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VICTORIAS CITY
CITIZEN'S CHARTER
8th Edition

MANDATE

For the years 2022 to 2025, the City Government of Victorias shall, among others, focus on the following Development Agenda:

DIGNIFIED HUMAN SETTLEMENTS



Adequate housing was recognized as part of the right to an adequate standard of living in Article 25 of the 1948 Universal Declaration of Human Rights and in Article 11.1 of the 1966 International Covenant on Economic, Social and Cultural Rights.

For housing to be adequate, it must, at a minimum, meet the following criteria:

- ➔ Security of tenure
- ➔ Availability of service
- ➔ Affordability
- ➔ Habitability
- ➔ Accessibility
- ➔ Location
- ➔ Cultural adequacy

DISASTER-RESILIENT COMMUNITIES



The City's communities and households therein should be equipped and capacitated to manage change, by maintaining or transforming living standards in the face of adversities and calamities, both natural and manmade - such earthquakes, drought or violent conflict - without compromising their long-term prospects.

Disaster-resilient communities should be able to absorb and recover from the effects of hazards and calamities in a timely and efficient manner.

DIVERSIFIED ECONOMY



The City's economy should shift towards a more varied structure away from a single income source toward multiple sources from a growing range of sectors and markets with the objective of increasing productivity, generating employment opportunities, and providing the foundation for sustained poverty-reducing growth.



DYNAMIC GOVERNANCE



The City Government shall cultivate professional, clean, efficient, and effective departments and offices ready, able, and willing, to adapt to changes demanded by the constituents it is mandated to serve. It shall encourage effective leadership, clear delegation and delineation of duties, cooperation, ability to apply scientific and modern methods, and continuous professional, personal, and community development.



INCLUSIVE EDUCATION

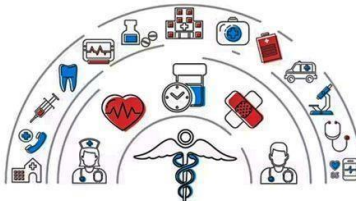


Pursuant to Republic Act No. 11650 (2022) and the duty of the State to protect and promote the right of all citizens to quality education, the City Government shall ensure that (a) education is available to all; and (b) all schools, whether public or private, provide equitable access to quality education to every learner with disability.

Inclusive education means children in the same classrooms, in the same schools. It is the most effective way to give all children an equal opportunity and fair chance to learn and develop their skills.



UNIVERSAL HEALTHCARE



The City Government shall endeavor to provide to every Victorianons the highest possible quality of health care that is accessible, efficient, equitably distributed, and adequately funded. It shall ensure that every Victorianons receive affordable and quality health benefits.



FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK:

Write your feedback or complaints and drop it at the designated drop box inside the City Hall ground floor beside the stairs and at the entrance of the Victorias Commercial Center (VCC) near the Land Bank ATM. You can also message in our official Facebook page "Mayor's Complaint and Action Center."

HOW FEEDBACK IS PROCESSED:

Twice a week, the Mayor's Complaint and Action Center opens the drop box and compiles and records all complaints and suggestions submitted. All messages from Facebook are read and processed every day. We forward all the complaints to proper Departments and they are required to answer it as soon as possible. For inquiries and follow-ups, clients may contact the following number : 399-3459.

HOW TO FILE A COMPLAINT:

Drop all the suggestions and complaints in our drop boxes. Complainant can also call or text Mayor's Complaint and Action Center through hotline number: 09289353028 or message us in our Official Facebook page - Mayor's Complaint and Action Center. Make sure to provide the following information: **NAME/INCIDENT/EVIDENCE**.

For inquiries and follow-ups, clients may contact the following number: 399-3459.

HOW COMPLAINTS ARE PROCESSED:

The Complaint Officer opens the complaint drop box twice a week and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forward the complaints to proper Departments. The Complaint Officer will create a report after the investigation and will submit it to the City Mayor. The Complaint Officer will contact the complainant for the result of investigation and what are the actions taken. Clients may contact the following number: 399-3459.

CONTACT INFORMATION OF CCB, PCC, ARTA

ARTA: Complaints@arta.gov.ph Contact Information of CCB: 1-ARTA (2728)

PCC : 8888

CCB : 0908-881-6565 (SMS)

Email: email@contactcenterngbayan.gov.ph/

Web : <http://contactcenterngbayan.gov.ph/>

FB : <http://facebook.com/civilservicegovph/>

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BUSINESS AND INVESTMENT SERVICES

External Services

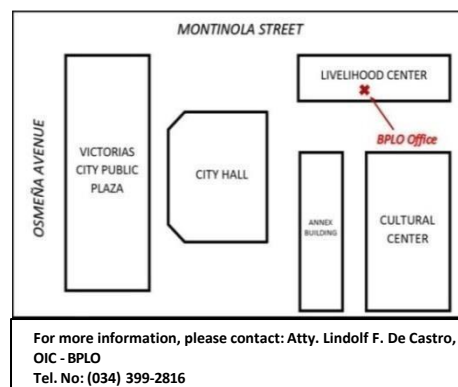


1. Starting/Renewal of Business

ABOUT THE SERVICE

The Business Permits and Licensing Office (BPLO) is directly responsible for the issuance of Mayor's/Business Permit and for regulating the operation of business within the territorial jurisdiction of the City of Victorias. It ensures that every business has secured Mayor's/Business Permit. Any person doing business within the City of Victorias can avail of this service.

The Business permit must be renewed from Jan 1 to 20 every year. Penalties are imposed after the prescribed period. Payments can be made annually, semi-annual or quarterly.



Office or Division:	Permits and Licenses Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>FOR NEW APPLICATION:</p> <ul style="list-style-type: none"> • Proof of Registration (depends on the line of business) (1-original copy) <ul style="list-style-type: none"> - For Individual Proprietor Ownership - For Corporation /Incorporation /Partnership/Foundation For Individual Ownership engaged in Financing or Lending Activity - Cooperative Registration - For Pharmacy and Drugstore - For School - For Banks /Pawnshop/ Money Remittance/Money Changer - For Feeds Retailer / Wholesaler / Other Veterinary Product) • Police Clearance (1-original copy) • Location plan or sketch of the location, clearly showing where the business premises is located (1-original copy) 	<ul style="list-style-type: none"> - Department of Trade & Industry (DTI) - Securities and Exchange Commission (SEC) - Cooperative Development Authority (CDA) - Food and Drug Authority (FDA) - Department of Education (Dep-Ed) – Registration - Bangko Sentral ng Pilipinas (BSP) Registration - Bureau of Animal and Industry (BAI) Registration • Philippine National Police – Police Station • Provided by the Taxpayer as per requirement by City Planning and Development Office (CPDO)



<ul style="list-style-type: none">• Proof of Right of Applicant to use location as business address, which may include of the following:<ul style="list-style-type: none">i. if owned – Proof of Ownership Transfer Certificate of Title or Tax Declaration (1-photocopy)ii. if not owned by applicant – Contract of Lease, Memorandum of Agreement, or written consent of owner• FSIC-Fire Safety Inspection Certificate of Occupancy valid in the last 9 months (1-original copy)• Duly signed Joint Inspection Team (J.I.T) Report and Clearances (1-original copy)• Professional Tax Receipt (PTR), establishment with PRC License Employee, related to job employment (1-photocopy)• Copy of Corporate Tax Certificate (1-photocopy)	<ul style="list-style-type: none">• Owner of Property • Bureau of Fire and Protection (BFP) • Business Permits & Licensing Office (BPLO) • City Treasurer’s Office/or any LGU • Owner/Company
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FOR RENEWAL:

- Proof of Registration (depends on the line of business) (1-original copy)
 - For Individual Proprietor Ownership
 - For Corporation /Incorporation /Partnership/FoundationFor Individual Ownership engaged in Financing or Lending Activity
- Proof of Right of Applicant to use location as business address, which may include of the following; (1-original copy)
 - i. if owned – Proof of Ownership Transfer Certificate of Title or Tax Declaration (1-photocopy)
 - ii. if not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of the owner (1-original copy)
- Tax Declaration or Latest OR on Real Property Tax (1-original copy)
- Latest Fire Safety Inspection Certificate (FSIC) (1-original copy)
- Duly signed Joint Inspection Team (J.I.T) Report and Clearances (1-original copy)
- Professional Tax Receipt (PTR), establishment with PRC License Employee, related to job employment (1-photocopy) (*if applicable*)
- Audited Financial Statement or Notarized Gross Declaration of the preceding calendar year (1-original copy)
- Corporate Tax Certificate (1-photocopy)

- Owner



ADDITIONAL REQUIREMENTS FOR SELECTED SECTORS (*whichever is applicable*)

- Certificate of Compliance (COC)
- For Pharmacy and Drugstore
- For School

- For Banks/Pawnshop/ Money Remittance/ Money Changer

- Certification for Feeds Retailer / Wholesaler / Other Veterinary Product – License to Operate and Certificate of Product Registration
- Forwarders – Accreditation for Sea Freight Forwarders
- Funeral Home/Parlors – Training Certificate and License of undertaker and embalmer
- General/Specialty and Engineering Contractor-Contractor’s License
- Households/Urban Pesticides – License to Operate and Certificate of Product Registration
- Lending Institution – Certificate of Authority to Operate
- LPG Dealer – Application to Supply Natural Gas
- Manpower Agencies w/ capital paid up of at least 5,000,000.00 – License to Operate a Private Recruitment and Placement Agency
- Pest Control Services –Pest Control License
- Processed Foods – License to Operate and Certificate of Product Registration
- Real Estate Broker – License
- Rent a Car and Transportation Services – Franchise/Certificate of Public Conveyance
- Security Agencies – National License
- Spa/Massage Clinic- Certificate of Training of Therapist or Masseur/Masseuse; License of Therapist Masseur/Masseuse
- Telecommunications Firms – (License to Operate)
- Toys and Childcare Articles – (License to Operate; Certificate of Product Registration)
- Cell Sites / Passive Telecommunications Tower Infrastructure (PTTI) – (Registration and Certificate)

NATIONAL AGENCY

- Cooperative Development Authority (CDA)
- Certification from FDA
- School Profile, Annual Compliance with DEPED
- Certification from Bangko Sentral ng Pilipinas and Certification from Anti Money Laundering Act (AMLA)
- Food and Drug Administration / City Veterinary Office

- Philippine Shippers Bureau

- Department of Health / TESDA

- Philippine Contractors Accreditation Board

- Food and Drug Administration

- Bangko Sentral ng Pilipinas

- Department of Energy

- DOLE Regional Office

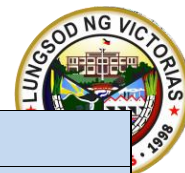
- Fertilizer and Pesticide Authority
- Food and Drug Administration

- DTI/PRC
- Land Transportation Franchising and Regulatory Board
- PCSUCIA
- Department of Health and TESDA

- National Telecommunication Commissions

- Food and Drug Administration

- National Telecommunications Commission (NTC) and Department of Information and Communications Technology (DICT)



FOR NEW BUSINESS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit online Unified Application Form and complete documentary requirements, receive Tax Order of Payment and pay necessary taxes, fees and charges and receive business permits and other clearances via email.	Receive online Unified Application Form, evaluate and verify submitted documentary requirements and tag as "reviewed".	None	20 minutes	ANALYN AGANG <i>Admin. Aide I</i> <i>(Casual Laborer I)</i> GIRLY DELA PEÑA <i>Admin. Asst. I</i> <i>(Bookbinder III)</i> FLOSSIE GALIA <i>Revenue Collection Clerk III</i> <i>- Detailed Officer</i> <i>(BPLO)</i>
	Assess and prepare Barangay Clearance	Based on Barangay Tax Ordinance (See ANNEX A)	15 minutes	JOSELITO GUANCO <i>Admin. Aide II</i> <i>(BPLO)</i>
	Assess compliance with Sanitary Code and prepare Sanitary Permit fee	Php 80.00	45 minutes	LEXIE GRACE SAMOS <i>Sanitary Inspector I</i>
	Health Card	Php 20.00 (Resident) Php 30.00 (Non-resident)		CRISTINE JOY CALIDA <i>Admin. Aide IV</i> <i>(Clerk II)/ Sanitation Inspector Designate</i> <i>(CHO)</i>
	Sanitary Inspection Fee	Php 60.00		
	Verify record/check latest Official Receipt Issues Real Property Tax Clearance/RPT	Php 30.00	45 minutes	ANDRA PALASOL <i>Revenue Collection Clerk I</i> <i>(CTO)</i>
Annual Inspection Fee	(None)	10 minutes	ENGR. FREDDIE PORRAS <i>Engineer I</i>	
Engineering Clearance	Php 30.00		ENGR. MA. VICKY JOY S. MADALAG <i>Engineer I</i> <i>(CEO)</i>	



	<p>Assess Compliance with Environmental Code</p> <p>Prepares Environmental Clearance Clearances / VCENRO</p>	<p>Per City Ordinance No. 46-2023 known as Schedule of Fees and Charges of the City of Government Victorias, Negros Occidental (See ANNEX C)</p>	<p>20 minutes</p>	<p>MA. LUISA MONTEBANO <i>Admin. Aide I (Casual Laborer I)</i></p> <p>ROLLY JOHN DURANA <i>Admin. Aide I (Casual Laborer I)</i></p>
	<p>Assess Compliance with Market Code</p> <p>Prepares Rental Clearance (Victorias Commercial Center Tenants only)</p>	<p>Php 30.00</p>	<p>30 minutes</p>	<p>JESSICA ONG <i>Revenue Collection Clerk III</i></p> <p>ANNA GRACE BAUTISTA <i>Admin. Aide I (Casual Laborer I) (CTO-Market)</i></p>
	<p>Assess compliance with Zoning Regulations</p> <p>Prepare Zoning Clearances</p>	<p>Php 30.00</p>	<p>10 minutes</p>	<p>FELIX SEBASTIAN <i>Zoning Officer III</i></p> <p>FELICITO FREDERIC ORLINA <i>Project Development Asst. (CPDO)</i></p>
	<p>Acquire data from WEB through system. Assess and issue consolidated assessment of all fees and charges due for issuance of business permit, including payment of community tax, Brgy. Clearance fee and fees due to BFP.</p> <p>Confirm validity of electronic payment and issue separate electronic official receipt (eOR) or scanned version of computerized Official Receipts and transmit electronically to</p>	<p>Refer to 2017 Revised Revenue Code (See ANNEX D)</p> <p>Document Security Seal - Php 50.00</p>	<p>25 minutes</p>	<p>JENNIFER BANCAIREN <i>Local Treasury Operation Officer III</i></p> <p>ARNEL LOBATON <i>Revenue Collection Clerk I</i></p> <p>RANDOLPH PLUGIO <i>Admin. Aide I (Laborer I)</i></p> <p>(CTO)</p>



	the payee through digital platform			
	Assess Compliance with FIRE Code Receives Notice of Payment Prepares Fire Safety Inspection Certificate (FSIC)	Based on R.A. 9514 known as the Fire Code of the Philippines (See ANNEX E)	20 minutes	BFP PERSONNEL
	Release/Issue electronic Business Permits with authenticated electronic signature and all collected ancillary clearances via email		30 minutes	ANALYN AGANG <i>Admin. Aide I (Casual Laborer I)</i> GIRLY DELA PEÑA <i>Admin. Asst. I (Bookbinder III)</i> FLOSSIE GALIA <i>Revenue Collection Clerk III - Detailed Officer (BPLO)</i>
	Total:	Total Corresponding Fee	4 hours, 30 mins.	



FOR BUSINESS RENEWAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit online Unified Application Form and complete documentary requirements, receive Tax Order of Payment and pay necessary taxes, fees and charges and receive business permits and other clearances via email.	Receive online Unified Application Form, evaluate and verify submitted documentary requirements and tag as "reviewed".	None	20 minutes	ANALYN AGANG <i>Admin. Aide I</i> <i>(Casual Laborer I)</i> GIRLY DELA PEÑA <i>Admin. Asst. I</i> <i>(Bookbinder III)</i> FLOSSIE GALIA <i>Revenue</i> <i>Collection Clerk III</i> <i>- Detailed Officer</i> <i>(BPLO)</i>
	Assess and prepare Barangay Clearance	Based on Barangay Tax Ordinance <i>(See ANNEX A)</i>	15 minutes	JOSELITO GUANCO <i>Admin. Aide II</i> <i>(BPLO)</i>
	Assess compliance with Sanitary Code and prepare Sanitary Permit fee	Php 80.00	45 minutes	LEXIE GRACE SAMOS <i>Sanitary Inspector I</i>
	Health Card	Php 20.00 <i>(Resident)</i> Php 30.00 <i>(Non-resident)</i>		CRISTINE JOY CALIDA <i>Admin. Aide IV</i> <i>(Clerk II)/ Sanitation</i> <i>Inspector Designate</i> <i>(CHO)</i>
	Sanitary Inspection Fee	Php 60.00		
	Verify record/check latest Official Receipt Issues Real Property Tax Clearance/RPT	Php 30.00	45 minutes	ANDRA PALASOL <i>Revenue Collection</i> <i>Clerk I</i> <i>(CTO)</i>
Annual Inspection Fee Engineering Clearance	<i>(See ANNEX B)</i> Php 30.00	10 minutes	ENGR. FREDDIE PORRAS <i>Engineer I</i> ENGR. MA. VICKY JOY S. MADALAG <i>Engineer I</i> <i>(CEO)</i>	



	<p>Assess Compliance with Environmental Code</p> <p>Prepares Environmental Clearance Clearances / VCENRO</p>	<p>Per City Ordinance No. 46-2023 known as Schedule of Fees and Charges of the City of Government Victorias, Negros Occidental (See ANNEX C)</p>	<p>20 minutes</p>	<p>MA. LUISA MONTEBANO <i>Admin. Aide I (Casual Laborer I)</i></p> <p>ROLLY JOHN DURANA <i>Admin. Aide I (Casual Laborer I)</i></p>
	<p>Assess Compliance with Market Code</p> <p>Prepares Rental Clearance (Victorias Commercial Center Tenants only)</p>	<p>Php 30.00</p>	<p>30 minutes</p>	<p>JESSICA ONG <i>Revenue Collection Clerk III</i></p> <p>ANNA GRACE BAUTISTA <i>Admin. Aide I (Casual Laborer I) (CTO-Market)</i></p>
	<p>Assess compliance with Zoning Regulations</p> <p>Prepare Zoning Clearances</p> <p>Send Zoning Clearances</p>	<p>Php 30.00</p>	<p>10 minutes</p>	<p>FELIX SEBASTIAN <i>Zoning Officer III</i></p> <p>FELICITO FREDERIC ORLINA <i>Project Development Asst. (CPDO)</i></p>
	<p>Assess gross sales and issue consolidated assessment of all fees and charges due for issuance of business permit, including payment of community tax, Brgy. Clearance fee and fees due to BFP.</p> <p>Confirm validity of electronic payment and issue separate electronic official receipt (eOR) or scanned version of computerized Official Receipts and transmit electronically to the payee through digital platform</p>	<p>Refer to 2017 Revised Revenue Code (See ANNEX D)</p> <p>Document Security Seal - Php 50.00</p>	<p>1 hour</p>	<p>JENNIFER BANCAIREN <i>Local Treasury Operation Officer III</i></p> <p>ARNEL LOBATON <i>Revenue Collection Clerk I</i></p> <p>RANDOLPH PLUGIO <i>Admin. Aide I (Laborer I) (CTO)</i></p>



	<p>Assess Compliance with FIRE Code/ Check previous FSIC</p> <p>Receives Notice of Payment</p> <p>Prepares Fire Safety Inspection Certificate (FSIC)</p>	<p>Based on R.A. 9514 known as the Fire Code of the Philippines</p> <p>(See ANNEX E)</p>	<p>20 minutes</p>	<p>BFP PERSONNEL</p>
	<p>Send/Issue electronic Business Permits with authenticated electronic signature and all collected ancillary clearances, through digital platform.</p>		<p>30 minutes</p>	<p>ANALYN AGANG <i>Admin. Aide I</i> <i>(Casual Laborer I)</i></p> <p>GIRLY DELA PEÑA <i>Admin. Asst. I</i> <i>(Bookbinder III)</i></p> <p>FLOSSIE GALIA <i>Revenue</i> <i>Collection Clerk III</i> <i>- Detailed Officer</i> <i>(BPLO)</i></p>
	<p>Total:</p>	<p>Total Corresponding Fee</p>	<p>5 hours, 55 mins.</p>	



Annex A

BARANGAY CLEARANCE FEE

No.	BARANGAY	BRGY. ORDINANCE NO.	AMOUNT
1	I	No. 01-2024	New – 500.00
			Renewal – 300.00
2	II	No. 02-2023	100.00
3	III	No. 01-2023	100.00
4	IV	No. 01-2024	100.00
5	V	No. 01-2024	20.00
6	VI	No. 02-2024	New – 300.00
			Renewal – 200.00
7	VI-A	No. 01-2023	100.00
8	VII	No. 03-2023	20.00
9	VIII	No. 01-2024	No Collection
10	IX	No. 03-2024	Below 50,000-100.00
			Above 50,000-500.00
11	X	No. 01-2024	New – 250.00
			Renewal – 300.00
12	XI	No. 02-2024	150.00
13	XII	No. 01-2024	No Collection
14	XIII	No. 01-2024	New – 500.00
			Renewal – 200.00
15	XIV	No. 02-2024	100.00
16	XV	No. 01-2024	No Collection
17	XV-A	No. 01-2023	No Collection
18	XVI	No. 01-2024	No Collection
19	XVI-A	No. 01-2024	No Collection
20	XVII	No. 12-2024	20.00
21	XVIII	No. 01-2024	No Collection
22	XVIII-A	No. 03-2024	100.00
23	XIX	No. 01-2024	No Collection
24	XIX-A	No. 01-2024	20.00
25	XX	No. 01-2024	No Collection
26	XXI	No. 01-2023	No Collection



Annex B

ANNUAL INSPECTION FEE (CITY ENGINEERING OFFICE)

ELECTRICAL FEES

a. Total Connected Load (kVA)	
i. 5 kVA or less	200.00
ii. Over 5 kVA to 50 kVA	200.00 + P 20.00/kVA
iii. Over 50 kVA to 300 kVA	1,100.00 + P 10.00/kVA
iv. Over 300 kVA to 1,500 kVA	3,600.00 + P 5.00/kVA
v. Over 1,500 kVA to 6,000 kVA	9,600.00 + P 2.50/kVA
vi. Over 6,000 kVA	20,850.00 + 1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)	
i. 5 kVA or less	40.00
ii. Over 5 kVA to 50 kVA	40.00 + P 4.00/kVA
iii. Over 50 kVA to 300 kVA	220.00 + P 2.00/kVA
iv. Over 300 kVA to 1,500 kVA	720.00 + P 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA	1,920.00 + P 0.50/kVA
vi. Over 6,000 kVA	4,1700.00 + P 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/ Attachment Location Plan Permit	
i. Power Supply Pole Location	30.00/pole
ii. Guying Attachment	30.00/attachment

This applies to designs/installations within the premises.

c. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	15.00	15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00



