print system generated application form.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	a.3 Assess Capital.	None	10 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO
	a.4 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account (SOA).	None	5 minutes	Assessment Clerk (Job Order) Or Admin Asst. (Job Order) Or Clerk (Job Order) BPLO
	b. Application which require Occupancy Permit (For schedule of Joint Inspection Assessment Team (JIAT) inspection / Pre Audit / Inspection)			
	b.1 Conduct On-Site inspection and accomplish Unified Clearance.	None	1 day	JIAT Team BPLO, CPDCO, OBO, CHO, CENRO



	b.2 Evaluate application form, unified clearance and requirements, encode application details and print system generated application form.	None	10 minutes	<i>Clerk BPLO</i>
	b.3 Assess Capital.	None	10 minutes	<i>Local Assessment Operations Officer III Or Budgeting Asst. BPLO</i>
	b.4 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account(SOA).	None	5 minutes	<i>Assessment Clerk (Job Order) BPLO</i>
2. Pay assessed taxes, fees and other charges at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Community Tax Certificate.	A. Business Tax  B. Mayor's Permit  C. Other Fees  Fire Safety Inspection Fee: (Php 500.00 or 15% of Mayor's Permit Fee and Regulatory Fees whichever is higher)  CTC Fee:	15 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>  BFP (Backroom)



		<p>(for Single: P30.00)</p> <p>(for Corporation : P500.00)</p> <p>In accordance with the following:</p> <p>Revised Revenue Code of the City of San Pedro, Laguna</p> <p>Fire Code of the Philippines</p> <p>National Building Code</p> <p>Sanitation Code</p>		
3. Final submission of required documents and claiming of Business Permit.	3. Receive required documents and print Business Permit for approval and releasing.	None	5 minutes	<i>Data Controller BPLO</i>
	3.1 Conduct final check of required documents for Recommending Approval of BPLO Head.	None	15 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.2 Sign and recommend the	None	5 minutes	<i>City Government</i>



	approval of Business Permit (Digitized Signature of the City Mayor).			<i>Department Head I BPLO</i>
	3.3 Scan Business Permit and supporting documents for filing.	None	5 minutes	<i>Clerk (Job Order) BPLO</i>
	3.4 Release Business Permit together with supporting documents and Business Plate.	None	5 minutes	<i>Clerk (Job Order) Or Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>Business Tax + Mayor's Permit + Other Fees + Fire Safety Inspection Fee + CTC Fee</b>	<b>Post Audit/ Inspection Business: 1 Hour and 35 Minutes  Pre Audit/ Inspection Business: 1 Hour and 20 Minutes  (1 Day Inspection)</b>	



## 2. Renewal of Business Permit

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

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. System Generated Application Form (3 Copies)		Business Permits and Licensing Office
2. Valid Government-Issued ID (1 Original)		Applicant
3. Sworn declaration Gross Sales/Gross Receipts for the preceding taxable year (1 Original Copy)		Applicant
4. Quarterly VAT Returns for the immediately preceding taxable year (January-September) with stamp received by the BIR (1 Certified True Copy)		Bureau of Internal Revenue (BIR)
5. Monthly VAT Returns (October-November) (1 Certified True Copy)		Bureau of Internal Revenue (BIR)
6. Financial Statement / Income Tax Return covering the taxable year 2 years prior to renewal period (1 Original Copy or Certified True Copy)		Bureau of Internal Revenue (BIR)
<i>For businesses with branches/offices outside the City of San Pedro, Laguna</i>		
7. Breakdown of gross sales/gross receipts per city/municipality (1 Original Copy)		Applicant
8. Business Permits and/or application from respective cities/municipalities for current taxable year (1 Copy)		Respective LGU
<i>For Lessors</i>		
9. Sworn declaration of list of real properties for rent with tenants and duration of lease listed therein (1 Original Copy)		Applicant
<i>If applying through a representative</i>		
10a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of government-issued ID with 3 specimen signatures of the principal and the		Applicant



representative (1 Copy)				
10b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant		
11. Statement of Account (SOA) (3 Copies)		Business Permit and Licensing Office		
12. Community Tax Certificate (1 Original Copy)		City Treasurer's Office		
13. Official Receipt (1 Original Copy)		City Treasurer's Office		
14. Fire Security Inspection Certificate (1 Original Copy)		Bureau of Fire Protection		
If there is a revision of Barangay Revenue Code or if applicable:				
15. Barangay Tax Order of Payment (1 Original Copy)		Barangay Hall (where the business is located)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (include Barangay Tax Order of Payment if applicable), and undergo interview for gross assessment.	1. Evaluate requirements, verify records, and print system generated application form.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Assess Gross Sales/Gross Receipts.	None	15 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO
	1.2 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account (SOA).	None	5 minutes	Assessment Clerk (Job Order) BPLO
2. Pay assessed taxes, fees and other charges at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Community Tax Certificate.	A. Business Tax B. Mayor's Permit C. Other Fees	15 minutes	Revenue Collection Clerk City Treasurer's Office



		<p>Fire Safety Inspection Fee: (Php 500 or 15% of Mayor's Permit Fee plus Regulatory Fees whichever is higher)</p> <p>CTC Fee:</p> <p>(for Single: Gross Sales /Receipts divided by 1,000.00 + 5.00)</p> <p>(for Corporation : Gross Sales /Receipts divided by 2,500.00 + 500.00)</p> <p>In accordance with the following:</p> <p>Revised Revenue Code of the City of San Pedro, Laguna</p> <p>Fire Code of the Philippines</p> <p>National Building Code</p>		BFP (Backroom)
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		Sanitation Code		
3. Final submission of required documents and claiming of Business Permit..	3. Receive required documents and print Business Permit for approval and releasing.	None	5 minutes	<p><i>Clerk BPLO</i></p> <p><i>Dave Ritchelle P. Mercado (Clerk - Job Order)</i></p> <p><i>James Alexander Z. Deocaris (Inspector - Job Order)</i></p>
	3.1 Conduct final check of required documents for Recommending Approval of BPLO Head.	None	15 minutes	<p><i>BPLO Local Assessment Operations Officer III</i></p> <p><i>Jesselyn A. Plondriz (Local Assessment Operations Officer III)</i></p>
	3.2 Sign and recommend the approval of Business Permit (Digitized Signature of the City Mayor).	None	5 minutes	<p><i>City Government Department Head I BPLO</i></p> <p><i>Elsa A. Santos (Head, BPLO)</i></p>
	3.3 Scan Business Permit and supporting documents for filing.	None	5 minutes	<p><i>Clerk BPLO</i></p> <p><i>Jennifer C. Tumamao (Clerk - Job Order)</i></p>
	3.4 Release	None	5 minutes	<i>Clerk</i>





	Business Permit together with supporting documents.			BPLO  <i>Maria Evangeline N. Mijares</i> (Tax Mapping Aide - Job Order)
	<b>TOTAL:</b>	<b>Business Tax + Mayor's Permit + Other Fees + Fire Safety Inspection Fee + CTC Fee</b>	<b>1 Hour and 15 Minutes</b>	



### 3. Retirement of Business Registration

Approval of Business Retirement of Business Owner or Business Entity

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (Duplicate)	Business Permits and Licensing Office	
2. Valid Government-Issued ID (1 Original)	Applicant	
3. Request Letter (1 Original)	Applicant	
4a. If Corporation - Board Resolution or Secretary's Certificate showing decision of the Board to retire the business (1 Original Copy)	Applicant	
4b. If Single Proprietorship - Affidavit of showing no intent to continue business (1 Original Copy)		
5. Certificate of Closure from the Barangay showing date of cessation of business operation (1 Original Copy)	Barangay Hall (where the business is located)	
6. Original Business Permit (1 Original Copy) If lost, Affidavit of Loss	Applicant	
7. Sworn declaration of gross sales/gross receipts for the current taxable year (1 Original Copy)	Applicant	
8. Income Tax Return / Audited Financial Statement for the previous taxable year if available (1 Certified True Copy)	Bureau of Internal Revenue (BIR)	
9. Breakdown of gross sales/gross receipts per city/municipality (1 Original Copy)	Applicant	
10. Picture of Establishment showing no business operation and no signage (1 Original Copy)	Business Permits and Licensing Office	
11. Location sketch from main road (1 Copy)	Applicant	
12. Certificate of Closure from Lessor/Mall/Building Administrator (1 Original Copy)	Applicant	
13. Affidavit of No Operation (if applicable) (1 Original Copy)	Applicant	
14. Statement of Account (SOA) (3	Business Permits and Licensing Office	



Copies)				
15. Official Receipt (for Retirement) (1 Original Copy)		City Treasurer's Office		
16. Certificate of Retirement of Business Record (1 Original Copy)		City Treasurer's Office		
If applying through a representative				
17a. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signature of the representative (1 Copy)		Applicant		
17b. Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and requirements, and undergo interview for gross assessment.	1. Receive accomplished application form and schedule for Inspection.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Conduct inspection to verify closure of business.	None	1 day	License Inspector BPLO
	1.2 Evaluate application form and requirements, and verify records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.3 Assess Gross Sales/ Gross Receipts.	None	10 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO



	1.4 Assess taxes and fees, and issue Statement of Account (SOA).	None	5 minutes	<i>Assessment Clerk (Job Order) BPLO</i>
2. Pay assessed taxes and fees at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Certification.	A. Business Tax  Certification Fee: Php100.00  In accordance with:  Revised Revenue Code of the City of San Pedro, Lagun	15 minutes	<i>Revenue Collection Clerk City Treasurer's Office )</i>
3. Final submission of required documents and claiming of Certification for Retirement of Business Registration.	3. Evaluate required documents for approval and releasing.	None	5 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
	3.2 Conduct final check of required documents for approval of BPLO Head.	None	5 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.3 Sign and approve retirement of business registration.	None	5 minutes	<i>City Government Department Head I BPLO</i>
	3.4 Scan Certification for Retirement of Business Registration and supporting documents for	None	5 minutes	<i>Clerk (Job Order) BPLO</i>



	filing.  3.5 Release Certification for Retirement of Business Registration together with supporting documents.	None	5 minutes	<i>Clerk (Job Order) Or Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>Business Tax + Certification Fee</b>	<b>1 Hour and 15 Minutes  (1 Day Inspection)</b>	



## 4. Amendment of Business Registration

Approval of Application for Amendment of Business Registration by Business Owner or Business Entity.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (1 Copy)		Business Permits and Licensing Office
2. Original Business Permit (1 Original Copy)		Applicant
3. Valid Government-Issued ID (1 Original)		Applicant
4. Request Letter (1 Original Copy)		Applicant
<i>If applying through a representative</i>		
4a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor(1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant
4b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant
<i>If Changing Business Name</i>		
5a. New DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority
5b. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business located)
<i>If Changing Business Address</i>		
5c. Amended DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority
5d. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)
5e. Board Resolution or Secretary's Certificate showing decision of the		Applicant



company to change business address (1 Original Copy or Certified True Copy)				
5f. Proof of right to use property (1 Original Copy)  If address to relocate is owned by the applicant - TCT/Deed of Absolute Sale (1 Original Copy)  If address to relocate is rented - Contract of Lease (1 Original Copy) and Lessor's Permit (One Photocopy)		Applicant		
5g. Picture of establishment (interior and exterior) with location sketch from nearest main road (1 Copy)		Applicant		
If Adding or Changing Line of Business				
5h. DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy) (if necessary)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority		
5i. Amended Barangay Clearance (1 Original Copy) (if necessary)		Barangay Hall (where the business is located)		
If Changing Business Owner				
5j. Notarized Deed of Transfer of Ownership or other similar instrument (acknowledged before Notary Public) (1 Original Copy)		Applicant		
5k. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)		
If Changing Form of Business Entity				
5l. DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority		
5m. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)		
6. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
7. Official Receipt (1 Original Copy)		City Treasurer's Office		
Change of Business Name/Owner/Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and documentary requirements.	1. Receive and evaluate application and documents, verify records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1. Assess documents.	None	10 minutes	Local Assessment



	1.2 Approve application.	None	5 minutes	Operations Officer III BPLO  City Government Department Head I BPLO
	1.3 Issue Request Slip/Order of Payment.	None	3 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
2. Pay corresponding fee at the City Treasurer's Office.	2. Receive payment and issue official receipt.	P 150.00  In accordance with the Revised Revenue Code of the City of San Pedro, Laguna	5 minutes	Revenue Collection Clerk City Treasurer's Office
3. Final submission of required documents and claiming of Amended Business Permit.	3. Receive documents and amend records.	None	15 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	3.1 Print amended Business Permit for signature.	None	5 minutes	Clerk (Job Order) BPLO
	3.2 Conduct final check of required documents, affix signature and recommend the approval of Amended Business Permit (Digitized Signature of the	None	5 minutes	City Government Department Head I BPLO





	City Mayor).			
	3.3 Scan Amended Business Permit and supporting documents for filing.	None	5 minutes	Clerk (Job Order) BPLO
	3.4 Release Amended Business Permit together with supporting documents.	None	5 minutes	Tax Mapping Aide (Job Order) BPLO
<i>Change of Business Address / Adding or Changing Line of Business</i>				
1. Submit accomplished application form and documentary requirements.	1. Receive and evaluate application and documents, and verify records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Conduct On-Site inspection and accomplish Unified Clearance.	None	1 day	JIAT Team BPLO, CPDCO, OBO, CHO, CENRO
	1.2 Assess documents and evaluate JIAT findings.	None	10 minutes	Local Assessment Operations Officer III BPLO
	1.3 Approve application.	None	5 minutes	City Government Department Head I BPLO
	1.4 Issue Request Slip/Order of Payment.	None	3 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
2. Pay corresponding fee	2. Receive payment and	P 150.00	5 minutes	Revenue Collection Clerk



at the City Treasurer's Office.	issue official receipt.	In accordance with the Revised Revenue Code of the City of San Pedro, Laguna		City Treasurer's Office
3. Final submission of required documents and claiming of Amended Business Permit.	3. Receive documents and amend records.	None	15 minutes	<i>Clerk (Job Order)</i> Or <i>Inspector (Job Order)</i> BPLO
	3.1 Print amended Business Permit for signature.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	3.2 Conduct final check of required documents, affix signature and recommend the approval of Amended Business Permit (Digitized Signature of the City Mayor).	None	5 minutes	<i>City Government Department Head I</i> BPLO
	3.3 Scan Amended Business Permit and supporting documents for filing.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	3.5 Release Amended Business Permit together with supporting documents.	None	5 minutes	<i>Tax Mapping Aide (Job Order)</i> BPLO
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>Change of Business Name /</b>	



			<b>Owner / Form:</b>  <b>1 Hour and 18 minutes</b>  <b>Change of Business Address / Adding or Changing Line of Business:</b>  <b>1 Hour and 18 minutes</b>  <b>(1 Day Inspection)</b>	
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## 5. Issuance of Certified True Copy of Business Permit

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

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	Business Owner or Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Permit (Original Copy and 1 Photocopy)		Applicant		
2. Valid Government-Issued ID (1 Original)		Applicant		
3. Request Letter (1 Original Copy)		Applicant		
<i>If requesting through a representative</i>				
3a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
3b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant		
4. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
5. Official Receipt (1 Original Copy)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and documentary requirements.	1. Receive request letter with documentary requirements and conduct verification of records.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO



	1.1 Issue Request Slip/Order of Payment.	None	3 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
2. Pay corresponding fee at the City Treasurer's Office.	2. Collect payment and issue Official Receipt.	P 150.00	5 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Final submission of required documents and claiming of Certified True Copy.	3. Receive required documents and stamp certified true copy.	None	5 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
	3.1 Evaluate documents and affix initials.	None	5 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.3 Approve request and affix signature	None	5 minutes	<i>City Government Department Head I BPLO</i>
	3.3 Release Certified True Copy.	None	5 minutes	<i>Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>33 Minutes</b>	



## 6. Issuance of Certification

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

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2C - Government to Client G2G - Government to Government			
<b>Who may avail:</b>	Business Owner, Business Entity, Client, Government Agency, and others.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy)		Applicant		
2. Valid Government-Issued ID (1 Original)		Applicant		
<i>If applying through a representative</i>				
3a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
3b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative. (1 Copy)		Applicant		
4. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
5. Official Receipt (1 Original Copy)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and documentary requirements.	1. Receive request letter with documentary requirements and conduct verification of records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Issue request	None	3 minutes	Clerk (Job



	slip/order of payment.			Order) Or Inspector (Job Order) BPLO
2. Pay corresponding fee at the City Treasurer's Office.	2. Collect payment and issue Official Receipt.	P 150.00  In accordance with the Revised Revenue Code of the City of San Pedro, Laguna	5 minutes	Revenue Collection Clerk City Treasurer's Office
3. Final submission of required documents and claiming of Certification.	3. Receive required documents and print certification.	None	10 minutes	Clerk (Job Order) BPLO
	3.1 Review certification, evaluate required documents and affix initials.	None	5 minutes	Local Assessment Operations Officer III BPLO
	3.2 Approve certification and affix signature.	None	5 minutes	City Government Department Head I BPLO
	3.3 Release certification.	None	5 minutes	Tax Mapping Aide (Job Order) BPLO
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>43 Minutes</b>	



## 7. Handling of Complaints in Connection with Business Permit

Receiving and addressing a complaint in connection with business permit.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2C - Government to Client G2G - Government to Government	
<b>Who may avail:</b>	Business Owner, Business Entity, Client, Government Agency, and others.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<i>For normal inspection/tax drive</i>		
1.a Complaint Letter (1 Original Copy)	Business Owner/ Business Entity/ Government Agency/ Client/ others	
1.b Complaint Form (Duplicate)	Business Permits and Licensing Office	
1.c Phone Call	Client/Complainant	
1.d Electronic Communication	Client/Complainant	
2. Valid Government-Issued ID (1 Original and Copy with 3 Specimen Signatures)	Client/Complainant	
3. Inspection Slip (Triplicate)	Business Permits and Licensing Office	
4. Notice for Compliance (1 Original Copy and Receiving Copy)	Business Permits and Licensing Office	
5. Advice to Cease and Desist Operation Notice (Triplicate)	Business Permits and Licensing Office	
6. Closure Order (1 Original Copy and Receiving Copy)	Office of the City Mayor	
7. Lifting of Suspension Notice/Cancellation Order (1 Original Copy and Receiving Copy)	Office of the City Mayor	
<i>For business with valid complaint and violation</i>		
1.a Complaint Letter (1 Original Copy)	Business Owner/ Business Entity/ Government Agency/ Client/ others	
1.b Complaint Form (Duplicate)	Business Permits and Licensing Office	
1.c Phone Call	Client/Complainant	
1.d Electronic Communication	Client/Complainant	
2. Inspection Slip (Triplicate)	Business Permits and Licensing Office	
3. Joint Written Report and Recommendations (1 Original and Receiving Copy)	Interface Regulatory Offices (BPLO, Zoning, OZA, OBO, Sanitation, CENRO)	
4. Technical Meeting Letter (1 Original	Business Permits and Licensing Office	





Copy and Receiving Copy)				
5. Highlights of the Technical Meeting (1 Original Copy and Receiving Copy)		Business Permits and Licensing Office		
6. Closure Order (1 Original Copy and Receiving Copy)		Office of the City Mayor		
7. Lifting of Suspension Notice/Cancellation Order (1 Original Copy and Receiving Copy)		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For normal inspection/tax drive</i>				
1. Submit the complaint letter/duly accomplished Complaint Form.	1. Receive the complaint letter/duly accomplished Complaint Form.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	1.1 Verify records.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	1.2 Evaluate complaint and assign to Area Inspector.	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.3 Inspect/validate complaint and issue Inspection Slip.	None	1 day	<i>Area Inspector</i> BPLO
	1.4 Prepare Notice for Compliance for signature of BPLO Head (if necessary) 3 working days after issuance of Inspection Slip.	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.5 Issue Notice for Compliance (if necessary).	None	1 day	<i>Area Inspector</i> BPLO



	1.6 Issue Advice to Cease and Desist Operation Notice (if necessary) 7 working days after issuance of Notice for Compliance.	None	1 day	<i>Area Inspector</i> BPLO
	1.7 Prepare Closure Order for signature of the City Mayor/City Administrator (if necessary) 3 working days after issuance of Advice to Cease and Desist Operation Notice.	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.8 Implement Closure Order (If necessary) after duly signed by the City Mayor/City Administrator.	None	1 day	<i>Inspector (Job Order)</i> BPLO
	1.9 Prepare Lifting of Suspension Notice/ Cancellation Order for signature of the City Mayor/City Administrator (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.10 Issue Lifting of Suspension Notice/ Cancellation Order and remove Closure Order Tarpaulin, Stickers, Padlock and Chain (if necessary).	None	1 day	<i>Inspector (Job Order)</i> BPLO



	In accordance with Resolution No. 2013-487 Municipal Ordinance No. 2013-121.			
<i>For business with valid complaint and violation</i>				
1. Submit the complaint letter/duly accomplished Complaint Form and attend Technical Meeting (if necessary).	1. Receive the complaint letter/duly accomplished Complaint Form.	None	5 minutes	Clerk (Job Order) BPLO
	1.1 Verify records.	None	5 minutes	Clerk (Job Order) BPLO
	1.2 Evaluate complaint.	None	30 minutes	Local Assessment Operations Officer III BPLO
	1.3 Inspect/validate complaint and issue Inspection Slip/Notice of Violations from other Members of JIAT  (Assignment of inspector is a prerogative of the Interface Regulatory Office Head and inclusion of Interface Regulatory Office to the inspection is depending on the nature of complaint.)	None	1 day	Interface Regulatory Offices BPLO, CPDCO, OBO, CHO, CENRO
	1.4 Prepare joint written report with recommendations address to the City Mayor/City	None	1 day	Interface Regulatory Offices BPLO, CPDCO, OBO, CHO, CENRO



	Administrator.			
	1.5 Prepare Technical Meeting Letter for signature of BPLO Head and City Administrator (If necessary).	None	1 hour	<i>Local Assessment Operations Officer III</i> BPLO
	1.6 Conduct Technical Meeting (if necessary).	None	2 hours	<i>Interface Regulatory Offices</i> BPLO, CPDCO, OBO, CHO, CENRO
	1.7 Prepare Highlights of the Technical Meeting (if necessary).	None	1 hour	<i>Local Assessment Operations Officer III</i> BPLO
	1.8 Prepare Notice for Compliance for signature of BPLO Head (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.9 Issue Notice for Compliance (if necessary).	None	1 day	<i>Inspector (Job Order)</i> BPLO
	1.10 Prepare Closure Order for signature of the City Mayor/City Administrator (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.11 Implement Closure Order (If necessary) after duly signed by the City Mayor/City Administrator.	None	1 day	<i>Inspector (Job Order)</i> BPLO



	<p>1.12 Prepare Lifting of Suspension Notice/ Cancellation Order for signature of the City Mayor/City Administrator (if necessary).</p> <p>1.13 Issue Lifting of Suspension Notice/ Cancellation Order and remove Closure Order Tarpaulin, Stickers, Padlock and Chain (if necessary).</p> <p>In accordance with Resolution No. 2013-487 Municipal Ordinance No. 2013-121</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 day</p>	<p><i>Local Assessment Operations Officer III</i> BPLO</p> <p><i>Inspector (Job Order)</i> BPLO</p>
	<b>TOTAL:</b>	<b>None</b>	<p><b>For Normal Inspection/Tax Drive:</b></p> <p><b>2 Hours and 10 Minutes</b></p> <p><b>(5 Days Inspection)</b></p> <p><b>For Business with Valid Complaint and Violation:</b></p> <p><b>6 Hours and 10 Minutes</b></p> <p><b>(5 Days Inspection)</b></p>	



## **City Accounting Office**

### **Internal Services**



## 1. Processing Of Disbursement Voucher (DV)

Preparation of Disbursement Voucher form to claim payment.

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



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





	<b>TOTAL:</b>	<b>None</b>	<b>1 Day, 4 Hours and 53 Minutes</b>	
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## 2. Preparation of Payroll

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

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



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



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



### 3. Financial Reporting

Preparation of Mandatory Financial Reports and Financial Statements.

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



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



## **City Assessor's Office**

### **External Services**



## 1. Issuance of Certifications

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

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





		n)		
3. Submit Certification fee receipt to Frontline personnel.	3. Trace back previous records.	None	25 minutes	<i>Data Controller II</i> City Assessor's Office
	3.1 Prepare, validate and sign certification.	None	10 minutes	<i>Assessment Clerk I</i> City Assessor's Office
	3.2 Approve certification.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
4. Receive the certification.	4. Record receipt of Certification by the requesting person	None	5 minutes	<i>Assessment Clerk I</i> City Assessor's Office
	<b>TOTAL:</b>	<b>None</b>	<b>50 Minutes (excluding time for payment)</b>	



## 2. Issuance of Certificate of No Improvement

Certification that a certain parcel of land is vacant.

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



2. Pay Certification fee at Treasury Office.	None	Certificate of No Improvement: Php 150.00	Refer to City Treasurer's Office	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Submit Certification fee to Frontline personnel.	3. Prepare Certification.	None	20 minutes	<i>Encoder (Job Order)</i> City Assessor's Office
	3.1 Examine and sign for approval.	None	5 minutes	<i>Tax Mapper I</i> City Assessor's Office
	3.2 Approve certification.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
4. Receive the certification.	4. Record receipt of certification by the requesting person.	None	5 minutes	<i>Frontline Personnel</i> City Assessor's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 Hours and 57 Minutes</b>	



### 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.

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

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



	5.6 Verify, Check and Compute Market Value and Assessed value of property.	None	2 hours (per Tax Declaration)	<i>Tax Mapper I</i> City Assessor's Office
	5.7 Dispatch documents to encoder.	None	5 minutes	<i>Tax Mapper I</i> City Assessor's Office
	5.8 Encode Tax Declaration then submit documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder (Job Order)</i> City Assessor's Office
	5.9 Check Tax Declaration then submit to recommending officer.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Tax Mapper I</i> City Assessor's Office
	5.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)	<i>Asst. Dept. Head I</i> City Assessor's Office
	5.11 Approve Tax Declaration.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	5.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	10 minutes	<i>Administrative Officer I</i> City Assessor's Office
	5.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	5 minutes	<i>City Assessor</i> City Assessor's Office



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

**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.

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



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



	3.8 Encode Tax Declaration then submit documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder (Job Order)</i> City Assessor's Office
	3.9 Check Tax Declaration then submit to Recommending Officer.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Tax Mapper I</i> City Assessor's Office
	3.10 Evaluate Tax Declaration then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)  Transmitted by batch. 4pm-5pm	<i>Assistant Dept. Head I</i> City Assessor's Office
	3.11 Approve Tax Declaration.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	10 minutes	<i>Administrative Officer I</i> City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	5 minutes	<i>Assessor's Staff</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	<b>5 or more days depending on the number of parcels/real</b>	



			property units (RPU) involved and the complexity of Transaction/s involved	
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**Complex** – Involved declaration of 1 improvement

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



## 5. New Declaration or Reassessment of Machinery

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

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



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



	3.7 Dispatch documents to encoder.	None	5 minutes	<i>Tax Mapper I</i> City Assessor's Office
	3.8 Encode Tax Declaration then submit documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder (Job Order)</i> City Assessor's Office
	3.9 Check Tax Declaration then submit to Recommending Officer.	None	20 minutes (per Tax Declaration) Transmitted by batch. 4pm-5pm	<i>Tax Mapper I</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)	<i>Asst. Department Head I</i> City Assessor's Office
	3.11 Approve Tax Declaration.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	10 minutes	<i>Administrative Officer I</i> City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	5 minutes	<i>Records Division Personnel</i> City Assessor's Office
4. Receive Tax Declaration and	4. Record receipt of documents by	None	5 minutes	<i>Assessment Clerk I</i>



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

**Complex** – Involved declaration of 1 Real Property Unit

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





## 6. New Declaration (Land – Untitled)

First time Declaration of Untitled Land.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Plan (1 original)		Land Management Bureau, DENR, Los Baños, Laguna		
2. Certification (Alienable and Disposable) (1 original)		DENR, Los Baños, Laguna		
3. Sworn Statement of the True Current and Fair Market Value of Real Properties (1 original)		Notary Public		
4. Affidavit that the applicant is in long, continuous and notorious possession of the property (1 original)		Notary Public		
5. Certification that the applicant is the present possessor and occupant of the land and Certification of the adjoining lot owners (1 original)		Barangay Captain and/or City Mayor adjoining lot owners		
6. Letter request of Owner (1 original)		Property owner		
7. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
<b>If done through a representative:</b>				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents to incoming/outgoing officer	1. Check and verify submitted documents.  1.1 Attach	None	15 minutes	Assessment Clerk / City Assessor's Office



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



	documents to encoder.			City Assessor's Office
	3.8 Encode Tax Declaration then submit documents to Assessment and Appraisal Officer for Checking.	None	15 minutes (per Tax Declaration)	<i>Encoder (Job Order)</i> City Assessor's Office
	3.9 Check Tax Declaration then submit to Recommending Officer.	None	20 minutes (per Tax Declaration)  Transmitted by batch. 4pm-5pm	<i>Tax Mapper I</i> City Assessor's Office
	3.10 Evaluate and Sign printed FAAS then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)	<i>Asst. Department Head I</i> City Assessor's Office
	3.11 Approve FAAS on System.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	3.12 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	10 minutes	<i>Administrative Officer I</i> City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	5 minutes	<i>City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Assessor's Staff</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Incoming/ Outgoing Officer</i> City Assessor's Office
		None	<b>5 or more days</b>	



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

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



## 7. New Declaration (Land – Titled)

First time Declaration of Titled Land.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified True Copy of free patent, homestead or miscellaneous sales application (1 original)		Registry of Deeds, Calamba, Laguna / Land Management Bureau, DENR, Los Baños, Laguna		
2. Certified True Copy of Title (1 original)		Registry of Deeds, Calamba, Laguna		
3. Approved Survey Plan - (1 original)		Land Management Bureau, DENR, Los Baños, Laguna		
4. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
<b>For properties administered by NHA:</b>				
1. Certificate of award (1 photocopy) (present Original for verification purposes)		National Housing Authority Office, Cabuyao City, Laguna		
<b>If done through a representative:</b>				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents to incoming/ outgoing officer	1. Check and verify submitted documents.  1.1 Attach Request Slip	None	15 minutes	Assessment Clerk I City Assessor's Office
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	Assessment Clerk I City Assessor's Office



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



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



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

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





## 8. Reassessment of Land

Declaration of any change in valuation of Land.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	All City of San Pedro real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter from the registered owner		Property owner		
2. Notarized Sworn Statement of the market value of the property		Registry of Deeds, Calamba, Laguna		
3. Zoning Certificate		Office of the Zoning Administrator		
4. Sanggunian Resolution/ Ordinance		Sangguniang Panlungsod		
5. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (for validation only)		Property owner		
<b>If done through a representative:</b>				
1. Authorization letter stating name of authorized representative and purpose of request. (1 original)		Property owner		
2. Government-Issued ID of Representative (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Representative		
3. Government-Issued ID of owner (PRC; UMID; PHILSYS ID, etc.) (1 photocopy)		Property owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents to incoming/ outgoing officer	1. Check and verify submitted documents.  1.1 Attach Request Slip	None	15 minutes	<i>Assessment Clerk I</i> City Assessor's Office
2. Fill out Request Slip then submit to incoming/ outgoing officer.	2. Receive complete documents.	None	5 minutes	<i>Assessment Clerk I</i> City Assessor's Office
3. None	3. Forward all documents to Tax Mapping Division for Verification.	None	Transmitted by batch: 11am/5pm	<i>Assessment Clerk I</i> City Assessor's Office



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



	Declaration then submit to Recommending Officer.		Tax Declaration	City Assessor's Office
	3.10 Evaluate Tax Declaration then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)  Transmitted by batch. 4pm-5pm	Asst. Department Head I City Assessor's Office
	3.11 Approve Tax Declaration.	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	Administrative Officer I 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	<b>5 or more days depending on the number of parcels/real property units (RPU) involved and the complexity of</b>	



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

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



## 9. Correction/Updating of Information/Annotation

Declaration of any change in valuation of Land.

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



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



	3.7 Check Tax Declaration then submit to Recommending Officer.	None	10 minutes (per Tax Declaration)	<i>Tax Mapper I</i> City Assessor's Office
	3.8 Evaluate Tax Declaration then submit to City Assessor for Approval.	None	20 minutes (per Tax Declaration)  Transmitted by batch. 4pm-5pm	<i>Asst, Department Head I</i> City Assessor's Office
	3.9 Approve Tax Declaration.	None	20 minutes (per Tax Declaration)	<i>City Assessor</i> City Assessor's Office
	3.10 Print Approved Tax Declaration and FAAS with Notice of Assessment.	None	5 minutes	<i>Administrative Officer I</i> City Assessor's Office
	3.13 Sign Printed Tax Declaration, FAAS and Notice of Assessment.	None	10 minutes	<i>City Assessor</i> City Assessor's Office
	3.14 Register Tax Declaration and segregate Attachments for filing.	None	10 minutes	<i>Assessor's Staff</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Assessment Clerk I</i> City Assessor's Office
		None	<b>3 working days or earlier</b>	



## 10. Cancellation of Assessment

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

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





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



	and sign Inspection Report			City Assessor's Office
	3.7 Prepare and sign Notice of Cancellation Report then submit to City Assessor	None	20 minutes	<i>Data Controller</i> City Assessor's Office
	3.8 Approve Notice of Cancellation.	None	15 minutes	<i>City Assessor</i> City Assessor's Office
	3.9 Cancel the Record in the System and print Cancelled Tax Declaration.	None	20 minutes	<i>Assessor's Staff</i> City Assessor's Office
4. Receive Tax Declaration and Notice of assessment.	4. Record receipt of documents by the owner.	None	5 minutes	<i>Assessment Clerk I</i> City Assessor's Office
		None	<b>3 working days or earlier</b>	



## **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.

Office/Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals whose children were born in the City of San Pedro, Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original COLB, with all applicable fields, duly accomplished and signed by the birth-attendant and parent. (Quadruplicate)		Birth-attendant		
2. Valid government-issued I.D.'s of parent/s whose names appear on the COLB. (2 originals and 4 photocopies each)		Client's Personal File		
Additional, if parents are married:				
1. PSA Certificate of Marriage of parents, as appearing on the COLB for registration. (1 original and 4 photocopies)		Philippine Statistics Authority Outlet		
Additional, if parents are unmarried, but elect for the child to use the father's last name:				
1. Attachment-format Affidavit to Use Surname of the Father (AUSF), duly accomplished by the mother, and notarized by a notary public. (4 originals)		City Civil Registrar's Office of San Pedro/Birth-Attendant (AUSF)		
		Notary Public (Notarial Service)		
2. Community Tax Certificate of parent/s. (1 original)		Treasury Office of the city/municipality where the parents are residents		
Additional, if representative:				
1. Authorization letter executed by either parent whose name appears on the COLB for registration, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.		Client's Personal File		
2. Valid government-issued I.D.'s of parent/s and representative whose names appear on the COLB and Authorization Letter. (2 originals and 2 photocopies each)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable	1. Check for completeness of	None	5 minutes	Assistant Registration Officer Or Job Order

requirements at the window for assessment and wait for your name to be called.	documentary requirements and completeness of entry fields.  1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.  1.2 Final assessment and signature, denoting the order to assign a registry number.  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	10 minutes	LCRO  <i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer Or Clerk IV LCRO</i>
		None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration IV Or Clerk IV LCRO</i>
		None	20 minutes	<i>Assistant Registration Officer Or Job Order LCRO</i>
2. Once called, proceed to the window to retrieve the duly registered COLB.	2. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Assistant Registration Officer Or Job Order LCRO</i>
<b>TOTAL:</b>		<b>None</b>	<b>45 Minutes</b>	

**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.

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Highly-technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Individuals whose children were born in the City of San Pedro, Laguna, and have yet to register said births, to date.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Original COLB, with all applicable fields, duly accomplished and signed by the birth-attendant and parent. (Quadruplicate)	Birth-attendant
2. Valid government-issued I.D.'s of parent/s whose names appear on the COLB. (2 originals and 4 photocopies each)	Client's Personal File
3. Baptismal Certificate of the document-owner or its counterpart in other religions. (1 original and 2 photocopies)	Client's Personal File
4. Form 137 (Elementary/High School) or Transcript of Records of document-owner. (1 original and 2 photocopies)	Client's Personal File
5. Immunization Record/Baby Book of document-owner. (1 original and 2 photocopies)	Client's Personal File
6. Negative Certification of Birth (1 original and 1 photocopy)	Philippine Statistics Authority
7. Community Tax Certificate of parent/s. (1 original)	Treasury Office of the city/municipality where the parents are residents
8. Affidavit of 2 Disinterested Persons attesting the facts of birth of the document-owner with attached photocopies of valid government-issued I.D.'s of the executing parties (1 original and 1 photocopy each page)	City Civil Registrar's Office of San Pedro
9. Barangay Certification of Residency of the parents and the document-owner (1 original and 1 photocopy).	Barangay Hall where the client/individual resides
10. Any 2 legal/official documentary evidence from each parent, containing the information required to be provided in the Certificate of Live Birth form, such as, but not	Clients' Personal File



limited to their Certificate of Live Birth, Certificate of Marriage, Certificate of Death, etc. (1 photocopy each)	
11. Unedited, 2x2-inch front-facing photo of the document-owner in white background, taken within 3 months from the date of registration (4 originals)	Client's Personal File
<b>Additional, if document-owner is 1 year old and over:</b>	
1. National I.D. card, paper-form National I.D., print-out of downloadable Digital National I.D. or handwritten and duly-signed Transaction Reference Number for the Application of Issuance of a National I.D. (1 photocopy)	Client's Personal File
<b>Additional, if parents are married:</b>	
1. PSA Certificate of Marriage of parents, as appearing on the COLB for registration. (1 original and 1 photocopy)	Philippine Statistics Authority Outlet
<b>Additional, if parents are married, and the document-owner is a minor:</b>	
1. Personal appearance of the minor document-owner and their parents.	Client
<b>Additional, if parents are unmarried, but elect for the child to use the father's last name:</b>	
1. Personal appearance of the parents.	Clients
2. Attachment-format Affidavit to Use Surname of the Father (AUSF), duly accomplished by the mother, and notarized by a notary public. (4 originals)	City Civil Registrar's Office of San Pedro/Birth-Attendant (AUSF)  Notary Public (Notarial Service)
<b>Additional, if no father is declared, and the document-owner is a minor:</b>	
1. Personal appearance of the mother.	Client
<b>Additional, if document-owner's parents are unmarried, and they were born August 3, 1988 through March 18, 2004, but wish to declare the father:</b>	
1. Personal appearance of parents and minor.	Clients
2. Affidavit of Acknowledgement of Paternity (4 original copies)	City Civil Registrar's Office of San Pedro
<b>Additional, if document-owner is 7 years old and over, but below 18 years of age, who elect to use the father's last name:</b>	
1. Attachment-format Affidavit to Use Surname of the Father, duly accomplished by the child (4 originals)	City Civil Registrar's Office of San Pedro



2. Attachment-format Sworn Attestation, executed by the child's mother (4 original copies)	City Civil Registrar's Office of San Pedro
<b>Additional, if document-owner is of legal age:</b>	
1. Personal appearance of document-owner	Client
2. Voter's Registration Record (1 original and 4 photocopies)	Commission on Elections where the client is a registered voter
3. PhilHealth Member's Data Record (1 original and 4 photocopies)	PhilHealth
4. Community Tax Certificate of document-owner. (1 original)	Treasury Office of the city/municipality where the document-owner is a resident
<b>For married document-owners:</b>	
1. PSA Certificate of Marriage (1 original and 4 photocopies)	Philippine Statistics Authority Outlet
<b>Additional, if the document-owner is a minor whose parents cannot be located:</b>	
1. Certificate of Legal Guardianship of the legal guardian, issued by the proper court (1 original and 1 photocopy)	Client's Personal File
2. Affidavit/Sworn Statement stating the facts of the parents' whereabouts and application of reasonable measures to locate them (1 original per person and 1 photocopy each)	Client's Personal File
3. Certificate of Death of Parents, if applicable. (1 original per deceased parents, and 1 photocopy each)	Philippine Statistics Authority
<b>Additional, if document-owner's mother is deceased:</b>	
1. Certificate of Death of the document-owner's mother (1 original and 1 photocopy)	Philippine Statistics Authority
<b>Additional, if document-owner's father is deceased:</b>	
1. Certificate of Death of the document-owner's father (1 original and 1 photocopy)	Philippine Statistics Authority
2. Private Handwritten Instrument (PHI) verifiably executed by the father/duly filed with a government-agency, such as, but not limited to SSS, PhilHealth, or BIR Records or insurance records where document-owner is an identified child of the record-owner; school/medical record where the document-owner is attested via signature of the deceased father as his child, or other handwritten materials	Client's Personal File





executed by the deceased father identifying the document-owner as his child, where his handwriting may be compared against verifiable handwritten government/official records. (1 original and 1 photocopy)				
<b>Additional, if document-owner is deceased:</b>				
1. Certificate of Death of the document-owner (1 original and 1 photocopy)		Client's Personal File; Philippine Statistics Authority; or Local Civil Registrar's Office where the decedent's death was registered		
<b>Additional, if registrant of a deceased document-owner:</b>				
1. Legal/official proof of filiation, proving eligibility as nearest of kin, based on the Expanded Senior Citizen's Act of 2010 (1 original and 1 photocopy)		Client's Personal File		
<b>Additional, in the absence of any verifiable legal or official proof of paternity:</b>				
1. DNA Test Results proving paternity between the document-owner and the father, issued by a DOH-Accredited DNA Testing Center with complete attached medical documentation (1 original and 1 photocopy)		Client's Personal File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all applicable requirements at the window for assessment and wait for your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields	None	5 minutes	Assistant Registration Officer Or Job Order LCRO
	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	None	5 minutes	Assistant Registration Officer Or Job Order LCRO

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



		<b>minutes</b>	
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**Note/s:**

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

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

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

For births occurring <b>before</b> August 3, 1988.	Completely fill-out the Affidavit for Admission/Acknowledgement of Paternity.
For births occurring <b>on or after</b> 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.