Annual Inspection Fees

- a. Divisions A-1 and A-2:
- i. Single detached dwelling units and duplexes are not subject to annual inspections.
 - ii. If the owner request inspections, the fee for each of the services enumerated below is 120.00
- | | |
|------------------------------|----------------------------------|
| Land Use Conformity | Sanitary and Health Requirements |
| Architectural Presentability | Fire-Resistive Requirements |
| Structural Stability | |
- b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:
- i. Appendage of up to 3.00 cu. meters/unit 150.00
 - ii. Floor area to 100.00 sq. meters 120.00
 - iii. Above 100.00 sq. meters up to 200.00 sq. meters 240.00
 - iv. Above 200.00 sq. meters up to 350.00 sq. meters 80.00
 - v. Above three hundred 350.00 sq. meters up to 500.00 sqm. 720.00
 - vi. Above 500.00 sq. meters up to 750.00 sq. meters 960.00
 - vii. Above 750.00 sq. meters up to 1,000.00 sq. meters 1,200.00
 - viii. Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters 1,200.00
- c. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:
- i. First class cinematographs or theatres 1,200.00
 - ii. Second class cinematographs or theaters 720.00
 - iii. Third class cinematographs or theaters 520.00
 - iv. Grandstands/Bleachers, Gymnasia and the like 720.00
- d. Annual plumbing inspection fees, each plumbing unit 60.00
- e. Electrical Inspection Fees:
- i. A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
 - ii. Annual Inspection Fees are the same as in Sec. 4.e.
- f. Annual Mechanical Inspection Fees:
- i. Refrigeration and Ice Plant, per ton:
 - a. Up to 100 tons capacity 25.00
 - b. Above 100 tons up to 150 tons 20.00
 - c. Above 150 tons up to 300 tons 15.00
 - d. Above 300 tons up to 500 tons 10.00
 - e. Every ton or fraction thereof above 500 tons 5.00
 - ii. Air Conditioning Systems:
 - Window type air conditioners, per unit 40.00



iii. Packaged or centralized air conditioning systems:	
a. First 100 tons, per ton	25.00
b. Above 100 tons, up to 150 tons per ton	20.00
c. Every ton or fraction thereof above 500 tons	8.00
iv. Mechanical Ventilation, per unit, per kW:	
a. Up to 1 kW	10.00
b. Above 1 kW to 7.5 kW	50.00
c. Every kW above 7.5 kW	20.00
v. Escalators and Moving Walks; Funiculars and the like:	
a. Escalator and Moving Walks, per unit	120.00
b. Funiculars, per kW or fraction thereof	50.00
c. Per lineal meter or fraction thereof of travel	10.00
d. Cable Car, per kW or fraction thereof	25.00
e. Per lineal meter of travel	2.00
vi. Elevators, per unit:	
a. Passenger elevators	500.00
b. Freight elevators	400.00
c. Motor driven dumbwaiters	50.00
d. Construction elevators for materials	400.00
e. Car elevators	500.00
f. Every landing above first five (5) landings for all the above elevators	50.00
vii. Boilers, per unit:	
a. Up to 7.5 kW	400.00
b. 7.5 kW up to 22 kW	550.00
c. 22 kW up to 37 kW	600.00
d. 37 kW up to 52 kW	650.00
e. 52 kW up to 67 kW	800.00
f. 67 kW up to 74 kW	900.00
g. Every kW or fraction thereof above 74 kW	4.00
viii. Pressurized Water Heaters, per unit	120.00
ix. Automatic Fire Extinguishers, per sprinkler head	2.00
x. Water, Sump and Sewage pumps for buildings /structures for commercial/industrial purposes, per kW:	
a. Up to 5 kW	55.00
b. Above 5 kW to 10 kW	90.00
c. Every kW or fraction thereof above 10 kW	2.00
xi. Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:	
a. Per kW, up to 50 kW	15.00
b. Above 50 kW up to 100 kW	10.00
c. Every kW or fraction thereof above 100 kW	2.40
xii. Compressed air, vacuum, commercial/institutional/ industrial gases, per outlet.	10.00



xiii. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	2.00
xiv. Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,	
a) Per unit, up to 10 kW	100.00
b) Every kW above 10 kW	3.00
xv. Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:	
a. Up to ½ kW	8.00
b. Above ½ kW up to 1 kW	23.00
c. Above 1 kW up to 3 kW	39.00
d. Above 3 kW up to 5 kW	55.00
e. Above 5 kW up to 10 kW	80.00
f. Every kW above 10 kW or fraction thereof	4.00
xvi. Pressure Vessels, per cubic meter or fraction thereof	40.00
xvii. Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	2.40
xviii. Weighing Scale Structure, per ton or fraction thereof	30.00
xix. Testing/Calibration of pressure gauge, per unit	24.00
Each Gas Meter, tested, proved and sealed, per gas meter	30.00
xx. Every mechanical ride inspection, etc., used in amusement centers of fairs, such as Ferris wheel, and the like, per unit	30.00
g. Annual inspection fees on telecommunication companies and additional P50.00 per linear ft. of facilities	3,500.00
 Permit fee to operate telecommunication and cable facilities	 2,400.00
 Permit fee for the construction of radio transmitting tower and communication and similar structure	 12.00/linear

ELECTRONICS FEES

a. Central Office switching, remote switching units, concentrators, PBAX/PBX's, cordless/wireless telephone and communications systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms or wired or wireless communications.	2.400 per port
b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting /receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control center, operation and/or maintenance	1,0000.00



centers, call centers, cell sites, equipment silos/shelters and other similar location/ structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle transaction	per location
c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoors or outdoors	10.00 per unit
d. Electronics and communications outlets used for connection and termination of voice data, computer (including workstations, servers, routers, etc.) audio, video, or any form or electronics and communications services, irrespective of whether a user terminal is connected	2.40 per outlet
e. Station/terminal/control point /port/central or remote panels/ outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection system lighting controls, monitoring and surveillance system, sensors, detector, parking management system, barrier, controls, signal lights, etc.) electronics, fire alarm (including early detection systems, smoke detectors, etc.), sound-reinforcement/ background, music/paging/conference system and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, managements systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected	2.40 per termination
f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction /simulation and similar activities	1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications/ transmission / reception	1,000.00 per structure
h. Electronic or electronically-controlled indoor and outdoor signage and display systems, including TV monitors, multimedia signs, etc.	50.00 per unit
i. Poles and attachment:	
i. Per Pole (to be paid by pole owner)	20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)	20.00
j. Other types of electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above	50.00 per unit



Annex C

Schedule of Fees and Charges of the City Government of Victorias (Ordinance No. 46-2023)

COMMERCIAL (Business, Trade and Occupational Establishments)	1,600.00
a. Manufacturer	
1. Any kind of articles made of metal	900.00
2. Bricks, hollow blocks, ceramics, tiles	900.00
3. Candles	900.00
4. Furniture/Carpentry Shop	900.00
5. Ice Drop and other similar products	1,600.00
6. Iron work and other related activities	1,675.00
7. Lumber and sawmills	1,600.00
8. Pants/RTW	1,600.00
9. Sauce, sausage, baloney, hotdogs and the like	1,350.00
10. Homemade/small scale industries food	1,600.00
11. All other manufacturers not specifically mentioned	1,350.00
12. Above and non-food items, other similar products	1,600.00

b. Wholesaler/Retailer	
1. Supermarkets, superettes, groceries and the like with an aggregate area of:	
• 500 sqm. to 1,000 sqm	4,000.00
• 300 sqm. or more but less than 500 sqm.	3,000.00
• 200 sqm. or more but less than 300 sqm.	2,000.00
• 100 sqm. or more but less than 200 sqm.	1,000.00
• Less than 100 sqm.	600.00
2. Sari-sari Stores	
• Located at street corner and along main road	600.00
• Located along secondary and minor road	300.00
3. Bakeries	
• With more than 5 ovens	1,200.00
• With 3 to 5 ovens	900.00
• With 2 ovens or less	600.00
4. Stores, bazaars, boutiques, gift shops, novelty, shops, dry goods, variety stores, shoe stores and the like	
• 200 sqm. or more	1,600.00
• 100 sqm. or more but less than 200 sqm.	1,000.00
• Less than 100 sqm.	600.00
5. Jewelry stores and shops	900.00
6. Hardware, gravel and sand	



• More than 200 sqm.	1,600.00
• 100 to 200 sqm.	1,200.00
• Below 100 sqm	900.00
7. Furniture, glass and aluminum supply	1,600.00
8. Electrical supply	900.00
9. Book Stores, art, office and school supplied	900.00
10. Photo supply and related material	900.00
11. Drugstore with an aggregate area of:	
• More than 400 sqm.	1,800.00
• 200 to 400 sqm.	1,200.00
• Less than 200 sqm	900.00
12. Gasoline Station	2,400.00
13. Dealer of Motor vehicles, spare part and accessories, auto supply	1,600.00
14. Scarp/junk materials	
• Dealer	900.00
• Retailers	600.00
15. Rice and other grain dealers/retailers	1,200.00
16. Restaurants, panciteras, cafeterias, refreshment, parlors, canteens, carinderias, snack houses, or any other places with an aggregate area of	
• More than 300 sqm	2,400.00
• 151 to 300 sqm	1,600.00
• 75 to 150 sqm	900.00
• Below 75 sqm	600.00
17. Food Caterers / contractors	900.00
18. Food, barbeque, fruit and vegetables stands and the like	600.00
19. Night clubs, disco houses, cocktail lounges, beer, gardens, bars and similar establishments with an aggregate	
• More than 300 sqm	2,400.00
• 151 to 300 sqm	1,600.00
• 75 to 150 sqm	900.00
• Below 75 sqm	600.00
20. Dormitories, lodging houses, boarding house	
• More than 400 sqm	3,200.00
• 300 to 400 sqm	2,400.00
• Less than 300 sqm	1,200.00
21. Private Schools (College, Secondary, Vocational, Nursery)	
• More than 1,000 sqm	3,600.00
• 501 to 1,000.00 sqm	2,400.00
• 300 to 500 sqm	1,600.00
• Less than 300 sqm	900.00
22. Private Hospitals, clinics, maternity clinics	
• With more than 15 bed capacity	3,500.00
• With 11 to 15 bed capacity	2,500.00
• With 6 to 10 bed capacity	1,500.00



• With 5 or less bed capacity	1,000.00
23. Dress Tailoring and embroidery shops	
• With 5 or more machines	1,200.00
• With less than 5 machines	600.00
24. Beauty Parlors, barber shop, and the likes	
• With 5 or more operators/ chairs	1,200.00
• With less than 5 operators/ chars	600.00
25. Funeral Parlors	3,200.00
26. Cockpit and boxing arena	2,400.00
27. Billiard and pool	
• With 5 tables or more	900.00
• With less than 5 tables	600.00
28. Video Sales, rental shops, piso net	600.00
29. Blueprinting, photocopying and other related business	600.00
30. Photoshop, wood lamination, and other related business	600.00
31. Paint, advertising, art shop, tarpaulin printing	900.00
32. Repair of motor vehicles and bodies of motor vehicles including vulcanizing and welding shops	
• More than 300 sqm	2,400.00
• 150 to 300 sqm	1,200.00
• Less than 150 sqm	600.00
33. Repair shops for motorcycle and tricycle	
• More than 200 sqm	1,600.00
• 200 sqm and below	900.00
34. Repair of office equipment, radios, electric fans, tv, audio devices, refrigerators, aircon, and the like	600.00
35. Machine shops for any other purpose including rewinding shops	
• More than 200 sqm	2,800.00
• 200 sqm and below	900.00
36. Upholstery and upholstery shops	
• More than 300 sqm	1,200.00
• 200 to 300 sqm	900.00
• Less than 200 sqm	600.00
37. Inland resorts	3,000.00
38. Banks and other financial institutions	
Banks, security dealers, investments companies, and large financial / lending institutions	1,600.00
Pawnshops, money changer	1,440.00
Small financial institutions	900.00
39. Flower shops	600.00



Not provided in the Environment Code

a. Amusement centers and establishments with coin operated machines, appliances, amusement rides and shooting galleries, side show booths and other similar establishments.	60.00 / contrivance
b. Bowling establishments	1,200.00
c. Casinos	1,800.00
d. Circus, carnival and the like	1,800.00
e. Golf links and/or ranges	1,800.00
f. Gymnasium	1,800.00
g. Sauna baths, spa and massage clinics	1,800.00
h. Theater or cinema houses	1,800.00
i. Pelota court, tennis court, and other similar structures	1,800.00
j. Delivery Trucks or vans	600.00
k. Electric fan and power companies	
• Main office/plant	2,400.00
• For each branch or sub-office	1,200.00
l. Film shooting	1,200.00
m. Liquefied Petroleum Gas (LPG) dealers	1,200.00
n. Medical clinics for consultation	1,200.00
o. Media facilities like newspapers, books, magazine radio and TV stations, cable TV	900.00
p. Telegraph, teletype, cable and wireless communication company	
• Main office	1,200.00
• For each branch station	900.00
q. Telephone companies or other communication companies (including structures and other communication structures)	1,200.00
r. Terminal garage for bus, taxi and other public utility vehicles except for home garage	1,800.00
s. Peddlers, ambulant vendors except for delivery truck, van	600.00
t. Display offices, administration office, offices of professionals	1,200.00
u. Private Warehouse or Bodega	1,200.00
v. Exporters / Importers	1,200.00
w. Operators of common carriers:	
• With 25 or more Vehicles	1,200.00
• With 11 to 25 Vehicles	1,000.00
• With 6 to 10 Vehicles	800.00
• With 5 or less Vehicles	600.00
x. Operators of tricycle / trisikad:	
• With 6 to 10 units	360.00
• With 3 to 5 units	240.00
• With 1 to 2 units	120.00
y. Owners or operators rendering services not specified above	1,800.00
z. Any other business not specified above	1,800.00



b. Highly Classified Commercial Establishment for Business and/or Amusement

1. Malls, supermarkets, metro stores and the like, inclusive of parking spaces, basement, ad other outdoor facilities with an aggregate area of:	
• 10,000 sqm or more	10,000.00
• 5,000 sqm or more but less than 10,000 sqm	9,000.00
• 4,000 sqm or more but less than 5,000 sqm	8,000.00
• 3,000 sqm or more but less than 4,000 sqm	7,000.00
• 2,000 sqm or more but less than 3,000 sqm	6,000.00
• 1,000 sqm or more but less than 2,000 sqm	5,500.00
2. Commercial centers, business zones/parks, and the like, inclusive of parking spaces, basement, and other outdoor facilities with aggregate area of	
• 10,000 sqm or more	7,000.00
• 5,000 sqm or more but less than 10,000 sqm	6,500.00
• 4,000 sqm or more but less than 5,000 sqm	6,000.00
• 3,000 sqm or more but less than 4,000 sqm	5,500.00
• 2,000 sqm or more but less than 3,000 sqm	5,000.00
• 1,000 sqm or more but less than 2,000 sqm	4,500.00
• Less than 1,000 sqm	4,000.00
3. Amusement/theme parks, resort, gaming and the like inclusive of parking spaces, basement and othe outdoor facilities with aggregate area of:	
• 10,000 sqm or more	8,000.00
• 5,000 sqm or more but less than 10,000 sqm	7,500.00
• 4,000 sqm or more but less than 5,000 sqm	7,000.00
• 3,000 sqm or more but less than 4,000 sqm	6,500.00
• 2,000 sqm or more but less than 3,000 sqm	6,000.00
• 1,000 sqm or more but less than 2,000 sqm	5,500.00
• Less than 1,000 sqm	5,000.00
INDUSTRIAL	
Industrial companies with an aggregate area of:	
• More than 50,000 sqm	12,000.00
• 10,000 sqm to 50,000 sqm A288	9,600.00
• Less than 10,000 sqm	7,200.00
SERVICE FEE FOR CERTIFICATIONS	
(Cutting and Transport of Trees, Special Waste Disposal, etc)	50.00



Annex D

VICTORIAS CITY TAXES CITY ORDINANCE NO. 07-2015

- a. On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 100,000	1,815.00
100,000 or more but less than 150,000	2,420.00
150,000 or more but less than 200,000	3,025.00
200,000 or more but less than 300,000	4,235.00
300,000 or more but less than 500,000	6,050.00
500,000 or more but less than 750,000	8,800.00
750,000 or more but less than 1,000,000	11,000.00
1,000,000 or more but less than 2,000,000	14,300.00
2,000,000 or more but less than 3,000,000	17,600.00
3,000,000 or more but less than 4,000,000	21,780.00
4,000,000 or more but less than 5,000,000	25,410.00
5,000,000 or more but less than 6,500,000	26,812.50
6,500,000 or more	At the rate of 41 ¼ of 1%

The preceding rates shall apply only to amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under paragraph (c) of this Article.

- b. On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 100,000	1,452.00
100,000 or more but less than 150,000	2,057.00
150,000 or more but less than 200,000	2,662.00
200,000 or more but less than 300,000	3,630.00
300,000 or more but less than 500,000	4,840.00
500,000 or more but less than 750,000	7,260.00
750,000 or more but less than 1,000,000	9,680.00
1,000,000 or more but less than 2,000,000	11,000.00
2,000,000 or more	At the rate of 55% of 1%

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers provided in this Article.



c. On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article;

1. Rice and Corn;
2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
3. Cooking oil and cooking gas;
4. Laundry soap, detergents, and medicine;
5. Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
6. Poultry feeds and other animal feeds;
7. School supplies; and
8. Cement

d. On retailers.

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
More than 50,000 but not over 400,000	2.2%
Additional, in excess of 400,000	1.1%

However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Fifty Thousand Pesos (Php 50,000.00) subject to existing laws and regulations.

e. On contractors and other independent contractors, and business establishment principally rendering or offering services such as, but not limited to those mentioned below:

Amount of Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 75,000	968.00
75,000 or more but less than 100,000	1,452.00
100,000 or more but less than 150,000	2,178.00
150,000 or more but less than 200,000	2,904.00
200,000 or more but less than 250,000	3,993.00
250,000 or more but less than 300,000	5,082.00
300,000 or more but less than 400,000	6,776.00
400,000 or more but less than 500,000	9,075.00
500,000 or more but less than 750,000	10,175.00
750,000 or more but less than 1,000,000	11,275.00
1,000,000 or more but less than 2,300,000	12,650.00
2,300,000 or more	At the rate of 55% of 1%



f. On banks and other financial institutions, at the rate of seventy-five percent (75%) of one percent (1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.

g. On subdivision operators, per square meter 11% per annum

The computation of tax shall be based only on the total area of the remaining lots titled in the name of the subdivision operator.

h. On proprietors, operators, lessors and sublessors of real estate including accessories, such as hotels, motels, inns, pension houses, apartels, apartments, townhouses, condominiums, house of lease, and rooms and spaces for rent, shall be taxed at the rate of 2.2% of the gross sales or receipts of the preceding calendar year.

i. On owners or operators of boarding houses and dormitories with accommodations for:

	Tax Per Annum
Less than 10 boarders	220.00
With 10 to 19 boarders	330.00
With 20 to 39 boarders	440.00
With 40 to more boarders	550.00

j. On owners or operators of lodging houses or inns with accommodations for:

	Tax Per Annum
Less than 15 lodgers	660.00
With 15 to 24 lodgers	990.00
With 25 to more lodgers	1,320.00

k. On owners or operators of privately-owned markets:

	Tax Per Annum
50,000 or more but less than 100,000	2,200.00
100,000 or more but less than 200,000	4,400.00
200,000 or more but less than 300,000	6,600.00
300,000 or more but less than 400,000	8,800.00
more than 400,000	8,800 plus 1% in excess of 400,000



1. On owners or operators of private cemeteries and memorial parks with an area of:

	Tax Per Annum
Less than 2 hectares	2,200.00
2 hectares to 5 hectares	5,500.00
More than 5 hectares	11,000.00

- m. On Nursery, child care center, vocational and other schools not regulated by DECS with students of:

	Tax Per Annum
Less than 25 students	500.00
25 to 49 students	1,000.00
50 and above students	1,500.00

- n. On owners or operators of commercial orchid, plant nurseries, gardens and the like:

Tax Per Annum	550.00
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- o. On owners or operators of fishponds, or fish breeding grounds including those which were granted fishery rights by the city per hectare or fraction thereof:

Tax Per Annum	1,100.00
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- p. On owners or operators of dancing schools, driving schools, speech clinics and other similar establishments:

Tax Per Annum	300.00
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- q. On owners or operators of computer schools:

Tax Per Annum	1,100.00
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- r. On each magazine or newsstand:

Tax Per Annum	110.00
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- s. On cold storage and refrigeration cases:

On refrigeration or cold storage unit with total cold storage capacity of:	Tax Per Annum
Less than 5 cu.m.	110.00
Over 5 to 15 cu.m.	165.00
Over 15 to 25 cu.m.	275.00



Over 25 to 35 cu.m.	550.00
Over 35 to 50 cu.m.	825.00
Over 50 cu.m.	1,100.00

t. On lumberyards:

	Tax Per Annum
500 sq.m. or less	440.00
over 500 to 1,000 sq.m.	550.00
over 1,000 to 1,500 sq.m.	660.00
over 1,500 to 2,000 sq.m.	880.00
over 2,000 sq.m.	1,100.00

u. On car exchange on consignment basis only:

	Tax Per Annum
For an enclosure of 500 sqm. or less	165.00
For an enclosure of more than 500 sq.m.	220.00

If car exchanges are being operated on a buying and selling basis, they are covered by the graduated business tax on retailers, independent wholesalers and distributors under Section 2A.02 of this code.

v. On private detective and security agencies with:

	Tax Per Annum
Less than 10 personnel	550.00
11 to 20 personnel	1,100.00
20 to more personnel	2,200.00

w. On amusement and other recreational places wherein the customers thereof participate without making bets or wagers, at the rate of 2.2% of gross receipts of the preceding year but not less than the amount indicated in the following schedule:

	Tax Per Annum
Bath house, pools	660.00
Resorts	1,760.00
Skating rink	1,100.00
Steam bath, sauna	550.00
Billiard, pool hall	330.00
Bowling alley	1,650.00
Circus carnival	1,100.00
Day and night club	1,320.00
Cocktail lounge or bar	3,300.00
Cabaret or dance hall	2,200.00



Videoke bar, KTV room, and the like	550.00
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x. On owners or operators of amusement devices:

	Tax Per Annum
Each juke box machine	500.00
Each machine or apparatus for visual entertainment including entertainment computer machine	1,000.00
Each apparatus for weighing persons	100.00
Each coin-operated amusement machine	500.00
Each golf cart	750.00
Each amusement machine such as merry-go-round, roller coaster, ferries wheel, and other similar rides	550.00

y. On restaurants and other eating establishments, such as, but not limited to cafes, cafeterias, ice cream or refreshment parlors, carinderias, soda fountains, food caterers, fast food centers and snack counters shall be taxed at the rate of 2.2% of the gross receipts of the preceding calendar year, but not less than the amount indicated in the following schedule:

	Tax Per Annum
Café and cafeteria	330.00
Ice cream and other refreshment parlors	440.00
Carenderia	880.00
Restaurants	1,100.00
Fastfoods	1,650.00
Food caterers	1,980.00

z. On the following business at the rate of two percent (2.2%) of gross sales or receipts of the preceding year but not less than the amount indicated in the following schedules:

1. On the business of dealers and retailers of fermented liquors, distilled spirits, wines and tuba:

	Tax Per Annum
Imported wines	2,200.00
Domestic wines	1,100.00
Fermented liquors/beers	1,100.00
Tuba and the like	330.00



2. On tobacco dealers:

Retail leaf tobacco dealers	110.00
Wholesale leaf tobacco dealers	330.00
Retail manufactured tobacco dealers (cigar & cigarettes)	275.00

3. On common carriers

Motorized tricycle, owner's use	110.00
Motorized tricycle, for hire	220.00
Motorized bancas, watercraft or pumpboat	220.00

- On any other business not otherwise specified in the preceding paragraphs shall be imposed a tax at the rate of two percent (2.2%) of its gross sales or receipts of the preceding year.

Section 2A.05. Exemption.

Business engaged in the following shall be exempted from city taxes imposed in this article:

- a. Production, manufacture, refining, distribution or sale of gasoline, oil, LPG and other petroleum products;
- b. Local Water District;
- c. Cooperatives duly registered under RA6938, otherwise known as the Cooperative Code of the Philippines;
- d. Non-stock and non-profit hospitals and educational institutions;
- e. Business enterprises certified by the Board of Investment (BOI) as pioneer or non-pioneer for a period of six (6) and four (4) years respectively, from the date of registration;
- f. Business entity, association or cooperatives registered under RA 6810; and
- g. Business and economic enterprises operating within export processing zones administered by the Export Processing Zone Authority.



Annex E

RULE 12. FIRE CODE TAXES, FEES/CHARGES AND FINES (FIRE SAFETY INSPECTION FEE -BUSINESS)

SECTION 12.0.0.2 - FIRE CODE REVENUES

A. The classification of Fire Code revenues and rates are prescribed in the following schedule:

2. Fire Code Realty Tax. Tax prescribed in Section 12.0.0.1 (C) of this RIRR.

SECTION 12.0.0.1 (C) - SOURCES OF INCOME

“One-hundredth of one per centum (0.01%) of the assessed value of buildings or structures annually payable upon payment of the real estate tax, except on structures used as single-family dwellings; “

6. Fire Safety Inspection Fee. Fee charged for the conduct of Fire Safety Inspection equivalent to fifteen percent (15%) of all fees charged by the Local Government Unit or Philippine Economic Zone Authority (PEZA), but in no case shall be lower than Five Hundred Pesos (PhP500.00).

7. Storage Clearance Fee. Fee derived from storage of flammable and combustible materials.

a. Flammable/Combustible Liquids

1. For flammable liquids having flashpoint of -6.67°C or below, such as gasoline, ether, carbon bisolphide, naphtha, benzol (benzene), collodion, aflodin and acetone.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	35.00
Over 100 to 200	42.00
Over 200 to 400	84.00
Over 400 to 2,000	168.00
Over 2,000 to 4,000	252.00
Over 4,000 to 6,000	350.00
Over 6,000 to 8,000	420.00
Over 8,000 to 10,000	504.00
Over 10,000 to 12,000	672.00
Over 12,000 to 14,000	839.00
Over 14,000 to 16,000	1,007.00
Over 16,000 to 32,000	1,259.00
Over 32,000 to 40,000	1,678.00



Over 40,000 to 200,000	2,517.00
Over 200,000 to 800,000	3,775.00
Over 800,000 to 2,000,000	5,033.00
Over 2,000,000 to 6,000,000	6,711.00
Over 6,000,000 to 8,000,000	8,388.00
In excess of 8,000,000	4.00/400 liters

2. For flammable liquids having flashpoint of above -6.67°C and below 22.8°C such as alcohol, amyl, toluol, ethyl, acetate and like.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	32.00
Over 100 to 200	42.00
Over 200 to 400	63.00
Over 400 to 2,000	105.00
Over 2,000 to 4,000	168.00
Over 4,000 to 20,000	350.00
Over 20,000 to 100,000	839.00
Over 100,000 to 200,000	1,678.00
Over 200,000	2,097.00

3. For liquids having flashpoint of 22.8°C to 93.3°C , such as kerosene, turpentine, thinner, prepared paints, varnish, diesel oil, fuel oil, kerosene, cleansing solvent, polishing liquids and similar.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	18.00
Over 100 to 200	28.00
Over 200 to 400	42.00
Over 400 to 4,000	105.00
Over 4,000 to 20,000	315.00
Over 20,000 to 40,000	420.00
Over 40,000 to 200,000	630.00
Over 200,000 to 400,000	1,049.00
Over 400,000 to 2,000,000	1,678.00
Over 2,000,000 to 3,600,000	1,748.00
Over 3,600,000	2,098.00



4. For combustible liquids having flash point greater than 93.3 °C that is subject to spontaneous ignition or is artificially heated to a temperature equal to or higher than its flash point, such as crude oil, petroleum oil and others.

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	18.00
Over 100 to 200	28.00
Over 200 to 400	42.00
Over 400 to 2,000	84.00
Over 2,000 to 4,000	105.00
Over 4,000 to 80,000	315.00
Over 80,000 above	630.00

b. Flammable Gases

1. Liquefied Petroleum Gases (LPG) in liter water capacity

a) For Bulk Storage

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
200 and below	70.00
Over 200 to 2,000	140.00
Over 2,000 to 8,000	280.00
Over 8,000 to 20,000	699.00
Over 20,000 to 200,000	1,398.00
Over 200,000 to 400,000	5,592.00
For every additional 4,000 liters or fraction thereof, in excess of 400,000	35.00

b) For Other Bulk Storage

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
60 and below	6.00
Over 60 to 100	7.00
Over 100 to 200	11.00
Over 200 to 400	14.00
Over 400 to 800	28.00
Over 800 to 1,200	42.00
Over 1,200 to 2,000	56.00
For every additional 400 liters water capacity excess in 2,000	4.00

2. Other Flammable Gases

STORAGE CAPACITY (in liters)	ANNUAL FEES (in Php)
From 20 to 100	21.00
Over 100 to 400	42.00



Over 400 to 2,000	126.00
Over 2,000 to 8,000	252.00
Over 8,000 to 40,000	630.00
Over 40,000 to 200,000	1,259.00
Over 200,000 to 400,000	1,888.00
Over 400,000	3,146.00

B. ADMINISTRATIVE FINES

8. Failure to secure and submit documentary requirements such as, but not limited to

b. FSIC for the year of default;

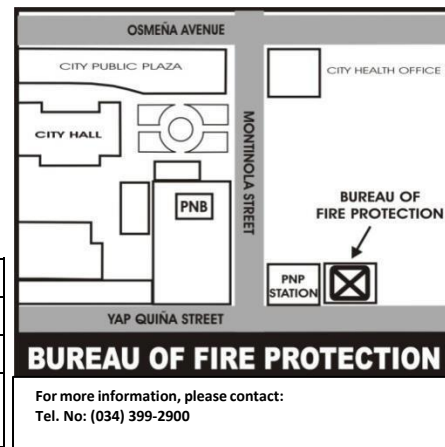
1. Failure to renew FSIC for less than a year	50% of the total amount to be paid by the applicant;
2. Failure to renew FSIC for a year or more	100% of the total amount to be paid by the applicant for each year of default;



2. Securing Fire Safety Inspection Certificate (FSIC) for New Business Permit with Valid FSIC issued during Occupancy Permit Stage

ABOUT THE SERVICE

Fire Safety Inspection Certificate (FSIC) is a pre-requisite to the issuance of the occupancy permit. This is to insure that fire safety construction are in place, and fire protective and/ or warning system are properly installed in accordance with the approved plans and specification.



Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certified true copy of valid occupancy permit • Photo copy of FSIC for occupancy permit • Assessment of business permit fee /tax assessment bill from BPLO • Affidavit of undertaking that there was no substantial changes made on building / establishment • Copy of fire insurance policy (if any) 	<ul style="list-style-type: none"> • City Engineer's Office • Business Permits and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSIC using the Unified Form with complete documentary requirements.	1. Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements, CRO shall immediately inform in writing the applicant of such finding. For		10 minutes	Customer Relation Officer (CRO) BFP



	invalid Occupancy Permit, the Service Standard for FSIC for New Business Permit Without Valid Occupancy Permit shall apply.			
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP
3. Pay the assessed amount and submit copy of receipt of payment to CRO.	3. Receive payment from applicant and compile copy of receipt of payment	10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	10 minutes	Fire Code Collecting Agent (FCCA) BFP
4. Receive Claim Stub. (FSIC shall be issued within the day.)	4. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub. Verify validity of Occupancy Permit and refer to C, FSEU for issuance of FSIC.	None	5 minutes	Customer Relation Officer (CRO) BFP
	Review/ evaluate the referral of CRO and recommend issuance of FSIC.	None	2 hours	Chief, Fire Safety Enforcement Unit (FSEU) BFP



	Approve and sign three (3) copies of FSIC for Business Permit.	None	20 minutes	C/MFM or DFM (In case of Manila, QC and similar cities)
	Record in the Official Logbook the FSIC number, date approved, validity, name of applicant/owner and name of establishment, OR number and amount paid.		10 minutes	CRO, Records Custodian BFP
5. Owner/ Authorized representative presents Claim Stub.	Release FSIC to applicant through the CRO. Provide duplicate copy of FSIC to the BPLO. Note: The BFP shall be given a period of three (3) months from the issuance of Business Permit to conduct the validation inspection.		5 minutes	Customer Relation Officer (CRO) BFP
	Total:	10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	Maximum of 1 day	



3. Securing Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC issued during Occupancy Permit Stage

ABOUT THE SERVICE

Fire Safety Inspection Certificate (FSIC) is a pre-requisite to the issuance of the occupancy permit. This is to insure that fire safety construction are in place, and fire protective and/ or warning system are properly installed in accordance with the approved plans and specification.

Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Assessment of Business Permit Fee Tax assessment bill from BPLO Copy of Fire Insurance Policy (if any) 	<ul style="list-style-type: none"> Business Permits and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSIC using the Unified Form with complete documentary requirements.	1. Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements or the Occupancy Permit is not valid, CRO shall immediately inform in writing the applicant of such finding. (Note: Occupancy Permit is considered valid for purposes of application for FSIC		10 minutes	Customer Relation Officer (CRO) BFP



	for Business Permit if the Occupancy Permit presented corresponds to the same types of occupancy or nature of operation, location or specific area in a building and address. The applicant is required to secure a valid Fire Safety Inspection Certificate for Occupancy Permit.)			
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP
3. Pay the assessed amount and submit copy of receipt of payment to CRO.	3. Receive payment from applicant and compile copy of receipt of payment	10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	10 minutes	Fire Code Collecting Agent (FCCA) BFP
4. Receive Claim Stub. (FSIC for Occupancy and for Business Permit will be issued within a maximum period of 3 days from application if no violation found during inspection.)	4. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub.	None	5 minutes	Customer Relation Officer (CRO) BFP



	Assign Fire Safety Inspector and Issue Inspection Order.	None	15 minutes	Chief, Fire Safety Enforcement Unit (FSEU) and City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (DFM) BFP
	Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSEU, with appropriate findings and recommendations, such as issuance of FSIC/NTC, as the case may be.	None	3 hours	Fire Safety Inspector (FSI)
	Review/evaluate the Findings of FSI and recommend to DFM or C/MFM the issuance of FSIC/NTC as the case maybe.		2 hours	Chief, Fire Safety Enforcement Unit (FSEU)
	Final review/evaluation of the C, FSEU's recommendation for disposition.		2 hours	DFM or C/MFM as the case maybe
	Approve and sign three (3) copies of FSIC or NTC as the case may be.		20 minutes	DFM or C/MFM as the case maybe
	Record in the Official Logbook the FSIC/NTC number, date approved, validity, name of		10 minutes	CRO, Records Custodian



	applicant/owner and name of establishment, OR number and amount paid.			
5. Owner/ Authorized representative presents Claim Stub.	5. Release FSIC to applicant through the CRO. Serve copy of NTC to the owner in case there is a violation of the Fire Code. Provide duplicate copy of FSIC/NTC to the BPLO		5 minutes	Customer Relation Officer (CRO) BFP
	Total:	10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	Maximum of 3 days	



4. Renewal of FSIC for Business Permit without Valid FSIC or Expired FSIC / With Existing Violation of the Fire Code / Included in the Negative List

ABOUT THE SERVICE

Fire Safety Inspection Certificate (FSIC) is a pre-requisite to the issuance of the occupancy permit. This is to insure that fire safety construction are in place, and fire protective and/ or warning system are properly installed in accordance with the approved plans and specification.

Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Photo copy of previous FSIC (if any) • Assessment of business permit fee/tax or assessment bill from BPLO • Copy of Fire Insurance Policy (if any) 	<ul style="list-style-type: none"> • c/o Client • Business Permits and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSIC using the Unified Form with complete documentary requirements.	1. Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements CRO shall immediately inform in writing the applicant of such finding.		10 minutes	Customer Relation Officer (CRO) BFP
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP



<p>3. Pay the assessed amount and submit copy of receipt of payment to CRO.</p>	<p>3. Receive payment from applicant and compile copy of receipt of payment</p>	<p>10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).</p>	<p>10 minutes</p>	<p>Fire Code Collecting Agent (FCCA) BFP</p>
<p>4. Receive Claim Stub. (FSIC will be issued within a maximum period of 2 days from application if no violation found during inspection.)</p>	<p>4. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub.</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Relation Officer (CRO) BFP</p>
	<p>Assign Fire Safety Inspector and Issue Inspection Order.</p>	<p>None</p>	<p>15 minutes</p>	<p>Chief, Fire Safety Enforcement Unit (FSEU) and City/Municipal Fire Marshal (C/MFM) or District Fire Marshal (DFM) BFP</p>
	<p>Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSEU, with appropriate findings and recommendations, such as issuance of FSIC/NTC, as the</p>	<p>None</p>	<p>3 hours</p>	<p>Fire Safety Inspector (FSI)</p>



	case may be.			
	Review/evaluate the Findings of FSI and recommend to DFM or C/MFM the issuance of FSIC/NTC as the case maybe.		2 hours	Chief, Fire Safety Enforcement Unit (FSEU)
	Final review/ evaluation of the C, FSEU's recommendation for disposition.		2 hours	DFM or C/MFM as the case maybe
	Approve and sign three (3) copies of FSIC or NTC as the case may be.		20 minutes	DFM or C/MFM as the case maybe
	Record in the Official Logbook the FSIC/NTC number, date approved, validity, name of applicant/owner and name of establishment, OR number and amount paid.		10 minutes	CRO, Records Custodian
5. Owner/ Authorized representative presents Claim Stub.	5. Release FSIC to applicant through the CRO. Serve copy of NTC to the owner in case there is a violation of the Fire Code. Provide duplicate copy of FSIC/NTC to the BPLO		5 minutes	Customer Relation Officer (CRO) BFP
	Total:	10% of all fees charged by BPLO in	Maximum of 2 days	



		granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).		
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5. Securing Fire Safety Inspection Certificate (FSIC) for Renewal of Business Permit

ABOUT THE SERVICE

Fire Safety Inspection Certificate (FSIC) is a pre-requisite to the issuance of the occupancy permit. This is to insure that fire safety construction are in place, and fire protective and/ or warning system are properly installed in accordance with the approved plans and specification.

Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Photo copy of valid FSIC (issued in the immediately preceding year) • Assessment of business permit fee/tax assessment bill from BPLO • Copy of Fire Insurance Policy (if any) 	<ul style="list-style-type: none"> • c/o Client • Business Permits and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSIC using the Unified Form with complete documentary requirements.	Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements, CRO shall immediately inform in writing the applicant of such finding.		10 minutes	Customer Relation Officer (CRO) BFP
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP



<p>3. Pay the assessed amount and submit copy of receipt of payment to CRO.</p>	<p>3. Receive payment from applicant and compile copy of receipt of payment</p>	<p>10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).</p>	<p>10 minutes</p>	<p>Fire Code Collecting Agent (FCCA) BFP</p>
<p>4. Receive Claim Stub.</p>	<p>4. Verify if FSIC is still valid or no existing violation of the Fire Code or if the establishment is not in the negative list. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub. A validated FSIC will serve as basis for the BPLO to renew the Business Permit. (Note: The Claim Stub shall be stamped: "New FSIC will be issued on the date of the expiration of existing FSIC.")</p>	<p>None</p>	<p>20 minutes</p>	<p>Customer Relation Officer (CRO) BFP</p>
			<p>Maximum of 1 day</p>	
<p>INSPECTION PROCEDURE ONE (1) MONTH BEFORE THE EXPIRATION OF FSIC</p>				
	<p>Assign Fire Safety Inspector and Issue Inspection Order.</p>		<p>15 minutes</p>	<p>Chief, FSEU and C/MFM or DFM (In case of</p>



				Manila, QC and similar cities)
	Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSEU, with appropriate findings and recommendations, such as issuance of FSIC/NTC, as the case may be.		3 hours	Fire Safety Inspector (FSI)
	Review/evaluate the Findings of FSI and recommend to C/MFM or DFM the issuance of FSIC.		45 minutes	Chief, FSEU
	Final review/ evaluation of the C, FSEU's recommendation for disposition		45 minutes	DFM or C/MFM as the case maybe
	Approve and sign three (3) copies of FSIC or NTC as the case may be.		10 minutes	DFM or C/MFM as the case maybe
	Record in the Official Logbook the FSIC/NTC number, date approved, validity, name of applicant/owner and name of establishment, OR number and amount paid		10 minutes	Customer Relation Officer (CRO), Records Custodian BFP
5. Owner/ Authorized representative presents Claim Stub. (A new FSIC will be issued if there is no	5. Release FSIC to applicant through the CRO upon the expiration of FSIC. Provide duplicate copy of FSIC/NTC to the BPLO. Serve copy of NTC to the owner		5 minutes	Customer Relation Officer (CRO) BFP



violation during inspection)	in case there is a violation of the Fire Code,			
	Total:	10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	Maximum of 1 day	



6. Securing Fire Safety Inspection Certificate (FSIC) for Occupancy Permit

ABOUT THE SERVICE

Fire Safety Inspection Certificate (FSIC) is a pre-requisite to the issuance of the occupancy permit. This is to ensure that fire safety construction is in place, and fire protective and/ or warning system are properly installed in accordance with the approved plans and specification.

Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Endorsement from BO/certificate of completion • Certified true copy of assessment fee for securing occupancy permit from BO 	<ul style="list-style-type: none"> • City Engineer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSIC using the Unified Form with complete documentary requirements.	1. Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements, CRO shall immediately inform in writing the applicant of such finding.		10 minutes	Customer Relation Officer (CRO) BFP
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP



<p>3. Pay the assessed amount and submit copy of receipt of payment to CRO.</p>	<p>3. Receive payment from applicant and compile copy of receipt of payment</p>	<p>10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).</p>	<p>10 minutes</p>	<p>Fire Code Collecting Agent (FCCA) BFP</p>
<p>4. Receive Claim Stub. (Note: FSIC will be issued within the maximum period of three (3) days from application if no violation of the Fire Code and its IRR has been noted during inspection.)</p>	<p>4. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub. Refer the application to Chief, FSEU for the issuance of Inspection Order.</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Relation Officer (CRO) BFP</p>
	<p>Assign Fire Safety Inspector and Issue Inspection Order.</p>		<p>15 minutes</p>	<p>Chief, FSEU and C/MFM or DFM (In case of Manila, QC and similar cities)</p>
	<p>Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief, FSEU, with appropriate findings and recommendations, such as issuance of</p>		<p>1 ½ days maximum from the date of application</p>	<p>Fire Safety Inspector (FSI)</p>



	FSIC/NTC, as the case may be.			
	Review/evaluate the Findings of FSI and recommend to C/MFM or DFM the issuance of FSIC.		2 hours	C, FSEU
	Final review/ evaluation of the C, FSEU's recommendation for disposition		2 hours	DFM or C/MFM as the case maybe
	Approve and sign three (3) copies of FSIC or NTC as the case may be.		20 minutes	DFM or C/MFM as the case maybe
	Record in the Official Logbook the FSIC/NTC number, date approved, validity, name of applicant/owner and name of establishment, OR number and amount paid		10 minutes	Customer Relation Officer (CRO), Records Custodian BFP
5. Owner/ Authorized representative presents Claim Stub. (A new FSIC will be issued if there is no violation during inspection)	5. Release FSIC to applicant through the CRO upon the expiration of FSIC. Provide duplicate copy of FSIC/NTC to the BPLO. Serve copy of NTC to the owner in case there is a violation of the Fire Code,		5 minutes	Customer Relation Officer (CRO) BFP

		10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514	Maximum of 3 days	
	Total:			



		and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).		
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7. Securing Fire Safety Evaluation Clearance (FSEC) for Building Permit

ABOUT THE SERVICE

Fire Safety Evaluation Clearance (FSEC) is a pre-requisite for issuance of building permit thus, to insure that the building or structure to be constructed is in accordance with the provision of RA 9514 otherwise known as Fire Code of the Philippines.

To insure that the design and specification is in accordance with the Fire Code of the Philippines and its IRR (Implementing Rules and Regulations).

Office or Division:	Bureau of Fire Protection
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Building Owner/Tenant/Authorized Representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Three (3) complete sets of building plans and specifications • Estimated cost of the building to be constructed/renovated/modified as reflected in the bill of materials including labor cost signed by the designer/contractor 	<ul style="list-style-type: none"> • City Engineer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for FSEC using the standard application form including the required attachments	1. Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of lacking requirements, CRO shall immediately inform in writing the applicant of such finding.		10 minutes	Customer Relation Officer (CRO) BFP
2. Wait for the release of Order of payment (OP).	2. Assess Fire Code Fees/Taxes and issue assessment and OP.		10 minutes	Fire Code Assessor (FCA) BFP



<p>3. Pay the assessed amount and submit copy of receipt of payment to CRO.</p>	<p>3. Receive payment from applicant and compile copy of receipt of payment</p>	<p>10% of all fees charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).</p>	<p>10 minutes</p>	<p>Fire Code Collecting Agent (FCCA) BFP</p>
<p>4. Receive Claim Stub. (Note: FSEC will be issued within the maximum period of three (3) days from application if the plans conform to the fire safety and life safety requirements of the Fire Code and its IRR.)</p>	<p>4. Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub. Refer the application to Chief, FSEU for designation of Building Plan Evaluator (BPE).</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Relation Officer (CRO) BFP</p>
	<p>Assign Building Plan Evaluator (BPE) who will review/evaluate the plans and specifications.</p>		<p>15 minutes</p>	<p>Chief, FSEU</p>
	<p>Review/evaluate the Findings of FSI and recommend to C/MFM or DFM the issuance of FSIC.</p>		<p>2 hours</p>	<p>C, FSEU</p>
	<p>Review/Evaluate Building Plans and Accomplish Fire</p>		<p>1 ½ days maximum from the date of</p>	<p>Building Plan Evaluator (BPE)</p>



	Safety Checklist, and make appropriate recommendations/findings.		application.	
	Review/Evaluate the recommendations/findings of BPE and recommend to C/MFM or DFM the issuance of FSEC/NOD.		2 hours	C, FSEU
	Final review/evaluation of the C, FSEU's recommendation for disposition		2 hours	DFM or C/MFM as the case maybe
	Approve and sign three (3) copies of FSEC/NOD as the case may be		20 minutes	DFM or C/MFM as the case maybe
	Record in the Official Logbook the FSEC/NOD number, date approved, name of applicant/owner and name of establishment, OR number and amount paid		10 minutes	Customer Relation Officer (CRO), Records Custodian BFP
5. Owner/ Authorized representative Present Claim Stub	5. Release FSEC to applicant through the CRO. Serve copy of NOD to the owner in case the plans and specification did not conform to the fire safety and life safety requirement of the Fire Code of the Philippines of 2008 and its IRR. Endorse 1 set of plan to BO as well as duplicate copy of FSEC or NOD, as the case may be.		5 minutes	Customer Relation Officer (CRO) BFP
	Total:	10% of all fees	Maximum of	



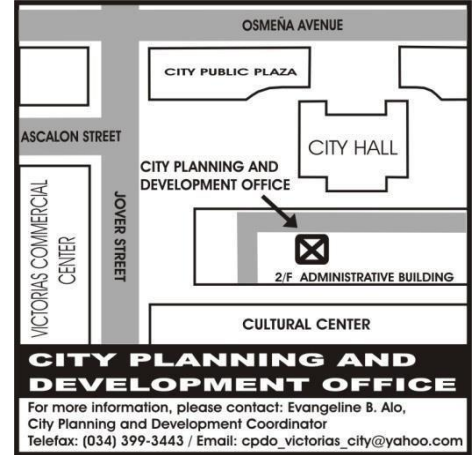
		charged by BPLO in granting business permit. (other fees/taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular fire safety inspection).	3 days	
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8. Securing Locational Clearance for Business Permit/License

ABOUT THE SERVICE

Business enterprises are required to secure a Zoning Clearance upon application for business permit to ensure that the enterprise is allowed in the chosen location as per approved City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.



Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All business owners/operators

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>FOR ALL APPLICANTS:</p> <ul style="list-style-type: none"> • DTI & SEC Registration • Barangay Clearance for Business • Filled-up Unified Business Application Form • Joint Inspection Team (JIT) Report <p>ADDITIONAL REQUIREMENTS FOR NEW STRUCTURES:</p> <ul style="list-style-type: none"> • Lot Plan /Sketch Map of Business Location • Photocopy of Certificate of Title • If lot is not owned: (submit any of the following) <ul style="list-style-type: none"> - Contract of Lease - Authority to operate business from the owner - Affidavit of consent from the owner to use the lot 	<ul style="list-style-type: none"> • Department of Trade and Industry (DTI)/ Securities and Exchange Commission (SEC) • pBarangay concerned • Business Permits and Licensing Office • c/o Client



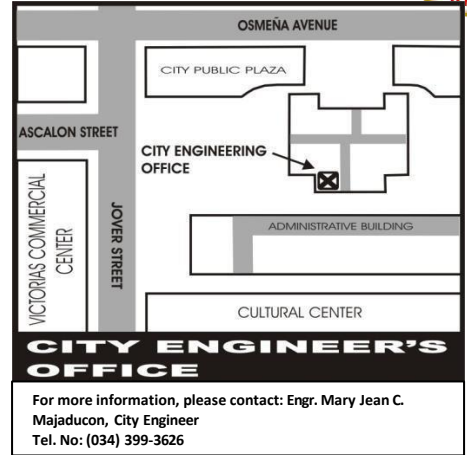
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Upon submission, CPDO staff shall: 1.1 Review completeness of requirements 1.2 Assess conformity of business establishments based on Zoning Ordinance	None	10 minutes	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i> FELICITO FREDERIC ORLINA <i>Project Dev't. Asst.</i>
2. Get locational clearance	2. CPDO staff prepares, approves and release of locational clearance to client		15 minutes	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i> FELICITO FREDERIC ORLINA <i>Project Dev't. Asst.</i>
	Total:	None	25 minutes	



9. Securing Building Inspection Clearance for Business Permit

ABOUT THE SERVICE

Business entities are obliged to secure Building Inspection Approval from the City Engineer's Office before start of business operations and during the annual renewal of business permits.



Office or Division:	City Engineer's Office
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Business License Application/Assessment Form Detailed information about the business and sketch of location (for new enterprises) 	<ul style="list-style-type: none"> Business Permits & Licensing Office c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Renewal of Business Permit Application 1. Assessment of Inspection Fee and Clearance Present the Business Permit or Application form to any member of the Building Staff for clearance and assessment of the required building inspection fee. Follow the usual procedure for processing a business license.	1. Technical staff/building inspectors check application form and verify completeness of documents submitted. If complete: -assess for annual inspection fee If incomplete: -return to the client (application form)	None	15 minutes	FREDDIE PORRAS, ME <i>Engineer I</i>
For New Enterprises 1. Submit requirement Submit the necessary requirements.	1. Technical staff/building inspectors verify compliance with the requirements for new business		15 minutes	



<p>2. Building Inspection</p>	<p>2. Technical staff/building inspectors conduct actual inspection to verify compliance with the National Building Code, referral codes, laws and ordinances.</p>	<p>*Building Inspection Fee</p>	<p>30 minutes</p>	<p>FREDDIE PORRAS, ME <i>Engineer I</i></p>
<p>3. Preparation of Inspection Report</p>	<p>3. Building inspector prepares an inspection report detailing violation, if any.</p>		<p>30 minutes</p>	
<p>4. Approval of Inspection Report</p>	<p>4. Building Officials signs the inspection report prepared by building inspector.</p>		<p>5 minutes</p>	
<p>5. Inquire About the Results of Inspection Inquire about the results of inspection a day after the technical staff has conducted building inspection. You will receive a copy of the inspection report.</p>	<p>5. Technical staff/building inspector will give feedback about the inspection</p>	<p>None</p>	<p>15 minutes</p>	<p>FREDDIE PORRAS, ME <i>Engineer I</i></p>
<p>6. Perform Corrections/ Comply with Building Requirements Make the necessary corrections/ comply requirements. An assessment and clearance will be given to the applicant which will be encoded into the Unified Business Tracking System.</p>	<p>6. Technical staff/building inspector after verifying with completeness of the documents presented will either: If complete: -will sign in compliance in the unified form If incomplete: -will give back the unified form and make a note for lists of things to comply.</p>			



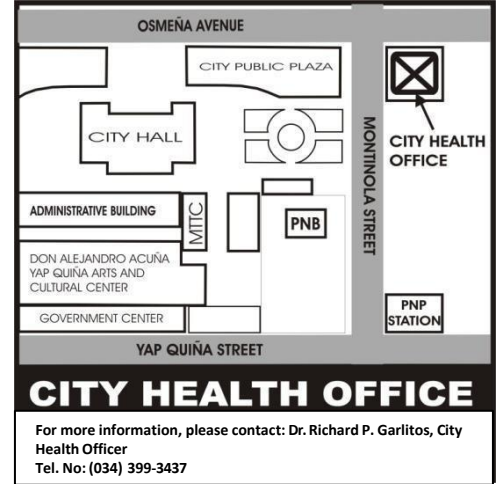
<p>7. Assessment of Building Inspection Fee and Clearance</p> <p>Once all the requirements have been complied, proceed to the other requirements for processing a business license.</p>	<p>7. Technical staff/building inspector will release and sign the unified form</p>	<p>None</p>	<p>15 minutes</p>	<p>FREDDIE PORRAS, ME <i>Engineer I</i></p>
	<p>Total:</p>	<p>Building Inspection Fee</p>	<p>2 hours, 35 mins.</p>	



10. Securing Health Card and Sanitation Clearance for Business Permit

ABOUT THE SERVICE

All business entities are required to obtain a Sanitation Clearance upon application for Business Permit to ensure that enterprise complies with the City Sanitation Code and health related ordinances.



Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Computerized Application Form for Business License/Mayor's Permit (Print-Out) from the City Treasurer's Office. X-ray result Stool result <p style="margin-left: 150px;">} For health card</p>	<ul style="list-style-type: none"> City Treasurer's Office City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Document Review and Assessment</p> <p>Present the requirements to the person in charge.</p>	<p>1. Sanitation personnel reviews the documents; determines how many workers are employed by the business; and uses the same as basis for computing a Health Card Fee.</p>	<p>Health Card - P 50.00 per employee</p> <p>Document Security Seal - P 50.00</p>	<p>5 minutes</p>	<p>LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i></p> <p>CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i></p>
<p>2. Payment of fees</p> <p>Proceed to City Treasurer's Office for payment of fees.</p>	<p>2. CTO staff-in-charge assesses the payment</p>	<p>Sanitary Permit - based on type of establishment (assessment of fees is based on the City Revenue Code).</p>	<p>10 minutes</p>	<p>City Treasurer's Office</p>



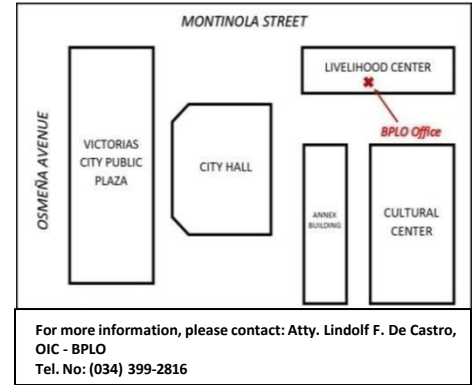
3. Preparation of Sanitation Clearance	3. Sanitation personnel will process and record the documents; issues the corresponding number of Health Cards; and prepares a Sanitary Permit to operate.	None	20 minutes	LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i> CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i>
4. Approval	4. Frontline staff submits the documents for signature of the City Health Officer.		5 minutes	DR. RICHARD P. GARLITOS <i>City Health Officer</i>
5. Site Inspection	5. A site inspection visit of the business is scheduled to conform with the Sanitary Permit to operate.		1 day	LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i> CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i>
	Total:	Total corresponding fee	1 day, 40 mins.	



11. Certification for Business Retirement

ABOUT THE SERVICE

All business entities that have stopped completely to exist or any change in ownership, management and/or name of the business, must file with the City Treasurer's Office an application for Retirement of Business. This should be complied to update the City Government's Records and to avoid accumulation of tax payments and penalties.



Office or Division:	Permits and Licenses Office
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Request for Retirement stating the reason and effect (address the letter to the BPLO Officer), duly signed by the Owner or by the Majority of the Board Certification of Gross for the Current Year/Affidavit of No Operation, if there is no operation Audited Financial Statement Certificate of Dissolution by SEC (If Corporation) Closure Application Form (to be notarized) 	<ul style="list-style-type: none"> Owner SEC Business Permits and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for Retirement. Accomplish the application form & submit all the necessary document required, receive Tax Order of Payment and pay necessary tax and fee for business closure, receive Certificate for Closure	1. Receive, evaluate and verify (after duly inspected)	Refer to ANNEX D	5 minutes	CAMILLE BONES <i>Admin. Aide IV (Clerk II) (BPLO)</i>
	2. Assess Business Closure, issue Tax Order of Payment, receive payment and issue Official Receipt	Documentary Security Seal - P 50.00 Certification for closure - P 50.00	10 minutes	JENNIFER BANCAIREN <i>Local Treasury Op. Offcr. II</i> ARNEL LOBATON <i>Revenue Collection Clerk I</i> RANDOLPH PLUGIO <i>Admin. Aide I (Laborer I) (CTO)</i>



	4. Release Certification of Closure	None	10 minutes	CAMILLE BONES <i>Admin. Aide IV (Clerk II) (BPLO)</i>
	Total:		25 minutes	



12. Local/Foreign Investment/Investor's Facilitation, Promotion, and Other Services

ABOUT THE SERVICE

This service is provided to investors and Micro, Small, and Medium Enterprises (MSMEs) who need assistance, and guidance in securing/complying with the requirements for starting business operations, as well as promotion of their business/products, briefing about the city's investment plans and investment reports, programs, and initiatives, assistance in identifying business or joint venture partners, and other related services.

Office or Division:	Local Economic Development and Investment Promotions Office
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	Investors, Micro, Small, and Medium Enterprises (MSMEs)

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter Direct Instruction from Local Chief Executive 	<ul style="list-style-type: none"> Requestor Local Chief Executive (City Mayor's Office)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or relay formal/ informal request letter or information on industry-related concerns	1. The LEDIP staff will receive and log the request letter and/or other documents submitted to the office.	None	5 minutes	MARIVIC DEMEGILLO <i>Admin. Aide I (Laborer I)</i>
	1.2 The LEDIP staff will endorse the client or submit their request letter to the LEDIP Officer for evaluation and proper action.		1 hour	NIÑA YSABELLE DIAZ <i>Admin. Aide I (Casual Laborer I)</i>
	1.3 Upon approval, the LEDIP Officer shall negotiate or arrange necessary meetings and/or coordinate with concerned government agencies/offices related to the request.		1-3 days	PAOLO VALLADAREZ, MBA, JD <i>Executive Assistant IV/ LEDIP Officer</i>
	Total:	None	1-3 working days, 1 hr., & 40 mins.	



13. Business (MSMEs) Development (Capacity Building or Trainings, Research, and Promotion)

ABOUT THE SERVICE

This service is provided to all local businesses, Micro, Small, and Medium Enterprises (MSMEs), start-ups, investors, other government offices, and associations/organizations who wish to avail of business development services through technical, vocational, managerial, and entrepreneurial/ livelihood training and seminars, conduct of research and proposal on funding possibilities, and their related services to enhance their capabilities, competitiveness, and sustainability in the market.

Office or Division:	Local Economic Development and Investment Promotions Office
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	All Businesses (Micro, Small, and Medium Enterprises), Start-ups, Investors, Other Government Offices, and Associations/ Organizations

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter Direct Instruction from Local Chief Executive 	<ul style="list-style-type: none"> Requestor Local Chief Executive (City Mayor's Office)

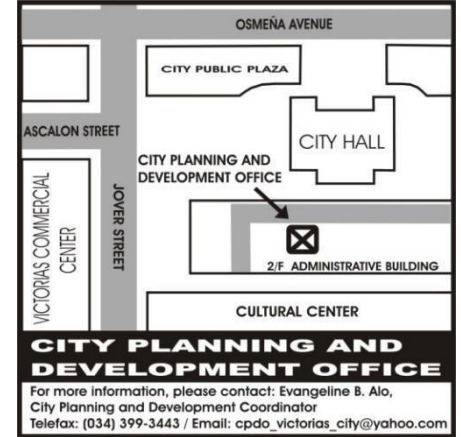
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or relay formal/ informal request letter or information on industry-related concerns	1. The LEDIP staff will receive and log the request letter and/or other documents submitted to the office.	None	5 minutes	MARIVIC DEMEGILLO <i>Admin. Aide I (Laborer I)</i>
	1.2 The LEDIP staff will endorse the client's request letter to the LEDIP Officer for evaluation and proper action.		3-5 days	NIÑA YSABELLE DIAZ <i>Admin. Aide I (Casual Laborer I)</i>
	1.3 Upon approval, the LEDIP Officer shall negotiate or arrange necessary meetings and/or coordinate with concerned government agencies/offices related to the request.		3-5 days	PAOLO VALLADAREZ, MBA, JD <i>Executive Assistant IV/ LEDIP Officer</i>
	Total:	None	6-10 working days & 5 mins.	



14. Securing Locational Clearance for Building Permit

ABOUT THE SERVICE

Proposed structures/building are required to secure a zoning/locational clearance.



Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	All owners or its authorized representative of buildings /structures who are required to secure building permit

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Filled-up Application Form for Zoning/Locational Clearance duly notarized - 3 copies • Complete Building Plans duly signed by a Civil Engr./Architect/Electrical Engr./Sanitary Engr. - 5 sets • Photocopy of the following documents: <ul style="list-style-type: none"> - Bill of Materials approved by Civil Engineer/Architect - 5 copies - Specifications approved by Civil Engineer/Architect - 5 copies - Design Analysis duly signed by Civil Engineer - 5 copies - Lot Plan with vicinity map signed by Geodetic Engineer - 5 copies - Transfer Certificate of Title (TCT) or Deed of Sale - 5 copies - Property Tax Declaration (Updated for the current year) - 5 copies - If lot is not owned: (submit any of the following) <ul style="list-style-type: none"> - Contract of Lease - 5 copies - Authority to Occupy Lot or Authority to construct from the owner - 1 copy - Affidavit of consent from the owner to use the lot - 1 copy • Environmental Clearance Certificate (ECC), when applicable - 1 copy • Special Power of Attorney for authorized representative - 1 copy 	<ul style="list-style-type: none"> • CPDO • c/o Client



TYPE OF STRUCTURE/PROJECT COST	CLEARANCE FEE
a. Residential single attached	
• P100,000.00 and below	P 288.00
• Over P100,000.00 to 200,000.00	P 578.00
• Over P200,000.00	P 720.00 + 1/10 of 1% in excess of P 200,000.00
b. Apartment	
• P500,000.00 and below	P 1,440.00
• Over P500,000.00 to P2,000,000.00	P 2,160.00
• Over P2,000,000.00	P 3,600.00 + 1/10 of 1% in excess of P2,000,000.00 regardless of the number of doors.
c. Dormitory	
• P2,000,000.00 and below	P 3,600.00
• Over P2,000,000.00	P 3,600.00 + 1/10 of 1 % in excess of P 2,000,000.00 regardless of the number of rooms.
d. Institutional	
• Below P2,000,000.00	P 2,880.00
• Over P2,000,000.00	P 2,880.00 + 1/10 of 1 % in excess of P2,000,000.00
e. Commercial, Industrial, Agro-industrial	
• P100,000.00 and below	P 1,440.00
• Over P100,000.00 to P500,000.00	P 2,160.00
• Over P500,000.00 to P1,000,000.00	P 2,880.00
• Over P1,000,000.00 to P2,000,000.00	P 4,320.00
• Over P2,000,000.00	P 7,200.00 + 1/10 of 1 % in excess of P2,000,000.00
f. Special Use/Special Project	
• Below P2,000,000.00	P 7,200.00
• Over P2,000,000.00	P 7,200.00 + 1/10 of 1% in excess of P 2,000,000.00
g. Alteration / Expansion (affected areas/cost of expansion only)	Same as original application.
h. University of the Philippines Law Center (UPLC) Legal Research Fee	P12.00 or one percent (1%) of every fee charged, whichever is higher



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1. Upon submission, CPDO Staff shall: 1.1. Assess proposed project based on the Approved Zoning Ordinance 1.2. Review completeness of requirements 1.3. Determine locational clearance fees 1.4. Issue Order of payment		30 minutes	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i> FELICITO FREDERIC ORLINA <i>Project Dev't. Asst</i> ROCELYN BABOR <i>Admin. Asst. I (Computer Op. I)</i>
2. Receive Order of Payment (OP) <i>Note: After receipt of OP, proceed to City Treasurer's Office and pay</i>		Refer to schedule of fees/ clearance fees	1 minute	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i> FELICITO FREDERIC ORLINA <i>Project Dev't. Asst</i> ROCELYN BABOR <i>Admin. Asst. I (Computer Op. I)</i>
3. Present Official Receipt (O.R.) and get Locational Clearance	3. CPDO staff checks official receipt and issues locational clearance		30 minutes	FELIX E. SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i>
	Total:	Refer to schedule of fees/ clearance fees	1 hour, 1 min.	



15. Securing Zoning Certification / Land Use Certification

ABOUT THE SERVICE

Site Zoning Certification/Land Use Certification is requested for record and reference purposes.

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	All land owners and its authorized representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter-request addressed to the City Planning Development Coordinator thru the Zoning Officer / Zoning Administrator Designate • Photocopy of the following documents <ul style="list-style-type: none"> - Lot Plan with vicinity map signed by a Geodetic Engineer. - Transfer Certificate of Title (TCT) or Deed of Sale - Real Property Tax Declaration (updated for the current year) 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Upon submission, CPDO staff shall: <ol style="list-style-type: none"> 1.1 Review the completeness of documents 1.2 Evaluate/verify lot classification based on the Approved Zoning Ordinance 1.3 Determine the Zoning Certification Fee 1.4 Issue Order of Payment 	None	30 minutes for areas not requiring field visit or 1 day for areas requiring field visit / site verification	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i> FELICITO FREDERIC ORLINA <i>Project Dev't. Asst.</i>



<p>2. Receive Order of Payment (OP)</p> <p><i>Note: After receipt of OP, proceed to City Treasurer's Office & pay</i></p>		<p>P 720.00/ha</p>	<p>1 minute</p>	<p>FELIX SEBASTIAN, EnP <i>Zoning Officer III</i></p> <p>TEACHIE GAYOTIN, EnP <i>Planning Officer III</i></p> <p>FELICITO FREDERIC ORLINA <i>Project Dev't. Asst.</i></p>
<p>3. Present Official Receipt and get Zoning Certification</p>	<p>3. CPDO staff checks the official receipt, prepares, signs and release the Zoning Certification</p>	<p>None</p>	<p>40 minutes</p>	<p>FELIX SEBASTIAN, EnP <i>Zoning Officer III</i></p> <p>TEACHIE GAYOTIN, EnP <i>Planning Officer III</i></p>
	<p>Total:</p>	<p>P 720.00/ha</p>	<p>1 hour, 11 mins. (for transactions with no field Visit and 1 day for transactions with field visit)</p>	

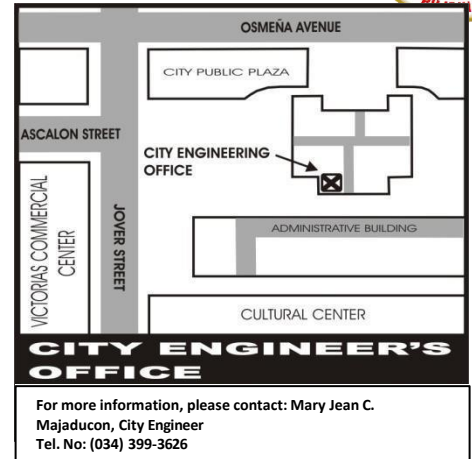


16. Securing a Building Permit

ABOUT THE SERVICE

A Building Permit is mandatory prior to construction, alteration or major repair on construction of any building/structure owned by government or private entities.

The permit becomes null and void if the building or work authorized therein is not commenced within a period of one year from the date of such permit or if the building or work so authorized is suspended or abandoned at any time after it has been commenced, for a period of 120 days.