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



representative whose names appear on the COM 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 your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields.	None	10 minutes	Messenger Or Job Order LCRO
	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 or Local Legislative Staff Officer III or Records Officer I Or Assistant Registration Officer 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 the duly registered COM.	2. Check claimant for identification and release the client's copy.	None	5 minutes	Messenger Or Job Order LCRO
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



**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.

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





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





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

**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.

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Either parent of document owners (if the decedent is below 18 years of age)</li> <li>- Spouse (if the decedent is 18 years of age or older)</li> <li>- Nearest surviving kin, as defined in RA 9994: Nearest surviving relative refers to the legal spouse who survives the deceased senior citizen: Provided, that where no spouse survives the decedent, this shall be limited to relatives in the following order of degree of kinship: children, parents, siblings, grandparents, grandchildren, uncles and aunts (<i>Proof of kinship may be required</i>).</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Original COD, with all applicable fields, duly accomplished and signed by the nearest of kin, attendant, City Health Officer, medico-legal officer and embalmer, if applicable. (Quadruplicate)	Attendant at Death (if death occurred in a hospital) or City Health Office/Funeral Service (if death did not occur in a hospital)
2. Valid government-issued I.D.'s of informant. (1 original and 2 photocopies)	Client's Personal File
<b>Additional, if autopsy was not performed on the decedent:</b>	
1. Waiver of Autopsy, duly notarized (1 original and 1 photocopy)	Client's Personal File / Notary Public
<b>Additional, if the client is not the nearest surviving kin of the decedent, as defined in R.A. 9994:</b>	
1. Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent.	Client's Personal File / Notary Public
<b>Additional, if representative:</b>	
1. Authorization letter executed by the nearest surviving kin, duly indicating specific quantities and acts the representative is authorized to secure and carry-out.	Client's Personal File
2. Valid government-issued I.D.'s of the nearest of kin and representative whose names	Client's Personal File



appear as informant on the COD 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 your name to be called.	1. Check for completeness of documentary requirements and completeness of entry fields.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
	1.1 Check for correctness of entries and sign as received, if deemed no corrections are needed.	None	10 minutes	<i>Local Legislative Staff Officer III Or Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	1.2 Final assessment and signature, denoting the order to assign a registry number.	None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Bookbinder IV Or Assistant Registration Officer or Clerk IV LCRO</i>
	1.3 Assign registry number to the COD, coding of statistical portion and segregation of PSA, LCRO, attendant and client copies.	None	15 minutes	<i>Messenger Or Job Order LCRO</i>
2. Once called, proceed to the window to retrieve the duly registered COD.	2. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Messenger Or Job Order LCRO</i>
<b>TOTAL:</b>		<b>None</b>	<b>40 Minutes</b>	



## 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.

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



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



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

**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.

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





photocopies)	
2. Legal Capacity to Contract Marriage (1 original and 2 photocopies)	Foreign Service Office of the foreign party's country of origin, for release at the foreign embassy in the Philippines
3. Passport (1 original and 2 photocopies)	Client's Personal File
<b>Additional, for foreign parties with prior marriages dissolved:</b>	
1. Divorce Papers (1 original and 2 photocopies)	Foreign court, where dissolution was processed
<b>Additional, for widowed foreign applicants:</b>	
1. Counterpart of PSA Certificate of Death of deceased spouse in the foreign applicant's country of origin (1 original and 2 photocopies)	Counterpart of PSA in the foreign party's country of origin
<b>Additional, for Filipino applicants with prior marriages dissolved:</b>	
1. Court Decision, Certificate of Finality, PSA Certificate of Marriage with Annotation, Judicial Decree of Absolute Divorce, Annulment or Nullity (1 original and 2 photocopies)	Court where dissolution was processed/recognized
<b>Additional, for widowed Filipino Applicants:</b>	
1. PSA Certificate of Death of deceased spouse (1 original and 2 photocopies)	Philippine Statistics Authority Outlet
<b>Additional, for Filipino applicants 18-21 years of age:</b>	
1. Parental Consent executed by a parent whose name appears on the applicant's COLB (1 original and 2 photocopies)	City Civil Registrar's Office of San Pedro
2. Cedula of the parent to execute the Parental Consent	Treasury Office, City/Municipal Hall
3. At least 2 valid government-issued I.D.'s of the parent to execute the Parental Consent	Client's Personal File
<b>Additional, for Filipino applicants 22-24 years of age:</b>	





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



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



	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	<i>Clerk IV or Job Order LCRO</i>
	2.4 On the next working day following the last day of posting, retrieve the posted documents	None	10 minutes	<i>Clerk IV or Job Order LCRO</i>
	2.5 Prepare the Marriage License and endorse to the Civil Registrar for approval.	None	15 minutes	<i>Clerk IV or Job Order LCRO</i>
	2.6 Verify that no adverse claims were made on the application and approve or annotate with findings.	None	10 minutes	<i>Local Civil Registrar LCRO</i>
	2.7 Once approved, assign a registry number and segregate office and client copies.	None	15 minutes	<i>Clerk IV or Job Order LCRO</i>
3. Present your claim stub to retrieve the duly registered COM.	3. Check claimant for identification and release the client's copy.	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>
<b>TOTAL:</b>		<b>PHP 650.00</b>	<b>10 Days, 2 hours and 10</b>	



	(Filipinos) / PHP 1,000.00 (Foreign)	minutes	
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**Notes:**

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



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

This covers the process of correcting entries within the limitations of R.A. 9048.

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Highly-technical (Quasi-judicial)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons whose Certificate of Live Birth, Marriage or Death are registered in San Pedro, Laguna.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Erroneous PSA Certificate of Live Birth/Marriage or Death (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
2. At least 2 valid government-issued I.D.'s of erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
3. Current-year Community Tax Certificate of petitioner (1 original and 3 photocopies)	Treasury Office, City/Municipal Hall
4. Affidavit executed by the petitioner, stating that they understand that the correction/s resulting from the petition does not include the back-portion of the document, as well as any and all attachments to said document. (1 original and 3 photocopies)	Client's Personal File
<b>Additional, if document-owner of erroneous certificate is married:</b>	
1. PSA Certificate of Marriage of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
<b>Additional, if document-owner has children:</b>	
1. PSA Certificate of Live Birth of erroneous document-owner's children (1 original and	Philippine Statistics Authority Outlet



3 photocopies)	
<b>Additional, if document-owner is deceased:</b>	
1. PSA Certificate of Death of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
<b>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:</b>	
1. Baptismal Certificate of erroneous document-owner or its equivalent in other religions (1 original and 3 photocopies)	Religious establishment where the ceremony was held
2. Form 137 (Elementary/High School) or Transcript of Records of erroneous document-owner (1 original and 3 photocopies)	School Attended by the erroneous document-owner
3. NBI or Police Clearance of erroneous document-owner (1 original and 3 photocopies)	NBI or Local Police Station of the erroneous document-owner's place of residence
4. Voter's Registration Record of erroneous document-owner (1 original and 3 photocopies)	Local Commission on Elections
5. PhilHealth, SSS or Pag-IBIG Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	PhilHealth, SSS or Pag-IBIG Branches
6. Old Medical Records of erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
7. Affidavit/Sworn Statement of Explanation executed by the erring declarant	Notary Public
8. PSA Certificate of Live Birth, Marriage or Death of erroneous document-owner's	Philippine Statistics Authority Outlet



parents, grandparents, children or siblings (1 original and 3 photocopies)				
9. At least 2 valid government-issued I.D.'s of individuals whose PSA documents are submitted as documentary evidence in the petition (1 original and 3 photocopies)	Client's Personal File			
<b>Additional, for representative:</b>				
1. Special Power of Attorney executed by the erroneous document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the SPA.	Notary Public			
<b>Additional, if petition is migrant-type:</b>				
1. 1 additional set of photocopies of all documents, as applicable, above.	Client's Personal File			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documentary requirements agreed upon during inquiry, including the requirement list.	1. Check for completeness of documentary evidence and whether entries in documentary evidence are consistent with that which is being claimed to be the correct	None	15 minutes	Records Officer I Or Bookbinder IV LCRO



	entry.  1.1. If deemed compliant, issue the order of payment and prepare the petition form and notice of posting.	None	20 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.	2. Instruct the client to double-check all entries.	PHP 1,000.00 (R.A. 9048 – Correction of Entry)	5 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO
	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.	None	10 minutes	<i>Local Civil Registrar</i> 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	<i>Records Officer I Or Bookbinder IV</i> 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	<i>Records Officer I Or Bookbinder IV</i> LCRO





	2.4 Retrieve posted documents on the day following the 10 <sup>th</sup> day of posting.	None	10 minutes	<i>Records Officer I Or Bookbinder IV LCRO</i>
	2.5 Final assessment and signature, denoting the approval of the petition at the local level.	None	5 days (R.A. 9048 IRR)	<i>Records Officer I Or Bookbinder IV LCRO</i>
	2.6 Prepare weekly transmittals of petitions to PSA for affirmation or impugment.	None	5 days (R.A. 9048 IRR)	<i>Records Officer I Or Bookbinder IV LCRO</i>
	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.	None	5 days (R.A. 9048 IRR)	<i>Records Officer I Or Bookbinder IV LCRO</i>
3. Present your claim stub to retrieve the Certificate of Finality of your petition.	3. Check claimant for identification, release the Certificate of Finality, and relay the schedule of reproduction of documents in security paper, per Philippine Statistics Authority.	None	5 minutes	<i>Clerk IV or Job Order LCRO</i>
<b>TOTAL:</b>		<b>PHP 1,000.00</b>	<b>25 days, 1 hour and 30 minutes</b>	



## 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).

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Highly-technical (Quasi-Judicial)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Persons whose Certificate of Live Birth are registered in San Pedro, Laguna.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Erroneous PSA Certificate of Live Birth/Marriage or Death (1 original and 3 photocopies)	Philippine Statistics Authority Outlet
2. Baptismal Certificate of erroneous document-owner or its equivalent in other religions (1 original and 3 photocopies)	Religious establishment where the ceremony was held
3. Form 137 (Elementary/High School) or Transcript of Records of erroneous document-owner (1 original and 3 photocopies)	School Attended by the erroneous document-owner
4. NBI Clearance of erroneous document-owner (1 original and 3 photocopies)	NBI
5. Police Clearance of erroneous document-owner (1 original and 3 photocopies)	Local Police Station of the erroneous document-owner's place of residence
6. Certificate of Employment (if employed) / Affidavit of Non-Employment (if unemployed) of erroneous document-owner (1 original and 3 photocopies)	Place of work of erroneous document-owner (Certificate of Employment)  Notary Public (Affidavit of Non-Employment)
7. Voter's Registration	Local Commission on Elections



Record of erroneous document-owner (1 original and 3 photocopies)	
8. PhilHealth Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	PhilHealth
9. SSS Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	SSS
10. Pag-IBIG Member's Data Record of erroneous document-owner (1 original and 3 photocopies)	Pag-IBIG
13. At least 2 valid government-issued I.D.'s of erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
14. Current-year Community Tax Certificate of petitioner (1 original and 3 photocopies)	Treasury Office, City/Municipal Hall
15. Affidavit of Publication with Newspaper Clippings (4 originals)	Publisher of the Client's choosing
<b>Additional, for Correction of Sex</b>	
1. Certification of Sex issued by the City Health Officer (1 original and 3 photocopies)	Jose L. Amante Emergency Hospital/City Health Office
2. Old Medical Records of the erroneous document-owner (1 original and 3 photocopies)	Client's Personal File
<b>Additional, if document-owner of erroneous certificate is married:</b>	
1. PSA Certificate of Marriage of erroneous document-owner (1 original and 3 photocopies)	Philippine Statistics Authority Outlet



photocopies)				
<b>Additional, if document-owner has children:</b>				
1. PSA Certificate of Live Birth of erroneous document-owner's children (1 original and 3 photocopies)		Philippine Statistics Authority Outlet		
<b>Additional, if document-owner is deceased (Not applicable for Correction of Sex):</b>				
1. PSA Certificate of Death of erroneous document-owner (1 original and 3 photocopies)		Philippine Statistics Authority Outlet		
<b>Additional, if representative (Not applicable for Correction of Sex):</b>				
1. Special Power of Attorney executed by the erroneous document-owner or their nearest surviving kin, granting the representative authority to file and sign a petition to correct entries in their COLB, as well as to secure and receive the Certification of Filing and Certificate of Finality of their petition. Attach at least 1 valid I.D. of the representative and the issuing individual to the SPA.		Notary Public		
<b>Additional, if petition is migrant-type:</b>				
1. 1 additional set of photocopies of all documents, as applicable, above.		Client's Personal File		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
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	None	15 minutes	Records Officer I Or Bookbinder IV LCRO



	be the correct entry.  1.1. If deemed compliant, issue the order of payment and prepare the petition form, notice of posting and Notice for Publication.	None	20 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.	2. Instruct the client to double-check all entries.	PHP 3,000.00 (R.A. 9048 and R.A. 10172)	5 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO
	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their petition.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
	2.2 Once the petition signed by the client, release the Claim Stub and Notice for Publication and give instructions on submission of the Affidavit of Publication and Newspaper clippings, follow-ups and process flow once their petition is transmitted to PSA.	None	10 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO
	2.3 Commence the 10-day mandatory posting for	None	10 days and 15 minutes	<i>Records Officer I Or Bookbinder IV</i> LCRO



	<p>petitions on the following day at the Civil Registry Bulletin Board, pursuant to R.A. 9048.</p> <p>2.4 Retrieve posted documents on the day following the 10<sup>th</sup> day of posting.</p> <p>2.5 Once the Affidavit of Publication and Newspaper clippings have been submitted, conduct final assessment and signature, denoting the approval of the petition at the local level.</p> <p>2.6 Prepare weekly transmittals of petitions to PSA for affirmation or impugment.</p> <p>2.7 Once the decision of the Civil Registrar General in PSA has been furnished to the Local Civil Registry Office, prepare the Certificate of Finality.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 days (R.A. 9048 IRR)</p> <p>5 days (R.A. 9048 IRR)</p> <p>5 days (R.A. 9048 IRR)</p>	<p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p> <p><i>Records Officer I Or Bookbinder IV LCRO</i></p>
3. Present	3. Check	None	5 minutes	<i>Clerk IV Or Job Order</i>



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.			
<b>TOTAL:</b>		<b>PHP 3,000.00</b>	<b>25 days, 1 hour and 30 minutes</b>	

**Note:**

- The 25 days, 1 hour and 30-minute total 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; 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. 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.



## 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.

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Document-owners or the nearest surviving kins of the document-owners, as defined in R.A. 9994 (Expanded Senior Citizen's Act of 2010).
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. At least 2 valid government-issued I.D.'s of document-owner (1 original and 1 photocopy)	Client's Personal File
<b>Additional, for Certificate of Death:</b>	
1. Proof of kinship (Any government-issued document proving filiation of the client to the decedent)/ Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent. (1 original)	Client's Personal File / Notary Public
<b>Additional, for representative:</b>	
1. Authorization Letter executed by the document-owner or their nearest surviving kin. Attach at least 1 valid I.D., each, of the representative and the issuing individual to the Authorization Letter. (1 original and 1 photocopy for the letter and both I.D.'s)	Client's Personal File
<b>Additional, if client/person issuing authority is a legal guardian:</b>	
1. Affidavit of Guardianship stating they are the legal guardian of the document-owner, if the person issuing authorization letter is	Notary Public





not the document-owner. (1 original and 1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill-out the request form by the window of the Civil Registrar's Office and submit the same, together with the documentary requirements.	1. Ascertain authority of the requesting party. And ensure the document being requested is registered in San Pedro.	None	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
2. Pay fee/s at the City Treasurer's Office	2. Issue the order of payment and instruct the client to pay at the City Treasurer's Office.	PHP 100.00	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
	2.1 Prepare the Certified True Copy.	None	15 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	<i>Local Civil Registrar; Local Legislative Staff Officer III Or Records Officer I Or Clerk IV Or Assistant Registration Officer LCRO</i>
3. Present your receipt at the Civil Registry Window to claim your Certified True Copy/ies.	3. Release the Certified True Copy/ies requested to the client.	None	5 minutes	<i>Assistant Registration Officer Or Messenger Or Job Order LCRO</i>
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>35 minutes</b>	



## 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).

<b>Office/Division:</b>	City Civil Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Document-owners or the nearest surviving kins of the document-owners, as defined in R.A. 9994.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. At least 2 valid government-issued I.D.'s of document-owner (1 original and 1 photocopy)	Client's Personal File
<b>Additional, for Certificate of Death:</b>	
1. Proof of kinship (Any government-issued document proving filiation of the client to the decedent)/ Affidavit of Kinship stating that the client is the nearest surviving kin of the decedent. (1 original)	Client's Personal File / Notary Public
<b>Additional, for representative:</b>	
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



<b>Additional, if client/person issuing authority is a legal guardian:</b>				
1. Affidavit of Guardianship stating they are the legal guardian of the document-owner, if the person issuing authorization letter is not the document-owner. (1 original and 1 photocopy)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill-out the request form by the window of the Civil Registrar's Office and submit the same, together with the documentary requirements.	1. Ascertain authority of the requesting party. And ensure the document being requested is registered in San Pedro.	None	5 minutes	<i>Process Server Or Messenger Or Job Order LCRO</i>
2. Pay fee/s at the City Treasurer's Office	2. Issue the order of payment and instruct the client to pay at the City Treasurer's Office.	PHP 100.00	5 minutes	<i>Process Server Or Messenger Or Job Order LCRO</i>
	2.1 Prepare the Certified True Copy.	None	15 minutes	<i>Process Server Or Messenger Or Job Order LCRO</i>
	2.2 Affix signature, denoting certification is on file with the Civil Registrar's Office.	None	5 minutes	<i>Local Civil Registrar; Records Officer I Or Clerk IV Or Assistant Registration Officer LCRO</i>
3. Present your receipt at the Civil Registry Window to claim your Certified True Copy/ies.	3. Release the Certified True Copy/ies requested to the client.	None	5 minutes	<i>Process Server Or Messenger Or Job Order LCRO</i>
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>35 minutes</b>	



## 12. Supplemental Reporting of Information

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

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



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



issuing individual to the SPA. (1 original of all documents and I.D.'s and 4 photocopies, each)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all documentary requirements agreed upon during inquiry, including the requirement list.	1. Check for completeness of documentary evidence and whether entries in documentary evidence are consistent with that which is being claimed to be the correct entry.	None	15 minutes	<i>Assistant Registration Officer</i> LCRO
	1.1. If deemed compliant, issue the order of payment and prepare the affidavit.	None	30 minutes	<i>Assistant Registration Officer</i> LCRO
2. Pay the Filing Fee at the City Treasurer's Office and return to the Civil Registry Office to check and sign your petition and retrieve your claim stub.	2. Instruct the client to double-check all entries.	PHP 500.00	5 minutes	<i>Assistant Registration Officer</i> LCRO
	2.1 Administer oath to the petitioner as to the truth and veracity of the content of their affidavit and sign denoting notary.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
	2.2 Discuss the process flow once their supplemental report is transmitted to PSA.	None	15 minutes	<i>Assistant Registration Officer</i> LCRO
3. Claim your copy of the Supplemental Report Transmittal.	3. Check claimant for identification, release one set of Affidavit for	None	5 minutes	<i>Assistant Registration Officer</i> LCRO



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

**Notes:**

- The 1 hour and 20-minute total time is the total 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.



### 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.

<b>Office/Division:</b>		City Civil Registrar’s Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Non-Marital children of parents who eventually got married		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PSA Copy Certificate of Live Birth (COLB) (1 Original Copy)		Any outlet of the Philippine Statistics Authority (PSA)		
2. PSA Copy of Certificate of Marriage				
3. PSA Certificate of No Marriage of Father and Mother				
4. PSA Copy of Certificate of Death of Deceased Parent				
5. Community Tax Certificate (CTC) of Parents and Valid IDs.		City Government of San Pedro		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
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	<i>Local Civil Registrar</i> LCRO
	2.3 Administer an oath to the parents as the truth and veracity of the content of their affidavit.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
3. Claim your copy of Affidavit of Legitimation upon being called by the staff.	3. Release of complete set of Affidavit of Legitimation	None	5 minutes	<i>Assistant Registration Officer or Local Legislative Staff Officer III</i> LCRO
<b>TOTAL:</b>		<b>Php 500.00</b>	<b>40 Minutes</b>	



## 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.

<b>Office/Division:</b>	City Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-Marital children of parents who eventually got married			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Registered Copy of Certificate of Live Birth (COLB), Certificate of Marriage (COM), or Certificate of Death (1 Original Copy)	City Civil Registrar's Office			
2. Valid ID of the requesting party (1 Original Copy, 1 Photocopy)	Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit all documents listed above to personnel assigned.	1. Check for completeness of documents submitted.	None	10 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
	1.1 Prepare letter of endorsement for advance copy and annotate the certified true copy of registered document.	None	20 minutes	<i>Assistant Registration Officer Or Messenger</i> LCRO
	1.2 Sign and certify the documents.	None	10 minutes	<i>Local Civil Registrar</i> LCRO
2. Pay the filing	2. Instruct the	PHP	15 minutes	<i>Assistant Registration</i>



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



## **City Treasurer's Office**

### **External Services**



## 1. Payment of Business Tax

Payment of fees related to business taxes and other clearances

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



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



## 2. Payment of Business Tax Termination

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

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



documents and pay the amount due for Business Tax fees and other fees, and wait for the release of the Official Receipt with the required documents.	<p>4.1 Receive payment for the amount due.</p> <p>4.2 Prepare Official Receipt with the required documents.</p>	<p>depending on the approved gross sales / receipts (for CTC) / Pursuant to the provisions of the Local Tax Code: Business Tax</p> <p>None</p>		
5. Proceed to City Treasurer's Office windows 1 or 2, present the Official Receipt with the required documents and wait for the release of Business Certificate of Termination together with the required documents	<p>5. Receive Official Receipt with the required documents.</p> <p>5.1 Prepare the Business Certificate of Termination for signature of the Head/Officer-in-Charge</p> <p>5.2 Have the Business Certificate of Termination check, verify and sign by the Officer-In-Charge.</p> <p>5.3 Release the Business Certificate of Termination signed by the Head of Office / Officer-In-Charge then present the</p>	<p>None</p> <p>Php 100.00/certificate</p> <p>None</p> <p>None</p>	10 minutes	<p><i>Revenue Collection Clerk</i> City Treasurer's Office</p> <p><i>Revenue Collection Clerk</i> City Treasurer's Office</p> <p><i>City Treasurer</i> Or <i>Officer-in-Charge</i> City Treasurer's Office</p> <p><i>Clerk</i> City Treasurer's Office</p>





	Certificate of Termination to Business Permits and Licensing Office for recording and documentation.			
	<b>TOTAL:</b>	Pursuant to the provisions of the local tax code for businesses	<b>40 Minutes</b>	



### 3. Payment of Contractor's Tax

Payment of taxes related to Construction Contractors.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Constituents of the City, of Legal Age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Bill of Materials		Office of the Building Official (OBO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the Building Official to personally secure indorsement of Bill of Materials and other required documents.	None	None	10 minutes	OBO Personnel
2. Proceed to Treasurer's Office for computation of Construction Contractor's tax.	2. Receive copy of Bill of Materials for assessment and computation of Construction Contractors tax. Prepare Tax Order of Payment	None	5 minutes	<i>Personnel</i> City Treasurer's Office
3. Proceed to the General collections windows 7, 8, 9, or 10 present the accomplished Tax Order of Payment and pay the amount due, and wait for the release of the Official Receipt with the required documents.	3. Prepare Official Receipt.  3.1 Release the Official Receipt with the required documents.	Pursuant to the provisions of the Local Tax Code		<i>Revenue Collection Clerk</i> BPLO
	<b>TOTAL:</b>	<b>Pursuant to the provisions of the local tax code</b>	<b>15 Minutes</b>	



#### 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)

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



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



## 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)

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



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



## 6. Payment of Professional Tax

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

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



## 7. Transfer of Tax Ownership

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

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Property or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue District Office, Biñan, Laguna		
2. Deed of Absolute Sale (DOAS)		Notarial Law Offices		
In case of an extra-judicial settlement:				
1. Tax Declaration of Property		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General collections windows 7, 8, 9, or 10 and present the required document. Pay the amount due, and wait for the release of the Official Receipt with the required document.	1. Check and verify the required documents.  1.1 Receive payment for the amount due  1.2 Prepare official receipt.  1.3 Release the official receipt with the required documents.	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher (Article V, Section 1 of the Revised Revenue Code).	5 minutes	Revenue Collection Clerk City Treasurer's Office
2. If requesting for Tax clearance and/or Transfer Tax certificate, proceed to Treasurer's office windows 1/2 and present the required documents. Pay the amount due, and wait for the release of the receipt with the requested certificates and required	2. Check and verify the required documents.  2.1 Receive payment for the amount due and prepare the requested certificate.  2.2 Sign the certificate.		5 minutes	Clerk City Treasurer's Office  Clerk City Treasurer's Office  City Treasurer Or Officer-in-Charge City Treasurer's





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



## 8. Payment of Real Property Tax

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

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of Property or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Assessment (1 Original Copy)		City Assessor's Office		
2. National I.D. (if available) or any valid government-issued I.D. (1 Photocopy)		Government agency issuing proof of identification		
3. Tax Declaration (1 Photocopy)		City Assessor's Office		
4. Official Receipt of Current RPT Payment (1 Photocopy)		City Treasurer's Office		
Additional Requirements (if done through a representative):				
1. Special Power of Attorney/Authorization Letter (1 Photocopy)		Principal Owner/Public Notary		
2. National I.D. (if available) or any Government Identification Card of Representative with 3 specimen signatures (1 Photocopy)		Representative		
3. Valid I.D. of Principal Owner with 3 specimen signature (1 Photocopy)		Principal Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of the Notice of Assessment from the City Assessor's Office	1. Issue copy of Notice of Assessment.	None	10 minutes	Issuing Clerk City Assessor's Office
2. Proceed to the City Treasurer's office windows 3, 4, 5, or 6 and present the required document. Pay the amount due, and wait for the release of the Official Receipt with the required document.	2. Check and verify the required documents.  2.1 Receive payment for the amount due  2.2 Prepare official receipt.  2.3 Release the official receipt with the required	RPT (basic) rate 1% x assessed value (AV) + RPT special education fund (SEF) rate 1% x AV x years delinquent +	5 minutes	Revenue Collection Clerk City Treasurer's Office



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



## 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.

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



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

<b>NATURE OF LEASE</b>	<b>Amount of Fees</b>
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.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Owner of Document or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		City Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment for Civil Registry Charges	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> City Civil Registrar's Office
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.  2.1 Receive payment for the amount due.	None  Refer to City Civil Registrar's Office	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Prepare official receipt.  3.1 Release the official receipt with order of payment.	Pursuant to the provision of the Revenue Code		<i>Revenue Collection Clerk</i> City Treasurer's Office
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>	<b>15 Minutes</b>	



## 11. Payment of Engineering Fees

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

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Owner of Project or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		Office of the Building Official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment for Engineering Charges	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> Office of the Building Official
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Refer to the Office of the Building Official	15 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>		



## 12. Environmental Protection and Conservation Fee and Other Clearances

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

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





### 13. Health Clearance and Other Health-related Services

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

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business Entity			
<b>Who may avail:</b>	Job applicants, employees, business owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		City Health Office – Sanitary Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment for Health fees.	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> CHO – Sanitation
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.  3.1 Prepare and release the official receipt with the order of payment..	Refer to CHO – Sanitation  None  None		<i>Revenue Collection Clerk</i> City Treasurer's Office
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>	<b>15 Minutes</b>	



## 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.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business owners operating within the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		Business Permits and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment for Mayor's permit fee to operate.	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> BPLO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code	15 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>		



## 15. Mayor's Permit for Work Fee

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

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Job applicants whose work is within the City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		Public Employment and Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment for Mayor's permit fee for work.	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> PESO
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code	15 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>		



## 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.

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



## 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.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All business establishments operating within the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		City Health Office – Sanitary Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment for sanitation fee.	1. Issue order of payment	None	10 minutes	<i>Issuing Clerk</i> CHO-Sanitation
2. Proceed to the General collections windows 7, 8, 9, or 10 and present the order of payment.	2. Check and verify the secured order of payment.	None	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Pay the amount due, and wait for the release of the Official Receipt with the Order of Payment	3. Receive payment for the amount due.	Pursuant to the provision of the Revenue Code	15 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	3.1 Prepare official receipt.	None		
	3.2 Release the official receipt with order of payment.	None		
	<b>TOTAL:</b>	<b>Pursuant to the provision of the Revenue Code</b>	<b>15 Minutes</b>	



## 18. Tax Clearance Certificate

Payment of Real Property Tax Clearance.

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



## 19. Traffic Citation Ticket

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

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



## 20. Tricycle Franchise and Other Related Fees

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

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Persons engaged in the business of operating tricycles			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Application Form		Public Order and Safety Office		
2. Order of Payment		Public Order and Safety Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure approved application form and order of payment form.	None	None	10 minutes	<i>Issuing Clerk</i> POSO – TRU
2. Proceed to the General collections windows 7, 8, 9, or 10, present the requirements, and pay the required fees.	2. Check and verify approved Application Form and Order of Payment Form.	Pursuant to the provisions of the Local Tax Code	5 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.1 Receive payment for the amount due.	None		<i>Revenue Collection Clerk</i> City Treasurer's Office
	2.2 Prepare the Official Receipt.	None		
	2.2 Release the Official Receipt.	None		
	<b>TOTAL:</b>	<b>Pursuant to the provisions of the Local Tax Code</b>	<b>15 Minutes</b>	





## 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.

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



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

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



<b>(c) For sealing metric instruments of weights</b>	
• 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
<b>(d) For sealing apothecary balances of precision</b>	P300.00
<b>(e) For sealing scale or balance with complete set of weights</b>	
• for each scale of balance or other balance with complete of weights for use therewith	P150.00
• for each extra weight	P30.00



## 22. Release of Financial Assistance

Release of Financial Assistance to those who need it.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizenry			
<b>Who may avail:</b>	Constituents of San Pedro Laguna applying for Financial Assistance.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of National ID (If Available) or any Government issued ID with 3 signature specimen (1 Copy)		Government Agency issuing proof of identification		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client / Claimant answers the follow-up call of the CTO staff	1. Treasurer's Office staff makes a follow-up call to client / claimant advising that the check for the Financial Assistance is ready to be claimed and provides schedule of office hours	None	2 minutes	Staff, City Treasurer's Office
2. Client / Claimant proceeds to the City Treasurer's Office and present National ID (If Available) or any Government issued ID for verification as well as other requirements pursuant to COA rules and regulations	2. Office personnel verifies presented National ID (If Available) or any Government issued ID and other relevant requirements	None	2 minutes	Staff, City Treasurer's Office
3. Client / Claimant signs the registry and disbursement voucher pursuant	3. Office personnel records the time and date of the release of the check and	Pursuant to the provisions of the Local Tax	2 minutes	Staff, City Treasurer's Office



to COA rules and regulations for the release of the check	have the claimant sign on the registry and disbursement voucher.	Code		
	<b>TOTAL:</b>	<b>None</b>	<b>6 Minutes</b>	



## 23. Issuance/Releasing of Checks

Issuance/Releasing of checks to those who request it.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B / G2G - Government to Business / Government			
<b>Who may avail:</b>	Government and Business Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of National ID (If Available) or any Government issued valid ID, Official Receipt/s and Authorization Letter (1 Copy)		Government Agency issuing proof of identification, Business entities transacted with for Official Receipts, Authorization Letter from authorizing person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure requirements upon claiming of checks	1. Office personnel validates the requirements	None	10 minutes	Staff, City Treasurer's Office
2. For contractors and retailers: Settle any fees and / or taxes	2. Office personnel validates the requirements	Pursuant to the provisions of the Local Tax Code	10 minutes	Staff, City Treasurer's Office
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## **City Treasurer's Office Internal Services**



## 1. Receiving of Communication (Incoming and Outgoing)

Receiving of Incoming and Outgoing Communications.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Concerned Department / Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report books; copies of financial transaction and other pertinent document (1 Copy)		Requesting Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the letter request with details such as date, time, purpose, and contact information	1. Receive, record, and forward all incoming communication and correspondence to the Division Chief for classification.	None	5 minutes	<i>Clerk</i> City Treasurer's Office
	1.1 Refer to concerned personnel / services for evaluation and immediate action.	None	5 minutes	<i>City Treasurer</i> City Treasurer's Office
	1.2 Prepare response on the action taken by the division / office.	None	May vary depending on the gravity of the request	<i>Assigned Officer</i> City Treasurer's Office
	1.3 Record (file) and release of communication and correspondence upon response or action taken.	None	5 minutes	





	1.4 Forward / Deliver to the concerned office / division.	None	10 minutes	<i>Assigned Offier City Treasurer's Office</i>
2. For contractors and retailers: Settle any fees and / or taxes	2. Office personnel validates the requirements	Pursuant to the provisions of the Local Tax Code	10 minutes	<i>Staff, City Treasurer's Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>	



## 2. Payment of Salaries, Wages, Allowances and Other Benefits

Payment of Salaries, Wages, Allowances and Other Benefits to City Hall employees.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Concerned Department / Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report books; copies of financial transaction and other pertinent document (1 Copy)		Requesting Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR CASH PAYMENT:</b>				
1. Forwarded disbursement vouchers with payroll from the Accounting Office	1. Acceptance of forwarded documents and issuance of Cash Advance.	None	2 days	<i>Disbursing Officer</i> City Treasurer's Office
2. Concerned personnel waits for the release of payment	2. Pay salaries, wages, allowances and other benefits upon presentation of Valid ID.	None	3 minutes/payee	<i>Disbursing Officer</i> City Treasurer's Office
<b>FOR ATM PAYMENT</b>				
None	1. Secure Authority to Debit.  1.1 For signature of City Treasurer; City Mayor then submission of ATD to the bank.  1.2 Bank validation and crediting to corresponding employee bank accounts.	None  None  None	30 minutes   Refer to bank processing time	
	<b>TOTAL:</b>	<b>None</b>	<b>Cash: 2 Days &amp; 3 Minutes; ATM: 30 minutes</b>	



### 3. Remittance, Reports of Deposit and Collection

Remittance of deposits and collection of the City Treasury Office.

<b>Office or Division:</b>	City Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Concerned Department / Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report of Collection and Deposit (3 Copies)		Accountable Officers, personnel of the City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Remit collection together with Report of Collection and Deposit	1. Receive collection from tellers / collectors.	None	1 hour	Frontline Collectors City Treasurer's Office
	1.1 Reconcile collection amount with data generated from system, check and verify collections against accountable forms.	None	1 hour	
	1.2 Preparation of deposit slip for banks and its requirements.	None	1 hour	
	1.3 Bank representative and the Treasury Officer reconciles and validates amount to be deposited.	None	N/A (Done following business day)	
	1.4 Report creation and submission to Accounting and Internal Audit.	None	Reported the following day after conduct of all transactions.	
	<b>TOTAL:</b>	<b>None</b>	<b>3 Hours (excl. Agency Steps 1.3-1.4)</b>	



## **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.

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



## 2. Referral and Recommendation Letter

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

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



### 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.

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



## **City Human Resources and Management Office Internal Services**





## 1. Service Record Processing

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

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



## 2. Certificate of Employment

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

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



### 3. Application for Leave Processing

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

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



signed by the City Health Officer (1 Original)	
d) Paternity Leave	Requesting Party
i. Proof of child's delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)	
e) Special Privilege Leave	SPJLAEH, RHU, GALIC
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)	Requesting Party
f) Solo Parent Leave	Barangay Court
i. Copy of updated Solo Parent Identification Card (1 Photocopy)	
g) VAWC Leave	Barangay, Court
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)	SPJLAEH, RHU, GALIC
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)	Requesting Party Police Station
h) Rehabilitation Leave	Government or Private Physician
i. Letter Request (1 Original)	
ii. Police Report, if any (1 Photocopy)	
iii. Medical Certificate on the nature of injuries, course	Government Physician



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



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)	PSA, Government or Private Physician
d) Paternity Leave	
i. Proof of child's delivery (birth certificate, medical certificate and marriage contract) (1 Photocopy)	Requesting Party
e) Special Privilege Leave	SPJLAEH, RHU, GALIC
i. Within the Philippines - n/a	
ii. Abroad - Travel Authority, Clearance from money and work accountability	Requesting Party
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)	Barangay Court
f) Solo Parent Leave	Barangay, Court
i. Copy of updated Solo Parent Identification Card (1 Photocopy)	
g) VAWC Leave	SPJLAEH, RHU, GALIC
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)	Requesting Party Police Station Government or Private Physician
iv. Leave exceeding 3 days shall be accompanied by a medical certificate that applicant is fit to work	Government Physician



signed by the City Health Officer (1 Original)	
h) Rehabilitation Leave	
i. Letter Request (1 Original)	SPJLAEH, RHU, GALIC
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)	Government or Private Physician
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)	DSWD
i) Special Leave Benefits for Women	Government or Private Physician
i. Medical Certificate reflecting the gynecological disorder which shall be addressed or was addressed by the surgery, Histopathological Report, Operative Technique used for the surgery, Duration of the surgery including the per-operative period and period of recuperation (1 Original)	BHERT
	SPJLAEH, RHU, GALIC
	Attending Physician
j) Adoption Leave	
i. Authenticated copy of the Pre-Adoptive Placement Authority (1 Original Authenticated Copy)	RITM Requesting Party BHERT
k) Quarantine Requirements	
i. Certificate issued by government/ private	





<p>physician that applicant has submitted himself/ herself for monitoring/ investigation (1 Original)</p> <p>ii. Completion of Quarantine Certificate issued by the local quarantine/ health official (1 Original)</p> <p>iii. Medical Certificate that applicant is cleared to report back to work signed by the City Health Officer (1 Original)</p> <p>iv. Medical Records showing that applicant was treated with Covid-19 signed by the attending physician (1 Original)</p> <p>v. Copy of RT-PCR Test Result (1 Photocopy)</p> <p>vi. Copy of Vaccination Card (1 Photocopy)</p> <p>vii. Copy of Barangay Contact Tracing form for identified close contacts with a suspect, probable and/or confirmed cases of Covid-19 (1 Photocopy)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled-out Application for Leave form with necessary attachments, as applicable	1. Receive application form	None	3 minutes	Staff CHRMO
	1.1 Process application	None	5 minutes	Staff CHRMO
	1.2 Forward application form to CHRMO Head for signature	None	2 minutes	Staff CHRMO
	1.3 Sign application form	None	5 minutes	City Human Resources Management Officer CHRMO
	1.4 Release application for	None	5 minutes	Staff



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

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

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



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

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





## **City Cooperative and Livelihood Development Office External Services**



## 1. Request for Cooperative Documentary Printouts

Cooperative Pro-Forma Registration Documents such as Economic Survey, Cooperative Name Reservation Request Form, By-Laws, and Articles of Cooperation and other Cooperative Documentary Printouts such as copies of RAs related to cooperative, IRR, and CDA MCs are given to cooperatives of the City of San Pedro, NGO/Associations want to form a cooperative and cover their needs for cooperative development and promotion.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Cooperatives Residents of San Pedro, NGO/Association wants to form a Cooperative.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		City Cooperative and Livelihood Development. Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Visitor's Log Sheet and Request Slip for Cooperative Documentary Printouts	1. Interview the client and assess the purpose of the request.	None	5 minutes	Staff CCLDO
2. Wait for the release of requested Cooperative Documentary Printouts	2. Release requested Cooperative Documentary Printouts	None	10 minutes	Staff CCLDO
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



## 2. Request to Avail Financial Assistance

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

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Cooperatives operating in the City of San Pedro. Accredited NGO/Association/Organization in the City of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requesting Client		
2. Photocopy of Valid ID of Chairman/ President and/ or Other Concerned officers of Cooperatives/ NGO/ Association/Organization		Requesting Client		
3. Certificate of Registration/ Accreditation		Cooperative Development Authority/ Security of Exchange Commission/ Sangguniang Panlungsod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to Office of the Mayor	1 Receive and process request  1.1 Endorse letter to CCLDO upon the recommendation of the Local Chief Executive	None	-	Staff Office of the Mayor
	2. Receive Request Letter from Office of the Mayor	None	5 minutes	Staff CCLDO
	2.1 Assess the request of the client		30 minutes	Staff CCLDO
2. Submission of Documentary Requirement	3. Check the completion of documentary requirements submitted	None	15 minutes	Staff CCLDO
	4. Prepare Financial Assistance Proposal	None	30 minutes	Staff CCLDO





	5. Sign the proposed Financial Assistance	None	30 minutes	<i>Department Head</i> CCLDO
	5.1 Forward the proposal to the City Mayor		30 minutes	<i>Staff</i> CCLDO
	5.2 Approve the proposed financial assistance to be given.		1 day	<i>City Mayor</i>
	6. Process the approved Financial Assistance Proposal	None	-	Office of the Mayor City Accounting Office City Cooperative and Livelihood Development Office City Budget Office City Treasury Office
	7. Inform the client for the schedule of Release of Financial Assistance	None	15 minutes	<i>Staff</i> CCLDO
3. Attend the ceremonial release of Financial Assistance	8. Release of the Financial Assistance	None	1 hour	<i>Staff</i> CCLDO
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 3 hours &amp; 35 minutes</b>	



### 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.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Cooperatives operating in the City of San Pedro Accredited NGO/CSO in the City of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to Office of the Mayor	1 Receive and process request  1.1 Endorse letter to CCLDO upon the recommendation of the Local Chief Executive	None	-	Staff Office of the Mayor
	2. Prepare Seminar/ Training Proposal for Department Head and LCE Approval	None	30 minutes	Staff CCLDO
	2.1. Sign Seminar/ Training Proposal	None	30 minutes	Department Head CCLDO
	2.2. Approve Seminar/ Training Proposal	None	1 Day	City Mayor Office
	3. Process the approved Seminar/ Training Proposal	None	-	Office of the Mayor City Accounting Office City Budget Office City Treasury Office
	4. Inform requesting party	None	30 minutes	Staff CCLDO



	for the Seminar/ Training details			
2. Attend Seminar/ Training	5. Conduct or Facilitate the Seminar/ Training	None	-	<i>Staff</i> CCLDO/ Outside Resource
	<b>TOTAL:</b>	<b>None</b>	<b>1 day 1 hour and 30 minutes</b>	



#### 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.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Registered Cooperatives operating in the City of San Pedro. Accredited NGO/CSO in the City of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter indicating the concern/s for the operation and/ or management of their cooperative or NGO/CSO		Concerned Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter to Office of the Mayor	1. Receive and process request  1.1 Endorse letter to CCLDO upon the recommendation of the Local Chief Executive	None	-	Staff Office of the Mayor
2. None	2. Receive the endorsed letter	None	5 minutes	Staff CCLDO
3. None	3. Conduct research on enabling laws, policies/directives from the national agencies relative to the subject of concern and then coordinate or submit to the CCLDO Department Head for advice and/or comment.	None	1 day	Staff CCLDO
2. Receive official response or attend the scheduled meeting to address their concerns	4. Submit Official response or Attend to the concern of the client	None	15 minutes	Staff CCLDO
	<b>TOTAL:</b>	<b>None</b>	<b>1 day and 20 minutes</b>	



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

To provide Financial Assistance to Micro-entrepreneurs

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Micro-entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy, 1 Photocopy)		Requesting Client		
2. Valid ID with 3 specimen Signature (1 Photocopy)		Requesting Client		
3. 2x2 Photos of Applicant (2 Original Copies)		Requesting Client		
4. Barangay Certificate of Indigency (1 Original Copy)		Barangay of their Residency		
5. Voters Certification or Voter's Stub (if Newly Registered Voter or Newly Reactivated Voter or Newly Transferred Voter to San Pedro City) (1 Original copy)		San Pedro COMELEC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to Office of the Mayor	1. Receive and process request	None	-	Staff Office of the Mayor
	1.1 Endorse letter to CCLDO upon the recommendation of the Local Chief Executive	None	-	
	2. Encode details of request letter	None	5 minutes	Staff CCLDO
	2.1. Crossmatch the details of the requestor to existing database		10 minutes	Staff CCLDO
	2.2. Visit the Requestor to validate the existence of their business and provide them the List of Requirements		3 days	Staff CCLDO



2. Submission of Documentary Requirement	3. Check the completion of documentary requirements submitted	None	15 minutes	Staff CCLDO
	4. Prepare Financial Assistance Proposal	None	30 minutes	Staff CCLDO
	5. Sign the proposed Financial Assistance  5.1. Forward the proposal to the City Mayor  5.2. Approve the proposed financial assistance to be given.	None	30 minutes  30 minutes  1 day	Department Head CCLDO  Staff CCLDO  City Mayor
	6. Process the Approved Financial Assistance	None	-	Office of the Mayor City Accounting Office City Cooperative and Livelihood Development Office City Budget Office City Treasury Office
	7. Inform the client for the schedule of Release of Financial Assistance	None	15 minutes	Staff CCLDO
3. Attend the ceremonial release of Financial Assistance	8. Release of the Financial Assistance A message will be sent to the client for the schedule	None	1 hour	Staff CCLDO
	<b>TOTAL:</b>	<b>None</b>	<b>4 days 3 hours and 15 minutes</b>	

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



## **Internal Audit Services**

### **Internal Services**



## 1. Compliance, Management or Operations Audit

The audit is done to determine the degree of compliance with their mandate, policies, government regulations, systems and procedures, contractual obligations and evaluate the correctness and accuracy of the financial reports. The audit is also done to monitor and evaluate the adequacy of internal control systems in order to achieve the highest quality standards of government service.