Office or Division:	City Engineer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Application Forms (Building, Sanitary/Plumbing, Electrical, Mechanical - 3 copies) Building Plans (Architectural, Structural, Sanitary/plumbing, Electrical, Mechanical) (signed & certified by a Civil Engineer or Architect) - 5 sets Bill of Materials and Cost Estimates (signed & certified by Civil Engineer or Architect) - 5 Copies Specifications (Approved by the Owner: Signed & certified by Civil Engineer or Architect) Lot Plan with Certification of a Geodetic Engineer (GE) Title of Property (Transfer Certificate of Title)- 5 copies Deed of Sale/Lease Contract/Contract to Sell, if the TCT is not in the name of the owner/applicant - 5 copies Structural Design Computations with seismic analysis (signed & certified by Civil Engineer or Architect)- 5 Copies Previous approved plan or permit in case of addition, alteration and renovation - 3 copies Latest Tax Declaration and Certificate of Real Property tax payment - 3 copies Locational and Zoning Clearance BFP approval 	<ul style="list-style-type: none"> City Engineer's Office c/o Client (Architect/Engineer) c/o Client (Architect/Engineer) c/o Client (Architect/Engineer) c/o Client (Geodetic Engineer) c/o Client (LRA/ROD) c/o Client (Lawyer) c/o Client (Civil Engineer) City Assessor's Office/ City Treasurer's Office City Planning and Development Office Bureau of Fire Protection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for evaluation	1. Employee in-charge will conduct evaluation of various technical aspects.	*The CEO will give you an assessment of your schedule of fees based on the National Building Code.	4 hours	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i> MYLA LEDESMA, CE <i>Engineer III</i> RYAN NOVIA <i>Admin. Aide I (Laborer I)</i>
2. Assessment of Permit Fees	2. The staff will issue an Order of Payment		30 minutes	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i> MYLA LEDESMA, CE <i>Engineer III</i> YVES LAWRENCE MARI PATRIARCA, CE <i>Engineer II</i> FREDDIE PORRAS, ME <i>Engineer I</i> ROLLY DE LOS REYES, EE <i>Engineer I</i> ADONIS JOSE GABRIEL <i>Architect II</i> RYAN NOVIA <i>Admin. Aide I (Laborer I)</i>
3. Approval and releasing of Building Permit Get your copy of the Building Permit and sign in the logbook.	3. Building Official approves the Building Permit. Staff releases/ issues the building permit.		35 minutes	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i> MYLA LEDESMA, CE <i>Engineer III</i> RYAN NOVIA <i>Admin. Aide I (Laborer I)</i>
	Total:	*The CEO will give you an assessment of your schedule of fees based on the National Building Code.	5 hours, 5 mins.	



17. Securing Other Building-Related Permits

ABOUT THE SERVICE

Aside from a Building Permit, the Office of the Building Officials/City Engineer's Office issues other permits that are required before the renovation, construction or demolition of any structure.

Office or Division:	City Engineer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p><u>ELECTRICAL PERMIT</u></p> <p>This permit is required before putting up new/additional, or altering electrical installations involving at least 20 outlets or a capacity of 4 KW. For new buildings, this forms a part of the requirements for a Building Permit Application.</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Electrical Permit Application Form signed by a professional Electrical Engineer 2. Electrical Plans 3. Electrical Specifications 4. Bill of Materials and Cost Estimates 	<p>c/o Client (Electrical Engineer)</p>
<p><u>MECHANICAL PERMIT</u></p> <p>This is required before the installation of new / additional, removal or alteration of machinery of at least 20 HP. For new buildings, this forms a part of the requirements for a Building Permit Application.</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Mechanical Permit Application Form 2. Mechanical Plans 3. Mechanical Specifications 4. Bill of Materials and Cost Estimates <p style="text-align: center;">} signed by a Mechanical Engineer</p>	<p>c/o Client (Mechanical Engineer)</p>
<p><u>SANITARY/PLUMBING PERMIT</u></p> <p>This permit is required before the construction of new/additional, or altering existing plumbing installations, water supply, storm drainage, water purification and sewerage treatment plants. For new buildings, this forms a part of the requirements for a Building Permit application.</p> <p>Requirements:</p> <ol style="list-style-type: none"> 1. Sanitary/Plumbing Permits Application Form signed by a Sanitary or Master Plumber 2. Sanitary/Plumbing Plans 3. Sanitary/Plumbing Specifications 4. Bill of Materials and Cost Estimates 	<p>c/o Client (Master Plumber)</p>



FENCING PERMIT

This is secured prior to actual construction of a fence.

Requirements:

- 1. Fencing Permit Application Form
 - 2. Fencing Plan (Complete Set)
 - 3. Bill of Materials and Cost Estimates
 - 4. Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties.
 - 5. Transfer Certificate of Title (TCT)
 - 6. Deed of Sale/Lease Contract/Contract to Sell (if the TCT is not in the name of the owner/applicant)
 - 7. Updated Real Property Tax Declaration
 - 8. Certificate of Real Property Tax Payment
 - 9. Certification from City Assessors Office
- } signed by Civil Engineer/
Architect

- Architect/Civil Engineer
- Geodetic Engineer
- LRA/ROD
- Lawyer
- Assessor
- Treasurer
- Assessor

DEMOLITION PERMIT

This permit is secured prior to the systematic dismantling or destruction of a building or structure in whole or in part.

Requirements:

- 1. Demolition Permit Form - signed by Civil Engineer/Architect
- 2. Sketch Plan of area to be demolished
- 3. Certificate of Real Property Tax Payment

- Architect/Engineer
- Architect/Engineer
- Treasurer

EXCAVATION AND GROUND PREPARATION PERMIT

This permit is secured prior to actual ground preparation and excavation after the building line is established. It is also a requirement for a Water Connection request.

Requirements:

- 1. Accomplished Permit Form for EXCAVATION

- Architect/Engineer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Requirements</p> <p>Submit the duly accomplished Application Form and other documents to the staff in charge of receiving.</p>	<p>1. Staff evaluates application form and other documents</p>		<p>10 minutes</p>	<p>MARY JEAN C. MAJADUCON, CE <i>City Engineer</i></p> <p>MYLA LEDESMA, CE <i>Engineer III</i></p> <p>RYAN NOVIA <i>Admin. Aide I (Laborer I)</i></p>



<p>2. Evaluation and Assessment</p>	<p>2. The technical staff evaluates and assesses the submitted plans and pertinent documents for compliance with the requirements of the building code, referral codes, laws and ordinances.</p>		<p>2 hours</p>	<p>MARY JEAN C. MAJADUCON, CE <i>City Engineer</i></p> <p>MYLA LEDESMA, CE <i>Engineer III</i></p> <p>YVES LAWRENCE MARI PATRIARCA, CE <i>Engineer II</i></p>
<p>3. Issuance of Order of Payment</p> <p>If the documents are in order, an Order of Payment stating the fees to be paid will be issued.</p>	<p>3. Staff issues an Order of Payment</p>	<p>*The CEO will give you an assessment of your schedule of fees based on the National Building Code.</p>	<p>5 minutes</p>	<p>FREDDIE PORRAS, ME <i>Engineer I</i></p> <p>ROLLY DE LOS REYES, EE <i>Engineer I</i></p> <p>ADONIS JOSE GABRIEL <i>Architect II</i></p>
<p>4. Approval and release of permit</p> <p>Sign in the logbook and get your approved permit.</p>	<p>4. Building Official approves the permit</p> <p>Staff releases/ issues the permit</p>		<p>30 minutes</p>	<p>RYAN NOVIA <i>Admin. Aide I (Laborer I)</i></p>
	<p>Total :</p>	<p>The CEO will give you an assessment of your schedule of fees based on the National Building Code.</p>	<p>2 hours, 50 mins.</p>	



18. Securing an Occupancy Permit

ABOUT THE SERVICE

An Occupancy Permit is required before any building or structure be occupied.

It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:	City Engineer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Completion from the Building Official • Certificate of Completion - Mechanical, Electrical and Sanitary/Plumbing Permits • Logbook of Building Construction and Building Inspection Sheet duly accomplished by the contractor (if undertaken by the contractor) and signed and sealed by the Architect or Civil Engineer • Certificate of Final Electrical Inspection • Final Fire Safety Inspection report by the Bureau of Fire Protection 	<ul style="list-style-type: none"> • City Engineer's Office • Architect/Engineer • Architect/Engineer • City Engineer's Office • Bureau of Fire Protection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Requirements</p> <p>After clearances have been secured from the BFP, submit the duly accomplished forms and related documents, safety certificates, as-built plans (for any deviations from the approved plans) and detailed sketch of location.</p> <p>Afterwards, request for an inspection schedule.</p>	<p>1. Staff evaluates documents and technical staff schedules for inspection</p>	<p>None</p>	<p>10 minutes</p>	<p>MYLA LEDESMA, CE <i>Engineer III</i></p> <p>RYAN NOVIA <i>Admin. Aide I (Laborer I)</i></p> <p>ADONIS JOSE GABRIEL <i>Architect II</i></p>



<p>2. Building Inspection</p>	<p>2. Building inspectors/technical staff conduct actual inspection of the completed building/structure</p>		<p>2 hours</p>	<p>MARY JEAN C. MAJADUCON, CE <i>City Engineer</i></p> <p>MYLA LEDESMA, CE <i>Engineer III</i></p> <p>YVES LAWRENCE MARI PATRIARCA, CE <i>Engineer II</i></p> <p>FREDDIE PORRAS, ME <i>Engineer I</i></p> <p>ROLLY DE LOS REYES, EE <i>Engineer I</i></p> <p>RYAN NOVIA <i>Admin. Aide I (Laborer I)</i></p>
<p>3. Approval of Permits and Release of Certificate of Occupancy</p>	<p>3. Building Official approves the Occupancy Permit</p> <p>Staff releases/issues Certificate of Occupancy</p>		<p>35 minutes</p>	<p>MARY JEAN C. MAJADUCON, CE <i>City Engineer</i></p> <p>MYLA LEDESMA, CE <i>Engineer III</i></p> <p>RYAN NOVIA <i>Admin. Aide I (Laborer I)</i></p>
	<p>Total :</p>	<p>Total assessment of schedule of fees based on the National Building Code</p>	<p>2 hours, 45 mins.</p>	

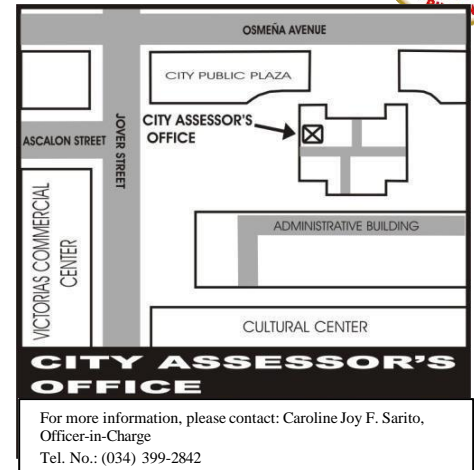


19. Requesting for Transfer of Ownership - Land Title

ABOUT THE SERVICE

Within 60 days upon issuance of the Transfer Certificate of Title from Registry of Deeds, the owner or his duly authorized representative shall submit the following requirements to the Office of the City Assessor.

Office or Division:	City Assessor's Office
Classification:	Complex
Type of Transaction:	G2C,G2B
Who may avail:	All



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Photocopy of Deed of Conveyance (Sale, Inheritance, Donation, etc.) • Photocopy of updated Land Tax receipts • Photocopy of Transfer Tax receipt • Photocopy of the Land Title • Photocopy of Certificate Authorizing Registration (CAR) from Bureau of Internal Revenue (BIR) <p>*Note: Present original documents together with the submission of requirements.</p>	<ul style="list-style-type: none"> • Lawyer • City Assessor's Office • City Treasurer's Office • Register of Deeds • Bureau of Internal Revenue (BIR)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to employee-in-charge for validation, recording and documentation	1. Receiving/ Releasing clerk validates and records submitted documents	*Late Filing of P 500.00/title for declarations exceeding 60 days from the date of TCT issuance	10 minutes	LOURIDEL CALUYO Staff in-charge
2. Fill-up Sales Data Sheet and Sworn Statement and affix your signature. Leave contact information to receiving/releasing clerk. <i>*Note: Property owner/s will be contacted by the Assessor's Office for the scheduled inspection</i>	2. Clerk receives filled-out Sales Data Sheet, Sworn Statement and contact information of client	None	20 minutes	



<p>3. a. If lot is with improvements, request for assessment will be forwarded to Appraisal Division for site inspection and validation, data gathering with proper documentation of the property (e.g. manually prepared Field Appraisal and Assessment Sheet (FAAS) preparation and snapshot).</p> <p>*Please refer to requesting assessment for newly constructed building or acquired machinery (equipment)</p> <p>b. If lot is vacant, documents will be processed for encoding.</p>	<p>3. Manually prepares Field Appraisal and Assessment Sheet (FAAS) preparation and snapshot.</p>	<p>None</p>	<p>As per schedule of inspection of employee-in-charge within seven (7) working days upon receipt of complete documents</p>	<p>Barangay III, IV, VII, X, XIV, XIX-A, XXI: DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i></p> <p>RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i></p> <p>LOURIDEL CALUYO <i>Staff in-charge</i></p> <p>JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i></p> <p>Barangay I, II, VIII, IX, XII, XIII, XIX, XX: LANIE POLONDAYA <i>Admin Asst. I (Bookbinder III)</i></p> <p>JOHN BORRERO <i>Admin Aide II (Bookbinder I)</i></p> <p>CHRISTOPHER ARELLANO <i>Admin Aide III (Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I (Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI: RODNEY MABAQUIAO <i>Admin Aide IV (Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I (Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
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4. Forwarding of documents to data encoders for encoding and printing of system generated Field Appraisal & Assessment Sheet (FAAS) & PRF.	4. Employee-in-charge encodes data		2 days	
6. Validation, approval of transaction on validated FAAS & system RPTAS	6. OIC-City Assessor verifies and approves the FAAS	None	2 days	CAROLINE JOY F. SARITO <i>OIC-City Assessor</i>
7. Printing and releasing of Notice of Assessment	7. Employee-in-charge releases notice		30 minutes	Same person/s responsible in Step 3
	Total:	* Late Filing of P 500.00/title for declarations exceeding 60 days from the date of TCT issuance	5 working days	



20. Requesting Copy for Tax Declaration

ABOUT THE SERVICE

Tax Declaration represents the ownership but not the title to the property. It can be secured from the Office of the City Assessor and can be done either personally or through an authorized representative.

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Updated copy of Real Property Tax Receipt Authorization letter, ID from the registered owner & ID of authorized representative 	<ul style="list-style-type: none"> City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the front desk clerk and request for the printing of the Property Tax Declaration presenting a copy of your Real Property Tax (RPT) Receipt with updated payment and wait for the issuance of Request for Payment for the Printing of Tax Declaration Certificate	1. Front desk clerk asks Official Request for printing of Tax Declaration Certificate from the client	None	5 minutes	<i>Barangay III, IV, VII, X, XIV, XIX-A, XXI:</i> DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i> RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i> LOURIDEL CALUYO <i>Staff in-charge</i> JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i> <i>Barangay I, II, VIII, IX, XII, XIII, XIX, XX:</i> LANIE POLONDAYA <i>Admin Asst. I (Bookbinder III)</i> JOHN BORRERO <i>Admin Aide II (Bookbinder I)</i>



				<p>CHRISTOPHER ARELLANO <i>Admin Aide III (Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I (Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI:</p> <p>RODNEY MABAQUIAO <i>Admin Aide IV (Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I (Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
2. Pay the required fees	2. Employee-in-charge issues official receipt upon payment of fees	P30/Certification P30 Doc Stamps P50 Document Security Seal		City Treasurer's Office
3. Present your receipt to the clerk of Assessor's Office for the printing and signing of your Tax Declaration	3. Clerk prints Tax Declaration Certificate and have it signed by head of office	None	10 minutes	Same person/s responsible in Step 1
4. Proceed to the releasing clerk for the issuance of your Tax Declaration	4. Releasing Clerk issues signed Tax Declaration Certificate		5 minutes	Same person/s responsible in Step 1
	Total:		15 minutes	



21. Requesting Copy for Certification of Real Property, No Real Property, No Existing Improvement, and Certificate of Land Holdings

ABOUT THE SERVICE

The document certifies the status of property ownership of the person with regards to Assessor's Records.

- | | |
|------------------------------------|----------------------|
| a) Clearance for business permits- | Barangay |
| b) Scholarship grants | |
| c) Financial aid | - CSWD |
| d) Transfer of property | - Assessor's Office |
| e) Construction of building | - Engineering Office |

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Clearance 	<ul style="list-style-type: none"> Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the front desk clerk and request for the Certification that you need and wait for the issuance of Payment Order Form for the printing of certification needed.	1. Front desk clerk issues Request for Payment for printing of Tax Declaration Certificate	None	5 minutes	<p><i>Barangay III, IV, VII, X, XIV, XIX-A, XXI:</i> DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i> RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i> LOURIDEL CALUYO <i>Staff in-charge</i> JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i></p> <p><i>Barangay I, II, VIII, IX, XII, XIII, XIX, XX:</i> LANIE POLONDAYA <i>Admin Asst. I (Bookbinder III)</i> JOHN BORRERO <i>Admin Aide II</i></p>



				<p>(Bookbinder I) CHRISTOPHER ARELLANO <i>Admin Aide III</i> <i>(Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I</i> <i>(Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI:</p> <p>RODNEY MABAQUIAO <i>Admin Aide IV</i> <i>(Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I</i> <i>(Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
2. Pay the required fees	2. Employee-in-charge issues official receipt upon payment of fees	P30/Certification P30/Doc Stamp P50/Document Security Seal		City Treasurer's Office
3. Present your receipt to the clerk of Assessor's Office for the printing and signing of the Certification.	3. Clerk prints certification and have it signed by head of office	None	10 minutes	Same person/s responsible in Step 1
4. Proceed to the releasing clerk for the issuance of your Certification.	4. Releasing Clerk issues signed certification		5 minutes	
	Total:	P30/Certification P30 Doc Stamp P50 Document Security Seal	15 minutes	



22. Requesting the Exact Location, Boundary, Physical Change, Actual Use and Area of the Property

ABOUT THE SERVICE

This service enables the client(s) to determine the exact location, boundary, physical change, actual use and area of his/her real properties.

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Letter Request from the owner Photocopy of Title 	<ul style="list-style-type: none"> Property/Lot Owner Lot Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for the Service</p> <p>Approach the front receiving/releasing clerk, state your request and submit and leave your requirements and contact information to receiving/releasing clerk for evaluation.</p>	<p>1. Receiving/ Releasing clerk receives requirements for evaluation</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Barangay III, IV, VII, X, XIV, XIX-A, XXI:</i> DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i> RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i> LOURIDEL CALUYO <i>Staff in-charge</i> JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i> <i>Barangay I, II, VIII, IX, XII, XIII, XIX, XX:</i> LANIE POLONDAYA <i>Admin Asst. I (Bookbinder III)</i> JOHN BORRERO <i>Admin Aide II (Bookbinder I)</i></p>



				<p>CHRISTOPHER ARELLANO <i>Admin Aide III (Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I (Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI:</p> <p>RODNEY MABAQUIAO <i>Admin Aide IV (Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I (Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
2. Pay the required fees	2. Employee-in-charge issues official receipt upon payment of fees			City Treasurer's Office
<p>3. Data Verification</p> <p>Request for Assessment will be forwarded to Appraisal Division for record verification, site inspection and validation, data gathering with proper documentation of the property (e.g. manually prepared Field Appraisal and Assessment Sheet (FAAS) preparation and snapshot).</p> <p>*Note: Property owner/s will be contacted by the Appraisal Division for the schedule of inspection.</p>	3. Appraisal Division verifies record, site inspection, validation and data gathering with proper documentation of the property		1 hour	Same person/s responsible in Step 1



4. Documents forwarded to encoders for editing if there is a need for correction of entries of area; location; classification; boundary; or physical change of the property whichever is applicable and printing of system generated Field Appraisal and Assessment Sheet (FAAS) and Property Record Form (PRF).	4. Encoders edit documents forwarded by Appraisal Division		10 minutes	Same person/s responsible in Step 1
5. Validation of system generated FAAS	5. Signs the FAAS for approval		3 minutes	CAROLINE JOY S. PIDO OIC-City Assessor
6. Approves of assessment of the system generated FAAS	6. Signs the FAAS for approval		3 minutes	
7. Approval of transaction on the system	7. OIC-City Assessor approves transaction on the system		1 minute	
8. Printing of Notice of Assessment, Record of Assessment and Tax Declaration for signature and record keeping	8. Printing of document		1 minute	Same person/s responsible in Step 1
9. Releasing of Notice of Assessment	9. Employee-in-charge distributes/sends notice of assessment to landowner		1 minute	
	Total:	None	1 hr., 20 mins.	



23. Requesting Assessment for a Newly Constructed Building or Acquired Machinery (Equipment)

ABOUT THE SERVICE

It shall be the duty of any person who acquired a property or who has newly-constructed houses/buildings or has done other improvements together with the approved plan. In the case of machinery, the owner or his duly authorized representative is given sixty-days for filing the required sworn declaration of property values which shall commence on the date of installation thereof as determined by the City Assessor.

The City Assessor's Office conducts site inspection and monitoring report upon the submission of the approved building plan of the landowner for purpose assessment and record for taxation purposes.

Office or Division:	City Assessor's Office
Classification:	Complex
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Blueprint copy of approved building plan • Filing of sworn statement declaring the true value together with delivery receipt. 	<ul style="list-style-type: none"> • City Engineering Office • City Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for service</p> <p>Approach the front receiving and releasing clerk, state your request, submit, leave your requirements and contact information to person in-charge for evaluation.</p>	<p>1. Receiving/ Releasing clerk receives requirements for evaluation</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Barangay III, IV, VII, X, XIV, XIX-A, XXI:</i> DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i></p> <p>RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i></p> <p>LOURIDEL CALUYO <i>Staff in-charge</i></p> <p>JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i></p> <p><i>Barangay I, II, VIII, IX, XII, XIII, XIX, XX:</i> LANIE POLONDAYA <i>Admin Asst. I</i></p>



				<p><i>(Bookbinder III)</i></p> <p>JOHN BORRERO <i>Admin Aide II</i> <i>(Bookbinder I)</i></p> <p>CHRISTOPHER ARELLANO <i>Admin Aide III</i> <i>(Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I</i> <i>(Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI:</p> <p>RODNEY MABAQUIAO <i>Admin Aide IV</i> <i>(Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I</i> <i>(Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
2. Pay required fees	2. Employee-in-charge issues official receipt upon payment of fees	<p>Inspection fee Residential lot P100</p> <p>Residential bldg P100</p> <p>Commercial lot P500</p> <p>Commercial bldg P200</p> <p>Industrial lot P500</p> <p>Industrial bldg P200</p> <p>Agricultural lot P400</p> <p>Agricultural bldg P150</p> <p>Reassessment Fee P50</p>		City Treasurer's Office



<p>3. Present receipt to person in charge. Request for assessment will be subject for site inspection and validation, data gathering with proper documentation of the property (e.g. manually prepared Field Appraisal and Assessment sheet (FAAS) preparation & snapshot).</p> <p>*Note: Property owner/s will be contacted by the Appraisal Division for the schedule of inspection.</p>	<p>3. Appraisal Division verifies record and contact property owners for the conduct of site inspection and validation and data gathering with proper documentation of the property</p>		<p>Within five (5) working days upon receipt of the request, requirements and payment</p>	<p>Same person/s responsible in Step 1</p>
<p>4. Data encoding and printing of system generated FAAS</p>	<p>4. Employee-in-charge encodes and prints system generated FAAS</p>		<p>1 day</p>	
<p>5. Validation of system generated FAAS</p>	<p>5. City Assessor approves transaction on the system</p>		<p>1 day</p>	
<p>6. Approval of assessment of the system generated FAAS</p>	<p>6. City Assessor approves assessment on the system</p>		<p>1 day</p>	<p>CAROLINE JOY S. PIDO OIC-City Assessor</p>
<p>7. Approval of transaction on the system</p>	<p>7. City Assessor approves transaction on the system</p>		<p>1 day</p>	
<p>8. Printing of Notice of</p>	<p>8. Employee-in-charge prints Notice of Assessment</p>		<p>1 day</p>	<p>Same person/s responsible in Step 1</p>



9. Releasing of Notice of Assessment	9. Employee-in-charge releases Notice of Assessment		1 minute	
	Total:	Total corresponding fees	7 working days	



24. Schedule of Market Value of Real Properties for the City of Victorias, Province of Negros Occidental as mandated under sections 212 and 219 of Republic Act 7160 otherwise known as the Local Government Code of 1991

NOTE:

The office of the City Assessor is guided with **Republic Act 7160**, section 212 and 219 otherwise known as the **Local Government Code of 1991** as implemented by the Local Assessment Regulations No. 01-04 supplemented by the Mass Appraisal Guidebook (MAG) specifically Guidance Note No. 13 (GN 13) of the Philippine Valuation Standards under Department Order No. 37-09 of the Department of Finance.

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

ASSESSMENT SCHEDULE:

LANDS:

Class and base unit value (per square meter)

	2008	2011 (Existing SMV)	2014 (Reviewed & approval by BLGF-VI)	2017 (Proposed SMV)
Residential lands				
1 st class	800.00	1,000.00	1,600.00	2,500.00
2 nd class	600.00	900.00	1,400.00	2,300.00
3 rd class	500.00	800.00	1,000.00	1,900.00
4 th class	400.00	700.00	800.00	1,700.00
5 th class	300.00	600.00	700.00	1,500.00
6 th class			500.00	1,400.00
7 th class				1,200.00
Commercial lands				
1 st class	2,000.00	2,800.00	4,000.00	6,000.00
2 nd class	1,800.00	2,500.00	3,500.00	5,500.00
3 rd class	1,500.00	2,300.00	2,500.00	4,500.00
4 th class	1,200.00		2,000.00	4,100.00
5 th class	1,000.00			3,700.00
6 th class				3,100.00
Industrial lands				
1 st class	2,000.00	2,000.00	2,000.00	2,000.00
2 nd class	1,800.00	1,800.00	1,800.00	1,800.00
3 rd class	1,500.00	1,500.00	1,500.00	1,500.00
4 th class	1,200.00			
5 th class	1,000.00			



SCHEDULE OF VALUES ON AGRICULTURAL LANDS OF VICTORIAS CITY

KIND OF LAND	GR – 2008 MARKET VALUE per HECTARE	GR – 2011 MARKET VALUE per HECTARE (Existing SMV)	GR – 2014 MARKET VALUE per HECTARE (upon approval of BLGF-VI)	GR – 2017 MARKET VALUE per HECTARE (proposed)
SUGARLAND				
1 st class	290,000.00	370,000.00	400,000.00	400,000.00
2 nd class	250,000.00	320,000.00	370,000.00	370,000.00
3 rd class	150,000.00	270,000.00	350,000.00	350,000.00
4 th class	100,000.00	250,000.00	270,000.00	270,000.00
5 th class	80,000.00	200,000.00	250,000.00	250,000.00
PRAWN PONDS				
1 st class	250,000.00	320,000.00	500,000.00	500,000.00
2 nd class	180,000.00	280,000.00	450,000.00	450,000.00
3 rd class	150,000.00	250,000.00	400,000.00	400,000.00
4 th class	120,000.00	200,000.00	350,000.00	350,000.00
5 th class		170,000.00	300,000.00	300,000.00
FISHPOND-TILAPIA				
1 st class	180,000.00	310,000.00	310,000.00	310,000.00
2 nd class	130,000.00	255,000.00	255,000.00	255,000.00
3 rd class	100,000.00	200,000.00	200,000.00	200,000.00
4 th class	75,000.00	170,000.00	170,000.00	170,000.00
5 th class		140,000.00	140,000.00	140,000.00
FISHPOND-BANGUS				
1 st class	200,000.00	255,000.00	255,000.00	255,000.00
2 nd class	150,000.00	200,000.00	200,000.00	200,000.00
3 rd class	100,000.00	150,000.00	150,000.00	150,000.00
4 th class	80,000.00	120,000.00	120,000.00	120,000.00
5 th class		100,000.00	100,000.00	100,000.00
LOWLAND RICE WITH IRRIGATION				
1 st class	230,000.00	360,000.00	570,000.00	570,000.00
2 nd class	190,000.00	290,000.00	550,000.00	550,000.00
3 rd class	150,000.00	200,000.00	520,000.00	520,000.00
4 th class	100,000.00	150,000.00	470,000.00	470,000.00
LOWLAND RICE WITHOUT IRRIGATION				
1 st class	150,000.00	185,000.00	185,000.00	185,000.00
2 nd class	120,000.00	150,000.00	150,000.00	150,000.00
3 rd class	90,000.00	100,000.00	100,000.00	100,000.00
4 th class	75,000.00	90,000.00	90,000.00	90,000.00
5 th class		70,000.00	70,000.00	70,000.00
UPLAND RICE				
1 st class	100,000.00	155,000.00	155,000.00	155,000.00
2 nd class	80,000.00	120,000.00	120,000.00	120,000.00
3 rd class	60,000.00	90,000.00	90,000.00	90,000.00
4 th class	40,000.00	70,000.00	70,000.00	70,000.00
CORNLAND				
1 st class	70,000.00	170,000.00	170,000.00	170,000.00
2 nd class	50,000.00	120,000.00	120,000.00	120,000.00
3 rd class	30,000.00	90,000.00	90,000.00	90,000.00
4 th class	25,000.00	70,000.00	70,000.00	70,000.00
COCONUT LAND				
1 st class	100,000.00	150,000.00	150,000.00	150,000.00
2 nd class	75,000.00	130,000.00	130,000.00	130,000.00
3 rd class	50,000.00	90,000.00	90,000.00	90,000.00
4 th class	30,000.00	60,000.00	60,000.00	60,000.00
BAMBOO LAND				
1 st class	50,000.00	75,000.00	75,000.00	75,000.00
2 nd class	30,000.00	55,000.00	55,000.00	55,000.00
3 rd class	20,000.00	45,000.00	45,000.00	45,000.00
4 th class		35,000.00	35,000.00	35,000.00



	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE
ORCHARD LAND								
1 st class			50,000.00	170,000.00	50,000.00	170,000.00	50,000.00	170,000.00
2 nd class			30,000.00	150,000.00	30,000.00	150,000.00	30,000.00	150,000.00
3 rd class			20,000.00	120,000.00	20,000.00	120,000.00	20,000.00	120,000.00
4 th class			10,000.00	100,000.00	10,000.00	100,000.00	10,000.00	100,000.00
CITRUS LAND								
	30,000.00	185,000.00	30,000.00	185,000.00	30,000.00	185,000.00	30,000.00	185,000.00
SANTOL BANGKOK								
1 st class	30,000.00	250,000.00	30,000.00	310,000.00	30,000.00	310,000.00	30,000.00	310,000.00
2 nd class		200,000.00	20,000.00	240,000.00	20,000.00	240,000.00	20,000.00	240,000.00
3 rd class		150,000.00		160,000.00	10,000.00	160,000.00	10,000.00	160,000.00
BANANA LAND								
1 st class		50,000.00		120,000.00		120,000.00		120,000.00
2 nd class		40,000.00		100,000.00		100,000.00		100,000.00
3 rd class		30,000.00		80,000.00		80,000.00		80,000.00
LANSONES LAND								
	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE	NON PRODUCTIVE	PRODUCTIVE
1 st class	30,000.00	250,000.00	30,000.00	360,000.00	30,000.00	360,000.00	30,000.00	360,000.00
2 nd class		200,000.00		270,000.00		270,000.00		270,000.00
3 rd class		150,000.00		180,000.00		180,000.00		180,000.00
RAMBUTAN LAND								
1 st class	30,000.00	200,000.00	30,000.00	200,000.00	30,000.00	200,000.00	30,000.00	200,000.00
2 nd class						180,000.00		180,000.00
3 rd class						150,000.00		150,000.00
MARANG LAND	30,000.00	200,000.00	200,000.00	30,000.00	200,000.00	30,000.00	200,000.00	200,000.00
CACAO LAND	30,000.00	150,000.00	-	160,000.00	-	160,000.00		
GUAVA LAND	30,000.00	100,000.00		140,000.00		140,000.00		
DURIAN LAND								
1 st class	50,000.00	200,000.00	-	250,000.00	-	250,000.00	-	250,000.00
2 nd class			-	200,000.00	-	200,000.00	-	200,000.00
3 rd class			-	150,000.00	-	150,000.00	-	150,000.00
MANGO LAND	50,000.00	200,000.00		200,000.00	30,000.00	200,000.00	30,000.00	200,000.00
COPRA								
FLORICULTURE								
1 st class		150,000.00		150,000.00		150,000.00		150,000.00
2 nd class		100,000.00		100,000.00		100,000.00		100,000.00
3 rd class		50,000.00						
COGONAL LAND		10,000.00		20,000.00		20,000.00		20,000.00
RAWLAND		150.00		150.00		150.00		150.00
OTHERS		50,000.00		50,000.00		50,000.00		50,000.00
PASTURELAND		15,000.00		15,000.00		15,000.00		15,000.00
WASTELAND		15,000.00		15,000.00		15,000.00		15,000.00
TIMBERLAND								
1 st class		30,000.00		30,000.00		30,000.00		30,000.00
NIPALAND								
1 st class		60,000.00		140,000.00		140,000.00		140,000.00
2 nd class		40,000.00						
3 rd class		20,000.00						
COFFEELAND								
1 st class		50,000.00		75,000.00		75,000.00		75,000.00
2 nd class				65,000.00		65,000.00		65,000.00
3 rd class				55,000.00		55,000.00		55,000.00
SALT BEDS								
1 st class		47,000.00		47,000.00		47,000.00		47,000.00
2 nd class				45,000.00		45,000.00		45,000.00
3 rd class				40,000.00		40,000.00		40,000.00
FIREWOOD		20,000.00		60,000.00		60,000.00		60,000.00



HORTICULTURE	40,000.00	60,000.00	60,000.00	60,000.00
MANGROVE	20,000.00	20,000.00	20,000.00	20,000.00
HILLY, SLOPES AND STONY/HA	10,000.00	20,000.00	20,000.00	20,000.00
IPIL-IPIL /KAKAWATE	20,000.00	50,000.00	50,000.00	50,000.00
SWINEAND POULTRY FARM S/Ha.	200,000.00	200,000.00	200,000.00	200,000.00
GAMEFOWL BREEDING FARM/Ha.				
1 st class	750,000.00	900,000.00	900,000.00	900,000.00
2 nd class	500,000.00	800,000.00	800,000.00	800,000.00
3 rd class	350,000.00	700,000.00	700,000.00	700,000.00
4 th class	250,000.00	550,000.00	550,000.00	550,000.00
5 th class	150,000.00	370,000.00	370,000.00	370,000.00
FORESHORE LAND				
MARSH LAND	40,000.00	50,000.00	50,000.00	50,000.00
IDLE LAND	50,000.00	100,000.00	150,000.00	150,000.00
RESORTS				
Beach Resorts		100.00/ sq.m	200.00/ sq.m	200.00/ sq.m
Inland Resorts		75.00/ sq.m	150.00/ sq.m	150.00/ sq.m
Riv erside/Lakeside Resorts	50.00/ sq.m	100.00/ sq.m	200.00/ sq.m	200.00/ sq.m
Mountain Resorts	25.00/ sq.m	100.00/ sq.m	200.00/ sq.m	200.00/ sq.m
Marketable Timber		5,950.00	6,000.00	6,000.00
Farmlots		800.00	1,000.00	1,000.00
Rawland	150.00/ sq.m	150.00/ sq.m	250.00/ sq.m	250.00/ sq.m
Homelot			50.00/ sq.m	100.00/ sq.m
Hda. Site			50.00/ sq.m	100.00/ sq.m

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1. Acceptance of sworn statements declaring the true values of real property owners/ administrators	Refer to table above	Jan. 1 to June of the current year	City Assessor
	2. Analysis of data that have been gathered and preparation of the preliminary Schedule of Fair market values		Jan. 1 to September 30 of the current year	
	3. Preparation of final schedules of fair market values		Not later than October 15 of the first year	
	4. Submission of the schedules of fair market values to the Sanggunian concerned and conduct of public hearings		Not later than October 30 of the first year	
	5. Enactment of Ordinance adopting the schedules of fair market values		Not later than January 31 of the second year	
	6. Publication of the		Not later than	



	schedules in a newspaper of general circulation in the provincial capital, city or municipal hall and in two conspicuous public places		February 28 of the second year	
	7. Preparation of field appraisal and assessment sheets, tax declarations and notices of assessment and mailing or delivering of said Notices to Property Owners			
	8. Preparation of assessment rolls and copies thereof sent to Provincial, City and Municipal Treasurer		Not later than November 30 of the second year	
	9. Effectivity of the revised Real Property Assessments		Not later than January 1st of the second year	
	Total:	Refer to table above	Time varies	



25. Subdivision or Consolidation of Properties under the Comprehensive Agrarian Reform Program (CARP) or Private Subdivision or Consolidation

ABOUT THE SERVICE

Republic Act No. 6657 or the Comprehensive Agrarian Reform Program (CARP) is the distribution of public and private agricultural lands to farmers and farmworkers who are landless, regardless of the tenurial arrangement.

Within sixty (60) days upon issuance or the transfer certificate of title from registry of deeds, the owner or his duly authorized representative shall submit the following requirements to the Office of the City Assessor.

Office or Division:	City Assessor's Office
Classification:	Highly Technical
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Approved subdivision plan from MARO • Copy of individual title of beneficiary • Copy of updated land tax receipt of previous owner prior to land distribution 	<ul style="list-style-type: none"> • Department of Agrarian Reform (DAR) • DENR-EMB • Register of Deeds • Property owner • City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MARO submits and leaves requirements to employee-in-charge for recording and documentation and forward documents to staff in charge of CARP properties.	1. Receiving/ Releasing clerk records documents submitted and forwards the same to staff-in-charge	P 50.00/first two (2) lots; P 5.00/ succeeding lots late filing fee P 500.00/ title for declarations exceeding sixty (60) days from the date of TCT issuance	30 minutes	LOURIDEL CALUYO <i>Staff in-charge</i>



<p>2. Verification of data from previous owner to beneficiaries verifying the exact area versus the subdivided lots of individual beneficiaries. Preparing individual Property Record Form (PRF) and manual computation of assessment and forwarding.</p>	<p>2. Employee-in-charge verifies data and prepares PRF and manual computation of assessment and forward documents to staff-in-charge</p>		<p>15 working days</p>	<p>Barangay III, IV, VII, X, XIV, XIX-A, XXI: DENNIS ACUÑA <i>Admin Aide VI (Data Controller I)</i></p> <p>RIZA ARAYA <i>Admin Aide I (Casual Laborer I)</i></p> <p>LOURIDEL CALUYO <i>Staff in-charge</i></p> <p>JOSEPHINE BUENACOSA <i>Admin Aide II (Bookbinder I)</i></p> <p>Barangay I, II, VIII, IX, XII, XIII, XIX, XX: LANIE POLONDAYA <i>Admin Asst. I (Bookbinder III)</i></p> <p>JOHN BORRERO <i>Admin Aide II (Bookbinder I)</i></p> <p>CHRISTOPHER ARELLANO <i>Admin Aide III (Utility Worker II)</i></p> <p>MA. JOENELA BACAY <i>Admin Aide I (Casual Laborer I)</i></p> <p>Barangay V, VI, VI-A, XI: RODNEY MABAQUIAO <i>Admin Aide IV (Bookbinder II)</i></p> <p>MEA GUZON <i>Admin Asst. I (Bookbinder III)</i></p> <p>LENNON VITORIN <i>Staff in-charge</i></p>
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3. Preparation of new Tax Map, and assigning of new Property Information Number (PIN) to individual beneficiary by Tax Mapping Division.	3. Employee-in-charge prepares new Tax Map and assigns new PIN			NO AVAILABLE Personnel at the moment, forwarding documents to the Negros Occidental Provincial Assessor's Office for processing
4. Forwarding of documents to data encoders for encoding and printing of system generated Field Appraisal and Assessment Sheet (FAAS) and PRF.	4. Encoding of documents by encoders		15 working days	Same person/s responsible in Step 2
5. Verification of transactions	5. Employee-in-charge verifies transactions		10 working days	CAROLINE JOY PIDO OIC-City Assessor
6. Approval of assessment of system generated FAAS	6. OIC-City Assessor approves assessment of system generated FAAS		10 working days	
7. Approval of transactions on the system and printing of Notice of Assessment	7. Employee-in-charge approves transactions on the system and prints Notice of Assessment		10 working days	
8. Releasing of Notice of Assessment	8. Employee-in-charge releases Notice of Assessment		1 day	Same person/s responsible in Step 2
	Total:	Total Corresponding Fee	41 working days	

*Note: Time duration for this transaction with 100 or more sublots.



26. Information Drive On Real Property Tax

ABOUT THE SERVICE

The Real Property Tax (RPT) is the primary source of revenues for Local Government Unit (LGU) Proceeds of the Real property Taxes are shared 70 % for the City and 30 % for the Barangays thus the Real Property Tax (RPT) I the ideal tax for Local Government Units.

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

The main function of the Office of the City Assessor is to conduct appraisal / assessment on newly constructed, renovated, extended buildings and site inspection on field and most likely land owners / taxpayers are always murmuring of their tax obligations. In order to solve this problem, this office prepares a booklet or brochure entitled,

“ MGA PALAMANANGKUTANON KAG MGA SABAT NAHANUNGOD SA BUHIS SANG DUTA, BALAY KAG MAKINARYA KAG IBAN PA.”

This booklet was translated in our own dialect so as to be easily understood by the constituents of the city. This booklet will be distributed to every barangay so that the barangay officials must know about the content of this booklet. Later, it will be distributed to the school so as children at their early age must know all about the Real Property Tax where the revenue of the City comes from.

NOTE:

The office of the City Assessor is guided with **Republic Act 7160**, section 212 and 219 otherwise known as the **Local Government Code of 1991** as implemented by the Local Assessment Regulations No. 01-04 supplemented by the Mass Appraisal Guidebook (MAG) specifically Guidance Note No. 13 (GN 13) of the Philippine Valuation Standards under Department Order No. 37-09 of the Department of Finance.



CIVIL REGISTRY SERVICES

External Services

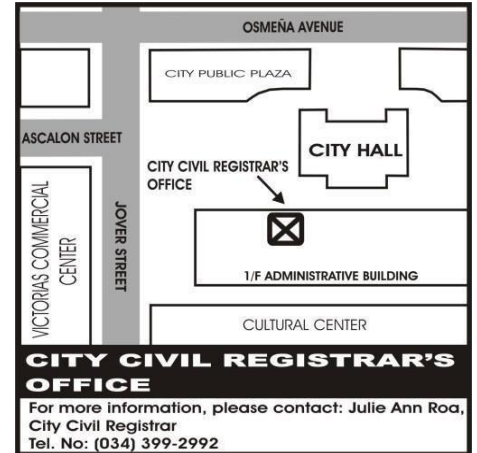


1. Requesting a Certified Copy of Birth, Marriage, Death and other Civil Registry Documents

ABOUT THE SERVICE

Civil registry documents such as birth, marriage and death certificates legal instrument and the like, may be availed of by securing a certified transcript or photocopy from the Civil Registrar's Office.

Who may be allowed to request for the copy issuance of Civil Registry Documents/Certifications from the PSA other than the document owner:



1. A spouse, whose name is indicated in his/her marriage document with his/her partner, can request for the CRDs of his/her wife/husband and their children provided he/she can present a valid ID.
2. The parents of the document owner can request the copy issuance of CRDs of their children provided their name is indicated in the latter's birth documents, either as a father or mother and can present a valid ID
3. A child, of legal age, can request for the birth and death documents of his/her parent provided that he/she has sufficient documentation to support this case. However, a child can only request for the marriage documents of his/her own parents as indicated in his/her own birth certificate.
4. A guardian appointed by the court or the person exercising substitute parents authority pursuant to Article 216 of the Family Code of the Philippines may request for the copy issuance of a CRD of a minor provided he/she can present an Affidavit of Guardianship.
5. Request for the copy of issuance of documents from institutions legally in-charge of a minor can ONLY be processed when the Regional Director of the Department of Social Welfare and Development (DSWD) has issued an authorization letter will be issued on a per child basis
6. The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the person. Provided that there must be a duly issued subpoena duces tecum and ad testificandum for the production of the civil registry document.
7. Request from other government agencies pursuant to their mandate provided that the requesting government agency executed Data Sharing Agreement with PSA/LGU Victorias in accordance with NPC Circular 16-02
8. Request for copy issuance/authorization of CRDs/certifications by the nearest of kin of a deceased person may ONLY be accepted provided that the requesting party execute a duly notarized Affidavit of Kinship stating herein he/she is the closest surviving relative.



Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Authorization Letter from the document owner / parent / legal guardian • ID of the person granting authority • ID of authorized representative 	<ul style="list-style-type: none"> • c/o client concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up a verification form and submit to the employee-in-charge (EIC).	1. The EIC shall check the completeness of the needed information.	None	2 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> RHODA LUZARITA <i>Admin. Aide II</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i>
2. If all the information given are correct, wait for EIC to issue an Order of Payment.	2. EIC then issues an Order of Payment to client.		1 minute	JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i> KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i>



<p>3. Proceed to the City Treasurer's Office (CTO) and pay the required fee/s. Wait for the Official Receipt upon payment.</p>	<p>3. Cashier accepts and prepares receipt for the payment of the said fee.</p>	<p>Certified Copy of Birth Certificate - P50.00 Certified Copy of Marriage Certificate - P 50.00 Certified Copy of Death Certificate - P 50.00 Certified Copy of Court Decrees - P 50.00 Certified Copy of Legal Instruments - P 50.00 FOR EVERY ADDITIONAL COPY - P 15.00 per copy Document Security Seal - P 50.00/ piece</p>		<p>City Treasurer's Office</p>
<p>4. Return to City Civil Registrar's Office (CCRO) and present your receipt to the EIC.</p> <p>4.1 Wait while your requested document is being prepared/ reproduced or processed and certified by the Civil Registrar.</p>	<p>4. The EIC shall verify the availability of the civil registry document/s requested.</p> <p>4.1 If record is not found in the database, a manual search is done.</p> <p>4.2 EIC prepares reproduces or processes the document.</p>	<p>None</p>	<p>10 minutes</p> <p>3 hours</p> <p>2 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



<p>5. Releasing of Document</p> <p>(Wait for your name/ priority number to be called.)</p>	<p>5.1 EIC attaches the Document Security Seal to the document</p> <p>5.2 EIC records the Document Security Seal number</p> <p>5.3 EIC releases the document to the client</p>	<p>None</p>	<p>8 minutes</p>	<p>KAREN FERRARIS <i>Admin. Aide I</i> <i>(Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>23 minutes (if record is available in the data base) 3 hours & 23 mins. (if record is not in the data base)</p>	



2. Registration of Birth Certificate (On-Time)

ABOUT THE SERVICE

Republic Act No. 3753 mandates the establishment of a Civil Registrar in the Philippines where acts, events, legal Instruments and court decrees concerning the civil status of person shall be recorded.