<b>Office or Division:</b>	Internal Audit Service Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Auditee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum Order or Letter of Instruction (1 original copy)		Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter request to the Office of the Mayor citing the audit area, and the purpose of the audit.	1. Approval of the Letter Request and issuance of a Memorandum Order or Letter of Instruction to the IAS office regarding the Audit  1.1 Research and document understanding of the areas to be audited and identify criteria for audit	None	1 day          2 days (may vary depending on the scope of the audit)	<i>City Mayor</i>  Office of the Mayor          <i>Internal Auditor III</i> IAS



	1.2 Develop Audit Methodology, Objectives and Plans.		3 days (may vary depending on the scope of the audit)	<i>Internal Auditor III</i> IAS
	1.3 Prepare an Audit Engagement Letter		1 day	<i>Internal Auditor III</i> IAS
	1.4 Conduct Entry Conference		1 day	<i>Internal Auditor III</i> Or <i>Internal Auditor II</i> Or <i>Admin. Asst. II</i> IAS
	1.6. Secure, gather, and analyze audit data.		15 days (may vary depending on the scope of audit)	<i>Assigned Audit Team</i> IAS
	1.7. Prepare working paper		5 days (may vary depending on the scope of audit)	<i>Internal Auditor II</i> IAS
	1.8. Examine, evaluate, and develop audit observations.		10 days (may vary depending on the scope of audit)	<i>Internal Auditor III</i> IAS
	1.9. Issue an Initial Audit Report to the Auditee		1 day	<i>Internal Auditor III</i> IAS
	1.10. Conduct Exit Conference		1 day	<i>Internal Auditor III</i> IAS
	1.11. Forward Final Audit Report with recommendations to the Office of the		1 day	<i>Internal Auditor III</i> IAS



	<p>Mayor.</p> <p>1.12. Monitor implementation of approved audit findings and recommendation</p> <p>1.13. Prepare and submit updating reports</p>		<p>3 days (may vary depending on the recommendations)</p> <p>1 day</p>	<p><i>Internal Auditor III IAS</i></p> <p><i>Internal Auditor III IAS</i></p>
	<b>TOTAL:</b>	<b>None</b>	<b>45 days</b>	



## **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

<b>Office or Division:</b>	City Engineering Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter with approval from the office of the mayor (1 Original, 1 Photocopy)		Office of the Mayor- Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>a. For minor repair and maintenance such as desilting, asphalt patching, etc.</i>				
1. Submit the letter of request to the office of the mayor.	1. Receive the letter request to be endorsed to the office of the Mayor and Report: Design, estimate, Feasibility Studies, Canvassing, Encoding, Reporting.	None	15 minutes	<i>Administrative Aide II</i> City Engineering Office
	1.1 Conduct initial Inspection/Investigation and survey with technical recommendations.	None	25 days	<i>Surveyor &amp; Surveying Aide</i> <i>Maintenance Foreman, Engineer I, II, III</i> City Engineering Office
				<i>Maintenance</i>



	1.2 On site operations of maintenance team	None	15 days: simple  30 days or more: complex	Foreman, Laborer, City Engineering Office
	<b>TOTAL:</b>	<b>None</b>	<b>55 Days and 15 Minutes</b>  <i>Note: External factors may affect project delivery, such as project duration and processing time of other offices.</i>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>b. For major repair and maintenance (By Administration)</i>				
1. Submit the letter of request to the office of the mayor.	1. Receive the letter request to be endorsed to the office of the Mayor and Report: Design, estimate, Feasibility Studies, Canvassing, Encoding, Reporting.	None	15 minutes	Administrative Aide II City Engineering Office
	1.1 Conduct initial Inspection/Investigation and survey with technical recommendations.	None	25 days	Surveyor & Surveying Aide Maintenance Foreman, Engineer I,II,III City Engineering Office
	1.2 Submit Inspection Report relevant to the initial client request to the Office of the Mayor for approval	None	15 minutes	Administrative Aide II City Engineering Office



	1.3 Preparation and submission of Program of Works with inspection report and/or Working Drawings (By Administration)	None	15 minutes	<i>Engineer I, Engineer II, Engineer II, City Engineer City Engineering Office</i>
	1.4 Approval or recommendations of the City Mayor	None	10 days	<i>City Mayor Office of the Mayor</i>
	1.5 Endorsement of approved POW by the Office of the Mayor to Procurement Office for process			<i>City Procurement Office</i>
	1.6 Delivery of Materials	None	N/A	<i>City Procurement Office/General Services Office</i>
	1.7 Implementation of Project (By Administration)	None	Dependent on the Project Duration relevant to the Program of Works	<i>Maintenance Foreman/ Engineer I City Engineering Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>35 Days and 30 Minutes</b>  <i>Note: External factors may affect project delivery, such as project duration and processing time of other offices.</i>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO</b>	<b>PROCESSIN</b>	<b>PERSON</b>



		BE PAID	G TIME	RESPONSIBLE
<i>c. For minor repair and maintenance such as desilting, asphalt patching, etc.</i>				
1. Submit the letter of request to the office of the mayor.	1. Receive the letter request to be endorsed to the office of the Mayor and Report: Design, estimate, Feasibility Studies, Canvassing, Encoding, Reporting.	None	15 minutes	<i>Administrative Aide II</i> City Engineering Office
	1.1 Conduct initial Inspection/Investigation and survey with technical recommendations	None	25 days	<i>Surveyor &amp; Surveying Aide</i> <i>Maintenance Foreman,</i> <i>Engineer I,II,III</i> City Engineering Office
	1.2 Submit Inspection Report relevant to the initial client request to the Office of the Mayor	None	15 inutes	<i>Administrative Aide II</i> City Engineering Office
	1.3 Recommend to be included in the Annual Procurement Plan/ Annual Investment Plan	None	1 Day	<i>City Engineer</i> City Engineering Office
	1.4 Inclusion on the mandated plans with appropriate fund with the approval of the Executive and Legislative bodies.	None	N/A	City Planning and Development Office, Office of the Mayor, Office of the Sangguniang Panlungsod
	1.6 Preparation of	None	N/A	<i>Engineer I,</i>



	Working Drawings and Program of Works (By Contract)			<i>Engineer II, Engineer III City Engineering Office</i>
	1.7 Submission of Working Drawings and Program of Works to the City Mayor	None	1 day	<i>City Engineer City Engineering Office</i>
	1.8 Approval of the City Mayor	None	N/A	<i>City Mayor</i>
	1.9 Endorsement of the approved Working Drawings and Program of Works to the Bids and Awards Committee	None	1 day	<i>City Engineer City Engineering Office</i>
	1.10 Bidding Procedures	None	N/A	<i>BAC Chairman Bids and Awards Committee</i>
	1.11 Awarding of Contract and endorsement to the City Engineering Office	None	N/A	<i>BAC Chairman Bids and Awards Committee</i>
	1.12 Project Implementation	None	Dependent on the Project Duration relevant to the Program of Works	<i>Engineer I, Engineer II, Engineer III, City Engineer City Engineering Office</i>
	1.13 Final Turn-over	None	1 Day	<i>City Engineer</i>





	and acceptance of the Project			City Engineering Office
	<b>TOTAL:</b>	<b>None</b>	<b>29 Days and 30 Minutes</b>  <i>Note: External factors may affect project delivery, such as project duration and processing time of other offices.</i>	



## **City Environment and Natural Resources Office External Services**



## 1. Issuance of Environmental Clearance

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

### 1.1 Business Permit Application for New Business Establishments

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



## 1.2 Business Permit Renewal

<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All Commercial and Industrial Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Permit Application - Renewal (1 Original Copy)		Business Permits and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Business Permit Application	1. Receive and review business permit application form.  1.1 Start processing the request	Php 150 + Environmental Protection and Conservation Fee (EPC fee) (see table below)	5 minutes	<i>Administrative Staff</i> Or <i>JIAT Inspector CENRO</i>
2. Receive Environmental Clearance	3. Issue the Environmental Clearance to the client	None	3 minutes	<i>EMS II</i> Or <i>Administrative Staff</i> Or <i>JIAT Inspector CENRO</i>
	<b>TOTAL:</b>	<b>EPC – Php 150.00</b>	<b>8 Minutes</b>	



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

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



	procedure, foundry shops, laboratories and warehouses	recreation	
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	
c. Low-risk or business or project with very minimal negative effect on environment			P50
1. Sari-sari store	3. Pawnshops , Financial institutions		
2. Service oriented offices	3. Other business or project as may be assessed and evaluated low-risk by CENRO		
<b>B. Capitalization or Project Cost</b>			
1. Below P350,000.00			P500.00
2. More than P350,000.00 but less than P1,000,000.00			P750.00
3. More than P1,000,000.00 but less than P5,000,000.00			P1,000.00
4. More than P5,000,000.00			P1,500.00
<b>C. Compliance</b>			
As may be determined based on record on non-compliance or has been the subject of validated complaint for the current period of one calendar year			



<i>Compliant</i>	P0.00
<i>Non-Compliant:</i>	P50.00
a. P50,000.00 below	
b. P50,001.00- P150,000.00	P200.00
c. P500,001 above	P500.00
d. As may be assessed by CENRO	P500.00



## 2. Environmental Permit for Construction

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

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





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

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



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



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



### 3. Citation Tickets Compliance

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

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



## Penalties of Violators of Environmental Laws and Ordinances

Violation		First Offense	Second Offense	Third Offense
<b>E.O. 26</b>				
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
<b>R.A. 9003/M.O. 2008-07</b>				
Illegal dumping of solid waste/Authorizing to dump in public places	Individual:	500.00	800.00	1,500.00
	Establishment:	1,000.00	2000.00	Closure
Open burning	Individual:	500.00	800.00	1,500.00
	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
<b>R.A. 6969</b>				
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
<b>M.O. 99-10</b>				
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		500.00	800.00	1,500.00
<b>P.O. 11 S. 2012</b>				



Selling/Using Sando Bag as Packaging	Individual:	500.00	1000.00	2,500.00
	Establishment:	1,000.00	2,000.00	2,500.00
<b>Ord. 2018-06</b>				
Unregistered/Unaccredited Waste Collector/Transporter		1,000.00	3,000.00	5,000.00
<b>R.A. 9275/Ord. 2017-36</b>				
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
<b>Ord. 2021-22</b>				
Smoke emission exceeding standards	Light vehicles	300.00 or seminar	500.00	1,000.00 and recommendation for suspension of MVR for 1 year
	Medium vehicles	500.00 or seminar	1,500.00	2,000.00 and recommendation for suspension of MVR for 1 year
	Heavy vehicles	1,000.00 or seminar	3,000.00	5,000.00 and recommendation for suspension of MVR for 1 year



## 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.

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



## 5. Tree Cutting Services

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

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





## 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.

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



## 7. Hauling Services

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

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



## 8. Landscaping/Development/Maintenance of Open Spaces

Landscaping projects are done for beautification and greening of the city. This also helps in mitigating the negative effects of climate change, and offer health and economic benefits for communities.

<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Homeowner's Association, Barangays, Community Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter/Request Form (1 Original Copy)		City Environment and Natural Resources Office		
2. Sketch Map (1 Original Copy)		Client-provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Letter of Request to CENRO indicating nature and scope of work request, and attach photos of existing site conditions.	1. Receive and review letter request, sketch map and pictures	None	5 minutes	<i>Administrative Staff Or Clerk CENRO</i>
	1.1 Schedule for inspection.	None	Time depending on request queues (1-7 working days)	<i>Park Maintenance General Foreman CENRO</i>
	1.2 Prepare Inspection Report, with findings, proposed resource schedule, photos and recommendation.	None	1 day	<i>Park Maintenance General Foreman CENRO</i>
	1.3 Review inspection report and approve for implementation.	None	1 day	<i>CGDH / CENRO</i>
2. Coordinate with CENRO and inform availability of the site to start work request.	2. Set a scheduled date and time frame to start the project and its completion date.	None	Variable based on the extent of the scope of the request	<i>Park Maintenance General Foreman CENRO</i>



	2.1 Monitoring, supervision and implementation of the landscaping project until its completion.	None	Variable based on the extent of the scope of the request	<i>Park Maintenance General Foreman CENRO</i>
	2.2 Turn-over and signing of Memorandum (MOA) with the Local Chief Executive and requesting party regulating the use of open space.	None	Variable based on the extent of the scope of the request	<i>Landscaping Team</i> <i>Park Maintenance General Foreman</i> <i>CGDH / CENRO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 Days and 5 Minutes</b>	



## 9. Wildlife Protection

The CENRO provides assistance for clients who will report the existence of wildlife and exotic species found in the City of San Pedro.

<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>If coordinate with concerned Barangay:</b> Report the existence of wildlife and exotic species via phone call	1. Receive report via phone call and collect necessary information regarding the concern: - Species - Location - Contact Person - Contact Number	None	5 minutes	<i>Administrative Staff Or Clerk CENRO</i>
	1.1 Report to Provincial Environment and Natural Resources Office – Laguna for the collection and transport of concerned species to the DENR Wildlife Center.	None	5 minutes	<i>EMS II CENRO</i>
<b>OR</b>				
1. <b>If not coordinated with concerned Barangay:</b> Report the existence of wildlife and exotic species via phone call	1. Receive report via phone call and collect necessary information from caller: - Species - Location - Contact Person - Contact Number	None	5 minutes	<i>Administrative Staff (Job Order) Or Clerk (Job Order) CENRO</i>
	1.1 Coordinate	None	5 minutes	<i>Administrative</i>



	with Barangay Concerned.  1.2 Report to Provincial Environment and Natural Resources Office – Laguna for the collection and transport of concerned species to the DENR Wildlife Center.	None	5 minutes	Staff (Job Order) Or Clerk (Job Order) CENRO  EMS II CENRO
	<b>TOTAL:</b>	<b>None</b>	<b>7 Days and 5 Minutes</b>	



# **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.

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





	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	<i>Treasury Office (Cashier) Employee</i>
3. Present the original copy and photocopy of the Official Receipt, and required documents to the City Health Office-Environmental Health and Sanitation Service.	3.1. Receive original and photocopy of documents	None	2 minutes	<i>Staff CHO-EHSS</i>
	3.2 Prepare/type the Health Certificate	None	3 minutes	<i>Staff CHO-EHSS</i>
	3.3. Assist the client in signing and logging, recording of Health Certificate	None	2 minutes	<i>Staff CHO-EHSS</i>
	3.4. Release the Health Certificate.	None	2 minutes	<i>Staff CHO-EHSS</i>
	<b>TOTAL:</b>	<b>PHP 150.00</b>	<b>14 Minutes</b>	



## 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.

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



done every other month) Note: Present year and previous year (for renewal)	
<b>For piggery/manufacturing and other related establishments:</b>	
1. ECC/CNC/FDA certificate (1 Original, 1 Photocopy)	DENR / FDA
<b>For clinics, laboratories, waste processing, reverse logistics and similar companies that outsource or has third party waste collection / waste hauler / waste processor:</b>	
1. Memorandum of Agreement between the establishment / company and their service provider of waste collection and processing / hauler. (1 Photocopy))	Waste collection, processing and disposal / Hauler service provider / company
<b>For business establishment such as manufacturing / computer shop / funeral parlors/ resto-bars / located near schools or establishments located with the residential area:</b>	
1. Neighbor's consent (1 Original Copy)	Neighbors beside/near the establishment
<b>For Wet Market, Food Establishments:</b>	
1. Photograph of Kitchen Sink grease trap (. Can be printed or e-mailed to CHO-EHHS, photo must include the owner/representative)	By client
<b>For Wet Market, Food Establishments:</b>	
1. Photograph of Kitchen Sink grease trap (. Can be printed or e-mailed to CHO-EHHS, photo must include the owner/representative)	By client
<b>For establishments with toilet facilities / Kitchen Facilities that generate wastewater:</b>	
1. Photograph of Septic Tank (Can be printed or e-mailed to CHO-EHHS, photo must include the owner / representative)	By client
<b>For establishments that has toilet facilities:</b>	
1. Photograph of Toilet Facilities (Can be printed or e-mailed to CHO-EHHS, photo must include the owner / representative)	By client
<b>For Water refilling stations:</b>	
1. Initial Clearance / Operational Permit/feasibility study / Engineering report using DOH Standard Form for Level I water source only (1 Original Copy)	DOH Region 4A, Quezon City
2. Sanitary Plan and Specifications signed and sealed by a licensed Sanitary Engineer (1 Original Copy)	Licensed Sanitary Engineer
3. Hazard Analysis Critical Control	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 certified containers, caps & dispensers to be used by water stations (1 Original Copy)		From Supplier / Distributor / Manufacturers		
5. Certification of DOH/FDA for certified / approved washing & sanitizing solution to be used by water stations (1 Original Copy)		Supplier/Distributor/Manufacturers		
6. Recent and previous year's water test results for Microbiological/ Physical-Chemical tests (1 Original, 1 Photocopy)		DOH accredited water testing laboratories		
7. Water Test Results (For Water Refilling Station) (1 Original Copy) 12.8.1 Physical-Chemical Water Test -done twice a year 12.8.2 Microbiological Water Test - done monthly		DOH accredited water testing laboratories		
8. Certificate of 40-hour certification course for water refilling stations. (1 Original, 1 Photocopy)		College of Public Health, UP, Manila		
9. Photocopy of Health Certificate of all Personnel (1 Photocopy each)		City Health Office – Environmental Health and Sanitation Office		
10. Certificate of Product Registration/Specifications of equipment used (Certified True Copy)		DOH authorized installer		
<b>Representative:</b>				
1. Authorization Letter (1 Original Copy)		Requesting Party		
2. Valid ID of Principal Client (1 Photocopy)		Requesting Party		
3. Valid ID of Representative (1 Photocopy)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original copy and photocopy of business permit and other sanitary requirements	1. Receive and validate the requirements.	None	5 minutes	Staff CHO-EHSS
	1.1 Prepare the sanitary permit once requirements are validated.	None	5 minutes	Staff CHO-EHSS
	1.2 Assist the client in signing and logging,	None	2 minutes	Staff CHO-EHSS



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



### 3. Cremation Permit

The Cremation Permit is an official document issued as a prerequisite for the cremation of a deceased body by a crematorium within the City of San Pedro. The City Health Office is responsible for the issuance of burial, cremation, transfer, and exhumation permits. This is covered under Presidential Decree No. 856 (Code on Sanitation of the Philippines), as well as other related memorandum orders, ordinances, and policies.

<b>Office or Division:</b>	City Health Office – Environmental Health and Sanitation Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Spouse, Nearest Relative and/or Authorized Representative of the deceased			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Death Certificate (registered or not), duly signed by the attending physician from the point of origin (1 original copy, 1 photocopy)		Medical facility or hospital where the deceased passed away or Funeral parlor and local health office if the deceased did not die in a medical facility.		
2. Certificate of Transfer or Transfer Permit of Cadaver, Bones, or Ashes issued by the Health Office from the point of origin if the remains were transferred from another city or municipality (1 original copy, 1 photocopy)		Health Office of the Local Government Unit where the remains were transferred from		
3. Authorization Letter to Process Cremation Permit signed by the principal requestor, with an attached copy of their valid ID (showing signature) and a copy of the valid ID of the authorized representative (1 original copy, 1 photocopy)		Authorizing Party/Data Subject and Authorized Representative		
4. Notarized Barangay Affidavit of Kinship or Barangay Certificate of Guardianship stating that no other known relatives are available to process the necessary documents, if no available documents are presented to prove the client's relationship to the deceased (1 original copy, 1 photocopy)		Prepared by the affiant (claimant) and notarized by a lawyer or notary public		
5. Valid I.D. for verification (1 original copy)		Authorizing party/authorized representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the	1. Receive and validate the	Php 200.00	5 minutes	Staff CHO-EHSS



application form. Present the required documents. Once approved, receive the order of payment for Cremation Permit, proceed to the Treasury Office/Cashier, and pay the fee.	application form and submitted requirements. Incomplete or invalid documents will be returned. Issue an order of payment if the submitted document is validated.			
2. Photocopy the Cremation Permit Official Receipt, then proceed back to the City Health Office – Environmental Health and Sanitation Service Office. Present the original Official Receipt, submit the photocopy of the official receipt, and the photocopies of the required documents and receive the cremation permit.	2. Receive the photocopy of official receipt and requirements. Indicated that the Official Receipt has been utilized.  2.1 Assist the client in signing and recording the received Cremation Permit	None  None	2 minutes  2 minutes	Staff CHO-EHSS  Staff CHO-EHSS
	<b>TOTAL:</b>	<b>PHP 200.00</b>	<b>9 Minutes</b>	



#### 4. Transfer Permit of Cadaver, Bones or Ashes

The Transfer of Cadaver, Bones, or Ashes Permit/Certificate is issued when a deceased body is to be transferred to another location for viewing or burial. The City Health Office is responsible for the issuance of burial, cremation, transfer, and exhumation permits. This is covered under Presidential Decree No. 856 (Code on Sanitation of the Philippines), as well as other related memorandum orders, ordinances, and policies.

<b>Office or Division:</b>	City Health Office – Environmental Health and Sanitation Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Spouse, nearest relative, and/or the authorized representative of the deceased, and/or the family of the deceased	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Death Certificate with Registry Number (1 Original, 1 Photocopy)		City Civil Registrar's Office
<b>If the deceased body is located in another locality:</b>		
1. Death Certificate (registered or not), duly signed by the attending physician from the point of origin (1 original copy, 1 photocopy)		Medical facility or hospital where the deceased passed away or Funeral parlor and local health office if the deceased did not die in a medical facility.
2. Certificate of Transfer or Transfer Permit of Cadaver, Bones, or Ashes issued by the Health Office from the point of origin if the remains were transferred from another city or municipality (1 original copy, 1 photocopy)		Health Office of the Local Government Unit where the remains were transferred from
3. Authorization Letter to Process Transfer Permit of Cadaver, Bones and Ashes signed by the principal requestor, with an attached copy of their valid ID (showing signature) and a copy of the valid ID of the authorized representative (1 original copy, 1 photocopy)		Authorizing party/data subject and authorized representative
4. Notarized Barangay Affidavit of Kinship or Barangay Certificate of Guardianship stating that no other known relatives are available to process the necessary documents, if no available documents are presented to prove the client's relationship to the deceased (1 original copy, 1 photocopy)		Prepared by the affiant (claimant) and notarized by a lawyer or notary public
5. Valid I.D. for verification (1 original copy)		Authorizing party/authorized representative





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the application form. Present the required documents. Once approved, receive the order of payment for transfer permit of cadaver, bones and ashes, proceed to the treasury office/cashier, and pay the fee.	1. Receive and validate the application form and submitted requirements. Incomplete or invalid documents will be returned. Issue an order of payment if the submitted document is validated.	PHP 200.00	5 minutes	Staff CHO-EHSS
2. Photocopy the transfer permit of cadaver, bones and ashes official receipt, then proceed back to the City Health office – Environmental Health and Sanitation Service Office. Present the original official receipt, submit the photocopy of the official receipt, and the photocopies of the required documents. Receive the Transfer Permit of Cadaver, Bones and Ashes.	2. Receive the photocopy of official receipt and requirements. Indicate that the official receipt has been utilized.	None	2 minutes	Staff CHO-EHSS
	2.1 Assist the client in signing the received Transfer Permit of Cadaver, Bones and Ashes.	None	2 minutes	Staff CHO-EHSS
	<b>TOTAL:</b>	<b>PHP 200.00</b>	<b>9 Minutes</b>	



## 5. Exhumation Permit

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

<b>Office or Division:</b>	City Health Office – Environmental Health and Sanitation Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Death Certificate (registered or not), duly signed by the attending physician from the point of origin (1 original, 1 photocopy)		Medical facility or hospital where the deceased passed away or Funeral parlor and local health office if the deceased did not die in a medical facility.		
2. Certificate of Transfer or Transfer Permit of Cadaver, Bones, or Ashes issued by the Health Office from the point of origin if the remains were transferred from another city or municipality (1 original, 1 photocopy)		Health Office of the Local Government Unit where the remains were transferred from		
3. Authorization Letter to Process Exhumation Permit signed by the principal requestor, with an attached copy of their valid ID (showing signature)		Authorizing party/data subject and authorized representative		
4. Notarized Barangay Affidavit of Kinship or Barangay Certificate of Guardianship stating that no other known relatives are available to process the necessary documents, if no available documents are presented to prove the client's relationship to the deceased (1 original, 1 photocopy)		Prepared by the affiant (claimant) and notarized by a lawyer or notary public.		
5. Valid I.D. for verification (1 original copy)		Authorizing party and authorized representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the application form. Present the required documents. Once approved, receive	1. Receive and validate the application form and submitted requirements. Incomplete or invalid documents	PHP 200.00	5 minutes	Staff CHO-EHSS



the order of payment for exhumation permit, proceed to the treasury office/cashier, and pay the fee.	will be returned. Issue an order of payment if the submitted document is validated.			
2. Photocopy the Exhumation Permit Official Receipt, then proceed back to the City Health Office – Environmental Health and Sanitation Service Office. Present the original Official Receipt, submit the photocopy of the Official Receipt, and the photocopies of the required documents. Receive the Exhumation Permit.	2. Receive the photocopy of official receipt and requirements. Indicate that the Official Receipt has been utilized.  2.1 Assist the client in signing and recording the received Exhumation Permit.	None  None	2 minutes  2 minutes	<i>Staff</i> CHO-EHSS  <i>Staff</i> CHO-EHSS
	<b>TOTAL:</b>	<b>Php 200.00</b>	<b>9 Minutes</b>	



## 6. Burial Permit

The burial permit is issued as a prerequisite for the burial of remains in burial grounds within the City of San Pedro. The City Health Office is responsible for the issuance of burial, cremation, transfer, and exhumation permits. This is covered under Presidential Decree No. 856 (Code on Sanitation of the Philippines), as well as other related memorandum orders, ordinances, and policies.

<b>Office or Division:</b>	City Health Office – Environmental Health and Sanitation Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Spouse, Nearest Relative and/or Authorized Representative of the deceased only, and/or the family of the deceased	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Death Certificate (registered or not), duly signed by the attending physician from the point of origin, for recent deaths or Registered Death Certificate for reinternment 3 to 5 years after the date of death (1 original copy, 1 photocopy)		Medical facility or hospital where the deceased passed away or Funeral parlor and local health office if the deceased did not die in a medical facility
2. Burial Ground Contract or Receipt (1 original copy, 1 photocopy)		Public Cemetery or Private Cemetery
3. Certificate of Transfer or Transfer Permit of Cadaver, Bones or Ashes issued by the Health Office from the point of origin if the remains were transferred from another city or municipality (1 original copy, 1 photocopy)		Health Office of the Local Government Unit where the remains was transferred from
4. Authorization Letter to Process Burial Permit signed by the principal requestor, with an attached copy of their valid I.D. (showing signature) and a copy of the valid I.D. of the authorized representative (1 original copy, 1 photocopy)		Authorizing party/data subject and authorized representative
5. Notarized Barangay Affidavit of Kinship or Barangay Certificate of Guardianship stating that no other known relatives are available to process the necessary documents, if no available documents are presented to prove the client's relationship to the deceased (1 original copy, 1 photocopy)		Prepared by the affiant (claimant) and notarized by a lawyer or notary public
6. Valid I.D. for identification (1 original copy)		Authorizing party and authorized representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the application form. Present the required documents. Once approved, receive the order of payment for burial permit, proceed to the treasury office/cashier, and pay the fee.	1. Receive and validate the application form and submitted requirements. Incomplete or invalid documents will be returned. Issue an order of payment if the submitted document is validated.	PHP 200.00	5 minutes	Staff CHO-EHSS
2. Photocopy the Burial Permit Official Receipt, then proceed back to the City Health Office – Environmental Health and Sanitation Service Office. Present the original Official Receipt, submit the photocopy of the Official Receipt, and the photocopies of the required documents. Receive the Burial Permit. The Official Receipt serves as the Burial Permit.	2. Receive the photocopy of official receipt and requirements. Indicate that the Official Receipt has been utilized.	None	2 minutes	Staff CHO-EHSS
	2.1 Assist the client in signing and recording the received Exhumation Permit.	None	2 minutes	Staff CHO-EHSS
	<b>TOTAL:</b>	<b>Php 200.00</b>	<b>9 Minutes</b>	



# **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).

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



residing abroad)	resides			
3. Valid I.D. of Authorizing Party and Representative 1 Photocopy)				
<b>If project abuts to adjacent properties:</b>				
1. Neighbor's Consent Form noted by HOA and/or Barangay Captain (1 Original Copy)	City Planning and Development Coordinator's Office – Zoning Administration			
<b>If project will generate a large volume of traffic:</b>				
1. Traffic Impact Statement (TIS) (1 Original Copy)	Licensed Transport Engineer			
<b>For all development proposals in flood prone areas and all major proposals likely to affect the existing drainage regime:</b>				
1. Drainage Impact Assessment Study (DIAS) (1 Original Copy)	Licensed Civil/Sanitary Engineer or Environmental Planner			
<b>For projects located in Barangays near the Faultline (Calendola, G.S.I.S., Rosario, Sampaguita, San Antonio)</b>				
1. Certification of property distance to the faultline (1 Original Copy)	City Disaster Risk Reduction and Management Office (CDRRMO)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk officer and submit the required documents.	1. Receive and verify documents for completeness.	None	10 minutes	<i>Zoning Inspector I</i> Or <i>Admin Asst. (Job Order)</i> CPDCO
	1.1 Verify zoning classification and check if the project conforms to the provisions of the Zoning Ordinance. Write amount to be paid on the unified assessment sheet.	Based on the 2013 HLURB Schedule of Fees	30 minutes	<i>Planning Officer II</i> Or <i>Draftsman I</i> Or <i>Engineer I</i> CPDCO
	1.2 Review and approve/disapprove the application.	None	10 minutes	<i>Acting Zoning Officer</i> Or <i>Planning Officer II</i> CPDCO
	1.3 Release the approved LC to the client.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Admin Asst. (Job Order)</i> CPDCO
	<b>TOTAL:</b>	<b>Based on the 2013 HLURB</b>	<b>55 Minutes</b>	





		<b>Schedule of Fees</b>		
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### Zoning / Locational Clearance Fees

<b>A. Single residential structure attached or detached</b>	
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>B. Apartments/Townhouses</b>	
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)
<b>C. Dormitories</b>	
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)
<b>D. Institutional</b>	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of 1% of cost in excess of P2.M)
<b>E. Commercial, Industrial and Agro-Industrial Project Cost of which is:</b>	
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)
<b>F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)</b>	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	
<b>G. Alteration / Expansion (affected areas/cost only)</b>	Same as the original application

Source: HLURB 2013 Schedule of Fees



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

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

<b>Office or Division:</b>	City Planning and Development Coordinator's Office – Zoning Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Application Form with Unified Clearance (1 Original Copy)	Business Permits and Licensing Office (BPLO)			
2. Certified True Copy of Land Title (1 Photocopy)	Registry of Deeds			
3. Barangay Business Clearance (1 Photocopy)	Barangay where the business is located			
4. Picture of business establishment (1 Original Copy)	Applicant			
5. Building Permit (1 Photocopy)	Applicant			
6. Occupancy Permit (1 Photocopy)	Applicant			
<b>If the property is not under the name of the applicant:</b>				
7. Proof of ownership over the land (1 Photocopy), such as but not limited to: ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease.	Registry of Deeds  Applicant Applicant Applicant			
<b>If the business is located inside a subdivision:</b>				
8. Homeowner's Association (HA) Clearance for Business (1 Photocopy)	HA where the business is located			
<b>If the applicant is a corporation:</b>				
9. Secretary Certificate (1 Photocopy)	Corporation			
10. Valid I.D. (1 Photocopy)	Authorized representative and authorizing party			
<b>If application is processed through a representative:</b>				
1. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)	Authorizing Party and Applicant			
2. Consularized SPA (if applicant is residing abroad)	Philippine Embassy abroad where the applicant resides			
3. Valid I.D. of Authorizing Party and Representative 1 Photocopy	Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the	1. Receive the complete requirements and	None	10 minutes	Clerk BPLO



front desk.	check for 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	<i>JIAT</i>
	2.1 If there are incomplete requirements or findings, indicate it on the clearance form and return it to the client.	None	2 minutes	<i>Draftsman I Or Admin Asst. (Job Order) CPDCO</i>
	2.2 Assess fees to be paid and sign the unified clearance form	Refer to the 2013 HLURB Schedule of Fees	5 minutes	<i>Draftsman I Or Admin Asst. (Job Order) CPDCO</i>
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	<i>Draftsman I Or Admin Asst. (Job Order) CPDCO</i>
	<b>TOTAL:</b>	<b>Refer to the 2013 HLURB Schedule of Fees</b>	<b>1 Day and 22 Minutes</b>	

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

<b>A. Single residential structure attached or detached</b>	
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>B. Apartments/Townhouses</b>	
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)
<b>C. Dormitories</b>	
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
<b>D. Institutional</b>	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of 1% of cost in excess of P2.M)
<b>E. Commercial, Industrial and Agro-Industrial Project Cost of which is:</b>	
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)
<b>F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)</b>	
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)
<b>G. Alteration / Expansion (affected areas/cost only)</b>	Same as the original application



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

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

Office or Division:	City Planning and Development Coordinator’s Office – Zoning Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity, G2G – Government to			
Who may avail:	Existing Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified Clearance (1 Original Copy)		Business Permits and Licensing Office		
2. Business Permit (1 Photocopy)		Applicant		
3. Previous Locational Clearance (1 Photocopy)		Applicant		
4. Supplemental Documents (whichever is applicable, 1 Photocopy): ✓ Barangay Business Clearance ✓ Building Permit ✓ Certificate of Occupancy ✓ Homeowner’s Clearance		Barangay where business is located Applicant Applicant Homeowner’s Association Office where business is located		
If application is processed through a representative:				
5. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)		Authorizing Party and Applicant		
6. Consularized SPA (if applicant is residing abroad)		Philippine Embassy abroad where the applicant resides		
7. Valid I.D. of Authorizing Party and Representative 1 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Unified Business Application Form for assessment and verification.	1. Receive the complete requirements and check for completeness.	None	5 minutes	Clerk BPLO



2. Assist the Joint Inspection Team (JIAT) in conducting the inspection.	2. Conduct the inspection and check if the proposed business activity is permitted in accordance with the Zoning Ordinance.	None	1 day	<i>JIAT</i>
	2.1 If there are incomplete requirements or findings, indicate it on the clearance form and return it to the client.	None	2 minutes	<i>Admin Asst. (Job Order) CPDCO</i>
	2.2 Assess fees to be paid and sign the unified clearance form	Refer to the 2013 HLURB Schedule of Fees	5 minutes	<i>Acting Zoning Officer Or Draftsman I Or Admin Asst. (Job Order) CPDCO</i>
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	<i>Zoning Inspector I Or Inspector (Job Order) Or Draftsman (Job Order) CPDCO</i>
	<b>TOTAL:</b>	<b>Refer to the 2013 HLURB Schedule of Fees</b>	<b>1 Day and 17 Minutes</b>	



#### 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.

<b>Office or Division:</b>	City Planning and Development Coordinator's Office – Zoning Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity,	
<b>Who may avail:</b>	Simple	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent (1 Original Copy, 1 Receiving Copy)		Applicant
2. Notarized Application Form (1 Original Copy)		Zoning Office
3. Signed and sealed Architectural Plans (6 Original Sets)		Licensed Architect
4. Certified True Copy of Land Title (1 Photocopy)		Registry of Deeds
5. Proof of ownership over the land (1 Photocopy), such as but not limited to: ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease.		Applicant
6. Certified True Copy of Tax Declaration (1 photocopy)		Applicant
7. Current Tax Receipt (1 Photocopy)		City Treasurer's Office
8. Ground Verification Survey with Vicinity Map (1 Original in Blueprint/A3 Paper)		Applicant
9. Signed and sealed Bill of Materials (1 Original Set)		Licensed Engineer
10. Barangay Construction Clearance (1 Original Copy)		Barangay where the project will be located
11. Sangguniang Panlungsod Resolution (1 Photocopy) ( <i>Note: No longer required for Telecommunications Tower projects</i> )		Sangguniang Panlungsod Secretariat's Office
<b>If project will generate a large volume of traffic:</b>		
12. Traffic Impact Statement (1 Photocopy)		Licensed Transport Engineer
<b>If applicant is a corporation:</b>		





13. Secretary Certificate (1 Photocopy)		Corporation		
14. Valid I.D. (1 Photocopy)		Applicant		
<b>If project abuts to adjacent properties:</b>				
15. Neighbor's Consent Form (1 Original Copy)		Property owners adjacent to project site		
<b>If project is located inside a subdivision:</b>				
16. Homeowner's Association (HOA) Construction Clearance (1 Original Copy)		Subdivision where the project is located		
<b>If project site has no registered HOA (for Cell Tower Projects):</b>				
17. Certification indicating that there is no registered HOA in the proposed site		Property Owner		
<b>For Cell Tower Projects – If it will be erected on top of a building</b>				
18. Joint certification signed by the property owner and structural engineer as to the structural stability		Property owner and registered structural engineer (template can be found on IRR of EO No. 32 s. 2023)		
<b>If application is done through a representative:</b>				
19. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)		Authorizing Party and Applicant		
20. Consularized SPA (if owner is residing abroad)		Philippine Embassy abroad where the applicant resides		
21. Valid I.D. of Authorizing Party and Representative 1 Photocopy)		Authorizing party and representative		
<b>For all development proposals in flood prone areas and all major proposals likely to affect the existing drainage regime:</b>				
22. Drainage Impact Assessment Study (DIAS) (1 Original Copy)		Licensed Civil/Sanitary Engineer or Environmental Planner		
<b>For Passive Telecommunications Tower Infrastructure (PTTI) fifty (50) meters or higher above the elevation of the ground:</b>				
23. Height Clearance Permit (1 Photocopy)		Civil Aviation Authority of the Philippines (CAAP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Intent (LOI) to the Office of the Zoning Administrator (OZA) along with the other requirements.	1. Receive the LOI and other requirements.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Admin Asst. (Job Order)</i> CPDCO
	1.1 Evaluate the project based on the submitted requirements and compliance to the Zoning Ordinance.	None	1 day	<i>Planning Officer II</i> Or <i>Engineer I</i> CPDCO





	1.2 Prepare and submit endorsement letter to the Office of the Mayor and wait for the schedule of the committee hearing, if compliant.	None	30 minutes	
2. Attend the scheduled committee hearing for deliberation	2. Conduct committee hearing	None	1 hour	<i>Sangguniang Panlungsod Committee on Land Use, Housing, and Urban Development</i>
3. Submit the approved City Council Resolution and all other requirements	3. Receive and check documents for completeness.	None	5 minutes	<i>Zoning Inspector I Or Clerk (Job Order) CPDCO</i>
4. Receive Special Use Permit (SUP)	4. Prepare the SUP.	None	5 minutes	<i>Zoning Inspector I CPDCO</i>
	4.1 Sign LC and SUP and stamp/sign the architectural plans	None	5 minutes	<i>Acting Zoning Officer Or Planning Officer II CPDCO</i>
	4.2 Release the SUP and stamped/signed architectural plans	None	5 minutes	<i>Zoning Inspector I Or Admin Asst. (Job Order) CPDCO</i>
	<b>TOTAL:</b>	<b>Refer to the 2013 HLURB Schedule of Fees</b>	<b>1 Day, 1 Hour, and 55 Minutes (excluding time period for scheduling the committee hearing)</b>	



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

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



## 5. Application for Zoning Certification

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

Office or Division:	City Planning and Development Coordinator’s Office – Zoning Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail:	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form (1 Original Copy)		Zoning Office		
2. Signed and sealed Lot Plan with Vicinity Map, showing the property with landmarks (1 Original Copy)		Licensed Geodetic Engineer		
3. Certified True Copy of Land Title (1 Photocopy)		Registry of Deeds		
4. Proof of ownership over the land (1 Photocopy), such as but not limited to: ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease.		Applicant		
5. Certified True Copy of Tax Declaration (1 photocopy)		Applicant		
6. Current Tax Receipt (1 Photocopy)		City Treasurer’s Office		
7. Picture of property (1 Original Copy)		Applicant		
If applicant is a corporation:				
8. Secretary Certificate (1 Photocopy)		Corporation		
9. Valid I.D. (1 Photocopy)		Authorizing party and applicant		
If application is done through a representative:				
10. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)		Authorizing Party and Applicant		
11. Consularized SPA (if owner is residing abroad)		Philippine Embassy abroad where the applicant resides		
12. Valid I.D. of Authorizing Party and Representative (1 Photocopy) forms of identification.		Authorizing party and applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Verify the correctness and completeness of the requirements.	None	10 minutes	Zoning Inspector I Or Admin Asst. (Job Order) CPDCO



	1.1 Verify the zoning classification of the subject property.	None	10 minutes	<i>Acting Zoning Officer</i> CPDCO
2. Pay the required fee at the Treasury Office and present the official receipt to the Zoning Office.	2. Prepare Order of Payment	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
	2.1 Receive payment and issue official receipt.	Certificati on fee: P720/ha.	5 minutes	<i>Collection Clerk</i> Treasury Office
	2.2 Receive and verify official receipt.	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
3. Receive Zoning Certification and sign in the releasing logbook.	3. Prepare Zoning Certification	None	10 minutes	<i>Zoning Inspector I</i> CPDCO
	3.1 Sign Zoning Certification	None	5 minutes	<i>Acting Zoning Officer</i> Or <i>Planning Officer II</i> CPDCO
	3.2 Release Zoning Certification	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Admin Asst. (Job Order)</i> CPDCO
	3.3 Assist client in signing the logbook.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
	<b>TOTAL:</b>	<b>Certificati on fee: P720/ha</b>	<b>1 Hour</b>	



## 6. Request for Rezoning of Property

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.

<b>Office or Division:</b>	City Planning and Development Coordinator’s Office – Zoning Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to the City Mayor through the Sangguniang Panlungsod (1 Original Copy, 1 Receiving Copy)		Applicant (template can be secured from the Zoning Office)		
2. Certified True Copy of Land Title (1 Photocopy)		Registry of Deeds		
3. Proof of ownership over the land (1 Photocopy), such as but not limited to: ✓ Certificate of Title or Tax Declaration; ✓ Deed of Sale; ✓ Deed of Donation; and ✓ Contract of Lease.		Applicant		
4. Certified True Copy of Tax Declaration (1 photocopy)		Applicant		
5. Current Tax Receipt (1 Photocopy)		City Treasurer’s Office		
6. Vicinity Map (1 Original Copy)		Licensed geodetic engineer		
7. Locator Map with Landmark (1 Original Copy)		Applicant		
8. Barangay resolution interposing no objection to the rezoning (1 Photocopy)		Barangay Hall where the property is located		
<b>If property is inside a subdivision:</b>				
9. Homeowner’s Association Resolution interposing no objection (1 Photocopy)		Homeowner’s Association Office where the property is located		
<b>If applicant is a corporation:</b>				
10. SEC Registration (1 Photocopy)		Securities and Exchange Commission (SEC)		
11. Secretary Certificate (1 Photocopy)		Corporation		
12. Valid I.D. (1 Photocopy)		Authorizing Party and Applicant		
<b>If application is done through a representative:</b>				
13. Special Power of Attorney (SPA)/Authorization Letter (1 Original Copy)		Authorizing Party and Applicant		
14. Consularized SPA (if applicant is residing abroad)		Philippine Embassy abroad where the applicant resides		
16. Valid I.D. of Authorizing Party and Representative 1 Photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the	1. Verify the	None	10 minutes	<i>Zoning Inspector I</i>



complete requirements.	correctness and completeness of the requirements.			CPDCO
2. Assist the personnel in conducting inspection of the property (if necessary)	2. Conduct inspection of the property.	None	1 day	<i>Engineer I</i> CPDCO
3. Attend the committee hearing to deliberate on the re-zoning of the property.	3. Prepare endorsement to the Sangguniang Panlungsod.	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
	3.1 Forward signed endorsement with requirements to the Mayor's Office through the City Administrator for approval.	None	5 minutes	<i>Zoning Inspector I</i> CPDCO
	3.2 Sign endorsement.	None	1 day	<i>City Administrator</i> City Administrator's Office
	3.3 Forward endorsement to the Vice-Mayor's Office	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
	3.4 Attend scheduled committee hearing.	None	1 hour	<i>Acting Zoning Officer</i> Or <i>Planning Officer II</i> CPDCO
4. Receive copy of resolution approving the re-zoning (through the Sangguniang Panlungsod)	4. Receive file copy of the resolution approving the re-zoning of the property	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk</i> CPDCO
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days, 1 Hour and 35 Minutes (excluding processing time to schedule hearing)</b>	



## 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.

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





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





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



18. Traffic impact assessment (TIA)				Applicant
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Front Desk	1. Give the Logbook to the Client	None	5 minutes	<i>Zoning Inspector I</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)	<i>Zoning Inspector I</i> Zoning Office- Receiving Section  <i>Acting Zoning Officer</i> 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( <i>Billing Section</i> )
4. Submit Receipt for processing and releasing of Alteration Permit	4.1 Accept Receipt and submit the same to the office of the Mayor for signature.	None	5 minutes	<i>Zoning Staff</i> Zoning Office- Receiving/ <i>Releasing Section</i>
	4.2 Sign all plans and documents and issue approved alteration permit.	None	2 days	<i>Acting Zoning Officer</i>
	<b>TOTAL:</b>	<b>Based on 2013 HLURB Schedule of Fees</b>	<b>17 Days and 50 Minutes (excluding SP Resolution)</b>	



## 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.

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



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



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



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





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

SUBDIVISION AND CONDOMINIUM PROJECTS (Under P.D. 957)		
A. Subdivision Project		
1.	Approval of Subdivision Plan (including Town Houses)	
	a. Preliminary Approval and Locational Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP) <ul style="list-style-type: none"><li>Processing Fee</li><li>Inspection Fee</li></ul>	P360.00/ha. or a fraction thereof P1,500.00/ha. regardless of density
	b. Final Approval and Development Permit <ul style="list-style-type: none"><li>Processing Fee 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	2,800.00
3.	License to Sell	
	<ul style="list-style-type: none"><li>Processing Fee Additional Fee on Floor Area of houses and building sold with lot</li><li>Inspection Fee</li></ul>	216.00/saleable lot 14.40/sq. m. 1,500.00/ha. regardless of density
4.	Certificate of Completion	
	<ul style="list-style-type: none"><li>Certificate Fee</li><li>Processing Fee</li><li>Inspection Fee</li></ul>	216.00 1,500.00/ha. regardless of density
5.	Extension of Time to Develop	
	<ul style="list-style-type: none"><li>Processing Fee Additional Fee (unfinished area for development)</li><li>Inspection Fee</li></ul>	504.00 14.40/sq. m. 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)		
A. Subdivision Project		
1.	Approval of Subdivision Project	
	a. Preliminary Approval and Locational Clearance <ul style="list-style-type: none"><li>Processing Fee<ul style="list-style-type: none"><li>a. Socialized Housing</li><li>b. Economic Housing</li></ul></li><li>Inspection Fee</li></ul>	90.00/ha 216.00/ha.



	<ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul>	1,500.00/ha. 1,500.00/ha.
	b. Final Approval/Development Permit <ul style="list-style-type: none"> <li>• Processing Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> <li>• Inspection Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> </ul>	600.00/ha. 1,400.00/ha.  1,500.00/ha. 1,500.00/ha.
<i>(Project already inspected for PALC application may not be charged inspection fee)</i>		
	c. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
	d. Building Permit (floor area of housing unit)	7.20/sq. m.
<b>2</b>	<b>Certificate of Registration</b>	
	<ul style="list-style-type: none"> <li>• Processing Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> </ul>	420.00 720.00
<b>3</b>	<b>License to Sell</b> (per saleable lot)	
	<ul style="list-style-type: none"> <li>• Processing Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> <li>Additional fee on floor area of housing component</li> <li>• Inspection Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> </ul>	24.00/saleable lot 72.00/saleable lot 3.00/sq. m.  1,500.00/ha. 1,500.00/ha.
<b>4</b>	<b>Extension of Time to Develop</b>	
	<ul style="list-style-type: none"> <li>• Processing Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> <li>Additional Fee (unfinished floor area for development)</li> <li>• Inspection Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> </ul>	420.00 540.00 2.88/sq. m.  1,500.00/ha. 1,500.00/ha.
<b>5</b>	<b>Certificate of Completion</b>	
	<ul style="list-style-type: none"> <li>• Certificate Fee               <ul style="list-style-type: none"> <li>a. Socialized Housing</li> <li>b. Economic Housing</li> </ul> </li> <li>Additional Fee (unfinished floor area for development)</li> </ul>	420.00 540.00
<b>6</b>	<b>Occupancy Permit</b>	
	<ul style="list-style-type: none"> <li>• Processing Fee</li> </ul>	6.00/sq. m.





	c. Socialized Housing d. Economic Housing • Inspection Fee (Saleable floor area of the housing compound) b. Socialized Housing c. Economic Housing	7.20/sq. m.  1,500.00/ha. 1,500.00/ha.
<b>B. Condominium Project</b>		
<b>1.</b>	<b>Approval of Subdivision Project</b>	
	a. Preliminary Approval and Locational Clearance (PALC)	720.00
	b. Final Approval and Development Permit • Processing Fee a. Total Land Area b. No. of Floors c. Building Areas Inspection Fee	144.00/ floor 5.80/sq. m. of GFA  1,500.00/ha.
	c. Alteration of Plans (affected areas only)	Same as Final Approval and Development Permit
<b>2</b>	<b>Certificate of Registration</b>	7.20
<b>3</b>	<b>License to Sell</b> (per saleable lot)	
	a. Residential  b. Commercial  Inspection Fee	7.20/sq. m. of saleable area 10.65/sq. m. of saleable area 1,500.00/ha.
<b>4</b>	<b>Extension of Time to Develop</b>	
	• Processing Fee Inspection Fee (Unfinished area for development)	3.00/ sq. m. 1,500.00/ha.
<b>5</b>	<b>Certificate of Completion</b>	
	• Certification Fee • Processing Fee • Inspection Fee	216.00  1,500.00/ha.
<b>4. INDUSTRIAL/COMMERCIAL SUBDIVISION</b>		
<b>A. Subdivision Project</b>		
<b>1.</b>	<b>Approval of Subdivision Project</b>	
	a. Preliminary Approval and Locational Clearance • Processing Fee Inspection Fee	432.00/ha. 1,500.00/ha.
	b. Final Approval/Development Permit • Processing Fee Inspection Fee	720.00/ha. 1,500.00/ha.
<i>(Projects already inspected for PALC application may not be charged inspection fee)</i>		
	c. Alteration of Plan (affected areas only)	Same as Final



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



## 9. Appeal for Variance or Exception

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

<b>Office or Division:</b>	City Planning and Development Coordinator's Office – Zoning Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Applicants whose applications have been denied by the Office of the Zoning Administrator</li> <li>Applicants that wish to apply for Variance/Exception</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter addressed to the City Zoning Board of Appeals and Adjustment (CZBAA) (1 Original, 1 Photocopy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to the Zoning Office requesting for appeal.	1. Verify the request letter and receive the same.	None	1 minute	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
2. Wait for the schedule of the meeting of the CZBAA.	2. Schedule a meeting with the Technical Working Group (TWG)	None	10 minutes	<i>Acting Zoning Officer</i> CPDCO
	2.1 Inform client of the scheduled meeting with the TWG once available.	None	5 minutes	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
3. Attend the meeting of the CZBAA TWG.	3. Hold meeting with the CZBAA TWG.	None	2 hours	<i>CZBAA TWG</i>
	3.1 Inform client of the next meeting with the Executive CZBAA once available.	None	1 minute	<i>Zoning Inspector I</i> Or <i>Clerk (Job Order)</i> CPDCO
4. Attend the meeting	4. Hold meeting	None	2 hours	<i>Executive CZBAA</i>



of the Executive CZBAA.	with the Executive CZBAA.			
5. Pick up CZBAA resolution from the Zoning Office.	5. Prepare resolution for the CZBAA and have the same signed by its members.	None	7 days	CZBAA Secretariat CPDCO
	<b>TOTAL:</b>	<b>None</b>	<b>7 Days, 4 Hours and 17 Minutes</b>	

**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.

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



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



## **Office of the Building Official External Services**



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

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

### I. Complex Permit Applications

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

### II. Highly Technical Permit Applications

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

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





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



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



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



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



## 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.

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



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



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



	application for payment, and have the certificate of completion and evaluation report signed.			OBO
7. None	7. Approve the order of payment and sign the Certificate of Occupancy.	None	5 minutes	<i>Head</i> 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	<i>Staff</i> OBO-Releasing Section
	<b>TOTAL:</b>	<b>Based on PD 1096 Schedule of Fees</b>	<b>Simple: 1 Day, 2 Hours, and 10 Minutes</b>  <b>Complex: 5 Days, 2 Hours, and 10 Minutes</b>  <b>Highly Technical: 19 Days, 2 Hours, and 10 Minutes</b>	





### 3. Fencing Permit Application

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

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



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



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



## 4. Demolition Permit Application

This permit second prior to dismantling/removal of structure.

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



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



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



## 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.

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



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





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



## 6. Electrical Permit Application

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

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



deceased owner - PSA Birth Certificate of Heir/s (if the deceased owner is the parent/spouse/children/etc. of applicant) Marriage Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Electrical Permit Application form with the list of requirements.	1. Provide Electrical Form and list of requirements	None	5 minutes	Staff Electrical Division
2. Submit duly accomplished form and required documents for verification and evaluation	2. Receive and check documents for compliance.	None	15 minutes	Clerk OBO-Receiving Section
	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 Treasurer's	7. Receive Photocopy of the receipt, prepare and release the	None	30 minutes	Staff OBO-Releasing Section



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	electrical permit.			
	<b>TOTAL:</b>	Based on PD 1096 Schedule of Fees	<b>Simple: 1 Day, 1 Hour, and 45 Minutes</b>  <b>Complex: 5 Days, 1 Hour, and 45 Minutes</b>  <b>Highly Technical: 19 Days, 1 Hour, and 45 Minutes</b>	



## 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.

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



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



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



	City Engineering Office			Mayor's Office
2. Ocular Inspection together with City Engineering Office (for Underground and Aerial Cabling Only)	2. Schedule an Ocular Inspection for the proposed area for cabling  2.1 Submit report or recommendation letter to OBO	None  None	None  None	Staff CEO  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 verification and evaluation	4. Receive and check documents for compliance.  4.1 If non-compliant, return documents.	None  None	15 minutes  5 minutes	Clerk Receiving Section  Clerk Receiving Section
5. Wait for the checking and evaluation	5. Evaluate, assess ,and compute overall amount of regulatory fees.  5.1 Conduct site inspection and send pictures and remarks through Telegram.	None  None	1 day for Simple 5 days for Complex 19 days for Highly Technical  30 minutes	Engineer Or Staff OBO  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
	<b>TOTAL:</b>	Based on PD 1096 Schedule of Fees	<b>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*</b>	



## 8. Sign Permit Application

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

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



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



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



	<b>TOTAL:</b>	<b>None</b>	<b>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</b>	
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## 9. Excavation Permit Application

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

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



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



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

This process shall be done prior to refund of Excavation Bond

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



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

#### FOR PRIVATE SUBDIVISIONS

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



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



## 11. Temporary Electrical Connection Application

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

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



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



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

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

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



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





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



### 13. Water Connection Application

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

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



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



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



## 14. Building Clearance for Business Establishment

This clearance shall be secured for Business Applications

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



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

**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.

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



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





## 16. Certificate of Operation

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

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

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



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



	<b>TOTAL:</b>	<b>Based on PD 1096 Schedule of Fees</b>	<b>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</b>	
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## 17. Complaints and Disputes

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

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



## **Public Affairs and Information Office**

### **Internal Services**



## 1. News Coverage

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

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



## 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.

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



### 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.

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





#### 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.

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



## 5. Sound System Set-Up

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

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



## 6. 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.

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



## 7. Tarpaulin Printing and/or Installation

The Public Affairs and Information Office provides tarpaulin printing and installation services to support public information dissemination.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Layout of graphics (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO.	1. Check and verify if request letter has been approved by the City Mayor.	None	2 minutes	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
	2.1 Endorse client to any available graphic artist.	None	1 minute	<i>Head</i> PAIO
3. Advise where and when the event will take place	3. Receive layout.	None	1 minute	<i>Graphic Artist</i> PAIO
	3.1 Print layout.	None	5 minutes	<i>Reproduction Machine Operator</i> PAIO
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## **Public Affairs and Information Office**

### **External Services**



## 1. 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.

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



## 2. Resolution on USaP-Related Complaints

The Public Affairs and Information Office manages service complaints regarding Ugnayan sa San Pedro (USaP) through the USaP Unit.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill-out request form with submitted documents.	1. Document stamp received, recorded and forwarded to the Department Head for appropriate action.	None	5 minutes	Office Staff PAIO
	1.1 Issue acknowledge receipt.	None	5 days	Office Staff PAIO
	1.2 Verify complaint, gather evidence and information.	None	1 day	Office Staff PAIO
	1.3 Prepare recommendation and forward to LCE for appropriate action.	None	10 minutes	Office Staff PAIO
2. Receive feedback.	1.4 Contact client feedback.	None	10 minutes	Office Staff PAIO
	2. Record and receive recommendation/resolution	None	10 minutes	Office Staff PAIO
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days &amp; 30 Minutes</b>	



## **City Tourism Culture and Arts Office External Services**





## 1. Request for Assistance

Various requests received from clients.

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



## 2. Request for Partnership and Collaboration

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

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



### 3. Resolution of Tourism-Related Complaints

Resolving complaints on tourism related services.

<b>Office or Division:</b>	City Tourism Culture and Arts Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Concerned Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out request form (1 Original Copy)		Tourism Culture and Arts Office		
2. Request Letter, if applicable (1 Original Copy, 1 Photocopy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days and 30 Minutes</b>	



## **City Education and Development Office**

### **External Services**



## 1. Application for SPeCS Qualifying Exam

Students can apply for the qualifying exam for different examinations under the San Pedro City Scholarship (SPeCS) Program, being the Scholarship Program.

<b>Office or Division:</b>		City Education and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		For Scholarship Applicants A. Senior High School Applicants B. College Applicants C. Applicants who have applied and have been issued test permits D. Applicants who have passed the qualifying exam		
		<ul style="list-style-type: none"> <li>- All <i>bona fide</i> residents of the City of San Pedro</li> <li>- Must meet the following minimum GPA:                A1. Senior High School applicants with GPA not lower than 85% in their report card.                B1. College level applicants must have a general average of not lower than 2.0 or its equivalent.</li> <li>- Parents' joint manual income must not exceed the following thresholds:                A2. Senior High School – Php200,000.00                B2. College applicants – Php400,000.00</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Passport-sized pictures (2 Copies)		Scholarship Applicant		
2. Certified True Copy of COMELEC Certification ( 1 copy)		COMELEC Office where the applicant resides		
3. Copy of grades ( 1 Photocopy )		From the institution where the applicant is enrolled		
4. School ID ( 1 Photocopy )		From the institution where the applicant is enrolled		
<b>CLIENT ACTIONS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit initial requirements and for interview during the scheduled application	1. Accept and evaluate the documents submitted and interview the applicant	None	3 Minutes	Clerk (Job Order) Or Messenger CEDO



period.				
2. Fill-out the ILSP exam permit (2 copies) and register in the master list of examinees.	<p>2. Check if permit is completely filled-out. Sign the permit and issue an examinee number.</p> <p>2.1 Give one copy to applicant and file the other copy.</p> <p>2.2 Have the applicant register his name in the master list of examinees.</p> <p>2.3 Advise the applicants that the room assignments and other details of the exam will be posted on the agency website, the Facebook page.</p>	None	3 Minutes	<i>Executive Assistant II</i> CEDO
<b>TOTAL:</b>		<b>None</b>	<b>6 Minutes</b>	



## 2. Conduct of the Qualifying Exam

Upon submission of the complete requirements to avail of the scholarships offered to the SPeCS, 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.

<b>Office or Division:</b>		City Education and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Applicants who have applied and have been issued test permits		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Exam permit duly signed by the CEDO staff (1 Original Copy)		City Education And Development Office (CEDO) during the application period		
2. School ID (1 Original Copy)		Institution where the applicant is enrolled		
<b>CLIENT SCHOOLS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 minutes	<i>Exam Proctor</i>
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.	2.1. Give the questionnaire and answer sheet. Once examinee is done, collect the questionnaire and answer sheet and have the examinee sign the attendance sheet.  2.2. Advise the examinees on how to view the results.	None	1 hour and 35 minutes	<i>Exam Proctor</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 38 minutes</b>	



### 3. Processing of Qualifying Exam Passers

This details the submission and evaluation of documents of applicants who passed the qualifying exam for the San Pedro City Scholarship (SPeCS) Program.

<b>Office or Division:</b>		City Education and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C– Government to Citizen		
<b>Who may avail:</b>		Applicants who have passed the qualifying exam		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified True Copy of Grades or Report Card (1 copy)		From the institution where the applicant was last enrolled		
2. Certificate of Good Moral Character (1 copy)		From the institution where the applicant was last enrolled		
3. Certificate of Registration (1 copy)		From the institution where the applicant is enrolled		
4. ITR or BIR Certificate of No Fixed Income of Parents (1 copy)		Bureau of Internal Revenue		
<b>CLIENT ACTIONS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	1. Check if applicant is in the exam passers list.  1.1 Accept and evaluate the documents submitted.	None	2 minutes	<i>Clerk (Job Order)</i> Or <i>Messenger</i> CEDO
2. Fill-out the SPeCS Claim stub	2. Check if the claim stub is completely filled-out.  2.1 Give one copy to qualified applicant and file the other copy together with all documents of SPeCS scholar in	None	3 minutes	<i>Executive Assistant II</i> CEDO





	individual folder.  2.3. Advise the applicants that the details of the distribution of grants will be posted on the agency website, the Facebook page.			
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



#### 4. Application for “Tulong Pinansyal Sa Mag-aaral na Magsipagtapos”

Students can apply for the financial assistance under the “Tulong Pinansyal Para Sa Mga Magsisipagtapos Na Mag-aaral” Program.

<b>Office or Division:</b>		City Education and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who have applied for the program		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Candidacy of Graduate or Diploma ( 1 Photocopy )		From the institution where the applicant was last enrolled		
2. Barangay Certificate of Residency (1 copy)		Barangay where the applicant is a resident		
3. School ID ( 1 Photocopy )		From the institution where the applicant was last enrolled		
<b>CLIENT ACTIONS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and for interview during the scheduled application period.	1. Accept and evaluate the documents submitted and interview the applicant.	None	3 Minutes	<i>Clerk (Job Order)</i> Or <i>Messenger</i> CEDO
2. Fill-out the application form	2. Check if the application form is completely filled- out.  2.1 Sign the Tulong Pinansyal form.  2.2 File together with all documents in individual folder.  2.3 Give one	None	3 minutes	<i>Executive Assistant II</i> CEDO



	<p>copy to the applicant and file the other copy.</p> <p>2.4 Have the applicant register his name in the master list of grantees.</p> <p>2.5 Advise the applicants that the details of the distribution of grants will be posted on the agency website, the Facebook page.</p>			
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



## **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.

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



## 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.

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



### 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.

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



## **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.

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



## 2. Endorsement for MERALCO/SPWD Line Application

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



### 3. Orientation on Community Organizing

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

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



#### 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.

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



## 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.

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



## 6. Report Complaints on Illegal Structures

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

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



## **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.

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





## 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.

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



## **Office of the Vice-Mayor External Services**



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

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

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

Note:

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



## 2. Providing copies of Resolutions and Ordinances

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

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



### 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.

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



## 4. Availing of Various Assistance

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

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



## **Office of the Sangguniang Panlungsod Secretariat External Services**



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

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

<b>Office or Division:</b>	Sangguniang-Panlungsod Secretariat Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen – G2C; Government to Government – G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request (1 Original Copy, 1 Photocopy)		Requesting Client		
2. Request Slip (1 Original Copy)		Sangguniang Panlungsod Secretariat Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter-request or fill-out the Request Slip	1. Provide the requesting party the log book to log the request and endorse them to the record custodian.	None	2 minutes	Clerk IV Or Senior Administrative Asst. I SP Secretariat Office
	1.1 Research/verify the records on file for the requested document and endorse the letter-request or Request Slip to the Board Secretary/SP Secretary for notation/review.	None	5 minutes	Clerk IV SP Secretariat Office





	<p>1.2 Instruct Record Custodian for the document/s requested.</p> <p><i>* For Certified Copy – Sign and certify the document/s requested</i></p>	None	3 minutes	SP Secretariat SP Secretariat Office
	<p>1.3 Ready the said documents requested.</p> <p><i>*If the requesting party is/or from a government office, no Secretary's Fee will be paid.</i></p>	None	5 minutes	Clerk IV SP Secretariat Office
2. Pay the required fees at the City Treasury Office  (For Certified Copy)	2. Receive payment and issue Official Receipt.	Secretary's Fee  Php 100.00 per page	5 minutes	Revenue Collection Clerk Treasury Office
3. Return to the Record Custodian and present the Original Receipt (O.R.)  (For Certified Copy)	3. The Record Custodian will get the O.R. Number only and the date issued for recording purposes before releasing the documents requested (photocopied and/or certified copy of resolutions, ordinances and/or certification.)	None	3 minutes	Clerk IV SP Secretariat Office
	<b>TOTAL:</b>	<b>Secretary's Fee Php 100.00 per page</b>	<b>21 Minutes</b>	



## 2. Filing of Complaint against Barangay Officials

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

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



## **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.

<b>Office or Division:</b>	City Architect's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Departments and Offices in the City Government of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Letter of Request (1 Photocopy)		Office of the Mayor		
2. Clear copy of TCT with Technical Description (1 Photocopy) <sup>1</sup>		Client		
3. Project Description with exact project address and client design requirements printed on Letter or Folio sized paper (1 Original Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Accessing of Documents and forward to the Head of Office/ Officer-In -Charge for review.	None	3 minutes	<i>Administrative Officer</i> City Architect's Office
	1.1 Schedule and conduct field inspection and survey.	None	2 days <sup>2</sup>	<i>Draftsman Or Architect</i> City Architect's Office
	1.2 Prepare conceptual design drawings and specifications.	None	5 days	<i>Draftsman Or Architect</i> City Architect's Office
2. Attend office/site meeting	2. Present conceptual design drawings for client conformity.	None	1 day <sup>3</sup>	<i>Draftsman Or Architect</i> City Architect's Office
	2.1 Conduct revisions, if any.	None	1 day <sup>4</sup>	<i>Draftsman Or Architect</i> 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 and submit Design Drawings to the City Administrator and City Mayor.	None	1 day	Draftsman Or Architect City Architect's Office
	<b>TOTAL:</b>	<b>None</b>	<b>20 Days &amp; 3 Minutes</b>	

**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 Procurement Office Internal Services**



## 1. Request for Procurement of Goods and Services

The client, LGU-departments, units, offices and other government agency may request goods/services as may be approved by the Office of the Mayor.

<b>Office or Division:</b>	City Procurement Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client G2C – Government to Business			
<b>Who may avail:</b>	End-user or Implementing Department/Offices / Units			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Approved Requisition Request or request letter.	Office of the Mayor			
2. Purchase Request	<ul style="list-style-type: none"> <li>End-user</li> <li>City Procurement Office</li> </ul>			
3. Project Procurement Management Plan	<ul style="list-style-type: none"> <li>End-user</li> </ul>			
4. Obligation Request	<ul style="list-style-type: none"> <li>City Procurement Office</li> <li>City Budget Office</li> </ul>			
5. Annual Procurement Plan (APP)	<ul style="list-style-type: none"> <li>City Procurement Office</li> </ul>			
6. Additional documents if Alternative Method of Procurement: a. Market Study/Three (3) Market Canvass, or b. Justification	<ul style="list-style-type: none"> <li>End-user</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the Office of the Mayor	1. Receive the approved request letter/Purchase Request (PR) with additional documents requirement attached as applicable	None	10 minutes	<i>Procurement Receiving Clerk (Job Order)</i> CPO
2. Wait for the processing of request	2. Validate request submitted  2.1 Categorize project and assign project evaluator  2.2 Evaluate technical specification including	None	1 to 2 days  <i>(subject to variation based on procurement specifications, requirements, and request</i>	<i>Staff</i> CPO



	<p>design, and soft copy of the layout, etc., as well as budget availability and alignment with the Approved Procurement Plan (APP). Prepare a canvass per item as needed or assess price/s based on submitted canvass.</p> <p>2.3 Prepare Purchase Request (PR) and Requisition Issue Slip (RIS) in triplicate copy.</p> <p>2.4 Route PR and RIS for signature to the authorized signatory</p> <p>2.5 Receive Approved PR and post to PhilGEPS website and to the three conspicuous places</p> <p><i>*If the specification is incomplete, not aligned with the APP, exceeds the budget, or does not fit the procurement timeline, return it to the client immediately using the acknowledgment in the logbook or the return slip form.</i></p>		<p>volume).</p> <p>1 to 2 days</p> <p>1 day</p>	
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## 2. Posting of Bid Notices and Requests for Quotations and Receipt and Evaluation thereof

The process of posting bid notices and requests for quotations, along with the receipt and evaluation of submissions, is essential for ensuring transparency, competition, and compliance with procurement laws and regulations. This procedure allows potential suppliers and contractors to participate in government procurement by submitting their bids or quotations.

<b>Office or Division:</b>	City Procurement Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Bidders and Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Request for Quotations (RFQ) or Invitation to Bid (ITB), APP 2. Bidding Documents or Abstract for Canvass 3. BAC Recommendation through BAC Resolutions	<ul style="list-style-type: none"> <li>• Procurement Office / BAC Secretariat Head</li> <li>• PhilGEPS website</li> <li>• 3 conspicuous places</li> <li>• Technical Working Group (TWG)</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the PhilGEPS website and 3 conspicuous places for the posted ITB/RFQ for a duration of 3 to 7 calendar days.	1. Publish the Invitation to Bid or Request for Quotation on the PhilGEPS website and in the designated 3 conspicuous places	NONE	10 minutes  - If the ABC is below Phh50,000.00, no posting is required	Staff CPO
2. Submit quotation /proposal (RFQ/P)	2.0 Receive, open, and evaluate submissions, then rank the offers and forward the results to the Bids and Awards Committee (BAC) for recommendation on the award and mode of procurement.  Conduct an evaluation, as necessary, to assess the supplier's legal, technical, and financial capability.	None	30 minutes	Staff CPO



### 3. Document the Award, Contract/Purchase Order (P.O.) implementation, and facilitate the payment process

<b>Office or Division:</b>		City Procurement Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2C – Government to Citizen G2B - Government to Business		
<b>Who may avail:</b>		Winning Bidder/Supplier / Agency		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Abstract for Canvass 2. BAC Resolution Resolutions 3. Approved Purchase Request / Purchase Letter 4. Approved Purchase Order 5. Mayor's/Business Permit 6. PhilGEPS Registration 7. Income and Business Tax Returns with proof of payment 8. Omnibus Sworn Statement		<ul style="list-style-type: none"> <li>BAC Secretariat Head</li> <li>City Procurement Office</li> <li>Local Government Unit</li> <li>PhilGEPS</li> <li>Bureau of Internal Revenue</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approved BAC Resolution & Abstract of Canvass	1. BAC Resolution for the Recommendation to HOPE and Abstract of Canvass	None	3 days	<i>BAC Members</i> BAC
	1.1 Prepare the Purchase Order (P.O.) for the winning bidder.	None	10 minutes	<i>Staff</i> CPO
	1.2 Approval of P.O / Contract	None	1 to 3 days	Office of the Mayor
2. Receive a copy of the approved Purchase Order (P.O.) and inform the delivery schedule	2. Transmit a copy of the P.O along with all required documents to Commission of Audit (COA)	None	10 minutes	<i>Staff</i> CPO
3. Notify the Procurement Office of the schedule date and time of delivery.	3. Prepare and transmit Notice of Deliver (NOD) to General Services Office (GSO) and Inspectorate Committee	None	5 minutes	<i>Staff</i> CPO
	3.1 Prepare and Issue Notice of Deliver (NOD) to General Services Office (GSO)	None	5 minutes	<i>Staff</i> CPO



	and Inspectorate Committee			
	3.2 Conduct an on-site inspection and sign the Joint Acceptance and Inspection Report (AIR) for common used supplies, services and equipment during and after the inspection process.		10 minutes to 20 minutes  (subject to variation based on the volume and nature of delivered goods and/or services)	<i>Staff CPO</i>
4. Receive Acceptance and Inspection Report (AIR) & RIS	4. Receive duly signed AIR and the corresponding Sales Invoice/DR if any.	None	10 minutes	<i>Staff CPO</i>
	4.1 Collate, review, and scan all required documents for payment processing.	None	20 minutes	<i>Staff CPO</i>
	4.2 Transmit all required documents to the Accounting Office for payment processing.	None	10 minutes	<i>Staff CPO</i>



## **City Budget Office Internal Services**



## 1. Release of Obligation Request

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

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



	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	<i>Officer-in-Charge</i> City Budget Office
	1.3 Forward/transmit documents to the Accounting Office using the logbook.	None	1 minute per document	<i>Admin Aide II</i> City Budget Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 Minutes per document</b>	



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

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

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



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





## **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.

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



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)				
<b>For supplemental budget</b>				
1. Transmittal Letter (1 Original Copy, 1 Photocopy)		Respective Sangguniang Kabataan		
2. Statement of Sources and Usage of Fund duly certified by the City Accountant (1 Original Copy, 1 Photocopy)				
3. Appropriation Ordinance (1 Original Copy, 1 Photocopy)				
4. Approved Supplemental AIP with Resolution(1 Original Copy, 1 Photocopy)				
5. Council Resolution (if applicable) (1 Original Copy, 1 Photocopy)				
6. Other documentary requirements as may be required by the Sangguniang Panlungsod. (1 Original Copy, 1 Photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the logbook.	1. Give the logbook to the client.	None	1 minute	<i>Admin Aide III</i> City Budget Office
2. Submit a copy of the Annual and/or supplemental budget.	2. Check the completeness of the required supporting documents.  *If incomplete, return immediately to the client	None	20 minutes	<i>Budget Officer III</i> City Budget Office



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



	review and ensure compliance with the mandatory requirements		1 day per supplemental budget	City Budget Office
	6.2 Prepare and attach Review Letter to the Sangguniang Panlungsod.	None	1 day	<i>Officer-in-Charge</i> City Budget Office
	<b>TOTAL:</b>	<b>None</b>	<b>19 Days and 41 Minutes (for Annual Budget)</b>  <b>8 Days and 41 Minutes (for supplemental budget)</b>	



## **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.

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



	2.1 Receive and record the CLO Request Form with the attached drafted document or written comment, and photocopy drafted document or written comment for file.	None	5 minutes	<i>Legal Secretary</i> Legal Office
	2.2 Forwards the drafted document or written comment to the requesting party or unit	None	2 minutes	<i>Legal Secretary</i> Legal Office
	<b>TOTAL:</b>	<b>None</b>	<b>Simple - 1 Day and 8 Minutes</b>  <b>Complex- 2 Days and 8 Minutes</b>  <b>Highly Technical - 6 Days and 8 Minutes</b>	





## 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.

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



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



### 3. Litigation and Case Management Service

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



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



			<b>drafting of the pleadings and motions and trial representation )</b>	
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## 4. Statutory Compliance

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

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



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



## 5. Legal Representation

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

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





## 6. Notarial Services

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

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



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



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

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

<b>Office or Division:</b>	City Planning and Development Coordinator's Office – Research & Statistics Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the head of CPDCO (1 Original/Electronic Copy, 1 Receiving Copy)		Requesting Client		
2. External storage device for soft copies of files (USB, external hard drive) or email address		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Face-to-Face Transactions:</b>				
1. Submit request letter to the front desk	1. Receive request letter.	None	1 minute	<i>Clerk (Job Order)</i> CPDCO
	1.1 Endorse request to the City Administrator's Office for approval.	None	2 minutes	<i>Clerk (Job Order)</i> CPDCO
	1.2 Approve the request and endorse the same to the CPDCO	None	1 day	<i>City Administrator</i> City Administrator's Office
2. Claim the requested data in hard copy or provide the external device for soft copy.	1. Receive endorsement from the City Administrator's Office and endorse the same to the department head for assignment.	None	5 minutes	<i>Clerk (Job Order)</i> CPDCO
	1.2 Assign request to staff concerned.	None	2 minutes	<i>Officer-in-Charge</i> CPDCO



	1.3 Process the request.	None	20 minutes	Statistician I Or Admin Asst. (Job Order) CPDCO
	1.4 Release request.	None	2 minutes	Clerk (Job Order) CPDCO
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 30 minutes</b>	
<b>For e-mail transactions:</b>				
1. Send the request letter to the e-mail of the CPDCO ( <a href="mailto:cityplanningspl@gmail.com">cityplanningspl@gmail.com</a> )	1. Print out the request letter.	None	1 minute	Admin. Asst. CPDCO
	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	Statistician I Or Admin Asst. (Job Order) CPDCO
	2.1 Release the requested data via e-mail.	None	10 minutes	Statistician I Or Admin Asst. (Job Order) CPDCO
	<b>TOTAL:</b>	<b>None</b>	<b>1 day and 23 minutes</b>	



## 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.

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



2. Be advised when to pick up Certificate of Accreditation.	2. Advise client when to pick up Certificate of Accreditation	None	1 minute	Clerk (Job Order) CPDCO
	2.1 Prepare endorsement memo to the Office of the Sangguniang Panlungsod Secretariat scan the submitted documents for filing purposes.	None	1 hour	Engineer I Or Clerk (Job Order) CPDCO
	2.2 Endorse memo to the City Administrator for signature.	None	5 minutes	Clerk (Job Order) CPDCO
	2.3 Sign the endorsement letter.	None	1 day	City Administrator City Administrator's Office
	2.4 Forward endorsement letter and memo to the Sangguniang Panlungsod Secretariat Office	None	5 minutes	Clerk (Job Order) CPDCO
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day, 1 Hour and 43 Minutes</b>	



### 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.

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





#### 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.

<b>Office or Division:</b>	City Planning and Development Coordinator's Office – Sectoral Coordination and People's Participation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Gender and Development (GAD) Plan and Budget (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Gender and Development (GAD) Plan and Budget to the GAD Focal Person.	1. Review GPB.	None	30 minutes	, GAD Focal Person GAD Office
	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	Statistician I CPDCO
	2.2 Endorse the GAD Plan and Budget to the City DILG.	None	1 minute	Statistician I CPDCO
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 2 Minutes</b>	



## **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.

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



	Inventory Custodian Slip (ICS) and present the same to the identified Accountable Officer for his/her signature upon receipt of newly-acquired PPE.			
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
	<b>TOTAL:</b>	<b>None</b>	<b>50 Minutes</b>	
<b><u>FOR REQUEST FOR TRANSFER OF PROPERTY ACCOUNTABILITY:</u></b>				
1. Submit to the GSO a letter request for transfer of property accountability duly approved by the department head, if the requested transfer is within the department concerned, or the City Mayor, if the request involves transfer of property accountability from one office to another.	1. Prepare the updated PAR based on the approved letter request together with the Property Transfer Report (PTR). The newly identified accountable officer must sign the PAR or ICS as proof of accountability for the property concerned	None	15 minutes	Office Staff General Services Office
2. None	2. Update the Property Card of the equipment and Property Accountability of the transferor and transferee of PPE	None	5 minutes	Office Staff General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>20 Minutes</b>	



## 2. Property Clearance

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

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



### 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.

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



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



#### 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.

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





	unservicable equipment shall sign the PRS form and provide a copy to the accountable officer.			
	<b>TOTAL:</b>	<b>None</b>	<b>35 Minutes</b>	



## 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).

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



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



## **General Services Office**

### **External Services**



## 1. Acceptance of Delivery

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

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



	Procurement Office.		for voluminous number of items	
3. Deliver the item/s in the approved place of delivery specified in the Purchase Order or Contract and informs the City Procurement Office of the schedule of delivery.	3. City Procurement Office shall issue a Notice of Delivery to the General Services Office to inform the latter of the delivery schedule.  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	<i>Staff</i> Procurement Office
		None	5 minutes	<i>Staff</i> 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	<i>Staff</i> 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	<i>Staff</i> General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 17 Minutes and small number</b>	



			<b>of items; 2 Hours and 17 Minutes for voluminous number of items</b>	
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## 2. Issuance of Goods and Services to End-User

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

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





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



## **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

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



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



## 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.

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



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



### 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.

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



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





## **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.

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



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



## 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.

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



### 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.

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



#### 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.

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



## 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.

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



## 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.

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





## 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.

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



## 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.

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



## 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.

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



				Administrator's Office
	<b>TOTAL:</b>	<b>None</b>	<b>16 Minutes</b>	



## 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.

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All sectors in the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter asking for assistance and/or complaints from affected sectors (1 Original Copy)		Affected sectors/Organizations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and/or complaints on certain issue/concern affecting them the sector concerned	1. Receive the request letter and log the same in the record book.	<b>None</b>	2 minutes in receiving and logging of letter	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the letter to the City Administrator for evaluation and eventual courses of action to be undertaken.	None	2 minutes	<i>Admin Staff</i> 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	<i>City Administrator</i> City Administrator's Office
	1.3 Prepare the letter.	None	5 minutes per invite	<i>Admin Staff</i> City Administrator's Office
	1.4 Sign the letter invitations.	None	2 minutes per invite	<i>Admin Staff</i> City Administrator's Office
	<b>TOTAL:</b>	<b>None</b>	<b>16 Minutes (or</b>	



			<b>more depending on the number of invitees)</b>	
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## 11. Issuance of Mayor's Special Permit

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

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



				Office
	<b>TOTAL:</b>	<b>Not below PHP 500.00</b>	<b>14 Minutes</b>	





# **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.

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



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



## 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.

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



### 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.

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



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

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

Office or Division:	City Information and Communication Technology Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order or Contract		General Services Office and Procurement Office		
2. Acceptance and Inspection Report				
3. Delivered equipment/peripherals				
4. Technical Specifications				
5. Notice of Delivery				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Delivery.	1. Receive Notice of Delivery and inform the inspectorate of the schedule.	None	5 minutes	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.