The birth of a child, being a vital event of a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Live Birth (COLB) accomplished by the person-in-charge where the birth has taken place • Marriage Certificate of Parents • If the child was born out of wedlock, submit the following attachments: <ul style="list-style-type: none"> - Affidavit to Use the Surname of the Father (AUSF) - duly notarized and registered at the Office of the City Civil Registrar; and/or - Affidavit of Admission of Paternity (AAP) - Any Government issued ID of Affiant/s 	<ul style="list-style-type: none"> • Institution/Health Center/Clinic where the birth took place • CCRO • CCRO/ Legal Office/ Notary Public • CCRO/ Legal Office/ Notary Public • Affiant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For registration of legitimate child: 1. Present the Certificate of Live Birth (COLB) for registration	1. Upon submission, CCRO staff: 1.1 Examines the completeness of entries 1.2 Receives and Signs the document 1.3 Prepares the document for processing	None	5 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>



<p>For registration of child born out-of-wedlock: 1. Present to the EIC the notarized Affidavit to Use the Surname of the Father (AUSF)/ Affidavit of Admission of Paternity (AAP) /Private Handwritten Instrument together with the prepared COLB for registration.</p>	<p>1. 1.1 Upon submission, CCRO staff: 1.2 Examines the completeness of entries 1.3 Prepares the document for signature of the City Civil Registrar 1.4 Records the document in the registry upon approval of the City Civil Registrar</p>	<p>None</p>	<p>5 minutes</p>	<p>KENNY ADJANE MOICH LINGA <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>
<p>2. 2.1. Leave the document for review and approval for registration by the Civil Registrar.</p> <p>2.2. Secure the Acknowledgment Receipt from the EIC.</p>	<p>2. 2.1 The City Civil Registrar reviews and approves for registration of the document 2.2. The CCRO staff issues Acknowledgment Receipt to the client 2.3. CCRO staff records the document in the registry upon approval and order of the City Civil Registrar</p>	<p>None</p>	<p>30 minutes</p> <p>3 minutes</p> <p>30 minutes</p>	<p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p>



<p>3. Releasing of Document</p> <p>Secure priority number, present your claim slip to the EIC, secure Order of Payment for the Certification Fee and Document Security Seal</p>	<p>3. CCRO staff releases the document</p>	<p>None</p>	<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>
<p>4. Pay the Certification Fee and Document Security Seal at the City Treasurer's Office</p>	<p>4. Cashier accepts and prepares receipt for the payment of the said fees</p>	<p>Certification Fee - P 50.00</p> <p>Document Security Seal - P 50.00</p>		<p>City Treasurer's Office</p>
<p>5. Bring the O.R. and Document Security Seal to CCRO</p>	<p>5. CCRO staff</p> <p>5.1. Accepts the O.R. and Document Security Seal</p> <p>5.2. Attaches the Document Security Seal to the COLB</p> <p>5.3. Records the Document Security Seal number</p>	<p>None</p>	<p>4 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



6. Wait for your name to be called to claim the registered document	6. CCRO staff releases the document	None	2 minutes	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	Total:	Total corresponding fee	1 hour, 21 mins.	



3. Registration of Marriage Certificate (On Time)

ABOUT THE SERVICE

For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriage exempt from the license requirement, the prescribed period is 30 days.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Marriage (4 copies) 	<ul style="list-style-type: none"> • City Civil Registrar's Office • Church/Court where the marriage solemnization took place

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents to EIC for registration.	1. CCRO staff acknowledges the document		3 minutes	GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i> MARIO DOLENDRES <i>Staff in-charge</i>
2. The EIC examines the document, checks if it is submitted on time and if entries are properly filled up. Document will be processed upon approval and registered by the City Civil Registrar.	2. CCRO staff: 2.1 Examines/ checks the document 2.2 Issues acknowledgment Receipt/Claim Slip 2.3 Processes the approval of the City Civil Registrar 2.4 The City Civil Registrar reviews and approves for registration of the document 2.5 Enters the record in the registry of marriage upon approval of the City Civil Registrar	None	10 minutes 30 minutes 30 minutes	GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i> JULIE ANN C. ROA <i>City Civil Registrar</i> GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i> MARIO DOLENDRES <i>Staff in-charge</i>



<p>Releasing of Document</p> <p>3. Secure priority number, present your claim slip to the EIC; secure Order of Payment for the Certification Fee and Document Security Seal</p>	<p>3. CCRO staff</p> <p>3.1 Issues Order of Payment</p>	<p>None</p>	<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>
<p>Pay the required fee at the City Treasurer's Office</p>	<p>3.2 Cashier accepts and prepares receipt for the payment of the said fees</p>	<p>Certification Fee - P 50.00</p> <p>Document Security Seal - P 50.00</p>		<p>City Treasurer's Office</p>
<p>Bring the O.R. and Document Security Seal to CCRO</p>	<p>3.3. Accepts the O.R. and Document Security Seal</p> <p>3.4 Attaches the Document Security Seal to the COLB</p> <p>3.5 Records the Document Security Seal number</p>	<p>None</p>	<p>4 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



<p>Wait for your name to be called to claim the registered document</p>	<p>3.6. CCRO staff releases the document</p>	<p>None</p>	<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>1 hour, 21 mins.</p>	



4. Registration of Death Certificate (On-Time)

ABOUT THE SERVICE

It shall be the responsibility of the physician who last attended the deceased or the administrator of the hospital or clinic where the person died to prepare the proper death certificate and certify as to the cause of death and forward the same within 48 hours to the health officer who shall examine the Certificate of Death, affix his signature on the appropriate box and shall order its registration in the Office of the Civil Registrar.

If the person died without medical assistance, it shall be the responsibility of the nearest relative who has knowledge of the death of a person to report the same within 48 hours to the health officer who shall examine the deceased and direct the registration of the death certificate to the Office of the Civil Registrar within the reglementary period of 30 days.

In the absence of a health officer or his authorized representative in the place of registration, or when it is a non-working day and the health officer or his authorized representative is not expected to be in his office, the death should be reported within forty-eight (48) hours after its occurrence by the nearest kin of the deceased or by any person having knowledge of the death to the mayor, or to any member of the Sangguniang Panlungsod, or to the city secretary, who shall issue the Certificate of Death for burial purposes.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Death Certificate 	<ul style="list-style-type: none"> City Civil Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For deaths in hospital: 1. Present the properly filled out Death Certificate to the EIC.	1. Upon submission, CCRO staff: 1.1 Examines the documents presented; checks if it is properly filled up and is being submitted on time and proceed to Step 4	None	3 minutes	FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i> MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i>
For death outside the hospital: 1. Present the Barangay Captain's	1. CCRO staff: 1.1 Examines the Brgy. Captain Certification presented by the		3 minutes	FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i>



<p>Certification from the Barangay where the deceased died and secure from the EIC at the Civil Registrar's Office one (1) set of Form 103 (Certificate of Death)</p>	<p>informant 1.2 Gives one (1) set of Form 103 (Certificate of Death) to the client</p>			<p>MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p>
<p>2. Proceed to City Health Office for preparation of Death Certificate by the clerk and for review and signature of the City Health Officer</p>	<p>2. CHO clerk prepares the Certificate of Death</p>	<p>None</p>		<p>City Health Office Clerk</p>
<p>3. Secure the signature of the embalmer</p>	<p>3. Embalmer signs the Certificate of Death</p>			<p>Servicing Funeral Home</p>
<p>4. Pay the Burial Permit, Document Security Seal and Certification Fee at the City Treasurer's Office</p>	<p>4. Cashier accepts and prepares receipt for the payment of the said fee</p>	<p>Burial Permit - P50.00 Document Security Seal - P50.00 Certification Fee - P50.00</p>		<p>City Treasurer's Office</p>
<p>5. Bring the document back to CCRO with O.R. and Document Security Seal</p>	<p>5. CCRO staff 5.1 Accepts the document with the attached official receipt and Document Security Seal 5.2 Attaches the Document Security Seal to the document</p>		<p>6 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator)</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



<p>6. Wait while the document is being processed for registration upon approval by the Civil Registrar</p>	<p>6. CCRO staff: 6.1 Encodes burial permit and date of its issuance on the Certificate of Death 6.2 Prepares the document for the approval of the City Civil Registrar 6.3 CCR approves registration 6.4 Enters the record in the registry upon approval of the City Civil Registrar</p>	<p>None</p>	<p>10 minutes</p>	<p>FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p>
<p>7. Releasing of Document</p>	<p>7. CCRO staff releases the document</p>	<p>None</p>	<p>3 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>22 minutes</p>	



5. Registration of Administrative/Court Order/Decree

ABOUT THE SERVICE

Like other civil registry documents, court decrees concerning the status of a person must be registered in the Civil Registrar's Office where the court is functioning, within 10 days after the decree/order has become final.

The following are registrable court decrees:

- Adoption/Rescission of Adoption
- Annulment of Marriage/declaration of absolute nullity or marriage/legal separation/Court order setting aside the decree of legal separation;
- Change of name or correction of entry
- Civil interdiction
- Declaration of presumptive death of the absent spouse/Judicial declaration of absence
- Compulsory recognition of illegitimate child/Voluntary recognition of minor illegitimate child
- Appointment of guardian/Termination of guardianship
- Judicial determination of filiation
- Judicial determination of the fact of appearance of the spouse, if disputed
- Naturalization certificate/cancellation of naturalization certificate
- Separation of property/Revival of former property regime
- Emancipation of orphaned minor; and
- Other registrable court decrees/orders.

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Original/Certified photocopy of the Court Order • Certificate of Finality of the Order • Certificate of Registration of the M/CCRO of the place • Certificate of Authenticity of the Order where the court is situated 	<ul style="list-style-type: none"> • Proper Court issuing the Order/decreed issued by RSWD pursuant to RA 11642 • City Civil Registrar's Office/Administrative Agency • C/MCR of the place where the Decree is issued • C/MCR and the proper court



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the EIC	1. CCRO staff checks/ examines the correctness of the entries of the documents	None	10 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>
2. Payment for the processing fee	2. CCRO staff prepares the Order of Payment	None	5 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>
3. Proceed to the City Treasurer's Office to pay the corresponding fee at the City Treasurer's Office.	3. Cashier accepts and prepares receipt for the payment of the said fee	<ul style="list-style-type: none"> - Registration of Annulment of Marriage: P500.00 - Registration of Adoption: P300.00 - Registration of Legal Separation/ Divorce: P500.00 - Registration of Naturalization: P600.00 - Registration of Correction/Change of Name: P100.00 -For certified copies of any document in the Registry: For each 100 words (1st 2 copies) - P50.00 For every additional copy - P15.00 -Endorsement Fee - P30.00 Implementation of Court Order: P150.00 		City Treasurer's Office



<p>4. Present your Official Receipt to the EIC and leave your documents for processing and registration .</p>	<p>4. CCRO staff: 4.1 Acknowledges receipt 4.2 Prepares the document for processing 4.3 Presents the document for final review and approval of the City Civil Registrar 4.4 Endorses the document to the Office of the Civil Registrar General (PSA Manila) for the issuance of annotated SECPA copy of the Civil Registry document</p>	<p>See required fees for endorsement of documents to PSA (P40.00)</p>	<p>within the day</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>5. Releasing of Record</p> <p>Note: If the document-owner wishes to have the copy of the Court Decree, as such shall pay the Document Security Seal of P50.00.</p>	<p>5. CCRO staff releases document</p>		<p>5 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>20 minutes</p>	



6. Registration of Legal Instrument

ABOUT THE SERVICE

As a general rule, all legal instruments shall be registered in the civil registry office of the place where the instruments were executed except the following:

- Affidavit of Reappearance-where the parties to the subsequent marriage are residing
- Marriage Settlement-where the marriage was recorded
- Admission of Paternity and Acknowledgment; Legitimation; Voluntary Emancipation of Minor; Parental Authorization or Ratification of Artificial Insemination-where the birth of the child was recorded.

Note: All legal instruments executed abroad shall be registered in the Civil Registry Office of Manila.

Not falling under the aforementioned exceptions are the following registrable instruments:

- Acquisition of citizenship
- Certificate of legal capacity to contract marriage
- Option to elect Philippine citizenship
- Partition and distribution of properties of spouses and delivery of the children's presumptive legitime.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the EIC for examination and evaluation.	1. CCRO staff evaluates the completeness of the documents presented		15 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i>
2. Secure Order of Payment from the EIC.	2. CCRO staff prepares the Order of Payment and gives it to the client		2 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>



<p>3. Present the Order of Payment issued by the EIC and pay the required fees at the City Treasurer's Office.</p>	<p>3. CTO staff accepts and prepares receipt for the payment of the said fee</p>	<p>P 100.00 (AAP/Other Legal Instruments) P 50.00 (AUSF) Certification fee: P50.00 City Seal: P50.00 For every additional copy: P15.00</p>		<p>City Treasurer's Office</p>
<p>4. Go back to CCR Office and show your Official Receipt to the EIC.</p>	<p>4. CCRO staff acknowledges the Official Receipt</p>		<p>5 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>
<p>5. Wait while the document is being processed for registration by the Civil Registrar.</p>	<p>5. CCRO staff: 5.1 Processes the document for review and approval of the City Civil Registrar 5.2 Enters the record in the registry upon approval of the City Civil Registrar</p>	<p>None</p>	<p>15 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>6. Releasing of Registered Document (Claim your registered Legal Instrument and Certificate of Registration from the EIC following the steps and fees for Issuance of Certified Copy of registered documents)</p>	<p>6. CCRO staff releases the document</p>		<p>3 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>
	<p>Total:</p>	<p>P 200.00 - AAP & other Legal Instruments P150.00 AUSF</p>	<p>40 minutes</p>	



7. Supplemental Report for Birth, Death and Marriage

ABOUT THE SERVICE

A supplemental report may be filed to supply information inadvertently omitted when the document was registered. However, the “Medical Certificate” in the Certificate of Death and Certificate of Fetal Death and all applicable certifications contained in the Certificate of Marriage should be accomplished correctly and completely before registration. Hence, no supplemental report having reference to the mentioned certificate is acceptable. Only one supplemental report for not more than two omitted information shall be accepted by the Civil Registrar. In cases where there are more than two omitted information, all papers related thereto shall be forwarded to the office of the Civil Registrar General for approval.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • SECPA Copy of Civil Registry Document containing the missing entry/entries • Affidavit of Supplemental Report 	<ul style="list-style-type: none"> • PSA or City Civil Registrar’s Office thru BREQS • Legal Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the SECPA Copy and Local Copy of Certificate of Birth, Certificate of Marriage or Certificate of Death to the EIC for evaluation.	1. CCRO staff examines the documents presented	None	5 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>
2. Wait while the Affidavit of Supplemental Report and the other documents are being processed.	2. EIC prepares the documents and process application for supplemental report for signature of client and approval of the CCR		30 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>



<p>3.1 Have the Affidavit of Supplemental Report notarized by the Civil Registrar and/or any person authorized by law to administer oath.</p> <p>(The CCR administers the oath, IRR, Act 3753)</p> <p>3.2 Wait for the EIC to prepare the Supplemental Report for signature of client</p>	<p>3.1 CCRO staff submits the documents to the City Civil Registrar for approval of notarial act</p> <p>3.2 EIC Staff prepares the Supplemental Report to be signed by the client for approval of the CCR</p>	<p>The CCR administers the oath FREE OF CHARGE</p>	<p>5 minutes</p> <p>20 minutes</p>	<p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>4. Secure Order of Payment for the Document Security Seal</p> <p>Note: To secure copy issuance of COLB, follow steps & fees for Issuance of Unannotated Certified Copy of Civil Registry Documents</p>	<p>4. CCRO Staff issues Order of Payment</p>	<p>None</p>	<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>
<p>5. Pay the Document Security Seal at the City Treasurer's Office</p>	<p>5. Cashier accepts and prepares receipt for the payment of the said fee</p>	<p>Document Security Seal - P50.00</p>		<p>City Treasurer's Office</p>



<p>6. Bring the O.R. and Document Security Seal to CCRO</p>	<p>6. CCRO staff: 6.1. Accepts the O.R. and Document Security Seal 6.2 Attaches the Document Security Seal to the document 6.3 Records the Documents Security Seal</p>	<p>None</p>	<p>4 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p>
<p>7. Claim the annotated document.</p>	<p>7. CCRO staff releases the document to the client</p>	<p>None</p>	<p>3 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>
	<p>Total:</p>	<p>None</p>	<p>1 hr., 9 minutes</p>	



8. Annotation in the Civil Registry Document

ABOUT THE SERVICE

After recording of Judicial Decree and/or Legal Instrument, Supplemental Report and Administrative Decisions, the Civil Register shall then bear the annotation reflecting such decision or action.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Registered Legal Instrument Certificate of Registration of Legal Instrument/Judicial Decree Certificate of Authenticity of the Order (for Court Decree) Certificate of Finality of the Order (for Court Decree) Certified Copy/SECPA Copy of Birth Certificate/Marriage Certificate/Death Certificate Affidavit of Supplemental Report (for missing entry in the Civil Register) 	<ul style="list-style-type: none"> City Civil Registrar's Office Proper Court issuing the Order CCRO/PSA thru BREQS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents to the EIC and secure Order of Payment.	1. CCRO staff: 1.1 Examines the completeness of the document presented 1.2 Prepares the Order of Payment and gives it to the client	None	5 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i>
2. Proceed to the City Treasurer's Office (CTO) and pay the required fee/s. Wait for the Official Receipt upon payment.	2. CTO staff accepts payment and prepares receipt of said fee	Legal Instrument Registration Fee – P100.00 Judicial Order Processing Fee – P150.00		City Treasurer's Office



<p>3. Present your receipt to the EIC.</p> <p>Secure Acknowledgment Receipt/ Claim Slip from the EIC.</p> <p>Come back on the scheduled date to claim the annotated Civil Registry document.</p>	<p>3. CCRO staff: 3.1 Prepares the documents for annotation in the Civil Register or Registry book; 3.2 Processes Judicial Decree to effect the court's/Admn. Agency's decision; 3.3 Prepares the document for review and approval of the CCR; 3.4 Annotates in appropriate civil registry document the effect of Legal Instrument executed, and the decree issued by the court upon the advice of the CCR; 3.5 Endorses the document to the Office of the Civil Registrar General (PSA Manila) for issuance of SECPA copy of said document</p>	<p>None</p>	<p>2 minutes</p> <p>within 3 days</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>4. Claim the annotated document.</p>	<p>4. CCRO staff releases the Certified Copy of document to the client upon payment of certification fee and City Seal.</p>	<p>Certified Copy P50.00 per copy (plus P15.00 per additional copy) Document Security Seal - P50.00</p>	<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> RHODA LUZARITA <i>Admin. Aide II</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i> KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i> RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total Corresponding Fees</p>	<p>3 days, 10 mins.</p>	



9. Applying for Legitimation of Natural Child

ABOUT THE SERVICE

Legitimation is a remedy by means of which illegitimate children, who were, in fact, born out of wedlock as their parents were not validly married when they were born, but were subsequently married can acquire legitimate status.

Only children conceived and born outside of wedlock of parents who-at the time of conception-were not disqualified by any legal impediment to marry may be legitimated.

Legitimation of children by subsequent marriage of parents must be recorded in the civil registry office of the place where the birth was registered.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • CENOMAR (Father) • CENOMAR (Mother) • Marriage Contract of Parents (SECPA Copy) • Birth Certificate of the child (SECPA Copy) • Joint Affidavit of Legitimation executed by both parents • Affidavit of Legitimation executed by surviving parent (if one is already deceased) • Death Certificate of deceased parent • Affidavit of Acknowledgment/Admission of Paternity (if applicable) • Affidavit to Use the Surname of the Father (AUSF) (if applicable) 	<ul style="list-style-type: none"> • PSA or City Civil Registrar's Office thru BREQS • Client's file or concerned M/CCRO • Legal Office

Note: If the client wishes to have the document endorsed in advance to OCRG thru Electronic Endorsement, the SECPA copy of Civil Registry Documents listed above are required.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Please follow the steps for Registration of Legal Instruments found in the previous page.		Endorsement Fee - P 30.00		
	Total:	P 30.00		



10. Requesting Endorsement of Civil Registry Record to the Office of the Civil Registrar-General

ABOUT THE SERVICES

As a rule, all civil registrars submit civil registry documents to the Philippine Statistics Authority, Office of the Civil Registrar-General (OCRG) through their respective Provincial Offices within the first ten days of each month.

There are instances when the PSA - National Office cannot issue pertinent documents to interested parties because records are not available in its archives; or the requested documents are still being processed by the Provincial Office.

To facilitate the issuance of requested documents, the concerned Provincial Statistic Officer (PSO) or Civil Registrar is required to submit or endorse the needed documents to the PSA.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> PSA Negative Result Certification Verified proof of urgency (for Electronic Endorsement and piecemeal/advance copy endorsement) 	<ul style="list-style-type: none"> City Civil Registrar's Office thru BREQS Philippine Statistics Authority (PSA) Requiring Agency/End User/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the EIC and request for an endorsement of your record to the PSA	1. CCRO staff: 1.1 Gives Verification Form to be filled out by the client (Verification of Birth, Marriage, Death)		3 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i>



<p>Show your PSA verification result.</p> <p>Note: Pursuant to MC 2020-12A dated July 8, 2024 (Amendment to MC 2020-12 dated July 6, 2020 re: “Piecemeal/Advance Copy of the Civil Registry Documents through Electronic Endorsement “), request for EE and piecemeal/advance copy endorsement may be availed only by clients with verified proof of urgency such as:</p> <ol style="list-style-type: none"> a. Passport Application; b. Processing of Death claims; c. Hospitalization purposes; d. Burial purposes e. Educational purposes; and f. Other emergency cases 	<p>1.2. CCRO staff check the information written by the client on the Verification Form</p>		<p>3 minutes</p>	
<p>2. Wait for the result of verification, if the requested record is available in the computer database of CRISv2.0</p>	<p>2. CCRO staff: 2.1 Checks if the record is available in the data base 2.2 If record is available, CCRO staff prepares the document for endorsement</p>		<p>5 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p>



<p>3. If the record is not available in the database, a manual search is done.</p>	<p>3.1 If record is not available in the database, a client shall be given requirement for delayed registration of the Civil Registry</p>		<p>30 mins. to 1 hour</p>	<p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>4. Secure for an order of payment to be issued by the employee-in-charge</p>	<p>4. CCRO staff prepares/issues Order of Payment to the client</p>	<p>None</p>	<p>2 minutes</p>	
<p>5. Pay the required fee at the City Treasurer's Office</p>	<p>5. CTO staff accepts the payment and prepares receipt for the payment of the said fee</p>	<p>P 30.00</p>		<p>City Treasurer's Office</p>
<p>6. Go back to CCR and present your receipt to the employee-in-charge.</p> <p>Wait while the document requested is on process for signature of the CCR.</p>	<p>6. CCRO staff:</p> <p>6.1. Acknowledges the receipt</p> <p>6.2 Prepares the requested document for endorsement</p> <p>6.3 Submits the documents to the City Civil Registrar for review and approval</p> <p>6.4 Segregates the documents and endorses one set to the Office of the Civil Registrar General (PSA Manila) for issuance of SECPA copy</p>	<p>None</p>	<p>15 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>



<p>7. Releasing of Document</p> <p>NOTE: Secure a certified true copy and the PSA <u>endorsement letter</u> as proof of endorsement.</p> <p>(The EIC shall forward the documents to PSA in Quezon City; through PSA-Provincial Field Office, Bacolod City; and follow up the same after 15 days to 1 month.(The Client may personally claim the authenticated copy on SECPA at NSO-Bacolod or may present the proof of mailing at NSO-Manila)</p>	<p>7. Releasing of the document to the client</p>	<p>None</p>	<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
	<p>Total:</p>	<p>P 30.00</p>	<p>1 hour, 31 mins.</p>	



11. Securing SECPA Copy of Birth/Marriage/Death/Cenomar thru BREQS

ABOUT THE SERVICES

Authenticated copy of civil registry documents printed on security paper (SECPA) could be requested at the Office of City Civil Registrar through Batch Request Entry Query System (BREQS)

The BREQS is a scheme where NSO (now PSA) authorizes a partner to receive request for PSA-issued copies and certification of civil registry documents from the public and issue the documents to its clientele. The authorized partner becomes known as a BREQS User. The actual process using of the request is done by the *Serbilis* Outlet assigned to service the BREQS user. At present, the following documents can be applied through this office, being a BREQS User:

- Copies of Birth, Death, Marriage documents,
- Copies of annotated or endorsed documents provided copies of said documents have already been previously issued by PSA, and
- Certificates of No Record of Marriage (“Singleness”).