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





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

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

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



	1.3 Encode the approved Financial Assistance and forward to the City Budget Office for Obligation Request (OBR) preparation.	None	3 minutes	<i>Clerk</i> City Mayor's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 8 Minutes</b>	



## **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.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client/Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter and hand the Client Borrower's Information Slip to be filled-out. <i>(Note: Only request letter submitted Ten (10) working days prior to the event for outside requests and five (5) working days prior to the LGU/Department event will be received)</i>	None	3 minutes	<i>Clerk (Job Order) OM Or Admin Aide (Job Order) OM</i>
	1.1 Forward request letter to the City Mayor or Executive Assistant IV for approval.	None	2 minutes	<i>Private Secretary I OM</i>
	1.2 Affix note for approval and endorsement to concerned personnel.	None	1 day	<i>City Mayor OM Or Executive Assistant IV OM</i>
	1.3 Schedule the delivery of said items upon the approval of the City Mayor or Executive	None	5 minutes	<i>Private Secretary I OM</i>



	Assistant IV a day before the event or occasion.			
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 10 Minutes</b>	



## 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

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter for vehicle. <i>(Note: Only request letter submitted Fifteen (15) working days prior to the event for outside event duly endorsed by the barangay and ten (10) working days prior to the LGU and Barangay event will be received)</i>	None	2 minutes	<i>Clerk (Job Order)</i> OM
	1.1 Forward the letter to the City Mayor/Private Secretary for approval.	None	3 minutes	<i>Administrative Officer</i> OM
	1.2 Affix note for approval and endorsement to the concerned personnel.	None	1 day	<i>City Mayor</i> Or <i>Executive Assistant IV</i> OM
	1.3 Endorse the approved letter to General Services Office for dispatch.	None	5 minutes per request	<i>Administrative Officer</i> OM
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 10 Minutes</b>	



### 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.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request. <i>(Note: Only request letter submitted Ten (10) working days prior to the event Barangay event will be received)</i>	None	5 minutes	<i>Clerk (Job Order)</i> OM
	1.1 Forward the request to the City Mayor/Executive Assistant IV for approval.	None	5 minutes	<i>Clerk (Job Order)</i> OM
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	<i>City Mayor</i> Or <i>Executive Assistant IV</i> OM
	1.4 Coordinate and endorse with the procurement office as to the details of the food request.	None	5 minutes	<i>Private Secretary II</i> OM
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day and 20 Minutes</b>	



#### 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

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





## 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.

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



## 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.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Abstract or Medical Certificate (1 Certified True Copy)		Hospital where the client is admitted		
2. Certificate of Indigency (1 Original Copy)		Barangay hall where the client resides		
3. Funeral Contract (1 Original or Certified True Copy)		Funeral parlor		
4. Death Certificate (1 Certified True Copy)		City Civil Registrar's Office (CCRO)		
5. Voter's Certification (1 Original Copy)		COMELEC San Pedro		
6. Valid I.D. (1 Photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. CSWDO endorsed the batches of Financial Assistance with Case Study and Complete Documents attached	1. Receive the batches of Financial Assistance Documents from the City Social Welfare and Development Office (CSWDO)	None	5 minutes	CAA Or Private Secretary II OM
	1.1 Review and assess the FA documents and indicate the amount of financial assistance to be given.	None	1 Day	City Mayor Or Executive Assistant IV OM
	1.2 Prepare the	None	5 minutes	Private



	Obligation Requests with the attached batches for signature of the Mayor.			<i>Secretary II</i> <i>OM</i>
	1.3 Approve and sign the Obligation Requests and the batches of FA documents.	None	1 day	<i>Executive Assistant IV</i> <i>OM</i>
	1.4 Endorse the Obligation Request to the City Budget for signature and encoding in the system.	None	5 minutes	<i>Private Secretary II</i> <i>Or</i> <i>Admin Aide (Job Order)</i> <i>OM</i>
	1.5 Process the OBR and DV for signature of Budget, Accounting and Check Preparation for Treasury.	None	1 day	City Accounting Office  City Treasury Office
	1.6 Sign the financial check and its DV.	None	1 day	<i>City Mayor</i> <i>OM</i>
	1.7 Record signed check and forward to the City Accounting Office.	None	5 minutes	<i>Admin Aide (Job Order)</i> <i>OM</i>
	1.8 Inform/contact client through text or call for the date and time of release for the Araw ng Mamamayan.	None	5 minutes	Alfred Malate Jr. <i>Admin Aide (Job Order)</i> <i>OM</i>
2. Proceed to the	2. Release the	None	5 minutes	CAA



Atrium Hall of the City Hall Building on the given time and date as per the batch of Araw ng Mamamayan	amount to the client.			OM Or <i>Disbursing Clerk</i> City Treasurer's Office
	<b>TOTAL:</b>	<b>None</b>	<b>4 Days and 30 Minutes</b>	



# **City Disaster Risk Reduction and Management Office**

## **External Services**



## 1. Request for Conduct of Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminars

The City Disaster Risk Reduction and Management Office's (CDRRMO) Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminars are being conducted as requested by citizens and stakeholders in order to have knowledge and preparedness with regard to the different hazards the city may face as well as the conduct of simulation drills in order to be familiarize with the things and actions to be considered when a disaster strike.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Administration and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original )		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved Request Letter from the Local Chief Executive / City Administrators Office to the CDRRMO, detailing the type/topic of seminar/lecture/training/ hazard/s for drill as well as the suggested date, time, and venue. The requester/ client should also indicate his/her contact information	1. Review the completeness of the submitted requirements.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	* Inform the requester if there is/are deficiency.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Receive the requirements by signing to the receiving copy with the date and time.	None	3 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the Incoming Files.	None	10 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Submit the request letter together with the training design			<i>LDRRM Assistant Or Clerk</i>



	of Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminar to the Local Disaster Risk Reduction and Management Officer.	None	2 minutes	CDRRMO
	1.4 Approve and endorse the request to the Administration and Training Division for action.	None	10 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> CDRRMO
	1.5 Verify the schedule and availability of the personnel/team to be deployed as well as the program for the activity.	None	5 minutes	<i>LDRRMO II</i> Or <i>Administration and Training Officer</i> Or <i>Administration and Training Staff</i> CDRRMO
	1.6 Final assessment, review and scheduling of the approved	None	3 minutes	<i>LDRRMO II</i> Or <i>Administration and Training Officer</i> CDRRMO
	1.7 Final approval of the program, schedule, and deployment of Local Disaster Risk Reduction and Management Officer for the request.	None	5 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> CDRRMO
	1.8 Coordinate with the requester/client for the final schedule and program of the			<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO



	requested Disaster Awareness and Preparedness Trainings/Drills/L ectures/Seminar s to be conducted.			
	<b>TOTAL:</b>	<b>None</b>	<b>42 Minutes</b>	





## 2. Request for accreditation of Accredited Community Disaster Volunteers (ACDV) of City of San Pedro

The City Disaster Risk Reduction and Management Office's (CDRRMO) accredited different volunteers to an Accredited Community Disaster Volunteers (ACDV) to have a harmonious coordination and communication towards efficient and effective response management during disaster and emergencies.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Administration and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Volunteer Application Form (CDRRMO Form 2-A and 2-B)		Requested Client		
2. Certification from SEC, CDA, DOLE, DSWD or any authorized agency.		Requested Client		
3. Signed financial statement of the preceding year		Requested Client		
4. Documentation / Certification or proof that DRRM is one of the primary activities of the organization		Requested Client		
5. Documentation / Certification or proof of at least (2) years of DRRM experience.		Requested Client		
6. Proof of physical office, equipped with basic furniture and facilities.		Requested Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of pertinent transaction documents	1. Review the completeness of the submitted requirements.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Receive the requirements by signing to the receiving copy with the date and time.	None	1 minute	<i>LDRRM Assistant Or Clerk CDRRMO</i>
		None	2 minutes	<i>LDRRM Assistant</i>



	1.2 Scan and encode the received documents to the Incoming Files.			Or Clerk CDRRMO
	1.3 Submit all pertinent documents by the requestee to the Local Disaster Risk Reduction and Management Officer for verification and recommendation.	None	15 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.4 Endorse all pertinent documents for further review and evaluation to the CDRRMC chairperson for approval and disapproval of application.	None	15 minutes	<i>Local Disaster Risk Reduction and Management Officer CDRRMO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>38 Minutes</b>	



### 3. Request for DRRM-related data and/ or materials

The City Disaster Risk Reduction and Management Office's (CDRRMO) Research and Planning Services - Request for DRRM-related data and/or materials are being conducted as requested by citizens and stakeholders in order to provide them with the necessary DRRM-related data and/or materials necessary for their needs, mostly for research, study and academe requirement. Also, it provides our citizens the knowledge as regards to the hazard/s and risk/s a certain geographical location is into.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the CDRRMO, detailing the requested DRRM-related data, purpose, and details of the requester (complete name and contact details).	1. Review the completeness of the submitted requirements.  * Inform the requester if there is/are deficiency.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Stamp and receive the requirements by signing to the receiving copy with the date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the Incoming Files.	None	3 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Submit the request to the Local Disaster Risk Reduction and Management Officer.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>  <i>Local Disaster</i>



	<p>1.4 Approve and endorse the request to the Research and Planning Division for action.</p> <p>1.5 Prepare requested document/ material.</p> <p>*If not available, the request will be endorsed to the concerned office/ division and inform the requester/ client.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>30 minutes</p>	<p><i>Risk Reduction and Management Officer</i> LDRRMO</p> <p><i>LDRRM Assistant Or Clerk</i> CDRRMO</p>
2. Receive the Certification by signing the receiving copy with the date and time.	2. Release the requested document/material and have it received by the requester/client through signing the receiving copy with date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk</i> CDRRMO
	<b>TOTAL:</b>	<b>None</b>	<b>46 Minutes</b>	



#### 4. Issuance of Faultline Information

The City Disaster Risk Reduction and Management Office's (CDRRMO), as part of the mitigation measure for earthquake, issues a Faultline Information address to the Office of Building Official (OBO) in order to assess if a certain development is within or without the five (5) meter buffer zone of a nearest active fault line. Research and Planning Services - Issuance of Faultline Information is also being conducted as requested by citizens and stakeholders in order to provide them with the distance of a certain property and/or development wherein they will be provided with knowledge as regards to the risk/s it faces and will help them to implement the necessary mitigation measures needed.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any proof of ownership <ul style="list-style-type: none"> <li>• Photocopy of Land Title (1 Copy)</li> <li>• Photocopy of Tax Declaration (1 Copy)</li> </ul>		Client		
2. Site Development Plan (if available)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide details such as name of owner, name of requester/ representative, complete address/ location of the property using the log book, and submit the requirements.	1. Review the details provided in the log book and verify the information as well as the submitted requirements.	None	5 minutes	<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO
2. Pin point the exact location in the Fault Finder Map of DOST- PHIVOLCS Site.	2. Verify the exact location pin- pointed by the requester/ representative in the Fault Finder Map of DOST- PHIVOLCS Site.	None	3 minutes	<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO



3. Wait for the signed Faultline Information Form together with the attached map generated from the Fault Finder Map of DOST-PHIVOLCS Site.	3. Accomplish and prepare the Faultline Information Form and generated the map with the exact location pin- pointed by the requester/ representative from the Fault Finder Map of DOST-PHIVOLCS Site.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.1 Print the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site.	None	1 minute	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.2 Submit the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site to the Immediate Supervisor.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.3 Review and sign the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site to the Immediate	None	5 minutes	<i>Local Disaster Risk Reduction and Management Officer CDRRMO</i>



	Supervisor.			
4. Receive the requested document.	4. Release the original copy of the signed Faultline Information and Fault Finder Map and have it received by the requester/representative through signing the receiving copy with date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>20 Minutes</b>	



## 5. Disaster Response Services

The City Disaster Risk Reduction and Management Office's (CDRRMO) Operations and Warning Services - Disaster Response Services are being conducted in order to address the different emergency, incident or disaster in the city in order to preserve life and property of the city's citizens.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the emergency hotline of the city and provide the following details:  Details: <ul style="list-style-type: none"> <li>Incident/ Emergency</li> <li>Complete Address or location of the emergency</li> <li>Contact information of the requester/ caller.</li> </ul>	1. Receive the call and ask for the details of the untoward incident or emergency.  Details: <ul style="list-style-type: none"> <li>Incident/ Emergency</li> <li>Complete Address or location of the emergency</li> <li>Contact information of the requester/ caller.</li> </ul>	None	2 minutes	Call Taker Or Radio Operator CDRRMO
	1.1 Provide the information about the reported untoward incident or emergency	None	2 minutes	Call Taker Or Radio Operator CDRRMO
	1.2 Respond to	None	20 minutes	





	the reported untoward incident or emergency within the 20-minute response time.			<i>San Pedro Aktibo Rescue Crew (SPARC) or assigned response team</i>
	<b>TOTAL:</b>	<b>None</b>	<b>24 Minutes</b>	



# **City Youth and Sports Development Office**

## **External Services**



## 1. Youth Organization Registration Program

Registration program for the eligibility on subsidy/grants/ assistance and partnership with the youth development program of city government.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Community Based Youth Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>CHECKLIST OF REQUIREMENTS</b>		
1. Identification Card (1 Original Copy, 2 Photocopies)		President of Community Based Youth Organization		
2. Registration Form (2 Original Copies)		City Youth & Sports Development Office		
3. List of Officers (2 Original Copies)		Community Based Youth Organization		
4. List of Members (2 Original Copies)		Community Based Youth Organization		
5. Organization By-Laws (2 Original Copies)		Community Based Youth Organization		
6. Endorsement from the Barangay Chairman or Sangguniang Kabataan Council Resolution Recognizing the existence of the youth organization (1 Original Copy, 1 Photocopy)		Office of the Barangay Chairman or Office of the Sangguniang Kabataan Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements to the City Youth & Sports Development Office	1. Accept the requirements.	None	3 minutes	Youth Development Staff CYSDO
	1.2 Check the requirements.	None	5 minutes	Youth Development Staff CYSDO
	1.3 Verify the submitted documents.	None	3 days	Youth Development Staff CYSDO
	1.4 Encode the submitted requirements to the Database.	None	1 hour	Youth Development Staff CYSDO
	1.5 Approve the Registration Application.	None	1 hour	Officer-in-Charge CYSDO
				Youth



	1.6 Prepare and print the Certificate of Registration.	None	1 hour	<i>Development Staff</i> CYSDO
	1.7 Sign the Certificate of Registration.	None	2 Days	<i>Youth Development Staff</i> CYSDO
	1.8 Update the Applicant about the releasing of the Certificate of Registration.	None	10 minutes	<i>Youth Development Staff</i> CYSDO
	1.9 Release the Certificate of Registration.	None	10 minutes	<i>Youth Development Staff</i> CYSDO
	<b>TOTAL:</b>	<b>None</b>	<b>5 Days, 3 Hours and 28 Minutes</b>	



## 2. Sports Club/Association Registration Program

Registration program for the eligibility on subsidy/grants/ assistance and partnership on the sports development program of city government.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Community Based Sports Club / Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card (1 Original Copy, 2 Photocopies)		President of Community Based Youth Organization		
2. Registration Form (2 Original Copies)		City Youth & Sports Development Office		
3. List of Officer (2 Original Copies)		Community Based Youth Organization		
4. List of Members (2 Original Copies)		Community Based Youth Organization		
5. Organization By-Laws (2 Original Copies)		Community Based Youth Organization		
6. Endorsement from the Barangay Chairman or Sangguniang Kabataan Council Resolution Recognizing the existence of the youth organization (1 Original Copy, 1 Photocopy)		Office of the Barangay Chairman or Office of the Sangguniang Kabataan Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the City Youth & Sports Development Office	1. Accept the requirements.	None	3 minutes	Youth Development Staff CYSDO
	1.1 Check the requirements.	None	5 minutes	Youth Development Staff CYSDO
	1.2 Verify the submitted documents.	None	3 days	Youth Development Staff CYSDO
	1.3 Encode the submitted requirements to the Database.	None	1 hour	Youth Development Staff CYSDO
	1.4 Approve the Registration Application.	None	1 hour	Officer-in-Charge CYSDO



	1.5 Prepare and print the Certificate of Registration.	None	1 hour	Youth Development Staff CYSDO
	1.6 Sign the Certificate of Registration.	None	2 Days	Youth Development Staff CYSDO
	1.7 Update the Applicant about the releasing of the Certificate of Registration.	None	10 minutes	Youth Development Staff CYSDO
	1.8 Release the Certificate of Registration.	None	10 minutes	Youth Development Staff CYSDO
	<b>TOTAL:</b>	<b>None</b>	<b>5 Days, 3 Hours and 28 Minutes</b>	



### 3. Financial Assistance Request Processing

Rendering the necessary assistance to Competing Individuals or teams, Registered Youth Organizations and Registered Sports Clubs/Associations.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Youth Organization, Sports Club / Association, Competing Teams, Competing Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter and supporting documents (1 Original and 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter with supporting documents to the Office of the Mayor	1. Receive Request Letter and Supporting Documents.	None	5 minutes	<i>Secretariat</i> City Mayor's Office
	1.1 Receive request with Action Slip.	None	3 minutes	<i>Youth Development Staff</i> CYSDO
	1.2 Request letter and Supporting Documents verification and recommendation.	None	2 minutes	<i>Youth Development Staff</i> CYSDO
	1.3 Prepare office recommendation.	None	10 minutes	<i>Youth Development Staff</i> CYSDO
	1.4 Review and sign office recommendation.	None	5 minutes	<i>Officer-in-Charge</i> CSYDO
	1.5 Record the office recommendation.	None	5 minutes	<i>Youth Development Staff</i> CYSDO
	1.6 Forward the recommendation letter to the Office of the Mayor.	None	30 minutes	<i>Youth Development</i>



	1.7 Approve the recommendation letter. 1.8 Forward the approved recommendation to respective offices for the releasing process.	None  None	2 Days  1 Day	<i>Staff</i> CYSDO  <i>City Mayor</i> City Mayor's Office  <i>Secretariat</i> City Mayor's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days and 1 Hour</b>	





#### 4. Availment of Youth Programs

Rendering the necessary assistance to Youth Organizations and Students who might want to avail of the Youth Programs.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Youth Organization, School-Based Organizations, Other Youth Groups within San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter and supporting documents (1 Original and 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter with supporting documents to the Office of the Mayor	1. Receive Request Letter and Supporting Documents.	None	5 Minutes	<i>Secretariat</i> City Mayor's Office
	1.1 Receive Request letter with Action Slip from the Office of the Mayor	None	3 Minutes	<i>Youth Development Staff</i> CYSDO
	1.2 Verify and recommend Request letter and Supporting Documents.	None	2 Minutes	<i>Youth Development Staff</i> CYSDO
	1.3 Prepare office recommendation.	None	10 Minutes	<i>Youth Development Staff</i> CYSDO
	1.4 Review and sign office recommendation.	None	5 Minutes	<i>Officer-in-Charge</i> CYSDO
	1.5 Record the office recommendation.	None	5 Minutes	<i>Youth Development Staff</i> CYSDO



	1.6 Forward recommendation letter to the Office of the Mayor.	None	30 Minute	Youth Development Staff CYSDO
	1.7 Approve recommendation letter.	None	2 Days	City Mayor City Mayor's Office
	1.8 Notify client of approval.	None	1 Hour	Youth Development Staff CYSDO
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days and 2 Hours</b>	



## 5. Conduct of Sports Clinic /Talent and Special Skills Workshop

Rendering the necessary assistance to Youth Organizations, Sports Clubs, Sangguniang Kabataan and Students who might want to avail of the Sports Clinic / Talent and Special Skills Workshop

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Registered Youth Organization, School-Based Organizations, Sports Clubs, Sangguniang Kabataan, Students and Other Youth Groups within San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter and supporting documents (1 Original and 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Registration Form with corresponding requirements	1. Receive Requirements.	None	5 Minutes	Youth Development Staff CYSDO
	1.1 Consolidate Registrant's Info.	None	3 Days	Youth Development Staff CYSDO
	1.2 Prepare Project Proposal.	None	1 Day	Youth Development Staff CYSDO
	1.3 Forward the Project Proposal to the Office of the Mayor.	None	15 Minutes	Youth Development Staff CYSDO
	1.4 Approve the Project Proposal.	None	2 Days	City Mayor City Mayor's Office
	1.5 Implement the Workshop.	None	30 Days	Youth Development Staff CYSDO



	1.6 Assess Participants.	None	2 Days	<i>Sports/Workshop Coordinator</i>
	1.7 Issue Certificate to participants.	None	15 Minutes	<i>Youth Development Staff CYSDO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>38 Days and 35 Minutes</b>	



## 6. Issuance of Sports Equipments

Rendering the necessary assistance to Youth Organizations and Sports Clubs who might want to avail of the free sports equipments for their community sports events.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Registered Youth Organization, School-Based Organizations, Other Youth Groups within San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter and supporting documents (1 Original, 1 Photocopy)		Requesting Party		
2. Valid I.D. for claiming of sports equipment (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter with supporting documents to the Office of the Mayor	1. Receive Request Letter and Supporting Documents.	None	5 Minutes	Secretariat City Mayor's Office
	1.1 Receive Request letter with Action Slip from the Office of the Mayor.	None	3 Minutes	Youth Development Staff CYSDO
	1.2 Verify Documents and prepare recommendation.	None	2 Minutes	Youth Development Staff CYSDO
	1.3 Prepare office recommendation.	None	10 Minutes	Youth Development Staff CYSDO
	1.4 Review and sign office recommendation.	None	5 Minutes	Officer-in-Charge CYSDO
	1.5 Record the office recommendation.	None	5 Minutes	Youth Development Staff CYSDO
	1.6 Forward the	None	30 Minutes	Youth



	<p>recommendation letter to the Office of the Mayor</p> <p>1.7 Approve recommendation letters.</p> <p>1.8 Notify Client of approval.</p> <p>1.9 Release Sports Equipment to the Requesting Party.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>1 hour</p> <p>15 minutes</p>	<p><i>Development Staff</i> CYSDO</p> <p><i>City Mayor</i> City Mayor's Office</p> <p><i>Youth Development Staff</i> CYSDO</p> <p><i>Youth Development Staff</i> CYSDO</p>
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days, 2 hours and 15 Minutes</b>	



## 7. Use of San Pedro Sports Complex

Clients may use the San Pedro Sports Complex for their community sports events and other community assemblies.

<b>Office or Division:</b>	City Youth & Sports Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Youth Organization, School-Based Organizations, Other Youth Groups within San Pedro, Other organizations within San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter and supporting documents (1 Original Copy, 1 Photocopy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Request Letter with supporting documents to the Office of the Mayor	1. Receive of Request Letter and Supporting Documents.	None	5 Minutes	<i>Secretariat</i> City Mayor's Office
	1.1 Receive request form and verify schedule.	None	2 Minutes	<i>Youth Development Staff</i> CYSDO
	1.2 Endorse request form with the recommended and verified available date(s).	None	2 Minutes	<i>Youth Development Staff</i> CYSDO
	1.3 Approve request form	None	1 Minutes	<i>Officer-in-Charge</i> CYSDO
	1.4 Record the approved schedule at the Sports Complex Calendar.	None	5 Minutes	<i>Youth Development Staff</i> CYSDO
	1.5 Issue approved request slip.	None	5 Minutes	<i>Youth Development Staff</i> CYSDO
	<b>TOTAL:</b>	<b>None</b>	<b>25 Minutes</b>	



# **Gavino Alvarez Lying-In Center**

## **External Services**





## 1. Request for Medical Records: Birth Certificate

A process which covers the period of interviewing the mother to register for the birth certificate.

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C -Government to Citizen			
<b>Who may avail:</b>	In-Patients and Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (1 Original Copy)		Record section		
2. Patient chart (1 Original Copy)		OB ward		
3. Authorization Letter (1 Original Copy)		Authorizing Party		
4. Valid I.D. (1 Original Copy)		Authorizing Party and Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request for Application of Live Birth (Only parent allowed)	1. Provide the client the Application Request Form and instruct them how to fill it out.	None	15 Minutes	<i>Administrative Clerk</i> GALIC
<u>If claimed through a representative:</u> 2. Present authorization letter and ID	2. Check the authorization letter and valid id for verification purposes.	None	5 minutes	<i>Administrative Clerk</i> GALIC
3. Accomplish the form by providing the data Information as required and check the correctness of the Birth Certificate.	3. Checking and validate data fill-out.	None	5 Minutes	<i>Administrative Clerk</i> GALIC
	3.1 Prepare the Birth Certificate and forward to the Resident on Duty for Signature.	None	5 minutes	<i>Administrative Clerk</i> GALIC



4. Pay the amount at the Cashier and Present the Proof of payment (Issued Official Receipt), and claim birth certificate.	4. Issuance of the Official Receipt, Documents Claimant's Signature at the Birth Certificate Logbook and Issue Birth Certificate	Php 75.00	5 Minutes	<i>Administrative Clerk</i> GALIC
	<b>TOTAL:</b>	<b>Php 75.00</b>	<b>35 Minutes</b>	



## 2. Request for Medical Records: Death Certificate

The process to which covers the period of filling out a form until the releasing of a death certificate to the relative of the patient.

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	In-Patients and Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (1 Original Copy)		Record Section		
2. Patient chart ( 1 Original Copy)		OB Ward, Urgent Care		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request for Application of Death Certificate.	1. Provide the client the Application Request Form and instruct them how to fill it out.	None	8 minutes	<i>Administrative Clerk</i> GALIC
	1.1 Check the correctness of data provided.	None	5 minutes	<i>Administrative Clerk</i> GALIC
2. Accomplish the form by providing the data Information and check the correctness of the Death Certificate.	2. Checking and validate data fill-out	None	5 Minute	<i>Administrative Clerk</i> GALIC
	2.1 Prepare the Death Certificate and have it signed by the Medical Officer.	None	8 minutes	<i>Administrative Clerk</i> GALIC
	2.2 Issuance of Order of payment.	None	1 Minute	<i>Administrative Clerk</i> GALIC
3. Pay the amount at the Cashier and	3. Validate official receipt and	Php 75.00	5 minutes	<i>Administrative Clerk</i>



secure the official receipt as proof of payment.	release Death Certificate to the relative and have them sign in the logbook			GALIC
	<b>TOTAL:</b>	<b>Php 75.00</b>	<b>32 Minutes</b>	



### 3. Request for Medical Records: Confinement Certificate

A process covers the period from the receipt of the request up to the issuance of a medical record certificate.

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	In-Patients and Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (1 Original Copy)		Record section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up request slip	1. Retrieve and prepared patient's records.	None	10 Minutes	<i>Administrative Clerk</i> GALIC
2. Wait for confinement certificate	2. Prepare the confinement certificate.	None	5 Minutes	<i>Administrative Clerk</i> GALIC
	2.1 Issue order of payment.	None	3 Minutes	<i>Administrative Clerk</i> GALIC
3. Pay the amount at the Cashier and present the proof of payment (Issued Official Receipt.).	3. Release the Certificate	Php 150.00	5 Minutes	<i>Administrative Clerk</i> GALIC
	<b>TOTAL:</b>	<b>Php 150.00</b>	<b>23 Minutes</b>	



## 4. Admission of Patients

Admission process in the OB-Ward.

<b>Office or Division:</b>	Admitting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	In-Patients and Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Chart (1 Original Copy)		Urgent Care Department		
2. UC/OPD Record (1 Original Copy)		UC/OPD		
3. Eligibility Form (for Philhealth Member) (1 Original Copy)		Benefits Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek Consultation in the Urgent Care/Out- Patient Department	1. Check the condition of the patient & necessity for admission.	None	10 Minutes	<i>Physician, Nurse, Midwife, Nursing Attendant</i> GALIC
	1.1 Assist the patient/relative to the Admission Area.	None	1 Minute	<i>Physician, Nurse, Midwife, Nursing Attendant</i> GALIC
2. Go to the Admission Unit for interview.	2. Check for the availability of beds.	None	2 Minutes	<i>Admission Staff</i> GALIC
	2.1 Interview the patient/relative, explain the Lying-In Policies and assign room and bed.	None	5 Minutes	<i>Admission Staff</i> GALIC
	2.2 Fill-out the data sheet, chart and other documents for	None	5 Minutes	<i>Admission Staff</i> GALIC



	admission. Put-up patient's bracelet for proper identification.			
3. The patient returned to the ER for admission proper.	3. Endorse the patient to the ER Nurse on duty together with the chart.  3.1 Accompany patient to the assigned ward and endorse the chart to the Nurse on duty.	None  None	2 Minutes  5 Minutes	<i>Admission Staff, Nurse, Midwife, Nursing Attendant GALIC</i>  <i>Admission Staff, Nurse, Midwife, Nursing Attendant GALIC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>30 Minutes (or more depending on the condition of patients)</b>	



## 5. Discharge of Patients

Discharge process in the OB- Ward.

<b>Office or Division:</b>	OB-Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All Patients for discharge			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clinical Abstract (1 Original Copy)		Attached to patient's chart		
2. Discharge Summary (1 Original Copy)		Attached to patient's chart		
3. Prescription form (1 Original Copy)		Ward Nurses Station		
4. Philhealth form (1 Original Copy)		Philhealth Benefit Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo the discharge process.	1. Order discharge plans on the patient's chart	None	5 minutes	<i>Physician, Nurse, Midwife, Administrative Clerk</i>
	1.1 Issue and accomplish Philhealth forms and Clinical Abstract	None	5 minutes	<i>Physician, Nurse, Midwife, Administrative Clerk</i>
	1.2 Submit the patient's chart and clearance to billing section and issue a Statement of Account (SOA).	None	5 minutes	<i>Physician, Nurse, Midwife, Administrative Clerk</i>
	1.3 Provide SOA to the patient's representative and advise them to proceed to the cashier.	None	5 minutes	<i>Physician, Nurse, Midwife, Administrative Clerk</i>





2. Present the SOA and pay the bill.	2. Check and validate the official receipt	None	5 minutes	<i>Administrative Clerk</i> GALIC
3. Receive discharge summary, laboratory requests, and prescription for take home medications.	3. Instruct the patient and/or representative on discharge plans including health teaching, follow-up schedule and take-home medication/s  3.1. Issue fully accomplished discharge summary and prescription for take home medication/s	Refer to City Revenue Code  None	10 minutes  10 minutes	<i>Nurse, Midwife</i> GALIC
	<b>TOTAL:</b>	<b>Refer to City Revenue Code</b>	<b>45 Minutes</b>	



## 6. Payment of Bills/Order of Payment

This explains the process of the payment of hospital-related expenses to the hospital.

<b>Office or Division:</b>	Business Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-Patients/Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient Chart (1 Original Copy)		Nursing Station		
2. Charges/Order Of Payment (1 Original Copy)		X-Ray, Laboratory, Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Order of Payment/Statement of Account	1. Give order of payment/statement of account to patient	None	5 minutes	<i>Medical Technician</i> Or <i>Nurse</i> GALIC
2. Present statement of account/order of payment to the cashier  <b>For in-patients:</b> Present the SOA to the cashier for payment of hospital charges.  <b>For out-patients:</b> Get an order of payment from X-Ray and Laboratory and present it to the Cashier	2. Issue official receipt and discharge slip/clearance	Refer to City Revenue Code	5 minutes	<i>Cashier</i> GALIC
	<b>TOTAL:</b>	Refer to City Revenue Code	<b>10 Minutes</b>	



## 7. Billing Process

Process of issuance and settlement of bill.

<b>Office or Division:</b>	Administrative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients/Relative of Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient Chart (1 Original Copy)		Nurse Station		
2. Order of Payment/Charges (1 Original Copy)		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for statement of account	1. Forward to administrative office patient charts with order of payment/charges.	None	5 minutes	<i>Nurse Or Midwife Or Administrative Clerk</i> GALIC
	1.1 Prepare statement of account.	None	5 minutes	<i>Nurse Or Midwife Or Administrative Clerk</i> GALIC
	1.2 Return the Patient Chart with the Statement of Account to the Nurse Station to give the same to the patient for settlement of Lying-In charges at the cashiers, or charged to the patient's PhilHealth.	Refer to City Revenue Code	15 minutes	<i>Nurse Or Midwife Or Administrative Clerk</i> GALIC
	<b>TOTAL:</b>	<b>Refer to City Revenue Code</b>	<b>25 Minutes</b>	



## 8. Philhealth Services

Process of availing Philhealth benefits for admitted patients and outpatients.

<b>Office or Division:</b>	Philhealth Benefit Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Member/Immediate Family Member of Patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Patient Chart (1 Original Copy)		Nurse Station
2. Eligibility Form (1 Original Copy)		Admission Section
3. Valid ID (1 Original Copy)		Philhealth member
4. Philhealth membership registration form (PMRF) (1 Original Copy)		Philhealth section
5. Authorization letter (1 Original Copy)		Philhealth section
6. Birth certificate of dependent (1 Original Copy)		Records section/philhealth member
7. Claim signature form (1 Original Copy)		Philhealth section/patient's chart
8. Claim Form 2 (1 Original Copy)		Philhealth section/patient's chart
9. Blue Form Registry Card (1 Original Copy)		Patient's chart
10. Hearing test result (1 Original Copy)		Patient's chart
11. Operative record (1 Original Copy)		Patient's chart
12. Urgent Care record (1 Original Copy)		UC station
13. Philhealth contribution receipt (1 Original Copy)		Philhealth member
14. Claim form 4 (1 Original Copy)		Patient's chart
15. Newborn screening sticker (1 Original Copy)		Laboratory section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Avail of your Philhealth benefits.	1. Check the status of Philhealth.	None	5 minutes	<i>Philhealth Officer Or Administrative Clerk GALIC</i>
	1.1 Receive requirements	None	5 minutes	<i>Philhealth Officer Or Administrative Clerk GALIC</i>
	1.2 Generate PBEF Along With The Required Forms Before SOA Will Be Returned To Nurse Station And Will Be Given To Patient For Settlement Of Hospital Charges At Philhealth Station	None	15 minutes	<i>Philhealth Officer Or Administrative Clerk GALIC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>25 Minutes</b>	



## 9. Outpatient Consultation

This service involves the patient in processing for availment of out-patient department consultation from the time the client went for consultation until the time receives clinical consultation and appointment date for follow-up checkup (if necessary).

<b>Office or Division:</b>	Outpatient Department/ Prenatal consultation			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Individual Treatment Record (ITR) (1 Original Copy)		OPD Records Clerk		
2. OPD Card (1 Original Copy, 1 Photocopy)		OPD Records Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present OPD number.	1. Prepare (ITR).	None	3 minutes	<i>Nursing Attendant</i> GALIC
	1.1 New patient – fill out New ITR and give OPD number.	None	3 minutes	<i>Encoder</i> GALIC
	1.2 Old patient – Present OPD number and retrieved ITR	None	2 minutes	<i>Encoder</i> GALIC
	1.3 Interview and record the patient's vital signs.	None	2 minutes	<i>Nursing Attendant</i> GALIC
2. Proceed to Physician for Consultation or request of medical certificate.	2. Assist physician during conduct of consultation	Non San Pedro PHP 150.00	10 minutes	<i>Physician</i> GALIC



3. Complete discharge process.	3. Schedule the patient for follow-up, procedures and issue referral slip (if applicable).	None	2 minutes	<i>Physician</i> GALIC
	3.1 Provide health Education.	None	4 minutes	<i>Nurse</i> GALIC
	<b>TOTAL:</b>	<b>PHP 150.00</b>	<b>26 Minutes</b>	



## 10. Urgent Care Department Consultation

This service involves processing patient's triaging from the time that the client submits self for assessment until transfer to the urgent care department for post-triage assessment and disposition.

<b>Office or Division:</b>	<b>URGENT CARE DEPARTMENT</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Patients who need urgent care services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Individual Treatment Record (ITR) (1 Original Copy)		Urgent Care Department		
2. UC-Card (1 Original Copy)		Urgent Care Department		
3. Medico-legal form (1 Original Copy)		Urgent Care Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Health Declaration Checklist	1. Issue health declaration checklist.	None	1 minute	<i>Nursing Attendant</i> GALIC
2. Proceed to the Triage Area of the Urgent Care Department for consultation	2. Receive and Categorize patients (Urgent and Non-Urgent).	None	3 minutes	<i>Nurse</i> GALIC
	2.1 Interview and records vital signs	None	4 minutes	<i>Nurse</i> GALIC
	2.2 Referral to physician	None	2 minutes	<i>Nurse</i> GALIC
3. Proceed to the Physician for Consultation and Management	3. Assess the patient and provide immediate urgent care management.	Refer to City Revenue Code	10 minutes	<i>Physician</i> GALIC
	3.1 Advise the patient's significant others on the status /	None	10 minutes	<i>Physician</i> GALIC





	condition of the patient.			
	3.2 If for Admission, inform the patient's significant others for possible Transfer to Hospital of Choice, issue referral, coordinate and transfer the patient.	None	10 minutes	<i>Physician</i> GALIC
	3.3 If for Discharge, schedule patients for follow up and/or procedures and provide health education.	None	10 minutes	<i>Nurse</i> GALIC
	3.4 If for Medico-legal, record the data to Medico legal form and refer to physician	Medico Legal Certificate – P350.00	3 minutes	<i>Nurse</i> GALIC
	3.5 If for Medical or Medico-legal Certificate retrieves the record of the patient, refer to the physician.	None	5 minutes	<i>Nurse</i> GALIC
	3.6 If for Animal Bite Cases; record the client to the Animal Bite Logbook and encode to the Urgent care record and refer to the Physician. Issues prescription and	None	10 Minutes	<i>Nurse</i> GALIC



	instructs the patient for referral to Animal Bite Center with consent signed in the logbook.			
	<b>TOTAL:</b>	<b>Refer to Revenue Code Medico-Legal Certificate Php 350.00</b>	<b>1 Hour and 8 Minutes (or more depending on the patient's condition)</b>	



## 11. URGENT CARE- Minor Laceration Repair

Performing a minor surgical procedure under local anesthesia inside the urgent care room.

<b>Office or Division:</b>	Urgent Care Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government –to-Citizen			
<b>Who may avail:</b>	Patients advised to minor surgical management as out patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Consent Form		Patients Chart		
2. Diagnostic work up		Laboratory, Radiology department		
3. Operation Schedule		Resident Physician on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrive at the Urgent Care Room	1. Assess the patient for minor laceration repair	None	10 minutes	<i>Physicain, Nurse, Nursing Attendant</i> GALIC
2. Wait for name to be called and enter the Urgent Care Department	2. Refer the patient to the Physician	None	2 minutes	<i>Nurse</i> GALIC
	2.1 Secure Consent and take the vital signs (VS)	None	5 minutes	<i>Nurse</i> GALIC
	2.2 Perform Minor Surgery	Refer to City Revenue Code	1 hour (or more depending on the procedure)	<i>Physician</i> GALIC
3. Listen to post-operative wound care instructions prior to discharge	3. Give post -operative instructions, home meds prescribed and advice for follow-up checkup.	Medical supplies and medicines  <b>Refer to City Revenue Code</b>	10 minutes	<i>Nurse</i>



		<b>City Ordinanc e No. 2023-38</b>		
	<b>TOTAL :</b>	<b>Refer to City Revenue Code  City Ordinanc e No. 2023-38</b>	<b>1 hour and 27 Minutes (or more depending on the procedure).</b>	



## 12. Normal Spontaneous Delivery

Process of admission of patients to Delivery Room.

<b>Office or Division:</b>	Delivery Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pregnant Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Chart (1 Original Copy)		Admission Unit		
2. OB Record (1 Original Copy)		OB		
3. Eligibility Form (Philhealth Members) (1 Original Copy)		Benefits Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek consultation in the lying-in	1. Check the condition of the patient and necessity for admission.	None	15 Minutes	<i>Physician Or Midwife Or Nurse GALIC</i>
	1.1 Assist the patient to the Admission Staff	None	5 Minutes	<i>Physician Or Midwife Or Nurse GALIC</i>
2. Go the Admitting section for interview	2. Look for the availability of beds for admission.	None	1 Minutes	<i>Admission Staff GALIC</i>
	2.1 Interview the patient/relative and explain the Hospital Policies, give room/bed assignment of the patient.	None	5 minutes	<i>Admission Staff GALIC</i>
	2.2 Fill-out the Chart, and other documents for	None	5 minutes	<i>Admission Staff GALIC</i>



	admission, secure consent for admission then put-up patients' bracelets for proper identification.			
3. Patient will be transfer to the delivery room	3. Prepare the Delivery Room, perform Normal spontaneous delivery, and monitor the patient (s).	None	1 hour or more depends to the patient's condition	<i>Physician Or Midwife Or Nurse GALIC</i>
	<b>TOTAL:</b>	<b>None for Philhealth members  Refer to City Revenue Code  City Ordinanc e No. 2023-38</b>	<b>1 Hour (or more depending on the case of the patients)</b>	



### 13. Newborn Hearing Screening Test

Screening Test while on a 24-hour admission.

<b>Office or Division:</b>	OB-Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All newborn patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registry Card (1 Original Copy)		Newborn Hearing Screener		
2. DPOAE Result (1 Original Copy)		Newborn Hearing Screener		
3. MAICO ERO-SCAN		Newborn Hearing Screener		
4. Newborn Data (1 Original Copy)		Nurse or Midwife		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration of Newborn for Hearing Test.	1. Re-write all the data of the newborn to the registry card and logbook.	None	5 minutes	<i>Nurse Or Midwife Or Screener</i> GALIC
	1.1 Perform Hearing Test on both ears.	None	5 minutes	<i>Screener</i> GALIC
2. Present the Statement of Account and pay bill to cashier.	2. For In-patient: Inform the Billing Station-Cashier on Hearing Test.	Phil health Newborn Care Package	10 minutes	<i>Nurse Or Midwife Or Billing Clerk</i> GALIC
	2.1 For Out-patient: Referral slip from the referring unit.	PHP 350.00	5 minutes	<i>Billing Clerk</i> GALIC
3. Releasing of Result	3. Both for In-patient and Out-patient releasing of Newborn Hearing Screening Test Result within the	None	3 minutes	<i>Screener</i> GALIC



	day.			
	<b>TOTAL:</b>	<b>PHP 350.00</b>	<b>28 Minutes</b>	





## 14. Newborn Screening Test

Screening Test while on a 24-hour admission.

<b>Office or Division:</b>	OB-Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All newborn patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filter Card (1 Original Copy)		NBS Coordinator		
2. NBS Result (1 Original Copy)		NBS Coordinator		
3. Master lists of Newborn Logbook		NBS Coordinator		
4. Releasing Logbook		NBS Coordinator; Midwives		
5. Pickup Logbook		NBS Coordinator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration of Newborn for Newborn Screening Test.	1. Re-write all the data of the newborn to the filter card and logbook.	None	2 minutes	NBS Coordinator Or Midwife GALIC
	1.1 Perform blood sample extraction.	None	2 minutes	NBS Coordinator Or Midwife GALIC
	1.2 Drying of specimen.	None	4 minutes	Midwife GALIC
	1.3 Ready for pickup of blood sample by courier.	None	5 minutes	NBS Coordinator GALIC
2. Present the Statement of Account and pay bill to cashier.	2. For In-patient: Inform the Billing Station-Cashier on NBS Test.	PHP 1800.00	5 minutes	Nurse Or Midwife Or Billing Clerk



	2.1 For Out-patient: Referral slip from the referring unit.	None	5 minutes	<i>Billing Clerk</i> GALIC
3. Releasing of Result	3. Both for In-patient and Out-patient releasing of Newborn Screening Test Result within 2 weeks.	None	3 minutes	<i>NBS Coordinator Or Midwife</i> GALIC
	<b>TOTAL:</b>	<b>PHP 1800.00</b>	26 minutes	



## 15. Family Planning

All females are considered of reproductive age when they are between 18-45 years old.

<b>Office or Division:</b>	OB (Prenatal Room)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All female within reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. FP Form 1 (1 Photocopy)		FP Coordinator		
2. Contraceptive Supplies		FP Coordinator		
3 Family Planning Card (Original Copy)		FP Coordinator and Midwife		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Collate data using FP Form 1.	1. Checking of data if the patient is qualified for FP Acceptor.	None	3 minutes	Midwives GALIC
	1.1 Counselling of patients with FP method of choice (Oral pills, Injectable, IUD)	None	10 minutes	FP Coordinator GALIC
2. Sign FP Form 1	2. Give preferred choice of FP method.	None	3 minutes	Midwives ,FP coordinator
3. FP Card / FP Acceptors Card	3. Inform the patient for follow-up checkup and/or for another dose of contraceptive.	None	3 minutes	Midwives; FP Coordinator
	<b>TOTAL:</b>	<b>None</b>	<b>19 Minutes</b>	



## 16. Laboratory Services

Laboratory Services must be consistent and dependable to correctly assess and manage patients with various illnesses. We offer services that can be availed by the Out Patients. The process of laboratory services run from the time of presenting the original copy of request by the physician to the receiving of results by the patients or relatives of the patient.

Office or Division:	LABORATORY UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request form (1 Original Copy)		OPD Physician and requesting agency or department		
2. Order of Payment (1 Original Copy)		Laboratory		
3. Official Receipt or signed request by the DSWD official or authorized personnel (1 Original Copy)		Cashier/DSWD		
For releasing of result:				
4. Claim stub or Official Receipt (1 Original Copy)		Laboratory or Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Physician's Laboratory request form/s.	1. Verify and check the request.	None	3 minutes	Medical Technologist GALIC
* For SARS-Cov2 Antigen Test, present 1 Original Copy request form, completely filled up Case Investigation Form (CIF) and work sheet.	1.1 Out Patient will be instructed to fill up request form with patient's complete details, following the format provided.	None	3 minutes	Medical Technologist GALIC
*If patient will asked for medical	1.2 For patient	None	2 minutes	Medical



assistance	with Fasting Procedure, they will be given a Number Card for the first Come First Serve basis for blood extraction.	None	5 minutes	<i>Technologist</i> GALIC
	1.3 Instruct the patient to isolate in the swab collection area and wait for the laboratory personnel.			<i>Medical Technologist</i> GALIC
	1.5 Issue Order of Payment and instruct to proceed to the cashier.	Refer to order of payment and City Ordinance 2023-38	10 minutes	<i>Medical Technologist</i> GALIC
	1.6 Instruct the patient to proceed to DSWD for categorization of indigence and signing of officer.	None	10 minutes	<i>Medical Technologist</i> GALIC
2. After payment or approved assistance of indigency present the Official Receipt or Original Copy request signed by DSWD Officer or Authorized personnel.  *Patient will collect urine or stool specimen and submit it to the reception window and wait	2. Provide specimen container for urinalysis, fecalysis and other body fluids.	None	10 minutes	<i>Medical Technologist</i> GALIC
	2.1 Check the specimen volume and proper label.	None	5 minutes	<i>Medical Technologist</i> GALIC
	2.2 Perform extraction or collection of specimen.	None	TEST: 20 minutes after collection of sample	<i>Medical Technologist</i> GALIC
			Routine	<i>Medical Technologist</i>



their name to be called for blood extraction and other body fluid specimen collection.			Chemistry: 8 hours upon blood extraction.	GALIC
3. Wait for the release of results and present claim stub or Official receipt and sign the releasing log book upon claiming the same.	3.1 Process and analyze specimen according to the procedure requested.	None	5 minutes	<i>Medical Technologist</i> GALIC
	3.2 Check and Verify results for final interpretation and releasing.	None	2 minutes	<i>Medical Technologist</i> GALIC
	3.2 Provide Releasing log book for claimant signature.	None	2 minutes	<i>Medical Technologist</i> GALIC
	<b>TOTAL:</b>	<p><b>Refer to order of payment and City Ordinance 2023-38</b></p> <p><b>*patient with medical assistance depends on the availability of test requested</b></p>	<p><b>Routine and Special test : 2 hours</b></p> <p><b>*SARSCOV-2 ANTIGEN TEST: 1 hour</b></p> <p><b>Routine Blood Test: 8 hours</b></p> <p><b>*Specimen to be transported to other laboratories: Depends on the Turn-around time of referring lab.</b></p>	



## LABORATORY SERVICE FEES

1	<b>Laboratory Service Fees:</b> Ref: Resolution No. 2023-233 City Ordinance No. 2023-38	San Pedro Residents	Non-San Pedro Residents	PROCESSING TIME	
	<b>A. Clinical Microscopy</b>			IN-PATIENT	OUT PATIENT
	Urinalysis	50.00	60.00	30-45 minutes	1-2 hours
	Fecalysis	50.00	60.00	30-45 minutes	1-2 hours
	Pregnancy Test	190.00	240.00	30-45 minutes	1-2 hours
	<b>B. Hematology</b>				
	CBC	95.00	120.00	30-45 minutes	1-2 hours
	Platelet Count	55.00	70.00	30-45 minutes	1-2 hours
	Hgb/Hct	75.00	95.00	30-45 minutes	1-2 hours
	Diff Count	75.00	95.00	30-45 minutes	1-2 hours
	Clotting Time	75.00	95.00	30-45 minutes	1-2 hours
	Bleeding Time	75.00	95.00	30-45 minutes	1-2 hours
	Toxic Granules	95.00	120.00	30-45 minutes	1-2 hours
	<b>C. Clinical Chemistry</b>				
	FBS/GLUCOSE	115.00	145.00	2 hours	8 hours
	BUN	115.00	145.00	2 hours	8 hours
	CREA	115.00	145.00	2 hours	8 hours
	URIC	115.00	145.00	2 hours	8 hours
	CHOLESTEROL	145.00	180.00	2 hours	8 hours



	TRIGLYCERIDE	240.00	300.00	2 hours	8 hours
	HDL	190.00	240.00	2 hours	8 hours
	LDL/VLDL	190.00	240.00	2 hours	8 hours
	SGPT/ALT	190.00	240.00	2 hours	8 hours
	SGOT/AST	190.00	240.00	2 hours	8 hours
	OGCT	230.00	280.00	2 hours	8 hours
	OGTT	530.00	670.00	2 hours	8 hours
	(Na)	190.00	240.00	1 hour	2 hours
	(K)	190.00	240.00	1 hour	2 hours
	(CL)	190.00	240.00	1 hour	2 hours
	HGT/RBS	115.00	145.00	30 minutes	1 hour
	<b><i>D. Serology/Immunology</i></b>				
	HBs Ag	190.00	240.00	1 hour	1 hour
	Syphilis ICT/RPR	190.00	240.00	1 hour	1 hour
	Dengue NSI Ag	665.00	840.00	1 hour	1 hour
	Dengue Blot	760.00	960.00	1 hour	1 hour
	Dengue Duo	1,380.00	1,680.00	1 hour	1 hour
	Typhidot	665.00	840.00	1 hour	1 hour
	HIV Test	475.00	475.00	1 hour	1 hour
	Covid 19 Antigen Test	660.00	660.00	1 hour	1 hour
	<b><i>F. Blood Station</i></b>				
	Blood Typing (ABO)	95.00	120.00	30-45 minutes	1 hour
	Blood Typing (RH)	95.00	120.00	30- 45 minutes	1 hour
	<b><i>G.Blood Chemistry (Package)</i></b>				
	Electrolytes (Na, K, CL)	475.00	600.00	2 hours	8 hours
	Lipid Profile	620.00	790.00	2 hours	8 hours
	Chem 5 (FBS, BUN, CREA, URIC, CHOLE)	475.00	600.00	2 hours	8 hours





	Chem 6 (FBS, BUN, CREA, URIC, CHOLE, Trigly)	665.00	840.00	2 hours	8 hours
	Chem 8 (Chem6 + HDL, LDL/VLDL	1,010.00	1,270.00	2 hours	8 hours
	Chem 10 (Chem 8 + SGPT + SGOT	1,350.00	1,700.00	2 hours	8 hours
	Chem 12 (Chem 10 + Na + K)	1,635.00	2,060.00	2 hours	8 hours



## 17. Drug Testing Service

To Detect promptly the illegal use of dangerous drugs, maintaining a safe and sound environment to promote the National advocacy of a “Drug Free Country”.

<b>Office or Division:</b>	DRUG TESTING LABORATORY UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All clients/donors/subjects			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Drug Testing Laboratory request form (1 Original Copy)		OPD Physician and requesting agency or department		
2. Order of Payment (1 Original Copy)		Drug Testing Laboratory		
3. Official Receipt (1 Original Copy)		Cashier/Billing		
<b>For releasing of result:</b>				
4. Official Receipt (1 Original Copy)		Drug Testing Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Present drug testing laboratory request form/s and government issued valid ID.	1. Verify and check the request and ID of Client/Donor/ Subject	None	2 minutes	<i>Authorized Specimen Collector (ASC)</i>
1.1 After payment, Official Receipt /Sales Invoice must be presented to Drug Testing Laboratory	- Issue Order of Payment and instruct the client/donor to proceed to the cashier. Copy the Official Receipt/Sales Invoice No.	P250.00	10 minutes	<i>Authorized Specimen Collector</i>
1.2 Submit the filled out Custody and Control Form (CCF) to Drug Testing Laboratory	1.1 Instruct the client/donor to fill up Custody and control Form (CCF) steps 1 to 5 following guides provided.	None	5 minutes	<i>Authorized Specimen Collector</i>
	1.2 Check and verify all the details of the client/donor written on the Custody and Control Form.	None	5 minutes	<i>Authorized Specimen Collector</i>
	-Explain basic urine collection procedure before giving the specimen bottle.			
	-observe the client/donor while collecting urine samples.			



<p>2. Submit urine specimen, affix signature to the specimen bottle, and register biometrics</p>	<p>2. Check the specimen volume, temperature and physical characteristics of the urine. and Seal over the lid of the specimen bottle in front of the client/donor. Affixed signature and Instruct the client/donor to affix his/her signature over the seal of the bottle and indicate the date/time.</p> <p>2.1 Prepare and give instructions to the client/donor the registration/bio metrics in IDTOMIS</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 minutes</p>	<p><i>Authorized Specimen Collector</i></p> <p><i>Authorized Specimen Collector</i></p>
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3. Wait for the release of the result, and present OR/sales invoice to the Drug Testing Laboratory.	3. Process the drug testing examination and release the result to the client/donor.  -Provide Releasing log book for claimant signature.	None	TEST: 30 minutes after submission of sample and biometrics.  Drug Testing Examination:  1 HOUR	<i>Drug Analyst</i>
	<b>TOTAL:</b>	<b>Php 250.00</b>	<b>2 hours &amp; 30 minutes (Testing and Examination)</b>	



## 18. Radiology Services

This service is a diagnostic procedure that involves a quick, painless test that produces images of the structures inside the body.

<b>Office or Division:</b>	Radiology Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients/Physician's Request (1 Original Copy)		Urgent Care/ OPD / OB-Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Physician' Radiologic Request Form and receive order of payment	1. Issue order of payment to patient and advice to proceed to cashier for payment.	Refer to City Revenue Code	5 minutes	<i>Radiologic Technologist</i>  / Cashier  Radiology Unit / Business Office
2. Present official receipt to the radiology unit and undergo the procedure.	2. Perform procedure on patient.	None	7 minutes	<i>Radiologic Technologist</i> GALIC
	2.1 Develop the exposed X-Ray films	None	5 minutes	<i>Radiologic Technologist</i> GALIC
	2.2 Submit to the radiologist for issuance of official reading	None	2 days	<i>Radiologic Technologist</i> GALIC
3. Pick-up results of your X-Ray	3. Release of results.	None	3 Minutes	<i>Radiologic Technologist</i> Radiology Unit
	<b>TOTAL:</b>	<b>Refer to City Revenue Code</b>	<b>2 Days and 20 Minutes upon released of the official reading</b>	



## RADIOLOGY FEES

	<b>Radiology Unit Fees:</b> Ref: Resolution No. 2023-233 City Ordinance No. 2023-38	Non -San Pedro Patients	San Pedro
	<b>LUNGS</b>		
	Chest Pa	240.00	190.00
	Chest PAL	480.00	380.00
	Apico-Lordotic View	240.00	190.00
	Baby Gram APL	360.00	190.00
	Spot Film (Chest)	240.00	190.00
	<b>UPPER EXTREMITIES</b>		
	Skull APL	420.00	330.00
	Townes View	240.00	190.00
	Waters View	240.00	190.00
	Temporo-Mandibular Joint	480.00	380.00
	Sun-Mento Vertical View	240.00	190.00
	Caldwells View	240.00	190.00
	PNS	660.00	520.00
	STL	420.00	330.00
	Cervical APL	420.00	330.00
	Shoulder AP	240.00	190.00
	Shoulder (In-Out) Rotation	420.00	330.00
	Clavicle AP	240.00	190.00
	Arm APL	240.00	190.00
	Elbow Joint	240.00	190.00
	Forearm APL	240.00	190.00
	Wrist APL	240.00	190.00
	Hand APL	240.00	190.00
	<b>LOWER EXTREMITIES</b>		
	Thigh APL	240.00	190.00



	Knee Joint	240.00	190.00
	Leg APL	240.00	190.00
	Ankle APL	240.00	190.00
	Foot APO	240.00	190.00
	Pelvis AP	240.00	190.00
	Thoraco-Lumbar APL	420.00	330.00
	Lumbo-Sacral APL	420.00	330.00
	T-Cage	240.00	190.00





# **Jose L. Amante Emergency Hospital**

## **External Services**



## 1. Out-Patient Department (OPD) Consultation

This service involves process of out-patient department consultation from the time the client was interview by the OPD staff until the time he/she receives medical consultation and appointment date for follow-up checkup (if necessary).

<b>Office or Division:</b>	Out Patient Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government-to-Citizen			
<b>Who may avail:</b>	All Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Original - Individual Treatment Record (ITR)		OPD		
2. (1) Original - OPD Card number		OPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient registration and interview      *If patient needs emergency treatment and management	1.1 New patient – fill-up and encode New ITR and give OPD-Card number	None	3 minutes	<i>Nurse, Midwife, Nursing Attendant, Encoder</i> Out Patient Department
	1.2 Old patient – Present OPD-Card number and retrieved ITR	None	2 minutes	<i>Nurse / Midwife / Nursing Attendant</i> Out Patient Department
	1.3 Refer and endorse to the emergency room	None	5 minutes	<i>Nurse / Midwife / Nursing Attendant</i> Out Patient Department
	1.4 Interview the patient and records vital signs	None	5 minutes	<i>Nurse / Midwife / Nursing Attendant</i> Out Patient Department
2. Proceed to Physician for consultation or request for medical certificate	2.1 Assess, treats, and manage patient, schedule patient for follow up and/or procedures and Issue referral slip (if applicable).	Medical Certificate – P180.00 (Non-San Pedro Resident)  – P140.00 (San Pedro Resident)	10 minutes	<i>Physician</i> Out Patient Department



	2.2 Provide health education.	None	3 minutes	<i>Nurse / Midwife / Nursing Attendant Out Patient Department</i>
	<b>TOTAL:</b>	<b>Medical Certificate</b>  <b>PHP 180.00 (Non-San Pedro Resident)</b>  <b>PHP 140.00 (San Pedro Residents)</b>  <b>Refer to City Ordinance 2023- 38 - City Hospital Service fee</b>		<b>23 minutes</b>



## 2. Specialty Clinic Consultation

Consultation for Patients at the Specialty Clinic under the following services: General Surgery, Internal Medicine (Adult Cardiology and Diabetology), Nephrology, Obstetrics and Gynecology. Ophthalmology, Orthopedic Surgery, Otolaryngology (Ears, Nose, Throat), Pediatrics and Urology.

<b>Office or Division:</b>	Specialty Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. (1) original copy - Specialty Clinic Consultation Record (SCCR)			Specialty Clinic	
2. (1) original copy - Specialty Clinic Card (with year and file number)			Specialty Clinic	
3. (1) Original copy - Accomplished Specialty Clinic Patient Screening Form.			Triage Area (Ground Floor)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patients/Clients Registration	1.1 Write the patient's name and contact number on the provided Specialty Clinic Patients Listing Form.	None	1 minute	<i>Civil Security Personnel Security unit</i>
	1.2 Secure accomplished health declaration checklist from the Civil Security Staff on Duty.	None	2 minutes	<i>Nurse/ Midwife/Nursing Attendant Specialty Clinic</i>
2. Present Specialty Clinic Card together with accomplished Specialty Clinic Patient Screening Form.	2.1 Collect the accomplished health declaration checklist from the patients screened from Triage Area.	None	1 minute	<i>Nurse/ Midwife/Nursing Attendant Specialty Clinic</i>
	2.2 New Patient – Filled up New SCCR and Card.	None	3 minutes	<i>Nurse/ Midwife/Nursing Attendant Specialty Clinic</i>
	2.3 Old Patient – Secure Specialty Clinic Card and retrieved from the files.	None	2 minutes	<i>Nurse/ Midwife/Nursing Attendant Specialty Clinic</i>
	2.3. Interview the client,	None	4 minutes	<i>Nurse/ Midwife/Nursing</i>



	take and record the patient's vital signs.			<i>Attendant Specialty Clinic</i>
3. Proceed to assigned physician for consultation or request of medical certificate. Complete discharge process	3.1 Assess, treats, and manage patient/ Schedule patient for follow up and/or procedures and Issue referral slip (if applicable).	Medical Certificate – P180.00 (Non-San Pedro Resident)  – P140.00 (San Pedro Resident)	8 minutes	<i>Medical Specialist Specialty Clinic</i>
	3.2. Provide health education.	None	2 minutes	<i>Nurse/ Midwife/Nursing Attendant Specialty Clinic</i>
	<b>Total:</b>	<b>Medical Certificate</b>  <b>PHP 180.00 (Non-San Pedro Resident)</b>  <b>PHP 140.00 (San Pedro Residents)</b>  <b>Refer to City Ordinance 2023-38 - City Hospital Service fee</b>	<b>23 minutes</b>	



### 3. Emergency Room (ER) treatment and management

This service involves processing patient's post triage disposition from the time that the client receives post triage advice until the client a.) Transfers from ER to ward/room if for Admission, transferred to referral hospital if for Referral, and receives discharge instruction as treated and sent home if Non-Admissible. In order for the patient to avail the service, the following steps are to be followed:

<b>Office or Division:</b>		Emergency Room		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Patients who need emergency services		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original - Individual Treatment Record (ITR)		Emergency Room		
2. (1) original - ER-Card number		Emergency Room		
3. (1) original - Medico-legal form		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Health Declaration Checklist	1.1 Issue health declaration checklist	None	1 minute	<i>Nurse / Midwife / Nursing Attendant Emergency Room</i>
2. Proceed to the Triage Area of the Emergency Room for consultation	2.1 Receive and Categorize patients (Emergency, Urgent and Non-Urgent).	Medical Certificate – P180.00 (Non-San Pedro Resident) – P140.00 (San Pedro Resident)	3 minutes	<i>Nurse / Midwife / Nursing Attendant Emergency Room</i>
	2.2 Interview and record vital signs	Medico-Legal Certificate – P420.00 (non-San Pedro Resident) P330.00 (San Pedro Residents)	4 minutes	<i>Nurse / Midwife / Nursing Attendant Emergency Room</i>
	2.3 Referral to physician		2 minutes	<i>Nurse / Midwife / Nursing Attendant Emergency Room</i>



3. Proceed to the Physician for Consultation and Management	3.1 Provide immediate emergency management	None	10 minutes	Physician Emergency Room
	3.2 Advise the patient's watcher/ representative on the ITR: <ul style="list-style-type: none"> <li>If for Admission, direct the patient representative to the admitting section</li> <li>If for Discharge, schedule patient for follow up and/or procedures and provide health education</li> <li>If for Medico-legal, record the data to Medico legal form and refer to physician</li> </ul>	None	10 minutes	Physician / Nurse / Midwife / Nursing Attendant / Orderly Emergency Room
<b>Patients for Referral/ Transfer to Hospital of Choice (THOC)</b>				
1. Patient significant other signs consent for THOC	1.3 Explains the process of proper coordination and endorsement of patient's case to the receiving facility.	None	2 minutes	Physician / Nurse Emergency Room
	1.4 Gives instructions for the settlement of charges and issuance of official receipts.	Dependin g on SOA/char ge slips and based on City Ordinance No. 2023- 38	3 minutes	Nurse / Cashier Emergency Room / Business office
	1.5 Stabilize patient and coordinates to the receiving health facility.	None	Depends on availability and vacancy of receiving facility	Nurse / Physician Emergency Room
	1.6 Arranges and conducts patient transport.	None	10 minutes	Nurse / Midwife Ambulance Driver Emergency



				Room
<b>Patients Discharge Against Medical Advice (DAMA)</b>				
1. Patient or significant other signs consent for DAMA.  (Note: for minor patients the patient next of kin will sign the consent )	1.1 Informs resident physician on duty/ Medical specialist regarding DAMA of patient.	None	2 minutes	<i>Nurse/Midwife/ Resident Physician/ Medical Specialist.</i>  Emergency Room
	1.2 Secures waiver written by patient or significant other. Explains the risks and consequence of DAMA.	None	3 minutes	<i>Nurse</i>  Emergency Room
2. Proceed to billing section then to cashier for issuance of official receipts for payment of charges.	2.1 Gives instructions for the settlement of charges and issuance of official receipts.	Dependin g on SOA/char ge slips and based on City Ordinance No. 2023- 38	5 minutes	<i>Nurse / Cashier</i>  Emergency Room / Business office
3. Presents official receipts / proof of replaced medical supplies or medicines and receives final discharge instructions.	3. Checks official receipts and/ or proof of replaced medical supplies and medicines used and give discharge instructions	None	5 minutes	<i>Physician / Nurse</i>  Emergency Room
<b>Total:</b>	<b>Refer to City Ordinance 2023-38</b> <b>Article III- City Hospital Service fee</b>  <b>Medical Certificate</b> <ul style="list-style-type: none"> <li>- P180.00 (Non-San Pedro Resident)</li> <li>- P140.00 (San Pedro Resident)</li> </ul> <b>Medico-Legal Certificate</b> <ul style="list-style-type: none"> <li>- P420(non-(San Pedro Residents)</li> <li>- P330.00-(San Pedro Residents)</li> </ul>		<b>Patients Manage and Discharge</b> 30 minutes or more depends on the case of the patient  <b>Patients for Referral/THOC</b> 45 minutes or more depends on availability and vacancy of receiving facility  <b>DAMA</b> 45 minutes	





#### 4. Admission of Patients (Admission process in the Medical-Surgical Ward)

This service involves the Admission process in the Emergency Room to the Medical-Surgical Ward

<b>Office or Division:</b>	Admitting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) original copy - Patients Chart		Emergency Room		
2. (1) original copy - ER/OPD Record		ER/OPD		
3. (1) original copy - Eligibility Form (for Philhealth Member)		Benefits Section		
4. (1) original copy – Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek Consultation in the Emergency Room/Out- Patient Department	1. Check the condition of the patient & necessity for admission.	None	8 Minutes	Physician Emergency Room
	1.1 Assist the patient/relative to the Admission Area.	None	1 Minute	Nurse / Midwife / Nursing Attendant Emergency Room
2. Patient significant other will proceed to the Admitting section for interview.	2. The admitting staff on duty look for availability of bed thru iHOMIS system.	None	2 Minutes	Admitting Staff Admitting Section
	2.1 Interview the patient/relative and explain the Hospital Policies and give room/bed assignment for the patient	None	5 Minutes	Admitting Staff Admitting Section
	2.2 Filled-up the data sheet, chart and other documents for admission and counter check it to the iHOMIS system. Put-up patient's bracelet for proper identification.	None	5 Minutes	Admitting Staff Admitting Section
3. The patient returned to the ER for admission proper.	3. Admitting staff on duty will endorse the patient to the ER Nurse on duty together with the chart.	None	2 Minutes	Admission Staff / Nurse Admitting Section / Emergency Room
	3.1 Accompany the patient to the assigned ward and endorse the chart to the Nurse on duty.	None	5 Minutes	Nurse Emergency Room
	<b>TOTAL :</b>	<b>None</b>	<b>25 minutes</b>	



## 5. Discharge of Patients

This service involves processing of patients for discharge, patients for Transfer to Hospital of Choice and patients for Discharge against Medical Advice. In order for the client/patient to avail the service, the following steps are to be followed:

<b>Office or Division:</b>	OB-Surgical Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All Patients for Discharge, Patients for referral/Transfer to Hospital of Choice (THOC), Patients for Discharge Against Medical Advice(DAMA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clinical Abstract (1 Original Copy)		Attached to patient's chart		
2. Discharge Summary (1 Original Copy)		Ward Nurse's Station		
3. Prescription form (1 Original Copy)		Ward Nurse's Station		
4. PhilHealth Eligibility Form (1 Original Copy)		Ward Nurse's Station		
5. Referral Form (1 Original Copy)		Ward Nurse's Station		
6. Statement of Account (2 Original Copies)		Billing Department		
7. Discharge Slip/Clearance Slip (1 Original Copy)		Billing Department		
8. Waiver for DAMA (written by Patient and/or representation) (1 Original Copy)		Ward Nurse's Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo the discharge process	1. Discharge plans ordered by attending physician on the patient's chart	None	10 minutes	<i>Resident Physician/Medical Specialist</i> OB-Surgical Ward
	1.1 Issue and accomplish PhilHealth forms and clinical abstract	None	10 minutes	<i>Resident Physician/Medical Specialist</i> OB-Surgical Ward
	1.2 Submits the			



	<p>patient's chart and clearance to billing section for issuance of Statement of Account.</p> <p>1.3 Statement of Account will be given to patient's representative and advice to proceed to cashier.</p>	<p>None</p> <p>None</p>	<p>8 minutes</p> <p>10 minutes</p>	<p><i>Nurse/Midwife</i> <i>(OB/Medical-Surgical Ward)</i> OB-Surgical Ward</p> <p><i>Nurse/Midwife</i> <i>(OB/Medical-Surgical Ward)</i> OB-Surgical Ward</p>
2. Proceed to Philhealth Benefit Section for issuance of Philhealth Benefit Eligibility form and proceed to billing/cashier for issuance of Official receipt for payment and charges.	<p>2.1 Instruct the patient and/or representation to wait for the Philhealth approval.</p> <p>2.2 Once patient's approval from PhilHealth is secured, patient's chart together with the charge slips will be given to the cashier/billing department for Statement of Account.</p> <p>2.3 Instruct patient's relative to proceed for payment once with SOA.</p>	<p>None</p> <p>None</p> <p>Dependi ng on SOA/ch arge slips and base on City Ordinan ce No. 2023-38</p>	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>Nurse/Midwife</i> <i>(OB/Medical-Surgical Ward)</i> OB-Surgical Ward</p> <p><i>Nurse/Midwife</i> <i>(OB/Medical-Surgical Ward)</i> OB-Surgical Ward</p> <p><i>Billing Clerk,</i> <i>Nurse/Midwife</i> OB-Surgical Ward</p>



3. Receive discharge summary, laboratory results, prescription for take home medications and present discharge slip at admitting section or CSU staff	3. Instruct the patient and/or representation on discharge plans including health teaching, follow up schedule and take home medication/s	None	5 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
	3.1 Issue fully accomplished discharge summary and prescription for take home medication/s.	None	10 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
	3.2 instruct the patient and/or representation to give the signed discharge slip to admitting Section and CSU staff to return the watchers ID in exchange of their ID.	None	2 minutes	<i>Admitting staff/CSU on duty</i> Admitting section / Security unit
<b>Patients for Referral/ Transfer to Hospital of Choice (THOC)</b>				
1. Patient or significant other signs consent for THOC	1. Secures accomplish THOC form	None	15 minutes	<i>Resident Physician/ Medical Specialist</i> OB-Surgical Ward
	1.1 Explain reasons and needs for transfer to higher facility	None	5 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
	1.2 Explains the process of proper coordination and endorsement of patient's case to the receiving facility.	None	3 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
	1.3 Gives instructions for the settlement of charges and issuance	Depending on SOA/charge	2 minutes	<i>Resident Physician/Nurse/ Midwife</i>



	of official receipts.	slips and base on City Ordinance No. 2023-38		OB-Surgical Ward
	1.4 Stabilize patient and coordinates to the receiving health facility.	None	It depends on availability and vacancy of the receiving facility	<i>Nurse/Midwife</i> OB-Surgical Ward
	1.5 Arranges and conducts patient transport.	None	15 minutes	<i>Nurse/Midwife/Ambulance Driver</i> OB-Surgical Ward
<b>Patients Discharge Against Medical Advice (DAMA)</b>				
1. Patient or significant other signs consent for DAMA.  ( Note: for minor patients the patient next of kin will sign the consent )	1. Informs resident physician on duty/ Medical specialist regarding DAMA of patient.  1.1 Secures waiver written by patient or significant other. Explains the risks and consequence of DAMA.	None	15 minutes	<i>Nurse/Midwife/Resident Physician/Medical Specialist.</i> OB-Surgical Ward
		None	5 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
2. Proceed to billing section then to cashier for issuance of official receipts for payment of charges.	2. Prepares charge slips forward services/ supplies used.  2.1 Gives instructions for settlement of charges and directs client to go to the billing section.	None	5 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
		None	26 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
3. Presents official receipts / proof of replaced medical supplies or medicines	3. Checks official receipts and/ or proof of replaced medical supplies and	Depending on SOA/charge	5 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward



and receives final discharge instructions.	medicines used.  3.1 Gives discharge instructions	slips and base on City Ordinance No. 2023-38  None	4 minutes	<i>Nurse/Midwife</i> OB-Surgical Ward
	<b>TOTAL</b>	<b>Dependi ng on SOA/ch arge slips and base on City Ordinan ce No. 2023-38</b>	<b>Patients to be Discharge</b> 1 hour and 15 minutes <b>DAMA</b> 1 hour <b>Patients for Referral/THOC</b> 40 minutes *Note: THOC Depends on availability and vacancy of receiving facility	



## 6. Hemodialysis treatment and management

This service involves the treatment and management of dialysis patient from arrival of patient to the hemodialysis unit to discharge.

<b>Office or Division:</b>	Hemodialysis unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Patients who need hemodialysis treatment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original - Philhealth Requirements		Hemodialysis unit		
2. (1) original or photocopy - Laboratory Results		Hemodialysis unit		
3. (1) original or photocopy - Medical history and treatment order from Nephrologist		Hemodialysis unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Health Declaration Checklist and interview	1. Received health declaration check list	None	1 minute	<i>Nurse</i> Hemodialysis unit
	1.1 Prepare Individual Treatment Record (ITR)	None	4 minutes	<i>Nurse</i> Hemodialysis unit
	1.2 Take medical history and record vital signs	None	10 minutes	<i>Nurse</i> Hemodialysis unit
	1.3 Assist nephrologist during conduct of consultation	None	15 minutes	<i>Nephrologist / Nurse</i> Hemodialysis unit
2. Get measured for pre-dialysis weight upon entering the treatment room and proceed to the assigned station	2. Secure Consent form, Carry out Doctors order, Fill-up Hemodialysis Treatment Sheet.	None	1 hour	<i>Nephrologist / Physician / Nurse</i> Hemodialysis unit
	2.1 Preparation of dialyzer and priming of dialysis machine.	None	1 hour	<i>Nurse / Dialysis Technician</i> Hemodialysis unit
	2.2 Assess patient nutritional status	None	45 minutes	<i>Nutritionist-Dietician</i>



	2.4 Hemodialysis treatment and vital signs monitoring.	None	1 hour	Hemodialysis unit  <i>Nurse</i> Hemodialysis unit
3. Post-dialysis weighing of patient	3.1 Termination of dialysis.	None	15 minutes	<i>Nurse / Dialysis Technician</i> Hemodialysis unit
	3.2 Weigh patient, record discharge note, and sign off dialysis treatment sheet.	None	15 minutes	<i>Nurse / Dialysis Technician</i> Hemodialysis unit
	<b>TOTAL:</b>	<b>Refer to City Ordinance 2023-38 Article III- City Hospital Service fee</b>	<b>4 hours and 45 minutes</b>	





## 7. Laboratory Services for OUT PATIENTS

Laboratory Services must be consistent and dependable to correctly assess and manage patients with various illnesses. As a Secondary Laboratory we offer services that can be availed by the Out Patients. The process of laboratory services run from the time of presenting original request of the physician to the receiving of results by the patients or patient's relative.

### ROUTINE TESTS INCLUDE:

- Complete Blood Count w/wo Platelet count
- Urinalysis
- Fecalysis/stool exam
- Blood Typing

### ROUTINE BLOOD CHEMISTRY:

- Glucose Test (FBS/RBS)
- BUN
- Creatinine
- Blood Uric Acid (BUA)
- Lipid Profile
- SGPT
- SGOT
- Electrolytes (Sodium, Potassium, Chloride)

### SPECIAL TESTS INCLUDE:

- HIV TESTING
- COAGULATION TEST
- SEROLOGY/IMMUNOLOGY TEST (HBs Ag, Syphilis, Anti-HCV, Anti-HAV IgG, IgM, SARS COV-2 Antigen test)
- GramStaining
- KOH

\*Specimen to be transported to other Laboratories:

- NEW BORN SCREENING (Specimen Collection)
- COVID-19 RTPCR Swab Collection

<b>Office or Division:</b>	SAN PEDRO JOSE L. AMANTE EMERGENCY HOSPITAL-LABORATORY DEPARTMENT	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C and G2G	
<b>Who may avail:</b>	OUT PATIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For conduct of Procedure</b>		
1. (1) original copy-Laboratory request form		- OPD Physician and requesting agency or department
2. (1) original copy -Order of Payment		- Laboratory
3. (1) original copy- Official Receipt or signed request by the DWD official or authorized personnel		- Cashier/DSWD
<b>For releasing of result:</b>		

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authorization letter  *If patient will asked for medical assistance	patient to proceed to DSWD for categorization of indigence and signing of officer.			Technologist Laboratory Department
2. After payment or approved assistance of indigence present the Official Receipt or original request signed by DSWD Officer or Authorized personnel.  *Patient will collect urine or stool specimen and submit it to the reception window and wait their Name to be called for blood extraction and other body fluid specimen collection.	2. Provide specimen container for urinalysis, fecalysis and other body fluids.  2.1 Checked the specimen volume and proper label,  2.2 Blood extraction and other body fluid specimen collection.	None	7 minutes	Medical Technologist Laboratory Department
		None	5 minutes	Medical Technologist Laboratory Department
		None	5 minutes	Medical Technologist Laboratory Department
3. Wait for the released of results.  *Presents claim stub or Official receipt and signs releasing log book upon claiming the laboratory results	3. Process and analyzes specimen according to the procedure requested.          3.2 Checking and Verifying of results for final interpretation and releasing.	None	Routine and Special Test : 1 hour upon receiving of samples. *SARS COV-2 ANTIGEN TEST: 20 minutes after collection of sample  Routine Chemistry: 6 hours and 30 mins. upon blood extraction.	Medical Technologist Pathologist Laboratory Department
		None	5 minutes	Medical Technologist Laboratory Department



	3.3 Provide Releasing log book for claimant signature	None	2 minutes	Medical Technologist Laboratory Department
TOTAL		Refer to order of payment and City Ordinance 2023-38  *patient with medical assistance depends on the availability of test requested	Routine and Special test : 1 hour and 55 minutes *SARSCOV-2 ANTIGEN TEST: 30 minutes Routine Blood Test: 7 hours and 30 minutes *Specimen to be transported to other laboratories: Depends on the Turn- around time of referring lab.  2. COVID-19 RTPCR Test: 1 – 2 days	
LABORATORY TEST		PRICE LIST		
Clinical Microscopy		Non-San Pedro Residents	San Pedro Residents	
Urinalysis		Php 60.00	Php 50.00	
Fecalysis		Php 60.00	Php 50.00	
Pregnancy Test		Php 240.00	Php 190.00	
Semen Analysis		Php 120.00	Php 95.00	
Scotch Tape Swab		Php 240.00	Php 190.00	
Hematology		Non-San Pedro Residents	San Pedro Residents	
CBC		Php 120.00	Php 95.00	
Platelet Count		Php 70.00	Php 55.00	
Hgb/ Hct		Php 95.00	Php 75.00	
Differential Count		Php 95.00	Php 75.00	
Clotting Time		Php 95.00	Php 75.00	
Bleeding Time		Php 95.00	Php 75.00	
ESR		Php 300.00	Php 240.00	
Toxic Granules		Php 120.00	Php 95.00	



<b>Coagulation Test</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
Prothrombin Time	Php 720.00	Php 570.00
APTT	Php 990.00	Php 785.00
<b>CLINICAL CHEMISTRY</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
FBS/GLUCOSE	Php 145.00	Php 115.00
BUN	Php 145.00	Php 115.00
CREATININE	Php 145.00	Php 115.00
URIC ACID	Php 145.00	Php 115.00
CHOLESTEROL	Php 180.00	Php 145.00
TRIGLYCERIDE	Php 300.00	Php 240.00
HDL	Php 240.00	Php 190.00
LDL/VLDL	Php 240.00	Php 190.00
SGPT/ALT	Php 240.00	Php 190.00
SGOT/AST	Php 240.00	Php 190.00
OGCT	Php 280.00	Php 230.00
OGTT	Php 670.00	Php 530.00
SODIUM (Na)	Php 240.00	Php 190.00
POTASSIUM (K)	Php 240.00	Php 190.00
CHLORIDE (CL)	Php 240.00	Php 190.00
HGT/CBG/RBS	Php 145.00	Php 115.00
<b>PACKAGE FOR CLINICAL CHEMISTRY EXAMINATION</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
Electrolytes (Na, K, Cl)	Php 600.00	Php 475.00
Lipid Profile	Php 790.00	Php 620.00
CHEM 5 (FBS, BUNA, CREA, URIC, CHOLE)	Php 600.00	Php 475.00
CHEM 6 (CHEM 5+ TRIGLY)	Php 840.00	Php 665.00
CHEM 8 (CHEM 6 + HDL,LDL/VLDL)	Php 1,270.00	Php 1,010.00
CHEM 10 (CHEM 8 + SGPT + SGOT)	Php 1,700.00	Php 1,350.00
CHEM 12 (CHEM 10+ Na + K)	Php 2,060.00	Php 1,635.00



SEROLOGY (Screening Test)	Non-San Pedro Residents	San Pedro Residents
HBs Ag	Php 240.00	Php 190.00
Anti-HCV	Php 720.00	Php 570.00
Anti-HAV IgG	Php 900.00	Php 715.00
Anti-HAV IgM	Php 900.00	Php 715.00
Syphilis ICT/RPR	Php 240.00	Php 190.00
Dengue NS1 Ag	Php 840.00	Php 665.00
Dengue Blot	Php 960.00	Php 760.00
Dengue Duo	Php 1,680.00	Php 1330.00
Typhi Dot	Php 840.00	Php 665.00
HIV Test	Php 600.00	Php 475.00
SARS COV-2 Antigen Test	Php 660.00	Php 660.00
<b>Flourescence Immuno Assay TEST (FIA)</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
HBA1C	Php 660.00	Php 525.00
Troponin I	Php 1,140.00	Php 905.00
CK-MB	Php 1,140.00	Php 905.00
PSA	Php 1,170.00	Php 930.00
TSH	Php 840.00	Php 665.00
<b>CHEMILUMINESCENCE MICROPARTICLE ASSAY (CMIA/CLIA)</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
SACRS-COV2 IgG	Php 1 760.00	
SACRS-COV2 IgM	Php 1 760.00	
PACKAGE: SARSCOVE2-DUO	Php 2000.00	
<b>New Born Screening Test</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
Expanded New Born Screening	Php 2,160.00	Php 1,800.00
New Born Hearing Test	Php 420.00	Php 335.00
<b>BLOOD STATION</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
Blood Typing (ABO)	Php 120.00	Php 95.00
Blood Typing (RH)	Php 120.00	Php 95.00
Cross Matching	Php 420.00	Php 335.00



<b>Blood Units: All Blood Types</b>	<b>Non-San Pedro Residents</b>	<b>San Pedro Residents</b>
Whole Blood	Php 2,160.00	Php 1,710.00
Pack RBC	Php 1,800.00	Php 1,425.00
Platelet Concentrate	Php 1,200.00	Php 950.00
Fresh Frozen Plasma (FFP)	Php 1,200.00	Php 950.00



## 8. Laboratory Services for IN-PATIENTS AND EMERGENCY ROOM (ER)

As a Secondary Laboratory we offer services that can be availed by the IN- Patients. The process of laboratory services run from the time of presenting original request of the physician to the Releasing of results to WARD and Emergency Room.

<b>Office or Division:</b>	SAN PEDRO JOSE L. AMANTE EMERGENCY HOSPITAL- LABORATORY DEPARTMENT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Nurse on duty or Nurse attendant for the request of ER and IN PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Original copy- completely filled up laboratory request form		Ward		
2. (1) Original copy of completely filled up Case Investigation Form (CIF)		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Input the Physicians order of iHOMIS the requested laboratory test.	1. Verify and check if the patient is registered to the iHOMIS	None	2 minutes	Medical Technologist Laboratory Department
1.2 Present 1 original completely filled up Laboratory request form.	1.1 Review the laboratory test requested and check if it was entered in the Physician's order of iHOMIS.	None	2 minutes	Medical Technologist Laboratory Department
*Request for SARS COV-2 ANTIGEN test and RTPCR specimen collection must submit 1 original copy of completely filled up CIF.				
2. Acknowledge the blood extraction or specimen collection of the patient.	2. Inform the Nurse on duty about the collection of the patient, then proceed blood extraction or specimen	Refer to City Ordinance Service fee 2023-38 Article III- City Hospital	15 minutes	Medical Technologist Laboratory Department





	2.1 After the specimen collection, input charges of laboratory test in the iHOMIS.	None	3 minutes	Medical Technologist Laboratory Department
3.Wait for the test result to be forwarded by laboratory personnel and received laboratory report	3. Process and analyzes specimen according to the procedure requested.	None	Routine exam: Within 30 minutes upon receiving of samples.	Medical Technologist Laboratory Department
	3.1 Checking and Verifying of results for final interpretation and releasing.	None	Chemistry and special examination: 1 hour and 45 minutes upon blood extraction.	Medical Technologist Pathologist Laboratory Department
	3.2 Provide Releasing log book for Nurse on duty's signature.	None	5 minutes	Medical Technologist Laboratory Department
<b>TOTAL</b>		Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	<b>FOR WARD AND EMERGENCY ROOM (ER)</b>  <b>Routine Test and SARS COV-2 ANTIGEN TEST: 30 minutes</b> <b>Blood Chem. and Special Test: 2 hours and 15 minutes</b>  <b>*Specimen to be transported to other laboratories:</b>  <b>Depends on the Turn- around time of the referring lab.</b>  <b>COVID-19 RTPCR Test: 1 – 2 days</b>	



## 9. In-Patient Elective Major Surgery

This service involves processing of patient requiring any direct and elective surgical operation. The procedure started upon patient transfer from ward to OR Complex until completion of surgical procedure.

<b>Office or Division:</b>	Operating Room /Delivery Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government –to-Citizen			
<b>Who may avail:</b>	All patients needing elective major surgical procedure.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Written physician's order		Attending Surgeon		
2. (1) original copy - Procedure Consent		Attending Surgeon / Patient Chart		
3. (1) original copy - Anesthesia Consent		Attending Anesthesiologist / Patient Chart		
4. (1) original copy - Medical Clearance (Cardio-Pulmonary, and Pediatric ) if applicable		Attending Physician of relevant medical field (OPD, Clinical Ward)		
5. (1) original copy or photocopy - Completed updated laboratory and diagnostic work up		Hospital/Accredited laboratory/diagnostic Facility/Patient Chart		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrive at OR complex in hospital gown via wheelchair/stretchers.  <b>Citizen specific:</b>  For patients under legal age/minor, a presence of a parent/immediate kin of legal age is mandatory	1. Receives and confirms correct identity of patient, contraptions and completeness of OR materials/requirements needed. follow perioperative checklist; Consent Form	None	2 minutes	OR-Nurse/ OR Receiving Area Operating Room /Delivery Room
	1.1 Prepare the operating Room for Surgery/Hook patient to the anesthesia monitoring machines	None	5 minutes	OR-Nurse Operating Room /Delivery Room
	1.2 Induction of Anesthesia/Perform Surgical Procedure	None	1 hour and 20 minutes	Anesthesiologist/ Surgeon Operating Room /Delivery Room



	1.3 Transfer patient safely to Post Anesthesia Care Unit (PACU) via stretcher for monitoring	None	2 hours or more	OR-Nurse Operating Room /Delivery Room
2. Patient is waiting to be transfer to Surgical Ward	2. Issuance of Charge Slip/Check the completion of Doctors and Anesthesiologist signature on the Philhealth Form (CF4, CSF, CF2)	Refer to City Ordinance No.2023-38	1 minute	OR-Nurse/ OR Nurse's Station Operating Room /Delivery Room
	2.1 Transfer patient safely and endorsed to Surgical Ward via stretcher	None	17 minutes	OR-Nurse/Orderly Operating Room /Delivery Room
<b>TOTAL</b>	<b>Refer to City Ordinance 2023-38 Article III- City Hospital Service fee</b>		<b>4 hours and 45 minutes</b>	



## 10. OPD - Minor Surgery

This service involves processing of client's services requiring a surgical procedure under local anesthesia as out-patient.

<b>Office or Division:</b>	Operating Room /Delivery Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government –to-Citizen			
<b>Who may avail:</b>	All patients needing minor surgical procedure			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Written physician's order with Schedule		Attending Surgeon/Operating Room		
2. (1) original copy - Procedure Consent		Attending Surgeon/Operating Room		
3. (1) original copy - Cardio-Pulmonary Clearance		Attending Physician of the relevant medical field (OPD, Clinical Ward)		
4. (1) original copy or photocopy - Completed laboratory and diagnostic workup		Hospital/Accredited Laboratory/Diagnostic Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrive patient at OR complex	1. Receives and checks the identity of the patient.	None	1 minute	OR-Nurse Operating Room /Delivery Room
2. Proceed to waiting area and wait for name to be called and Enter the minor OR	2. Call out patient's name and verifies the patient PhilHealth benefit eligibility form if with PhilHealth.	None	5 minutes	OR-Nurse/Philhealth Clerk Operating Room /Delivery Room, PhilHealth benefit section
	2.1 Assist patient in accomplishing necessary forms/Consent Form	None	5 minutes	OR- Nurse Operating Room /Delivery Room
	2.2 Prepare chart and needs for procedure	None	10 minutes	OR-Nurse Operating Room /Delivery Room
	2.3 Provide pre-operative	None	5 minutes	OR Operating Room



.	checklist /Take the vital signs (VS)  2.4 Perform Surgery	None	1 hour or more	/Delivery Room  OR-Nurse/ Surgeon Operating Room /Delivery Room
3. Direct patient to go to Philhealth Office and wait for statement of account	3.1 Facilitate accomplishment of all necessary forms. Check the completeness of Surgeon signature at PhilHealth Form (CF4,CSF,CF2)  3.2 Issuance of Charge Slip  3.3 Instruct patients to Coordinate with PhilHealth Office and settle the bill	None  Refer to City Ordinance No. 2023-38  None	3 minutes  3 minutes  30 minutes – 1 hour	OR-Nurse Operating Room /Delivery Room  OR Nurse Operating Room /Delivery Room  OR- Nurse/Philhealth Office/Billing & Cashier Operating Room /Delivery Room, Philhealth benefit section, Business office
4. Complete discharge process.	4.1. Provides post -operative instructions, Home meds prescribed  4.2 If with specimen, give to relative and receive the specimen with proper label, in the logbook. Instruct the relative to send off the specimen together with	None  None	5 minutes  3 minutes	OR Nurse, Surgeon Operating Room /Delivery Room  OR Nurse / Medical Technologist Operating Room /Delivery Room / Laboratory



	request to laboratory.			
	<b>Total</b>	<b>Refer to City Ordinance 2023-38 Article III- City Hospital Service fee</b>		<b>2 hours and 15 minutes</b>



## 11. Medical Social Service (Application for Medical Assistance)

This service involves processing medical assistance to the poor/indigent or financially incapacitated to be able to access needed health services or interventions until the time client received the necessary assistance / support and services

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Certificate of Barangay Indigency		Barangay		
2. (1) original copy or (1) Certified True Copy - Voters Certification		COMELEC		
3. (1) photocopy - Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC		
4. (1) photocopy - Birth Certificate		Patient (if minor)		
5. (1) original or Certified True Copy - Medical Certificate / Medical Abstract		Physician / Medical Records Office		
6. (1) photocopy - Marriage Certificate		Patient		
7. (1) original copy - Certificate of Co-Habitation		Patient / Relative (if not married)		
8. (1) original copy - Letter addressed to Mayor		Patient / Relative		
9. (1) original copy - Statement of Account		Business Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Hospital Medical Social Service Unit (Hospital Building - Third floor)	1. Evaluate and interview the patient /relative.	None	10 Minutes	<i>Social Worker</i>
	1.1 Instruct the patient/relative to produce necessary documents for Financial/Medical Assistance.	None	5 Minutes	<i>Social Worker</i>
	1.2 Prepare Social Case Study Report for Financial / Medical Assistance	None	15 Minutes	<i>Social Worker</i>
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



## 12. Medical Social Service (Availment of Philhealth Enrolment through Point of Service “POS”)

This service involves the point of service program that covers all Filipino (Unregistered and inactive members) under the National Health Insurance Program. The service involves processing of Philhealth enrolment from the time client seek information for compliance of requirements up to the time client is successfully enrolled at the system and tagged as PHIC Hospital Sponsored Member.

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) original copy - Certificate of Barangay Indigency		Barangay		
2. (1) photocopy - Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC		
3. (1) photocopy - Birth Certificate		Patient (if minor)		
4. (1) original copy - PMRF		Benefit Section		
5. (1) original copy - Self-Assessment Tool		MSS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admitted patient relative or representative without Philhealth membership will proceed to the Hospital Medical Social Service Unit (Hospital Building - Third floor)	1. Assess and interview indigent patient.	None	8 Minutes	<i>Social Worker</i>
	1.1 The patient / relative will need to submit the necessary documents.	None	5 Minutes	<i>Social Worker</i>
	1.2 Upon assessment if financially incapable, enroll indigent patient to point of service	None	7 Minutes	<i>Social Worker</i>
<b>Total :</b>		<b>None</b>	<b>20 minutes</b>	





### 13. Ambulance Transfer (Free Transport of patient to higher level facility)

This service includes the coordination and transfer of patient from the Emergency Room and Medical-Surgical Ward to higher level facility for further medical and diagnostic management.

<b>Office or Division:</b>		Ambulance service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - ER Record		Emergency Room		
2. (1) original copy - Referral Slip		Emergency Room		
3. (1) original copy - Trip Ticket		Admission Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patients seek consultation in the Emergency Room / Out Patient Department	1. Physician checked the condition of the patient & explains the need to be transferred to a higher level facility.	None	7 minutes	<i>Physician / Nurse Emergency Room or Medical-Surgical Ward</i>
	1.1 The Nurse on duty will prepare the Referral Slip signed by the resident physician	None	3 minutes	<i>Nurse Emergency Room or Medical-Surgical Ward</i>
2. Patients/ Relative choose the hospital of choice.	2. Admission staff on duty will call the hospital of choice for proper endorsement and coordination	None	15 Minutes	<i>Admission Staff Admitting Section</i>
	2.1 In case that there is no available hospital, call another facility until found a vacancy	None	10 Minutes	<i>Admission Staff Admitting Section</i>



3. The patient significant others prepare for transfer	3. Check the availability of the ambulance; prepare the Trip Ticket indicating the Name, Address, Contact Number of the patient/relative and Destination.	None	3 Minutes	<i>Admitting Staff / Ambulance Driver</i> Admitting Section
	3.1 Call the ambulance driver and give proper instructions.	None	2 Minutes	<i>Admitting Staff / Nurse</i> Emergency Room or Medical-Surgical Ward, Admitting Section
	<b>TOTAL:</b>	<b>None</b>	<b>40 Minutes</b>	



## 14. Payment of Hospital Fees and Charges

This explains the process on the payment of hospital-related expenses

<b>Office or Division:</b>	Business Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	In-Patients/Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Patient Chart		Nurse Station		
2. (1) original copy – Charges slip/Order Of Payment		X-Ray, Laboratory, ECG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Received Statement of Account (SOA)	1. Give order of payment/statement of account to patient	None	3 minutes	<i>Nurse / Billing staff Emergency Room / Business Office</i>
2. Present statement of account/order of payment to the cashier  <b>For in-patients:</b> Present the statement of Account to the cashier for payment of hospital charges  <b>For out-patients:</b> Get an order of payment from X-Ray, Laboratory and ECG and present it to the Cashier	2. Issue official receipt and discharge slip/clearance (admitted patients)	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	5 minutes	<i>Cashier Business Office</i>
	<b>TOTAL:</b>	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	<b>8 minutes</b>	



## 15. Billing Process

Process of issuance of bill for payment of hospital-related expenses

<b>Office or Division:</b>	Business Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients / Patient significant others			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Patient Chart		Nurse Station		
2. (1) original copy - Order of Payment/Charges		Nurse Station		
3. (1) original copy – Statement of Account (SOA)		Business Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for statement of account	1. Forward to business office patient charts with order of payment/charge and prepare statement of account	None	25 minutes	<i>Nurse / Midwife, Nursing Attendant / Billing Clerk Emergency Room / Business Office</i>
	1.1 Return the Patient Chart with the Statement of Account to the Nurse Station, nurse on duty shall give the SOA to the patient or patient significant other for settlement of hospital charges at the cashiers, or charged to patient's PhilHealth	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	5 minutes	<i>Nurse Medical-Surgical Ward</i>
	<b>TOTAL:</b>	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	<b>30 minutes</b>	



## 16. Philhealth Services

Philhealth benefit for admitted and outpatient

Office or Division:	Philhealth Benefit Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Member/Immediate Family Member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original and (1) photocopy - Valid ID		Philhealth member		
2. (1) original copy - Philhealth membership registration form (PMRF)		Philhealth section		
3. (1) original copy - Authorization letter		Philhealth section		
4. (1) photo copy - Birth certificate of dependent		Records section/Philhealth member		
5. (1) original copy - claim signature form		Philhealth section/patient's chart		
6. (1) original copy - claim form 2		Philhealth section/patient's chart		
7. (1) original copy - Receipt of Payment		Cashier-Business Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Member or Immediate family member proceeds to Philhealth Benefits Section to check Philhealth eligibility status	1.. Ask client some key point information and any documentary requirements as necessary for searching and verification of PHIC eligibility status in PHIC Portal/E-claims	None	4 minutes	<i>Philhealth Claims Processor</i> Philhealth Benefit Section
	1.1 Informs client's PHIC eligibility status. *If need to update member's data or dependent:	None	1 minute	<i>Philhealth Claims Processor</i> Philhealth Benefit Section
	1.2 Instruct client to have the member fill-out forms and submit documents needed for updating dependent or data (PMRF, authorization letter, valid ID, birth certificate of dependent)	None	3 minutes	<i>Philhealth Claims Processor</i> Philhealth Benefit Section
2. Member or Immediate family member submits documents for updating member's data/dependent	2. Checks the documents submitted and instructs client to follow-up for Philhealth's feedback	None	4 minutes	<i>Philhealth Claims Processor</i> Philhealth Benefit Section



3. Member or Immediate family member proceeds to Philhealth section for processing of patient discharge	3. Checks the receipt and instructs the client to have the member signed the claim forms.  3.1 Checks the submitted claim forms and issues clearance and discharge slip to client.	In excess of PhilHealth case rate indicated at the SOA  None	3 minutes  5 minutes	<i>Philhealth Claims Processor</i> Philhealth Benefit Section  <i>Philhealth Claims Processor</i> Philhealth Benefit Section
	<b>Total:</b>	<b>In excess of PhilHealth case rate indicated at the SOA</b>  <b>Refer to City Ordinance 2023-38 Article III- City Hospital Service fee</b>	<b>20 minutes</b>	



## 17. Pharmaceutical Services

This service involves the process of dispensing medicines for in-patient

<b>Office or Division:</b>		Pharmacy unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Admitted patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Medication Prescription		Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present physician's medication order	1. Check the validity of the prescription and check the following details <ul style="list-style-type: none"> <li>• Patient information</li> <li>• Inscription and Subscription.</li> <li>• Physician's information and license number</li> </ul>	None	2 minute	<i>Pharmacist Pharmacy</i>
	1.1 Check the availability of the medicine	None	2 minute	<i>Pharmacist Pharmacy</i>
	1.2 Encode available medicines in the hospital operation and management information system and issue charge slip	Based on the medicine price list	5 minutes	<i>Pharmacist Pharmacy</i>
2. Receiving of medication	2. Dispense ordered medicines	None	2 minutes	<i>Pharmacist Pharmacy</i>
	2.1 Counsel the patient about their medication as needed	None	2 minutes	<i>Pharmacist Pharmacy</i>
	<b>Total:</b>	<b>Based on the medicine price list</b>	<b>13 minutes</b>	



## 18. X-Ray Services

This service is a diagnostic procedure that involves quick, painless test that produces images of the structures inside the body.

<b>Office or Division:</b>	Radiology Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Patients Request		ER / OPD / Ward		
3. (1) original copy - Eligibility Form: Indigency, 4PS, NTP		RHU/Hospital Social Welfare Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Physician Radiologic Request Form and receive order of payment	1. Issue order of payment to patient and advice to proceed to cashier for payment.	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	5 minutes	<i>Radiologic Technologist / Cashier</i> Radiology Unit / Business Office
2. Present official receipt to the radiology unit and undergo the procedure.	2. Perform procedure on patient.	None	7 minutes	<i>Radiologic Technologist</i> Radiology Unit
	2.1 Develop the exposed X-Ray films	None	5 minutes	<i>Radiologic Technologist</i> Radiology Unit
	2.2 Submit to the radiologist for issuance of official reading	None	1 day and 20 hours	<i>Radiologist</i> Radiology Unit
3. Pick-up results of your X-Ray	3. Releasing of results.	None	3 Minutes	<i>Radiologic Technologist</i> Radiology Unit
	<b>TOTAL:</b>	Refer to City Ordinance 2023-38 Article III- City Hospital Service fee	1 day and 20 hours upon released of the official reading	





## 19. Ultrasound Services

This service is diagnostic imaging test that uses sound waves to create a picture of organs, tissues, and other structures inside the body.

<b>Office or Division:</b>	Radiology Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) original copy - Patients Request		ER / OPD / Ward		
3. (1) original copy - Eligibility Form: Indigency, 4PS, NTP		RHU/DSWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Physician Radiologic Request Form and receive order of payment	1. Issue order of payment to patient and advice to proceed to cashier for payment.	Refer to City Ordinance 2024-02 Section 5. Service Fees and Charges	5 minutes	<i>Radiologic Technologist / Cashier</i> Radiology Unit / Business Office
2. Present official receipt to the radiology unit and undergo the procedure.	2. Perform the procedure on the patient.	None	20 minutes or more depends on the physicians request form	<i>Radiologist</i> Radiology Unit
3. Pick-up the results of the ultrasound.	3. Releasing of results.	None	20 hours	<i>Radiologic Technologist</i> Radiology Unit
	<b>Total:</b>	<b>Refer to City Ordinance 2024-02 Section 5, Service fees and Charges</b>	<b>20 hours upon released of the official reading</b>	



Radiologic Test	Processing Time	Releasing Time	Fees per Plate/Procedure	
X-Ray				
			Non-San Pedro Resident	San Pedro Resident
Chest PA View	10 Minutes	1 – 2 days	240	190
Chest PAL View	10 Minutes	1 – 2 days	480	380
Upper / Lower Extremities	10 Minutes	1 – 2 days	240	190
Thoraco-Lumbar APL	10 Minutes	1-2 days	420	330
Lumbo-Sacral APL	10 Minutes	1-2 days	420	330
Cervical APL	10 Minutes	1-2 days	420	330
T-Cage	10 Minutes	1-2 day	240	190
Skull-APL	10 Minutes	1-2 days	420	330
Townes View	10 Minutes	1-2 days	240	190
Water View	10 Minutes	1-2 days	240	190
Temporo-Mandubular Joint	10 Minutes	1-2 days	480	380
Sub-Mento Vertical View	10 Minutes	1-2 days	240	190
Caldwells View	10 Minutes	1-2 days	240	190
STL	10 Minutes	1-2 days	420	330
All Spines	10 Minutes	1 – 2 days	240	190
Baby Gram APL	10 minutes	1-2 days	360	285
Spot Film	10 minutes	1-2 days	240	190
PNS (Paranasal Sinuses)	10 Minutes	1 – 2 days	660	520
Ultrasound				
			Non-San Pedro Resident	San Pedro Resident
BPS	10 Minutes	24 hours	720	570
Gall bladder	10 Minutes	24 hours	540	430
HBT	15 Minutes	24 hours	1320	1045
Kidney	10 Minutes	24 hours	540	430
KUB	10 Minutes	24 hours	780	620
KUB w/Prostate		24 hours	1,080	855
Liver	10 Minutes	24 hours	540	430
Pancreas	10 Minutes	24 hours	540	430
Pelvic	10 Minutes	24 hours	540	430
Prostate	10 Minutes	24 hours	540	430
TVS	10 Minutes	24 hours	720	570



<b>Whole Abdomen</b>	20 Minutes	24 hours	1,320	1,045
<b>Breast</b>	30 Minutes	24 hours	1,080	855
<b>Transvaginal (TVS)</b>	30 Minutes	24 hours	720	570
<b>Pelvic Gyne/Transabdominal</b>	30 Minutes	24 hours	720	570
<b>(The 30% of cost/price shall be paid to the Ultrasonologist</b>				
	<b>OB Ultrasound Procedures</b>			
			Non-San Pedro Resident	San Pedro Resident
<b>Transrectal</b>			960	760
<b>Fetal Biometry Singleton</b>			720	570
<b>Fetal Biometry Twin</b>			1,560	1,235
<b>BPS Biophysical Scoring Singleton</b>			1,560	1,235
<b>BPS Biophysical Scoring Twin</b>			3,120	2,470
<b>CAS Congenital Anomaly Scan Singleton</b>			3,360	2,660
<b>CAS Congenital Anomaly Scan Twin</b>			4,560	3,610
<b>Transvaginal with color Doppler</b>			1,440	1,440
<b>Transrectal with color Doppler</b>			1,680	1,330
<b>Cervical Funneling</b>			2,640/2,880	2,090/2,280
<b>Follicle Scanning</b>			720	570
<b>Placental Doppler</b>			1,560	1,235
<b>HSSG/SISH w/o materials</b>			4,200	3,325
<b>Doppler Velocimetry</b>			1,560	1,235
<b>(50% of cost/price is the professional fee of OB-GYN Sonologist)</b>				
	<b>OTHERS</b>			
<b>ECG/EKG</b>			240	190
<b>(Adult)2D Echocardiogram</b>			3,600	3,000
<b>(Pedia)2D Echocardiogram</b>			4,200	3,500



### CT SCAN (Plus 2,500 w/ Contrast)

Procedure	Non-San Pedro Resident			San Pedro Resident		
	Reg. Price	Reader's fee	Total	Reg Price	Reader's Fee	Total
Plain Abdomen	8,000	2,400	10,400	7,000	2,100	9,100
Cranial Plain	3,600	1,080	4,680	2,600	780	3,380
Cranial w/ B.W.	4,000	1,200	5,200	3,000	900	3,900
Cervical Spine Plain	4,200	1,260	5,460	3,200	960	4,160
Chest Plain	4,000	1,200	5,200	3,000	900	3,900
Chest Plain w/B.W.	4,300	1,290	5,590	3,300	900	4,200
Facial	4,200	1,260	5,460	3,200	960	4,160
Lumbar Spine	5,000	1,500	6,500	4,000	1,200	5,200
Nasopharynx	4,500	1,350	5,850	3,500	1,050	4,550
Stonogram	4,000	1,200	5,200	3,000	900	3,900
T-Spine	4,500	1,350	5,850	3,500	1,050	4,550
Upper Abdomen Plain	4,500	1,350	5,850	3,500	1,050	4,550
Lower abdomen Plain	4,500	1,350	5,850	3,500	1,050	4,550
Thoracic Plain	4,000	1,200	5,200	3,000	900	3,900
Lumbar Plain	4,200	1,260	5,460	3,200	960	4,160
Mandible Plain	5,200	1,560	6,760	4,200	1,260	5,460
Temporal Plain	5,200	1,560	6,760	4,200	1,260	5,460
Mastoid Plain	5,000	1,500	6,500	4,000	1,200	5,200
Urogram	5,000	1,500	6,500	4,000	1,200	5,200
Neck Plain	4,200	1,260	5,460	3,200	960	4,160
Mammogram	1,200	500	1,700	1,000	500	1,500



## 20. Issuance of Various Photocopied Health Records

This service involves the processing of issuance of various photocopied health records from the time the client presents the duly accomplished request form for a photocopied health records up to the releasing of health records like laboratory/diagnostic results, records of operations, medical abstract, discharge summary and issued certificates. This excludes initial releasing of health records and patient for transfer. In order for the client to avail the service, the following steps are to be followed:

<b>Office or Division:</b>	Medical Record Section (MRS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	a.) Spouse and next of kin of the deceased or their Authorized Representative/Patient b.) Next of kin/ Authorized Representative/Guardian c.) Courts and Administrative bodies exercising quasi-judicial and/or investigative function			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Primary requirements for principal</b> <i>(includes Parent of minor patient):</i> <ol style="list-style-type: none"> <li>1 original copy – Duly Accomplished Request Form</li> <li>1 photocopy - Any Valid ID</li> <li>1 original copy – Charge Slip</li> <li>1 original copy – Charge Slip with OR Number</li> </ol>		MRS Window 1  GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPPost, LGU/Barangay, School, Employer, UMID, DRIVERS LICENSE. MRS Window 1 Cashier Window 1		
<b>Situational Requirements (additional requirements):</b> <i>Authorized Representative:</i> <ol style="list-style-type: none"> <li>1 photocopy - Any Valid ID</li> <li>1 original copy - Authorization letter/Special Power of Attorney, Affidavit of guardianship (for minor with no next of kin)</li> </ol>		GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPPost, LGU/Barangay, School, Employer Requesting party (patient/principal)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly accomplished request form and undertake interviews	1. Received duly accomplished request form and	None	10 minutes	Medical Records Officer / Staff Medical Record Section



	interview clients.			
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## 21. Issuance of Unregistered Death Certificate

This service involves the processing of Issuance of Unregistered Death Certificate from the time the client presents duly accomplished request form until the time the clients receives the Unregistered Death Certificate (for Inpatient & Emergency Room, except for Dead on Arrival). Further, this service is necessary for the registration of Death Certificate at the Local Civil Registry.

<b>Office or Division:</b>	Medical Record Section (MRS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Next of Kin of the deceased or their Authorized Representative			
<b>CHECKLIST OF REQUIREMENT IREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Primary requirements for principal:</b> <i>(includes Parent of minor patient):</i> <ol style="list-style-type: none"> <li>1 original copy – Duly Accomplished Request Form</li> <li>1 photocopy - Valid ID</li> <li>1 original copy – Charge Slip</li> <li>1 original copy – Charge Slip with OR Number</li> <li>1 original copy – Duly Signed Waiver Form</li> <li>1 original copy – Claim Stub</li> </ol>		MRS Window  GSIS, SSS, Pag-ibig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPost, LGU/Barangay, School, Employer, UMID MRS Window Billing/Cashier  MRS window  MRS window		
<b>Situational Requirements (additional requirements):</b> <i>Authorized Representative:</i> <ol style="list-style-type: none"> <li>1 photocopy - Any Valid ID</li> <li>1 original copy - Authorization letter/Special Power of Attorney</li> </ol>		GSIS, SSS, Paglbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPost, LGU/Barangay, School, Employer  Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly accomplished request form and undertake interview	1. Receives duly accomplished request form and interview client.	None	8 minutes	Medical Records Officer / Staff Medical Record Section



2. Receives charge slip and proceeds to cashier for payment, present charged slip and pay the corresponding amount.	2. Issues charge slip and directs to cashier for payment  2.1. Retrieves patient's chart and validates the entries in the Death form and typed the Death Certificate and signed by Medical Officer.	None  None	2 minutes  30 minutes	Medical Records Officer / Staff Medical Record Section  <i>Cashier</i> Business Office
3. Return to Medical Record Section and present the official receipt, then validates entries and correctness on the Death Certificate.	3. Received the Official receipt and record in the order of payment logbook.	None	5 minutes	Medical Records Officer / Staff Medical Record Section
4. Clients signed in the releasing logbook and receive the unregistered Death Certificate and registered to LCR	4. Instruct the client to sign the releasing logbook and release the unregistered Death Certificate.	None	5 minutes	Medical Records Officer / Staff Medical Record Section
	<b>TOTAL:</b>	PHP 95.00 (Non-San Pedro Resident) ) PHP 75.00 (San Pedro Residents)	<b>50 Minutes</b>	





## 22. Issuance of Various Medical Certificates

This service involves the processing of Issuance of Various Medical Certificates from the time the client presents duly accomplished request form until the time the client receives the requested certificate. For detainees and WCPU cases no charges shall be applied.

<b>Office or Division:</b>	Medical Record Section (MRS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	Patient Next of kin/ Authorized Representative Courts and Administrative bodies exercising quasi-judicial and/or investigative function
CHECKLIST OF REQUIREMENTS	
<b>Primary requirements for principal:</b> <i>(includes Parent of minor patient):</i> <ol style="list-style-type: none"> <li>1 original copy – Duly Accomplished Request Form</li> <li>1 photocopy - Valid ID</li> <li>1 original copy – Charge Slip</li> </ol>	MRS Window 1  GSIS, SSS, Pag-ibig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPost, LGU/Barangay, School, Employer MRS Window 1 HIMS
<b>Situational Requirements (additional requirements):</b> <i>Authorized Representative:</i> <ol style="list-style-type: none"> <li>1 photocopy - Any Valid ID</li> </ol> 5. 1 original copy - Authorization letter/Special Power of Attorney, Affidavit of guardianship (for minor with no next of kin)	GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPost, LGU/Barangay, School, Employer  Requesting party (patient/principal)
<i>(For Medico-Legal Certificates)</i> <ol style="list-style-type: none"> <li>1 original copy - Court Order/ Police Request indicating the name of the authorized claimant.</li> </ol>	Clerk of Court, PNP, NBI and enforcement agencies
<i>(For Gender Certificates)</i> <ol style="list-style-type: none"> <li>1 original/xerox copy of PSA Birth Certificate and other legal documents.</li> </ol>	GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPost, LGU/Barangay, School, Employer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished request form together with the documentary requirements and undertakes interview	1. Receives duly accomplished request form together with the documentary requirements and interviews client.	None	10 minutes	Medical Records Officer / Staff Medical Record Section
1.1. Received charge and proceed to cashier for payment, present the charge slip and pay the corresponding amount.	1.1 Issues charge slip and directs to cashier for payment of charges	None	15 minutes	Medical Records Officer / Staff Medical Record Section
	1.2 Retrieves patient's record and prepared certificate and signed to ROD/Medical Officer.	None	25 minutes	Medical Records Officer / Staff Medical Record Section
	A. Confinement Certificate	Php180.00- (non-San Pedro resident) Php140.00 (San Pedro resident)	30 minutes	
	B. Medical Certificates	180.00 140.00 420.00 330.00	30 minutes	
	C. Medical-legal	300.00 240.00	30 minutes	



	certificates			
	D. Other certificates			
2. Present the Official receipt to Medical Record Section.	2. Received the Official Receipt and record in the order of payment logbook.		5 minutes	Medical Records Officer / Staff Medical Record Section
3. Sign in the releasing logbook and receive the certificate.	3. Instruct the Client to sign in the releasing logbook. And release the certificate.		5 minutes	Medical Records Officer / Staff Medical Record Section
	<b>TOTAL:</b>	<b>Depending on Record Available</b>	<b>1 day &amp; 3 hours</b>	



## 23. Processing of Unregistered Certificate of Live Birth

This service involves the processing of Unregistered Certificate of Live Birth from the time the client presents duly accomplished request form until the completion of certificate of live birth form or the issuance of unregistered certificate of live birth for personal submission. Further, this service is necessary for the registration of Certificate of Live Birth at the Local Civil Registry.

<b>Office or Division:</b>	Medical Record Section (MRS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Parents, Next of Kin, Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>Primary requirements for principal</b> 1. 1 original copy – Duly Accomplished Request Form 2. 1 photocopy - Valid ID  3. 1 original copy - Charge Slip  <b>For Married:</b> 4. 1 photocopy - Marriage Certificate <b>For unmarried/minor:</b> 4. 1 photocopy - Certificate of Live Birth for mother <b>For minor with no parents:</b> 5. 1 photocopy - Affidavit of guardianship <b>For personal submission of Certificate of Live Birth to LCR(additional requirements):</b> 6. Waiver logbook 7. 1 original copy – OR receipt	MRS Window 1  GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPPost, LGU/Barangay, School, Employer,, Admitting/Information Unit  MRS Window 1  PSA  PSA  Lawyer  MRS MRS
<b>If by an Authorized Representative(additional requirements):</b> 1. 1 photocopy - Valid ID  2. 1 original copy - Authorization letter/Special Power of Attorney	GSIS, SSS, PagIbig, LTO, DFA, COMELEC, PhilHealth, BIR, PHLPPost, LGU/Barangay, School, Employer  Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Clients fill out the request form.</p> <p>(only parent allowed)</p> <p>1.1. Clients fill out the draft form.</p>	<p>1. Provide the client the Request form. Instruct them how to fill out the form.</p> <p>1.2 Assess and verified the Draft form fill out.</p>	None	10 minutes	<p>Medical Records Officer / Staff Medical Record Section</p> <p>Medical Records Officer / Staff Medical Record Section</p>
<p>2. Receives charge slip and proceeds to cashier for Payment.</p> <p>2.1. Clients check the correctness of entries in the typed Birth Certificate</p> <p>2.2 Present the Official receipt to Medical Record Section. .</p>	<p>2 .Issues charge slip to patient and pay to the cashier. Then prepared the Birth Certificate.</p> <p>2.1 Receive the Official receipt and record in the order of payment logbook.</p>	<p>Php75.00</p> <p>None</p>	<p>2 minutes</p> <p>20 minutes</p> <p>10 minutes</p>	<p>Medical Records Officer / Staff Medical Record Section</p> <p>Cashier Business Office</p> <p>Medical Records Officer / Staff Medical Record Section</p>
<p><b>For hospital submission of Certificate of Live Birth to LCR-Married</b></p> <p>3. Returns to Medical Record office for instruction/s.</p>	<p>3. For married, MRS will register the Live Birth.</p> <p>3.1 Instruct the client to comeback after 3 days to get their copy of registered live birth. And instruct them to bring the</p>	None	2 days and 12 hours	<p>Medical Records Officer / Staff Medical Record Section</p>



	official receipt and ID.	None	5 minutes	Medical Records Officer / Staff Medical Record Section
<b>For personal submission of</b>				
<b>Certificate of Live Birth to LCR-Not married</b>				
3.1 Returns to Medical Record Section office to get their copy of live birth.	3.2 Released the unregistered birth certificate and instructs client to sign in the releasing logbook.	None	5 minutes	Medical Records Officer / Staff Medical Record Section
3.2 Present the Official receipt and ID's for identification.	3.3 Release the unregistered Certificate of Live Birth and sign in the releasing logbook.	None	3 minutes	Medical Records Officer / Staff Medical Record Section
3.3 Sign in the releasing logbook and receive the Certificate of Live Birth.		None	3 minutes	Medical Records Officer / Staff Medical Record Section
<b>TOTAL</b>		<b>PHP 95.00 (Non-San Pedro Resident )</b> <b>PHP 75.00 (San Pedro Residents)</b>	<b>For hospital submission of Certificate of Live Birth to LCR ( for married parents)</b>  2 days and 12 hours  <b>For personal submission of Certificate of Live Birth to LCR (for not married parents)</b>	



# **Jose L. Amante Emergency Hospital – Physical Rehabilitation**

## **External Services**



## 1. Out-patient Consultation (For New Patient)

The outpatient unit is designed for clients who visit the clinic for the first time for diagnosis and treatment, but do not necessarily need therapy services at this time.

<b>Office or Division:</b>	City Health Office – Physical Medicine and Rehabilitation Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals seeking medical consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a consultation schedule/ appointment through text messages, email or on site	1. Answer all patients' inquiries, provide details and issue a consultation schedule/ appointment date and acquire the patient's name and contact details.	None	3 minutes	<i>Physical/Occupational Therapy Staff</i> CHO
2. Secure queuing number on the scheduled date given	2. Check the provided list of scheduled patients	None	1 minute	<i>Staff-on-Duty</i> POSO-CSU
3. Wait for your number to be called and proceed to Submit himself for initial assessment	3. Triage personnel will conduct assessment, interview, and vital signs	None	5 minutes	<i>Clinic Secretary</i> CHO
4. Proceed to consultation room for assessment.	4. Refer for Physical/Occupational therapy, referral for other examinations ,issuance of prescription and giving follow up instructions	None	30 minutes	<i>Physiatrist</i> CHO
	<b>TOTAL:</b>	<b>None</b>	<b>39 Minutes</b>	





## 2. Out-patient Consultation (For Old Patient)

The outpatient unit is designed for clients who visit the clinic for the first time for diagnosis and treatment, but do not necessarily need therapy services at this time.

<b>Office or Division:</b>	City Health Office – Physical Medicine and Rehabilitation Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals seeking medical consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a consultation schedule/ appointment through text messages, email or on site	1. Answer all patient's inquiries, provide detail and Issue a consultation schedule/ appointment date and acquire patient's name and Update contact details.	None	3 minutes	<i>Physical/Occupational Therapy Staff</i> CHO
2. Secure queuing number on the scheduled date given	2. Check the provided list of scheduled patients	None	1 minute	<i>Staff-on-Duty</i> POSO-CSU
3. Wait for your number to be called and proceed to Submit himself for initial assessment	3. Retrieve IPR and update data. And conduct assessment, interview, and vital signs.	None	5 minutes	<i>Clinic Secretary</i> CHO
4. Proceed to consultation room for assessment.	4. Refer for Physical/Occupational therapy, referral for other examinations ,issuance of prescription and giving follow up instructions	None	30 minutes	<i>Physiatrist</i> CHO
<b>TOTAL:</b>		<b>None</b>	<b>39 Minutes</b>	



### 3. Physical Therapy Program/Occupational Therapy Program

The rehabilitation unit provides physical therapy and occupational therapy to clients based on the physiatrist's orders. Patients will undergo initial assessment, physical therapy/occupational therapy treatment, patient and family education and home exercise program. After finishing the given number of sessions, patients will undergo re-assessment and be scheduled for a follow up consultation with the physiatrist for further instructions

<b>Office or Division:</b>	City Health Office – Physical Medicine and Rehabilitation Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Individuals seeking therapy services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral form and Secure a schedule/ appointment for therapy session	1. Answer all patient's inquiries/ questions, provide details to the therapy session process, and explain rehabilitation rules. Provide contact number for schedule updates	None	5 minutes	<i>Physical/Occupational Therapy Staff</i> CHO
2. Proceed to scheduled appointment for therapy sessions.	2. Conduct initial evaluation/ assessment, vital signs and treatment.	None	2 hours	<i>Assigned Physical/Occupational Therapy Staff</i> CHO
	2.1 Explains each treatment procedure to patient and/or guardian	None		
	2.2 Give patient exercise program to be done regularly at home.	None		
	2.3 Take and record vital signs after session.	None		



	2.4 Record acquired assessment into patient's chart.	None		
3. Wait for Physical / Occupational therapist for further instructions regarding next therapy session.	3. Provide Schedule card and give further instructions regarding home exercise program to patient and/or guardian.	None	5 minutes	<i>Assigned Physical/Occupational Therapy Staff CHO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours and 5 Minutes</b>	



# **Office of the Economic Enterprise – San Pedro Town Center**

## **External Services**



## 1. Vacant Stall Inquiry

Interested clients who wish to rent or avail of a vacant stall may proceed to the San Pedro Town Center for a spot.

<b>Office or Division:</b>	San Pedro Town Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Administration Office to inquire about a stall	1. If there are vacant stalls, the client will be allowed to inspect and view the stall.	None	10 minutes	<i>SPTC Personnel</i>
	1.1 Assist client in looking for the vacant stall.	None	10 minutes	<i>Security On-Duty CSU</i>
	1.2 Inform client of the requirements, should the client want to avail of a stall.	None	5 minutes	<i>SPTC Personnel</i>
2. Pay a 1-month advanced deposit	2. Ask client to pay for the 1-month advanced deposit and collect payment	Refer to City Revenue Code	5 minutes	<i>Bill Collector SPTC</i>
3. Wait for the issuance of the Contract of Lease (COL).	3. Prepare the contract of lease between the City Mayor and the lessee.	None	5 minutes	<i>SPTC Personnel</i>
	3.1 Issue the contract of lease upon the approval of the Mayor and concerned signatories.	None	5 minutes	<i>SPTC Personnel</i>
	<b>TOTAL:</b>	Refer to City Revenue Code	<b>40 Minutes (excluding the approval of the COL.)</b>	



## 2. Renewal of Contract of Lease

Tenants of the San Pedro Town Center (SPTC) can renew their lease and continue to do business in their respective stalls.

<b>Office or Division:</b>	San Pedro Town Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	San Pedro Town Center Tenants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Current Contract of Lease (1 Original Copy)		SPTC Tenant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Administration Office and present the requirements.	1. Prepare the renewal of Contract of Lease to be duly signed by both parties, Lessee and Lessor.	None	5 minutes	<i>SPTC Personnel</i>
	1.1 Issue the Renewed Notarized Contract of Lease.	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>	



### 3. Payment of Stall Rent and Electricity

Tenants of the San Pedro Town Center (SPTC) can renew their lease and continue to do business in their respective stalls.

<b>Office or Division:</b>	San Pedro Town Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	San Pedro Town Center Tenants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (1 Original Copy)		SPTC Tenant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring your Statement of Account (SOA) and present it to the Administration for the payment of fees.	1. Verify the SOA of the tenant and receive the payment.	Refer to City Revenue Code	5 minutes	<i>SPTC Personnel</i>
	1.1 Issue the official receipt.	None	5 minutes	
	1.2 Recording and posting of payments to the ledger and computer.	None	5 minutes	
	<b>TOTAL:</b>	<b>Refer to City Revenue Code</b>	<b>15 Minutes</b>	



## SAN PEDRO TOWN CENTER FEES

SECTION	Amount of Fees Per Annum
<b>Commercial</b>	
CS-1F-1	23,760.00
-2	23,760.00
-3	23,760.00
-6	23,760.00
	35,640.00
CS-1F-4	
-9C	17,820.00
CS-1F-5A	11,880.00
5B	11,880.00
5C	11,880.00
8A	11,880.00
8B	11,880.00
7A	13,068.00
7B	10,692.00
9A	8,910.00
9B	8,910.00
<b>Dry-1<sup>st</sup> Floor</b>	
DS 01	3,168.00
02	3,168.00
03	3,168.00
04	3,168.00
05	3,168.00
06	3,168.00
07	3,168.00
08	3,168.00
09	3,168.00
10	3,168.00
11	3,168.00
12	3,168.00
14	3,168.00
15	3,168.00
21	2,772.00
22	2,772.00
24	2,772.00
25	2,772.00
26	2,772.00
27	2,772.00
28	2,772.00
30	2,772.00
33	2,772.00
34	2,772.00
<b>Fruit Section</b>	





FRS 01	7,722.00
02	2,772.00
03	2,772.00
04	2,772.00
05	2,772.00
06	2,772.00
07	2,772.00
08	2,772.00
09	2,772.00
10	3,300.00
11	3,300.00
<b>Chicken Section</b>	1,650.00
<b>Meat Section</b>	1,650.00
<b>Fish Section</b>	1,650.00



# **Office of the Economic Enterprise – Cemetery Division**

## **External Services**



## 1. Issuance of certification of location for exhumation – San Pedro Public Cemetery & Heaven’s Cradle Key Memorial Park

Clients to secure Certificate of Location for Exhumation and Transfer of Cadaver Purposes

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZENS OF SAN PEDRO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Photocopy of Registered Death Certificate		c/o Client		
2. 1 Authorization Letter (if needed)		c/o Client (if not immediate family)		
3. 1 Copy of Contract of Lease		c/o Client (if not immediate family)		
4. 1 Certificate of Location (if needed)		OEE		
5. Valid ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Certificate of Location and present Registered Death Certificate (DC) and Issued Contract of Lease  2. Present valid ID for preparation of Contract of Lease	1. Check name of the deceased in the master list	None	3 minutes	Cemetery Division Office Clerks
	1.1 Check requirements of the applicant. Get copy of registered DC and Contract	None	3 minutes	Cemetery Division Office Clerks
	1.2 If updated and included in the master list client will receive the Certificate requested	None	5 minutes	Cemetery Division Office Clerks
	2. If not updated in payment, will prepare Contract of Lease and client to make necessary payment	None	5 minutes	Cemetery Division Office Clerks
	3. Issuance of Certificate of Location upon verification	None	1 minute	Cemetery Caretaker
	3.1 Certification of Location issued	None	2 minutes	Cemetery Division Office Clerks



3. Settle required fees at the City Treasurer's Office	should be recorded for monitoring purposes			
4. Proceed to City Health Office - Sanitation Department	4. Endorse to the Sanitation Office			
	<b>TOTAL</b>		<b>19 minutes</b>	



## 2. Renewal of Application of Contract of Lease – San Pedro Public Cemetery

Clients to secure new / renew Contract of Lease to serve as proof of their rights to use the cemetery property

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZENS OF SAN PEDRO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Photocopy of Registered Death Certificate		c/o Client		
2. Old/ Previous Contract of Lease		c/o Client		
3. Valid ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to present the requirements needed for securing renewal Contract of Lease.	1. Receive and validate the requirements and Contract of Lease presented by the clients. > if updated or to sign and secure renewed Contract of Lease	Php 200.00/year Php 400.00/year Php 600.00/year	5 minutes	Cemetery Division Office Clerks and Cemetery Caretaker
	1.1 Check the actual location of the deceased		5 minutes	Cemetery Division Office Clerks and Head
	1.2 Contract of lease form should be issued upon verification of location		3 minutes	
	2. Issuance of Order of Payment		2 minutes	
	<ul style="list-style-type: none"> <li>● Apartment Type</li> <li>● Own Lot     9 m<sup>2</sup> below     10 m<sup>2</sup> - 14 m<sup>2</sup></li> </ul>			
2. Settle required fees at the City				



Treasurer's Office	3. Client to have one copy of notarized contract of lease for recording and monitoring purposes.			Cemetery Division Office Clerks
3. Notarize the Contract of Lease.				
	<b>TOTAL</b>	Php 200.00/year Php 400.00/year Php 600.00/year	<b>15 minutes</b>	



### 3. Application of Contract of Lease with Interment – San Pedro Public Cemetery

Clients to secure Contract of Lease to serve as proof of their rights to use the property.

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZENS OF SAN PEDRO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Photocopy of Registered Death Certificate		c/o Client		
2. Burial Permit		c/o Client		
3. Two (2) Valid Government ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to go to public cemetery and coordinate with Cemetery Caretaker for location of interment.	1. Staff to process Application of Contract of Lease	None	5 minutes	Cemetery Caretaker
	1.1 Check requirements: Registered Death Certificate and valid ID	None	5 minutes	Cemetery Division Office Clerks
2. Make payment to the Treasury Department	Issuance of Order of Payment upon verification of location of Interment: ● Apartment Type ● Own Lot 9 m <sup>2</sup> below 10 m <sup>2</sup> - 14 m <sup>2</sup>	Php 200.00/year Php 400.00/year Php 600.00/year	5 minutes	Cemetery Division Office Clerks
3. Go to Legal for Notary of Contract of Lease	3. Issue one copy of the notarized contract of lease for recording and monitoring purposes.	None		
4. Get copy of	4. None	None		Cemetery Division Office Clerks



Notarized Contract of Lease				
4. Proceed to Sanitation to get Burial Permit	4. None	None		
	<b>TOTAL</b>	Php 200.00/year Php 400.00/year Php 600.00/year	<b>15 minutes</b>	





#### 4. Application for Leasing and Interment Services for Apartment Niches – Heaven’s Cradle Key Memorial Park

Rental of Apartment Type Niches for 5 years for indigent residents of the upper villages

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	INDIGENT CITIZEN OF SAN PEDRO RESIDING IN UPPER BARANGAYS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Original Certificate of Indigency		Barangay Hall		
2. Photocopy of two (2) valid IDs		c/o Client		
3. 1 pc. 1x1 Picture		c/o Client		
4. Photocopy of Registered Death Certificate		c/o Client		
5. Burial Permit		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements needed to avail for apartment type niches	1. Validate the requirements presented by the clients	None	5 minutes	Cemetery Division Office Clerks
2. Fill out and sign the documents	2. Provide Buyer's Information Sheet and Contract of Lease	None	5 minutes	Cemetery Division Office Clerks and Head
3. Settle required fees	3. Issuance of Order of Payment as to the cost of lease	Lease - Php 5,000.00	2 minutes	Cemetery Division Office Clerks and Head
4. Notarize the Contract of Lease and	4. Endorse client to Legal Department for notarization of Contract of Lease and Buyer's	None	1 minute	Cemetery Division Office Clerks



Buyer's Information Sheet	Information Sheet.			
5. Forward notarized documents to the Cemetery Division	Scheduling of Interment Services	None	5 minutes	Cemetery Division Office Clerks
6. Secure personal copies of notarized documents	Interment proper	None	1 to 3 days	Cemetery Care Taker
7. Proceed to Sanitation Office	Instruct Client to proceed to Sanitation Office to secure burial permit	None	3 minutes	
8. Provide copies of burial permit to HCKMP's Caretaker				
	<b>TOTAL</b>		<b>3 days and 21 minutes</b>	



## 5. Acquisition of Estate, Lawn Lot & Bone Crypt with Interment (At Need) – Heaven’s Cradle Key Memorial Park

Clients to choose preferred lot (estate or lawn) or bone crypt and settle the date and time of interments.

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction :</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZEN OF SAN PEDRO RESIDING IN UPPER BARANGAYS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Photocopy of Registered Death Certificate		c/o Client		
2. 1 Photocopy of Transfer Permit (if needed)		c/o Client / Place of Death		
3. 1 Authorization Letter (if needed)		c/o Client		
4. 1 Proof of Full Payment		c/o Client		
5. 1 Barangay Certificate of Residency (original)		c/o Client		
6. Two (2) valid ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Choose lawn lot / bone crypt that he/she wants to acquire based on the map presented and submit requirements	1. Validate the requirements presented by the clients.	None	10 minutes	Cemetery Division Office Clerks
2. Accomplish buyer's personal data sheet	2. Check accomplished Buyer's Personal Sheet	None	5 minutes	Cemetery Division Office Clerks and Head
3. Present the requirements needed for issuance of Interment Call Slip	3. Prepare contract to sell and purchase agreement indicating details of lot acquired	None	10 minutes	Cemetery Division Office Clerks
5. Settle required fees	Issuance of Order of Payment as to	Php 5,000.00 (PCF), amount of	3 minutes	



	<ul style="list-style-type: none"> <li>&gt; Estate Lot</li> <li>&gt; Lawn Lot               <ul style="list-style-type: none"> <li>&gt;&gt;1<sup>st</sup> Fresh Body</li> <li>&gt;&gt;2<sup>nd</sup> Fresh Body</li> </ul> </li> <li>&gt; Bone Crypt</li> <li>&gt; Addt'l bone/ urn</li> </ul>	lawn lot (P40K, P35K & P30K) and interment Fee of P15K  Php 15,000.00 Php 10,000.00 Php 8,000.00 Php 5,000.00		
6. Notarize the Contract of Lease and Buyer's Information Sheet	Client to proceed to legal office for notary of his/her contract of lease	None	4 minutes	
7. Forward notarized documents to the Cemetery Division			5 minutes	
8. Secure personal copies of notarized documents	Client to proceed to sanitation office to secure burial permit			Cemetery Caretaker
9. Proceed to Sanitation Office apply burial permit	Issue interment call slip indicating the date and time of interment and location			
10. Secure copies of Burial Permits and Interment Slip	Interment proper			
11. Provide copies of burial permit and interment slip to HCKMP Caretaker			3 days	
	<b>TOTAL</b>		<b>3 days and 37 minutes</b>	



## 6. Acquisition of Estate Lot and Lawn Lot at HCKMP (Pre-Need)

Selling of Estate and Lawn Lots

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZEN OF SAN PEDRO RESIDING IN UPPER BARANGAYS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of Residency (1 original copy)		Barangay Hall		
2. Two (2) valid IDs		c/o Client		
3. 1 pc. 1x1 Picture		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements needed.	1. Validate the requirements presented by the clients	None	5 minutes	Cemetery Division Office Clerks
	1.1 Provide Buyer's Information Sheet, Purchase Agreement and Contract to Sell	None	2 minutes	Cemetery Division Office Clerks and Head
2. Fill out and sign the documents	2. Prepare Contract to Sell and Purchase Agreement indicating details of lot acquired and mode of payment	None	15 minutes	Cemetery Division Office Clerks and Head
3. Settle required fees	3. Issuance of Order of Payment as to ● Cash basis ● Down payment ● Installment basis	Whole amount with 10% discount on lot price DP - 10% of TCP Based on #of years to be paid	1 minute	Cemetery Division Office Clerks
4. Notarize the Contract to Sell and Buyer's Information Sheet	4. Endorse client to Legal Department for notarization of Contract to Sell and Buyer's Information Sheet	None	1 minutes	Cemetery Division Office Clerks, Head and LCE
				Cemetery Division Office Clerks



5. Forward notarized documents to the Cemetery Division		None	Upon 50% payment of the TCP	
6. Secure personal copies of notarized documents	6. Client to return and submit original copy of notarized Contract to Sell and Buyer's Information Sheet	None	10 minutes	
	<b>TOTAL</b>		<b>Upon 50% payment of the TCP and 34 minutes</b>	



## 7. Interment Services for Lawn and Estate Lots at HCKMP

Availment of interment services

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction :</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CITIZEN OF SAN PEDRO RESIDING IN UPPER BARANGAYS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		c/o Client		
2. 1 Photocopy of Registered Death Certificate		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements needed	1. Validate the requirements presented by the clients	P15K 1 <sup>st</sup> body P10K 2 <sup>nd</sup> body	5 minutes	Cemetery Division Office Clerks
2. Fill out and sign the documents			5 minutes	Cemetery Division Office Clerks
3. Settle required interment fee if fully paid on lawn lot	3. Issuance of Order of Payment as to interment services (with applicable 20% discount if deceased is SC & PWD) if client is fully paid	P15K 1 <sup>st</sup> body P10K 2 <sup>nd</sup> body Plus remaining balance of lawn lot and PCF	5 minute	Cemetery Division Office Clerks
4. Settle required full payment of lawn lot, PCF and interment fee	4. Issuance of Order of Payment as to the full payment of lawn lot, PCF and interment fee (with applicable 20% discount if deceased is SC & PWD) if client is not fully paid		5 minutes	Cemetery Division Office Clerks
	4.1 Client to proceed to sanitation office to secure burial permit			Cemetery Caretaker
	4.2 Schedule Interment		3 days	



5. Go to Sanitation Office to secure Burial Permit	4.3 Interment proper			
6. Submit Burial Permit to HCKMP Office for issuance of Interment Call Slip				
9. Provide copies of burial permit and Interment Call Slip to HCKMP's Caretaker				
	<b>TOTAL</b>		<b>3 days and 20 minutes</b>	





## 8. Processing of Application to Construct at HCKMP Estate Lot

Construction of Mausoleum Structures at Estate Lot.

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification :</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	OWNERS OF ESTATE LOT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) Photocopies of Approved Building Plan and Permit		City Hall - Office of the Building Official		
2. One (1) Photocopy of Worker's Valid ID		c/o Client		
3. Photocopy of Payment of Required Fees		c/o Client		
4. Letter request to construct		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved building plan and permit and other requirements	Check submitted requirements	Php 3,000.00 and 20% of total construction cost	5 minutes	Cemetery Division Office Clerks
2. Fill up Application to Construct Form	Endorsement of the OIC with the attached letter request to construct to the City Administrator		10 minutes	Cemetery Division Office Clerks and Head
	Approval of clients request to construct		3 days	City Administrator
3. Settle required fees	Upon approval Order of payment should indicate payment for construction fees and 20% construction bond fee		10 minutes	Cemetery Division Office Clerks
5. Secure copies of Permit to Construct	Releasing of permit to allow the client to construct the approved design and enter the HCKMP premises		10 minutes	Cemetery Caretaker



6. Provide copies of Permit to Construct to HCKMP's Caretaker				
	<b>TOTAL</b>		<b>3 days and 35 minutes</b>	



## 9. Processing of Release of Construction Bond Fee

### Release of Construction Bond Fee

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	OWNERS OF ESTATE LOT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certification from City Engineering stating no damages from HCKMP		City Engineering Office		
2. Copy of Proof of Payment of Construction Bond Fee		c/o Client		
3. Letter Request for Release		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request for Approval of the City Mayor	Check requirements submitted by client		5 minutes	Cemetery Division Office Clerks
2. Fill up Application for Release of Construction Bond Fee	Endorsement letter of the OIC with the attached letter request for release of construction bond fee		2 minutes	OIC of OEE
3. Wait for Approval	Waiting of the approval of client's request		3 days	City Administrator
	Order of payment should indicate refund of 20% construction bond fee  Client to receive check payment for refund		10 minutes	Cemetery Division Clerks
	<b>TOTAL</b>		<b>3 days &amp; 20 minutes</b>	



## 10. Incoming Documents Control Procedure

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to be received.	Receiving of all incoming documents. Record in the incoming document log sheet	None	2 minutes	Clerks
	Documentation clerk shall provide the document to the administrative supervisor for review	None	2 minutes	Clerk
	Administrative supervisor shall review, assess, and make appropriate action relative to the received document	None	5 minutes	Supervisor & OIC
	Documentation clerk shall keep and secure the documents for filing	None	3 minutes	Clerk
	<b>TOTAL</b>		<b>12 minutes</b>	



## 11. Outgoing Documents Control Procedure

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification :</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. All outgoing documents shall be recorded in the outgoing document log sheet	None	2 minutes	
	1.1 Documentation clerk shall forward the outgoing documents to be received by the concerned office	None	5 minutes	
	1.2 Documentation clerk shall keep and secure the documents for filing	None	2 minutes	
	<b>TOTAL</b>		<b>9 minutes</b>	



## 12. Releasing of Certificate of Ownership

<b>Office or Division:</b>	OFFICE OF THE ECONOMIC ENTERPRISE - CEMETERY DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction :</b>	G2C - GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	CLIENTS OF HCKMP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request release of Certificate of Ownership	1. Get file of client and process release of Certificate of Ownership and other pertinent documents	None	5 minutes	Marivic Sy and Jeanie Paquiz
<b>TOTAL</b>			<b>5 minutes</b>	



## **Public Order and Safety Office – Traffic Management Unit**

### **External Services**



## 1. Recording of documents of apprehension (Operational Procedure)

Violators of provisions in the City Traffic Code are charged fees depending on the violation committed, and must pay fees in accordance with the said Code.

<b>Office or Division:</b>	POSO – Traffic Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official violation receipt (OVR) (1 Original Copy)		POSO Enforcer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present OVR for assessment and order of payment	1. Receive OVR and assess cost of Violation	None	5 minutes	<i>Redeeming Officer</i> POSO-TMU
2. Proceed to the Treasury Office for the payment of fees and receive the official receipt.	2. Receive payment and issue official receipt.	Refer to current fees as declared in the 2017 Traffic Code	5 minutes	<i>Revenue Collection Clerk</i> Treasury Office
3. Receive Driver's License and/or other pertinent documents confiscated	3. Release license and other confiscated documents.	None	10 minutes	<i>Redeeming Officer</i> POSO-TMU
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	





## **VIOLATIONS, FINES & PENALTY CHARGES ON THE NEW CITY TRAFFIC ORDINANCE SCHEME**

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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



## 2. Arbitration Procedure of Complaints (Apprehension)

Complaints are welcomed in the POSO-TMU, where in an investigation is carried out.

<b>Office or Division:</b>	POSO – Traffic Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint Form (1 Original Copy)		POSO-TMU Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File query of complaint at the TMU helpdesk with full details using Complaint Form	1. Investigate on complaint.	None	20 minutes on first visit	<i>Administrative Aide</i> POSO-TMU
2. Interview with the Officer in Charge (TMU)	2. Gather details of complaint.	None	15 minutes	<i>TMU Administrator</i> POSO-TMU
3. Be advised on the result/settlement	3. Clear out details of conclusion with compliant.	None	15 minutes	<i>TMU Administrator</i> POSO-TMU
<b>TOTAL:</b>		<b>None</b>	<b>50 Minutes</b>	



### 3. Community Assistance

Assistance is welcomed in the POSO-TMU, where in services are carried out. This includes Clearing, Road Crashes, Alarming Public Scandal, among others.

<b>Office or Division:</b>	POSO – Traffic Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request of assistance letter at the TMU helpdesk with full details	1. Investigate on request (Clearing, Road Crash, Alarming Public Scandal, etc)	None	5 minutes	<i>Administrative Aide</i> POSO-TMU
2. Advise on result of the request	2. Investigator clears out details of the assistance	None	10 minutes	<i>TMU Administrator</i> POSO-TMU
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



#### 4. Public Assistance Request

Various forms of assistance are welcomed in the POSO-TMU, where in services are carried out. This includes Funerals, Motorcades, Events, and escorting VIPs, among others.

<b>Office or Division:</b>	POSO – Traffic Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy, 1 Receiving Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request with a contact number	1. Investigate on request.	None	5 minutes on first visit	<i>Administrative Aide</i> POSO-TMU
2. Advise on the approval of request	2. Clear out details of the request.	None	5 minutes	<i>TMU Administrator</i> POSO-TMU
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## **City Health Office – Rural Health Unit 1 & 2**

### **External Services**



## 1. Out-patient Consultation (for New Patient)

The out-patient department is designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individuals seeking medical consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and provide information for Individual Patient Record (IPR)	1. Issue queuing number and prepare patient's record	None	3 minutes	<i>Nursing Attendant</i> CHO-RHU I
2. Proceed to the nurse/midwife for initial assessment	2. Conduct assessment, interview, and vital signs	None	5 minutes	<i>Registered Nurse</i> CHO-RHU I
3. Proceed to consultation room and submit self for examination	3. Refer for consultations, issuance of prescription and giving follow up instructions	None	30 minutes	<i>Medical Officer III</i> CHO-RHU I
	<b>TOTAL:</b>	<b>None</b>	<b>38 Minutes</b>	





## 2. Out-patient Consultation (for Old Patient)

The out-patient department is designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care.

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individual seeking medical consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and present IPR to OPD personnel.	1. Retrieve of Individual Patient Record (IPR) and update data	None	3 minutes	<i>Nursing Attendant</i> CHO
2. Proceed to the nurse/midwife for assessment.	2. Conduct assessment, interview, and vital signs	None	5 minutes	<i>Nurse</i> CHO
3. Proceed to consultation and submit self for examination.	3. Refer for consultations, issuance of prescription and giving follow up instructions	None	30 minutes	<i>Medical Officer</i> CHO
<b>TOTAL:</b>		<b>None</b>	<b>38 Minutes</b>	



### 3. Animal Bite Treatment

Animal Bite Treatment is done at the Animal Bite Treatment Center (ABTC) to protect those who are at risk of exposure to rabies, i.e. pre-exposure vaccination and prevent the development of clinical rabies after exposure has occurred, usually following the bite of an animal suspected of having rabies, i.e. post-exposure prophylaxis.

<b>Office or Division:</b>	City Health Office – RHU 1			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Individual seeking medical consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and present Individual Patient Record (IPR) to ABTC personnel.	1. Record and retrieve IPR; assess patient for vital signs and other essential data needed.	None	6 minutes	<i>Nursing Attendant</i> CHO
2. Wait for your number to be called and proceed to the physician for consultation.	2. Assess, treat and manage based on category then give to nurse for injection	None	10 minutes	<i>Medical Officer</i> CHO
3. Proceed to the vaccination room for administration of vaccine.	3. Administer vaccine based on treatment for Category II & III patients; Provide health teachings; Give follow-up schedule of succeeding anti-rabies vaccine	None	35 minutes	<i>Nurse</i> CHO
	<b>TOTAL:</b>	<b>None</b>	<b>51 Minutes</b>	



#### 4. Pre-Natal Care Services (For New Patient)

Women are closely monitored from first week of her conception until the date of her delivery. Patient will undergo History taking, Physical assessment, laboratory examination, tetanus toxoid vaccination and giving medication as needed.

<b>Office or Division:</b>	City Health Office – Barangay Health Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker.	1. Prepare patient record, interview patient and assign IPR	None	1 minute	<i>Barangay Health Worker BHS</i>
2. Proceed to nurse/midwife for examination.	2. Assess patient's vital signs and obstetric history	None	30 minutes	<i>Nurse Or Midwife BHS</i>
	2.1 Conduct physical examination, fetal heart tone, fundic height.	None		<i>Nurse Or Midwife BHS</i>
	2.3 Conduct consultation/s and prepare appropriate vaccine/s (tetanoid toxoid) and medicine/s.	None		<i>Nurse Or Midwife BHS</i>
	2.4 Advise return for follow-up; refer to OB-GYNE if needed.	None		<i>Nurse Or Midwife BHS</i>
<b>TOTAL:</b>		<b>None</b>	<b>31 Minutes</b>	



## 5. Pre-Natal Care Services (For Old Patient)

Pre-natal care Services women is closely monitored from first week of her conception until the date of her delivery. Patient will undergo History taking, Physical assessment, laboratory examination, tetanus toxoid vaccination and giving medication as needed.

<b>Office or Division:</b>	City Health Office –Barangay Health Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Pregnant Women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and present IPR to healthcare worker provider	1. Retrieve IPR	None	1 minute	<i>Barangay Health Worker BHS</i>
2. Proceed to nurse/midwife for examination.	2. Assess patient's vital signs and obstetric history.	None	25 minutes	<i>Nurse Or Midwife BHS</i>
	2.1 Conduct physical examination, fetal heart tone, fundic height.	None		<i>Nurse Or Midwife BHS</i>
	2.3 Conduct consultation/s and prepare appropriate vaccine/s (tetanus toxoid) and medicines.	None		<i>Nurse Or Midwife BHS</i>
	2.4 Advise return for follow-up; Refer to OB-GYN if needed.	None		<i>Nurse Or Midwife BHS</i>
	<b>TOTAL:</b>	<b>None</b>	<b>26 Minutes</b>	



## 6. National Immunization Program (For New Patient)

Originally focused on preventing vaccine – preventable diseases such as Tuberculosis, Measles, Diphtheria, Pertusis, Tetanus, Polioimyelitis and Pnuemonia to all 0 – 59 months children.

<b>Office or Division:</b>	City Health Office –Barangay Health Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Children 0-59 months			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker provider.	1. Record patient's data, interview and issue immunization card number.	None	1 minute	<i>Barangay Health Worker BHS</i>
2. Proceed to immunization room.	2. Perform assessment and record eligible children according to age and immunization record.	None	10 minutes	<i>Nurse Or Midwife BHS</i>
3. Prepare child for immunization and listen to health teaching noting the next immunization schedule.	3. Perform immunization to child, provide health teaching and follow-up schedule for next vaccination.	None	30 minutes	<i>Nurse Or Midwife BHS</i>
	<b>TOTAL:</b>	<b>None</b>	<b>41 Minutes</b>	



## 7. National Immunization Program (For Old Patient)

Originally focused on preventing vaccine – preventable diseases such as Tuberculosis, Measles, Diphtheria, Pertusis, Tetanus, Polioimyelitis and Pnuemonia to all 0 – 59 months children.

<b>Office or Division:</b>	City Health Office – Per Barangay Health Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Children 0-59 months			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure queuing number and present Individual Patient Record (IPR) to healthcare worker provider.	1. Record patient's data, interview and issue immunization card number.	None	1 minute	<i>Barangay Health Worker BHS</i>
2. Proceed to immunization room.	2. Perform assessment and recording. Identify vaccine to eligible children according to age and immunization record.	None	10 minutes	<i>Nurse Or Midwife BHS</i>
3. Prepare child for immunization	3. Administer appropriate vaccine, provide health teaching and follow-up schedule for next vaccination.	None	30 minutes	<i>Nurse Or Midwife BHS</i>
	<b>TOTAL:</b>	<b>None</b>	<b>41 Minutes</b>	



## 8. TBDOTS (Directly Observed Treatment Short Course) Consultation

TBDOTS Program has five elements (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Identified tuberculosis patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to nurse for recording and self-examination.	1. Receive patient and perform initial assessment.  1.1 Get vital signs.  1.2 Record and prepare referral	None	15 minutes	<i>Nurse</i> CHO
2. Proceed to TBDC and submit self for examination	2. Conduct consultation and advise patient based on diagnosis.	None	10 minutes	<i>Medical Officer</i> CHO
3. Return to TB-DoTS Clinic for instruction	3. Provide schedule for GenXpert and give instructions for proper collection of sputum.	None	5 minutes	<i>Nurse</i> CHO
	<b>TOTAL:</b>	<b>None</b>	<b>30 Minutes</b>	



## 9. TBDOTS (Directly Observed Treatment Short Course) - GeneXpert (New)

TBDOTS Program has five elements: (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Identified tuberculosis patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sputum specimen to sputum microscopy laboratory.	1. Receive and inspect sputum specimen.	None	2 hours	<i>Dental Aide I/Smearer CHO</i>
	1.1 Perform GeneXpert Examination.	None		<i>Dental Aide I/Smearer CHO</i>
	1.2 Prepare result and advise patient when to come back to Barangay Health Station (BHS).	None		<i>Dental Aide I/Smearer CHO</i>
	1.3 Release result	None	1 day	<i>Dental Aide I/Smearer CHO</i>
2. Proceed to Barangay Health Station for the result.	2. Give results and instructions for initiation date.	None	5 minutes	<i>Nurse Or Midwife assigned per BHS</i>
3. Return to TBDOTS clinic	3. Initiate treatment and provide health teachings.	None	2 hours	<i>Nurse Or Midwife CHO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 Day, 4 Hours and 5 Minutes</b>	





## 10. TBDOTS (Directly Observed Treatment Short Course) – DSSM (Follow-up)

TBDOTS Program has five elements: (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and I Political will.

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled tuberculosis patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sputum specimen to sputum microscopy laboratory.	1. Receive sputum and give instruction to the patient.	None	1 hour	<i>Dental Aide I/Smearer CHO</i>
	1.1 Smear and stain the specimen.	None		<i>Dental Aide I/Smearer CHO</i>
	1.2 Examine specimen under microscope.	None		<i>Dental Aide I/Smearer CHO</i>
	1.3 Prepare result and send to BHS.	None	1 minute	<i>Nurse Or Midwife assigned per BHS</i>
2. Proceed to Barangay Health Station for the result.	2. Advise patient to come back for initiation.	None	5 minutes	<i>Nurse Or Midwife assigned per BHS</i>
3. Return to BHS for initiation and issuance of medicine.	3. Conduct continuous weekly distribution of medications for succeeding periods of medication.	None	None	<i>Nurse Or Midwife assigned per BHS</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 6 Minutes</b>	



## 11. TBDOTS (Directly Observed Treatment Short Course)

TBDOTS Program has five elements (a) availability of quality assured sputum microscopy, (b) uninterrupted supply of anti – TB drugs, (c) supervised treatment, (d) patient and program monitoring, and (e) Political will.

<b>Office or Division:</b>	City Health Office – RHU 1 & 2			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Enrolled tuberculosis patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present PPD request to TB DOTS Clinic	1. Validate request and proper initial assessment.	None	5 minutes	Midwife CHO
	1.1 Record and provide instruction, refer to RHU I	None		Midwife CHO-RHU I
	1.2 Administer PPD and advice client when to come back for reading.	None	5 minutes	Nurse CHO-RHU I
2. Proceed to Barangay Health Station for the result.	2. Read the result of PPD	None	2 minutes	Nurse CHO
	2.1. If positive, submit patient to BHS for treatment and instructions.	None		Nurse Or Midwife assigned per BHS
	2.2 If negative, submit patient to BHS for Isoniazid Preventive Therapy per doctor's order.	None		Nurse Or Midwife assigned per BHS
<b>TOTAL:</b>		<b>None</b>	<b>12 Minutes</b>	



# **San Pedro City Polytechnic College**

## **External Services**



## 1. Admission Procedure

This service pertains to the admission procedures of a client to a certain course offered by the college covering all modes of delivery.

<b>Office or Division:</b>	San Pedro City Polytechnic College			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	K12 Graduates, ALS Secondary Completers, College undergraduates, College graduates, Transferees from other colleges, All qualified applicants who are above 18 years of age preferably residing in San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any school record (TOR, Diploma, Form 137 or Form 138) (1 Photocopy)		Last school attended		
2. Birth Certificate (1 Photocopy)		Philippine Statistics Authority		
3. Marriage Certificate (1 Photocopy) – for married women		Philippine Statistics Authority		
4. Voter's Certification (1 Original Copy)		COMELEC		
5. Barangay Clearance (1 Original Copy)		Barangay where the enrollee resides		
6. 1x1 I.D. Picture (2 Original Copies)		Enrollee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure an Enrollment Permit and fill the necessary information	1. Issue Examination Permit to the incoming student	None	10 minutes	<i>Registrar</i> SPCPC
2. Fill-out the SPCPC exam permit (2 copies)	2. Administer the Admission Test to the incoming student.	None	2 hours	<i>Registrar</i> SPCPC
3. Enroll during the prescribed period.	3. Assist the incoming student in the enrollment process	None	15 minutes	<i>Registrar</i> SPCPC
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours and 28 Minutes</b>	



## 2. Enrollment Procedure

This service pertains to the enrollment and registration of a client to a certain training program offered by the institution covering all modes of delivery

<b>Office or Division:</b>	San Pedro City Polytechnic College			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	K12 Graduates, ALS Secondary Completers, College undergraduates, College graduates, Transferees from other colleges, all qualified applicants who are above 18 years of age preferably residing in San Pedro.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any school record (TOR, Diploma, Form 137 or Form 138) (1 Photocopy)		Last school attended		
2. Birth Certificate (1 Photocopy)		Philippine Statistics Authority		
3. Marriage Certificate (1 Photocopy) – for married women		Philippine Statistics Authority		
4. Voter's Certification (1 Original Copy)		COMELEC		
5. Barangay Clearance (1 Original Copy)		Barangay where the enrollee resides		
6. 1x1 I.D. Picture (2 Original Copies)		Enrollee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure an Order of Pay Slip from the Office	1. Issue Order of Payment to the student	None	10 minutes	<i>Registrar</i> SPCPC
2. <i>For New Students</i> - Proceed to the City Treasurer's Office and pay the prescribed fees and provide OR Copy to the City Accounting Office.  <i>For Old Students</i> – Get a Statement of Account from the City Accounting Office and pay the prescribed fees to the City	2. Issue registration form	Registration Fees: Development Fee – Php 2,500.00 (San Pedro residents); Php 3,500.00 (non-residents) + Misc. fees – Php 500.00	1 hour	<i>Registrar</i> SPCPC



Treasurer's Office and provide OR Copy to the City Accounting Office				
3. Fill-out Enrollment Form	3. Process enrollment	None	15 minutes	<i>Registrar</i> SPCPC
4. Receive information on the schedules of orientation and training	4. Provide schedules of orientation and training	None	5 minutes	<i>Registrar</i> SPCPC
	<b>TOTAL:</b>	<b>None</b>	<b>60 Minutes</b>	



### 3. Application for Graduation

This service refers to the application for graduation of the graduating students,

<b>Office or Division:</b>	San Pedro City Polytechnic College			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All candidates for graduation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished form (1 Original Copy)		Applicant		
2. Clearance Form		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present duly accomplished form.	1. Assist in application for graduation.	None	5 minutes	<i>Registrar</i> SPCPC
2. Secure clearance form and fill-out necessary information. Proceed to City Accounting Office for signature.	2. Issue clearance form.	None	30 minutes	<i>Registrar</i> SPCPC
3. Present the duly-signed clearance form to the office and receive information on the schedules of orientation and training.	3. File the clearance form and advise the graduate on when to claim the release of credentials.	None	10 minutes	<i>Registrar</i> SPCPC
	<b>TOTAL:</b>	<b>None</b>	<b>13 Minutes</b>	



## 4. Issuance of Credentials

This service pertains to the issuance of credentials to a graduate, which can be used for whatever purpose it may serve.

<b>Office or Division:</b>	San Pedro City Polytechnic College			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates of San Pedro City Polytechnic College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished form (1 Original Copy)		Applicant		
2. Clearance Form (1 Original Copy)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the release of Transcript of Records	1. Issue clearance request form and inform the graduate of the requirements for release	None	5 minutes	<i>Registrar</i> SPCPC
2. Accomplish the request form and submit together with clearance requirements to the registrar	2. Check and verify records, and check for the authenticity and validity of the submitted documents.	Transcript of Records Php300.00 All Certificates and Copy of Grades Php50.00 Documentary Stamp Php5.00	3 days	<i>Registrar</i> SPCPC
3. Claim the Transcript of Records and sign in the TOR Record Book	3. Releases Transcript of Records	None	5 minutes	<i>Registrar</i> SPCPC
	<b>TOTAL:</b>	<b>TOR – Php 300.00 Grades – Php 50.00</b>	<b>3 Days and 10 Minutes</b>	





## 5. Transfer of Credentials

This service pertains to the Transfer of Credential request of a student, which can be used for whatever purpose it may serve.

<b>Office or Division:</b>	San Pedro City Polytechnic College			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates of San Pedro City Polytechnic College			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished form (1 Original Copy)		Applicant		
2. Clearance Form (1 Original Copy)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Transfer of Credentials	1. Assist the student in the transfer of credentials request	None	5 minutes	<i>Registrar</i> SPCPC
2. Accomplish the request form and submit together with clearance requirements to the registrar pay the prescribed fees at the City Treasurer's Office	2. Check and verify records, and check for the authenticity and validity of the submitted documents.	Informative Copy of Grades/Certificate of Good Moral Php200.00	3 days	<i>Registrar</i> SPCPC
3. Claim the Informative Copy of Grades and/or Certificate of Good Moral Character	3. Release Copy of Grades and/or Certificate of Good Moral Character	None	5 minutes	<i>Registrar</i> SPCPC
	<b>TOTAL:</b>	<b>TOR – Php 300.00 Grades – Php 50.00</b>	<b>3 Days and 10 Minutes</b>	



# **San Pedro City Polytechnic College**

## **Technical-Vocational Department**

### **External Services**



## 1. Registration/Enrollment Procedure

This service pertains to the enrollment and registration of a client to a certain training program offered by the institution covering all modes of delivery

<b>Office or Division:</b>	San Pedro City Polytechnic College –Tech-Voc Department – Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	K12 Graduates, ALS Secondary Completers, College undergraduates, College graduates, All qualified applicants who are above 18 years of age preferably residing in San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Passport-sized pictures (2 Original Copies)		Requesting Client		
2. COMELEC Certification		COMELEC Office where the applicant		
3. Voter's Certification (1 Original Copy)		COMELEC		
4. Marriage Certificate (for married women) (1 Photocopy)		Philippines Statistics Authority		
5. Barangay Clearance (1 Original Copy)		Barangay where the enrollee resides		
6. Passport Size ID Picture(white background) (4 Original Copies)		Photo studio		
7. 1x1 ID Picture (2 Original Copies)		Photo studio		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the direct link of the Google Forms for Pre-registration and fill the necessary information including the selected qualification.	1. Retrieve the enrollee's information from the Google Forms. Email the client directly for list of requirements.	None	10 minutes	<i>Registrar</i> SPCPC Tech-Voc
2. Submit the complete requirements to the registrar's office.	2. Validate the submitted requirements and issue the enrollment form.	None	15 minutes	<i>Registrar</i> SPCPC Tech-Voc
3. Pay for enrollment fees at the Cashier/Treasury Office	3. Issue Order of Payment.	Admission Fee (Community-Based) - Php 310.00 (School-Based)	15 minutes	<i>Cashier/Collecting Officer</i> SPCPC Tech-Voc



		Php 550.00 Tuition (School-Based) PHP 2000 (Caregiving and Healthcare) Php 5,000.00		
	3.1 Process enrollment	None	15 minutes	<i>Registrar SPCPC</i>
4. Receive information on the schedules of orientation and training	4. Provide schedules of orientation and training	None	2 minutes	<i>Registrar Administrator SPTI</i>
	<b>TOTAL:</b>	<b>Admission Fee + Tuition</b>	<b>57 minutes</b>	



## 2. Issuance of Certification of Training

This service pertains to the issuance of a training certificate to a graduate of a certain training program offered by the institution.

<b>Office or Division:</b>	San Pedro City Polytechnic College –Tech-Voc Department – Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates of San Pedro Technological Institute			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished request form (1 Original Copy)		Registrar's Office		
2. Clearance (1 Original Copy)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the request form and submit the requirements	1. Check the authenticity and validity of documents submitted	None	5 minutes	<i>Registrar</i> SPCPC Tech-Voc
	1.1 Check and verify records.	None	20 minutes	<i>Registrar</i> SPCPC Tech-Voc
2. Receive Certificate of Training and sign the Training Certificate Record Book	2. Release the Certificate of Training.	None	5 minutes	<i>Registrar</i> <i>Head of Office</i> SPCPC Tech-Voc
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	



### 3. Issuance of Transcript of Records

This service pertains to the issuance of Transcript of Records to a graduate of a certain training program offered by the institution that can be used for whatever purpose it may serve.

<b>Office or Division:</b>	San Pedro City Polytechnic College –Tech-Voc Department – Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates of San Pedro Technological Institute			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished request form (1 Original Copy)		Registrar's Office		
2. Clearance (1 Original Copy)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the release of Transcript of Records	1. Issue clearance request form and inform the graduate of the requirements for release	None	5 minutes	<i>Registrar</i> SPCPC Tech-Voc
2. Accomplish the request form and submits together with clearance requirements to the registrar	2. Check and verify records, and check for the authenticity and validity of the submitted documents.	None	3 days	<i>Registrar</i> SPCPC Tech-Voc
3. Claim the Transcript of Records and signs on the TOR Record Book	3. Releases Transcript of Records	None	5 minutes	<i>Registrar</i> SPCPC Tech-Voc
	<b>TOTAL:</b>	<b>None</b>	<b>3 Days and 10 Minutes</b>	



## 4. Student Verification

This service covers the provision of trainees' verification of scholastic records. Scholastic verification can be done verbally or through a letter or e-mail.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business Entity			
<b>Who may avail:</b>	Companies who seek scholastic verification for their applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy, 1 Receiving Copy or 1 Electronic Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit/inquire on the scholastic verification of trainees	1. Reply to client who inquired in the form of letter/email	None	4 hours	<i>Registrar</i> SPCPC Tech-Voc
	<b>TOTAL:</b>	<b>None</b>	<b>4 Hours</b>	



## 5. Collection of Fees

This service refers to the collection of money from enrollees for fees and charges to avail of the school's services.

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified enrollees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished enrollment/registration form (1 Original Copy)		Applicant		
2. Order of Payment		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present duly accomplished enrollment/registration form and pays the prescribed fees to the cashier/collecting officer	1. Accept payment.	Prescribed fees for the selected training program	5 minutes	<i>Registrar</i> SPCPC Tech-Voc
2. Secures official receipt for payment made	2. Issue official receipt.	None	3 minutes	<i>Registrar</i> SPCPC Tech-Voc
3. Secures official receipt for payment made	3. Issues Official Receipt	None	3 minutes	<i>Registrar</i> SPCPC Tech-Voc
4. Register to the TESDA T2MIS Portal	4. Encode the enrollees information in the TESDA T2MIS Portal	None	5 minutes	<i>Registrar</i> SPCPC Tech-Voc
	<b>TOTAL:</b>	<b>Prescribed fees for the selected training program</b>	<b>13 Minutes</b>	





## 6. Replacement of Damaged and Lost Certificate of Training and Transcript of Records

This service is provided to replace valid but damaged Certificate of Training and Transcript of Records.

Office or Division:	Registrar’s Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates of SPTI			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 Original Copy, 1 Receiving Copy)		Applicant		
2. Notarized Affidavit of Loss (1 Original Copy)		Notary Public		
For damaged certificates:				
1. Certificate or Transcript of Records (1 Original Copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1. Check completeness and correctness of documents.	None	3 minutes	Registrar SPCPC Tech-Voc
	1.1 Verify profile of the applicant and check the consistency of the documents presented.	None	2 hours	Registrar SPCPC Tech-Voc
2. Receive Certificate of Training or TOR	2. Prepare, print, and release the Certificate of Training or TOR	None	2 hours	Registrar SPCPC Tech-Voc
	TOTAL:	None	4 Hours and 3 Minutes	



## VI. Feedback and Complaints

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



## VII. Office Directory

Trunkline Number: (02) 8808-2020

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



Business Permits and Licensing Office	G/F, City Hall of San Pedro, San Pedro City	Local 116/117
City Civil Registrar's Office	G/F, City Hall of San Pedro, San Pedro City	Local 108
City Accounting Office	G/F, City Hall of San Pedro, San Pedro City	Local 104/105
City Assessor's Office	G/F, City Hall of San Pedro, San Pedro City	Local 112/113/114
City Treasurer's Office	G/F, City Hall of San Pedro, San Pedro City	Local 110/111 (02) 8868-0143
Public Employment and Services Office	G/F, City Hall of San Pedro, San Pedro City	Local 107
City Human Resources and Management Office	G/F, City Hall of San Pedro, San Pedro City	Local 102/103
City Veterinary Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
City Agriculture Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
Public Order and Safety Office – Transportation Regulatory Unit	B/F, City Hall of San Pedro, San Pedro City	Local 211
Public Order and Safety Office – Civil Security Unit	B/F, City Hall of San Pedro, San Pedro City	Local 127
Public Order and Safety Office – CCTV	B/F, City Hall of San Pedro, San Pedro City	Local 214 (02) 8533-3384
City Social Welfare and Development Office	B/F, City Hall of San Pedro, San Pedro City	Local 210
Office of the Senior Citizen Affairs	B/F, City Hall of San Pedro, San Pedro City	Local 122
Public Order and Safety Office (POSO) – Traffic Management Unit (TMU)	Old City Hall Building, Brgy. Poblacion, San Pedro City	(02) 8541-5781
San Pedro City Polytechnic College (SPCPC)	Bulwagan Magsaysay, Brgy. Narra, San Pedro City	(02) 8777-7532
San Pedro Jose L. Amante Emergency Hospital (SPJLAEH) – Physical Medicine and Rehabilitation Department	Old City Hall Building, Brgy. Poblacion, San Pedro City	(02) 8553-6224 0921-512-6694
San Pedro City Polytechnic College Technical-Vocational Department	Elvinda Village, Brgy. Fatima, San Pedro City	(02) 8868-4975 (02) 8253-9395
City Disaster Risk Reduction and Management Office (CDRRMO)	Brgy. Poblacion, San Pedro City	(02) 8403-2648 0998-594-1743