The documents resulting from application applied through BREQS are the same as what clients can get if they go to a *Serbilis* Outlet and file the applications there instead.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C, G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the verification form and submit to the EIC	1. CCRO staff gives Application Form to the Client for verification of Birth, Marriage, Death and CENOMAR	None	3 minutes	RHODA LUZARITA <i>Admin. Aide II</i> KENNETH MARK CUESTA <i>Reproduction Machine Operator I</i>
2. The EIC checks entries and issues an order of payment	2. CCRO staff checks the correctness of the entries written by the client on the Application Form and issues Order of Payment to the client		3 minutes	RHODA LUZARITA <i>Admin. Aide II</i>



<p>3. Pay the required fee to the City Treasurer's Office</p>	<p>3. CTO accepts the payment and prepares receipt for the payment of the said fee</p>	<p>*Processing Fee For resident of the city - P55.00 For non-resident of the city - P95.00 *CENOMAR For resident of the city - P55.00/copy For non-resident of the city - P95.00/copy</p>		<p>City Treasurer's Office</p>
<p>4. Go back to CCR Office and present Proof of Payment (O.R.) issued by the CTO.</p> <p>Wait for the issuance of Acknowledgment Receipt and schedule of release. Note: (Request for verification is endorsed to PSA within the week and may be released within 1 week from date of endorsement.)</p>	<p>4. CCRO staff: 4.1 Prepares the Acknowledgment Receipt, prepares endorsement of payment to PSA, and schedule release of document 4.2 CCRO staff submits the BREQS verification to PSA Bacolod for issuance of SECPA Copy</p>	<p>Verification Fee: Birth, Marriage, and Death - P155.00 Verification Fee: Cenomar - P210.00</p>	<p>5 minutes</p>	<p>RHODA LUZARITA <i>Admin. Aide II</i></p>
<p>5. Come back on the specified date to claim the SECPA/Result of Verification</p>	<p>5. CCRO staff shall release verification result to the client on the date specified in the claim slip upon release of document or feedback from the PSA after 1 week from date of endorsement.</p>		<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p>



				<p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	Total:	Total corresponding fee	After 2 weeks and 14 mins.	



12. Delayed Registration of Registry Record

ABOUT THE SERVICES

Delayed registration of birth, marriage, death and court decrees-like ordinary registration made at the time of the event must be filed at the office of the Civil Registrar of the place where the event occurred, following the lapse of the reglementary period to register.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> PSA Negative Result of Verification <p>BIRTH</p> <ul style="list-style-type: none"> Pursuant to MC 2024-17, Additional Guidelines for Delayed Registration of Birth dated June 4, 2024, the following additional guidelines for delayed registration of birth shall be strictly complied with: <ul style="list-style-type: none"> In cases of applicants 18 years of age and above, the personal appearance of the applicant before the concerned CCR shall be mandatory. <p>For marital minor applicants, the personal appearance of the parents before the CCR is mandatory. In default of the parents or judicially appointed guardians, persons exercising substitute parental authority as provided under Art. 216 of the Family Code shall personally appear before the CCR. Provided that nothing under this paragraph shall prohibit the CCR from requiring the personal appearance of the minor child.</p> <p>In cases of non-marital minor applicants, only the mother shall personally appear before the CCR. If the party seeking the registration is not the mother, an Affidavit or a sworn statement stating the present whereabouts of the mother and the reason for her inability to personally appear before the CCR shall be submitted.</p> <p>List of requirements:</p> <ol style="list-style-type: none"> Any two of the following documentary evidence which may show the name of the child, his/her date and place of birth, and the name of mother, and father (if the child is marital, or if non-marital, has been acknowledged by the father <ul style="list-style-type: none"> Baptismal certificate School records Income tax return of parent/s Insurance policy Medical records; and Others, such as barangay captain's certification, ID, etc. 	<ul style="list-style-type: none"> City Civil Registrar's Office thru BREQS Philippine Statistics Authority Concerned client Concerned client



<p>2. Affidavit for Delayed Registration executed by the informant</p> <p>3. Affidavit of 2 disinterest persons who might have known the facts of birth and parentage of the child</p> <p>Additional Requirements pursuant to MC No. 2024-17:</p> <ol style="list-style-type: none">Barangay Certification / Proof of Residency issued by the Punong BarangayNational IDAny two (2) document evidence of the parents such as but not limited to:<ul style="list-style-type: none">• Live Birth (COLB)• Government-issued ID• Marriage Certificate• Death Certificate of the deceased parents (if applicable)Unedited front-facing photo of the registrant to be attached to the application (2x2 size, white background, taken within 3 months from the date of registration)If the application for delayed registration is filed on behalf of a deceased person, death certificate of the document owner shall be required.For those party whose one of the parents is a foreigner:<ul style="list-style-type: none">• Marriage Certificate of parents (marital child)• Birth Certificate of parent/s• Valid Passport or BI Clearance Certificate or ACR I-Card of the foreign parentsFor non-marital children who will be availing of R.A. 9255:<ul style="list-style-type: none">• Affidavit of Admission of Paternity and/or Affidavit to Use the Surname of the Father (AUSF)• Affidavit of Acknowledgement in case of a non-marital child born before August 3, 1988. <p>NOTE:</p> <p>If the person is eighteen (18) years old or above, he shall apply for late registration of his birth and the requirements shall be:</p> <ul style="list-style-type: none">➤ All the requirements for a child who is less than eighteen (1) years old; and➤ Certificate of Marriage, if married. <p>(In the delayed registration of birth of an alien, travel documents showing the origin and nationality of the parents shall be presented in addition to the requirements mentioned above.</p>	<ul style="list-style-type: none">• Legal Office/ CCRO/ Any Notary Public • Concerned client
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MARRIAGE

- Application for Marriage License bearing the date when the marriage license was issued except for marriage exempt from marriage licenses shall be required. In the absence of Marriage license, a certification issued in lieu thereof, by the church or solemnizing officer.
- Birth Certificate of 2 off-springs
- Original Marriage Contract
- Affidavit for Delayed Registration

DEATH

- Four (4) copies of Certificate of Death which must be accomplished correctly and completely
- Affidavit for Delayed Registration which shall be executed by the hospital/clinic administrator if the person died in the hospital, clinic or similar institution, or if the person died elsewhere, by the attendant at death. In default of the hospital/clinic administrator or attendant at death, the affidavit shall be executed by any of the nearest relative of the deceased, or by any person having legal charge of the deceased when he was still alive.
- Authenticated copy of the certificate of burial, cremation or of other means of corpse disposal; and
- Approval for registration by the health officer in the box provided in the Certificate of Death.

- CCRO
- Solemnizing Officer

- CCRO/ concerned client
- Legal Office/ CCRO/ Any Notary Public

- CCRO/ Hospital/ Clinic

- Legal Office/ CCRO/ Any Notary Public



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-up a verification form and submit to the employee-in-charge (EIC)</p>	<p>1. CCRO staff gives Verification Form to be filled out by the client</p>	<p>No Fee is required for late Registration of Civil Registry Document</p>	<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. EIC verifies from the archives whether the record is already available.</p> <p>(If the record is not found in the database, a manual search is done.)</p>	<p>2. CCRO staff: 2.1 Verifies if the record of vital event is available If the vital event is not available in the database, proceed to Step 3</p>	<p>None</p>	<p>4 minutes</p> <p>1 hour</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



				KAREN FERRARIS Admin. Aide I (Casual Laborer I)
<p>3. If verification yields negative, go to the Registration Area, then, submit the supporting documents for registration and other supporting papers to the EIC. The EIC examines the documents. It may be:</p> <p>-Certificate of Live Birth (COLB) -Marriage Contract -Death Certificate -Others</p>	<p>3. CCRO staff, interviews the client</p>	<p>None</p>	<p>5 minutes</p>	<p>Birth – MILDRED QUINDAP – FREDA FLORES</p> <p>Marriage – GINA GUINO-O</p> <p>Death – FREDA FLORES</p>
<p>4. Wait as the EIC prepares the COLB/MC/DC, as the case maybe, review the correctness of the entries and sign the document</p> <p>Client shall review the correctness of the data in the prepared document and signs in the specified space provided</p>	<p>4. CCRO staff: 4.1 Prepares the document (Birth, Marriage, Death) 4.2.Reviews the correctness of entries in the prepared document and assists the client in the signing the document</p>		<p>30 minutes</p>	<p>Birth – MILDRED QUINDAP – FREDA FLORES</p> <p>Marriage – GINA GUINO-O</p> <p>Death – FREDA FLORES</p>



<p>5. EIC shall issue a schedule of release of registered document.</p> <p>Note: Pursuant to MC 2024-17, the application for delayed registration of birth shall not be deemed received, for processing and subsequent posting, pending the verification of the concerned CCR on the completeness and authenticity of the documentary requirements and the veracity and genuineness of the statements made in the Affidavit by the applicant and documentary requirements. Upon discovery of any inconsistencies, irregularities and/or misinformation in the information provided by the applicant in the COLB form and other submitted supporting documents, the concerned CCR shall refuse acceptance of the application for delayed registration until the inconsistencies, irregularities and/or misinformation have been remedied.</p>	<p>5. CCRO staff: 5.1 Processes the documents for registration 5.2 Signs the document prepared 5.3 Submits the document to the City Civil Registrar for review and approval 5.4 CCR shall examine the COLB whether it has been completely and correctly filled out. The CCR shall also evaluate the veracity and genuineness of the statements made in the Affidavits and the completeness and authenticity of other submitted supporting documents through a personal interview of the applicant or if necessary, conduct a field visit with the Office of the Punong Barangay where the registrant resides to confirm the statements made in the Affidavit and genuineness of the supporting documents.</p>	<p>None</p>	<p>10 minutes</p> <p>Within 5 working days</p>	<p>Birth – MILDRED QUINDAP – FREDA FLORES</p> <p>Marriage – GINA GUINO-O</p> <p>Death – FREDA FLORES</p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
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	<p>5.5 Assign Registry Number and enters/records of the vital event in the registry and the database upon advice.</p> <p>5.6 Enters the record in the registry upon approval of the City Civil Registrar</p>		<p>After the completion of the 10-day reglementary posting period</p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p>
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<p>Releasing of Document</p> <p>6. Secure priority number, present your claim slip to the EIC; secure Order of Payment for the Certification Fee and Document Security Seal and follow the fees in securing Certified Copy of Civil Registry Documents</p>	<p>6. CCRO staff releases the document to the client</p>		<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
<p>7. Proceed to the City Treasurer's Office (CTO) and pay the required fee for the Document Security Seal. Wait for the Official Receipt upon Payment</p>	<p>7. Cashier accepts and prepares receipt for the payment of the said fees</p>	<p>Certification Fee - P50.00</p> <p>Document Security Seal - P50.00</p>		<p>City Treasurer's Office</p>



<p>8. Bring the O.R. and Document Security Seal to CCRO</p>	<p>8. CCRO staff: 8.1. accepts the O.R. and Documents Security Seal 8.2. attaches the Document Security Seal to the COLB 8.3. records the Document Security Seal number</p>		<p>3 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
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<p>9. Wait for your name to be called to claim the registered document</p>	<p>9. CCRO staff releases the document</p>	<p>None</p>	<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>15 days and 2 hrs. or may be subject to compliance with MC 2024-17</p>	



13. Applying for Marriage License

ABOUT THE SERVICE

Before getting married, each of the contracting parties must file separate sworn application for Marriage License with the proper Local Civil Registrar of the place where either or both of the contracting parties reside.

Marriage license are valid in any part of the Philippines for a period of 120 days from the date of issue. They are to be deemed automatically cancelled if the contracting parties have not yet gotten married, within this period.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C,G2G
Who may avail:	Residents only

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Original/Photocopy of birth certificate of applicants or, in default thereof, the Baptismal Certificates of contracting parties Certificates of Pre-Marriage Orientation and Pre-Marriage Counseling Certificate of Attendance to Solid Waste Management Seminar Parental Consent if applicant is 18 years old but below 21 Parental Advice if applicant is 21 years old but below 25 Certificate of Legal Capacity issued by the embassy in the Philippines (for an applicant who is a citizen of a foreign country) CENOMAR At least one of the contracting parties must be a resident of Victorias City. 	<ul style="list-style-type: none"> Office of the City Civil Registrar Religious Sect where the applicant is a member CSWD/Accredited Pre Marriage Counselor, City Health Office VCENRO Office of the City Civil Registrar Foreign Embassy in the Philippines Office of the City Civil Registrar thru BREQS Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the EIC.	1. CCRO staff: Interviews the couple applicants 1.2 Examines the completeness of the documents presented by the Client and forward the same to the City Civil Registrar for evaluation	None	3 minutes	GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i>



<p>2. The applicant shall accomplish the application form or may request the assistance of the EIC to type the required information on the application form.</p> <p>The clients are required to review the information on the application form before signing.</p>	<p>2. CCRO staff checks, reviews and evaluates the data supplied written by the parties on the Application form as well as the document required for issuance of marriage license and for notarial act.</p>	<p>None</p>	<p>20 minutes</p>	<p>GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i></p> <p>JULIE ANN ROA <i>City Civil Registrar</i></p>
<p>3. Secure an Order of Payment from the EIC.</p>	<p>3. CCRO staff issues Order of Payment to the client</p>		<p>2 minutes</p>	<p>GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i></p>
<p>4. Pay the required fee at the City Treasurer's Office.</p>	<p>4. CTO staff accepts the payment and prepares receipt of the said fee</p>	<p>*Application Fee - >where both applicants are residents of the city - P200.00 Pre-Marriage Counseling - P100.00 (regular sched.) Marriage License Fee - P30.00 Total-P330.00</p> <p>>where one applicant is non-resident of the city - P300.00 Pre-Marriage Counseling - P100.00 Marriage License Fee - P30.00 Total - P430.00</p>		<p>City Treasurer's Office</p>



		<p>>where one applicant is a foreigner - P600.00 Pre-Marriage Counseling - P100.00 Legal Capacity to Contract Marriage Registration - P100.00 Certification - P50.00 Document Security Seal - P50.00 Marriage License Fee - P30.00 Total - P930.00</p> <p>Note: Charge of Pre - Marriage Counseling scheduled on special days - P400.00</p> <p>Additional Charges (if the Marriage is to be solemnized by the City Mayor: (Marriage Solemnization Fee)</p> <p>> Licensed Contracting Parties - P100.00 > Marriage under Art. 34 - P200.00</p>		
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<p>5. Present your receipt to the EIC</p>	<p>5. CCRO staff: 5.1 Processes the Application for Marriage License and prepares the notices for posting</p> <p>5.2 Submits to the City Civil Registrar for signature</p>	<p>None</p>	<p>5 minutes</p>	<p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>JULIE ANN ROA <i>City Civil Registrar</i></p>
<p>CCR reviews the documents presented and interviews the applicants. The CCR shall administer the oath. The clients are then requested to sign the application form and/or the Parental Advice/Consent, as the case maybe.</p> <p>Come back on a scheduled date of release of the License. NOTE: Marriage License shall be released after the ten-day reglementary posting period as required in the Family Code.</p>	<p>5.3 Enters the record in the registry upon approval of the City Civil Registrar</p> <p>5.4 Prepares the issuance of the Marriage License after the ten-day reglementary posting period</p>			



<p>6. Secure Order of Payment for the Document Security Seal</p>	<p>6. CCRO staff issues order of payment</p>		<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>
<p>7. Pay the Document Security Seal at the City Treasurer's Office.</p>	<p>7. CTO staff accepts the payment and prepares receipt of the said fee</p>	<p>P 50.00</p>		<p>City Treasurer's Office</p>
<p>8. Bring the O.R. and Document Security Seal to CCRO</p>	<p>8. CCRO STAFF: 8.1. Accepts the O.R. and Document Security Seal 8.2. Attaches the Document Security Seal to the COLB 8.3. Records the Document Security Seal number</p>		<p>4 minutes</p>	<p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



<p>9. EIC releases the Marriage License to the client.</p> <p>Wait for your name to be called to claim the registered document</p>	<p>6. CCRO staff releases the Marriage License to client</p>		<p>3 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>RHODA LUZARITA <i>Admin. Aide II</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p> <p>KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>11 days, 39 mins.</p>	



14. Petition for Change of First Name (CFN) or Correction of Clerical Error/s (CCE) under R.A. 9048 as amended by R.A. 10172

ABOUT THE SERVICE

Republic Act No. 9048 authorizes the City/Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in a Civil Register; and/or change the first name or nickname of a person in the Civil Register, without need of a judicial order.

Republic Act No. 10172 allows the change in sex and day and month of birth in Civil Register.

As an administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in their Civil Registry Records.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the EIC or the City Civil Registrar (CCR); and inform them about problems in the Civil Registry Record.	1. CCRO staff: 1.1 The document will be evaluated and you will be presented with the remedies available - whether to file a Petition for Change of First Name or for Correction of Clerical Error/s or to file a petition with the proper court	None	10 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> JULIE ANN C. ROA <i>City Civil Registrar</i>
2. CCR or EIC gives a list of documents required for filing the petition. Complete these requirements before proceeding to the next step.	2. CCRO staff advises the client to reproduce the documents presented	None	15 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> JULIE ANN ROA <i>City Civil Registrar</i>



<p>3. Submit all the required supporting documents to the EIC. The EIC or CCR will check if documents are authentic, complete and duly certified. If complete, the order of payment shall be issued.</p>	<p>3. CCRO staff shall: 3.1 Accept the documents for review and present the same to the CCR for processing 3.2 Issue Order of Payment upon instruction of the CCR</p>		<p>30 minutes</p>	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN ROA <i>City Civil Registrar</i></p>
<p>4. Present the order of payment to the City Treasurer's Office and pay the required fees.</p>	<p>4. CCRO staff shall request the client to reproduce the receipt as one of the requirements for processing of the Petition</p>	<p>UNDER R.A. 9048 *Filing Fee for CFN - P3,000.00 plus P1,000.00 service fee for migrant petitioners</p> <p>*Filing Fee for CCE - P1,000.00 plus P500.00 service fee for migrant petitioners</p> <p>UNDER R.A. 10172 *Filing Fee for Correction of Day and Month of birth & gender - P3,000.00 P1,000.00 service fee for migrant petitioners</p>		<p>City Treasurer's Office</p>



		<p>*Legal/ Research Fee for CFN and Petitions under R.A. 10172 - P 30.00</p> <p>*Legal Research Fee for CCE - P 20.00</p>		
<p>5. EIC prepares the draft petition.</p> <p>Client is required to sign the petition in the presence of the CCR.</p> <p>Client will then be advised to come back on a specified date.</p> <p>(CCR renders the decision within 5 days after the 10-day posting period and/or after the completion of 2-weeks publication period.)</p>	<p>5. CCRO staff shall:</p> <p>5.1 Prepares the petition to be signed by the client for the CCRO's review and notarial act</p> <p>5.2 Issue Acknowledgment Receipt and advise the client to come back after the given date (after the posting and /or publication period</p>	None	2 hours	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>Endorsement of Petition to PSA for appropriate action by the CRG:</p> <p>6. The petition shall be forwarded to PSA-Manila for CRG's decision upon approval of the City Civil Registrar.</p>	<p>6. CCRO staff prepares for mailing of the pertinent documents to the OCRG-Legal Division</p>	<p>Mailing Fee shall be borne by clients if private commercial express courier is opted by petitioner</p>	10 minutes	<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p>



<p>7. Come back on the date given to follow-up the result</p> <p><i>Note: If the client opts to get a copy of the document, he shall pay for the Certification Fee and the Document Security Seal following the steps for issuance annotated copy of Civil Registry document found in pages (Annotation of Civil Registry Document.</i></p>	<p>7. CCRO staff shall: 7.1. Check the availability of OCRG's decision of the processed Petition</p> <p>Note: If the CCR's decision is affirmed by the CRG and the Certificate of Finality is issued by the City Civil Registrar, Annotated Civil Registry Document shall be forwarded to PSA upon payment of endorsement fee</p> <p>- If impugned, the petitioner shall file a Motion for Reconsideration. In filing a Motion for Reconsideration, petitioner or any concerned shall present evidence to justify reversed of CRG's decision within 15 days from receipt of CRGs decision impugning the CCR's decision.</p> <p>If petition is denied by the CCR, petitioner has 15 days upon receipt of CCR's decision denying the petition to file appeal to CRG.</p>			<p>MA. LYN PANIZALES <i>Asst. Registration Officer</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>2 weeks, 2 hrs., 55 mins.</p>	



15. Registration of Foundling/Abandoned Child

ABOUT THE SERVICE

A Foundling is a deserted or abandoned infant or child-with parents, guardian, or relatives being unknown-found by another person (finder); or a child committed to an orphanage, or charitable or similar institution with unknown facts of birth and parentage.

Reglementary Period and Place of Registration

The finder/charitable institution must register the foundling with the Office of the Civil Registrar within 30 days from the date of finding/commitment of the child.

If registration is made beyond the reglementary period, the concerned party-registrant will be required to state in a sworn statement the circumstances that caused the late reporting to the Civil Registrar.

Agencies to Report to After Finding an Abandoned Child

Immediately after finding a foundling, the finder must report the case to the barangay captain of the place where the foundling was found, or to the Philippine National Police, whichever is nearer or convenient to the finder.

The finder must, then, commit the child to the care of the Department of Social Welfare and Development (DSWD), or to duly licensed orphanage, charitable or similar institution. Upon commitment, the finder must give to the DSWD or to charitable institution his/her copy of the Certificate of Foundling, if the foundling was previously registered with the Office of the Civil Registrar.

In case the finder wants and is awarded custody of the foundling by the proper authority, he/she shall give a name for the child and must report the same to the Civil Registrar of the city/municipality where the child was found. Otherwise, the giving of the child's name and its registration as foundling shall be the responsibility of the DSWD, or of the orphanage or charitable or similar institution where the child was committed.

Preparation of certified copy of Annotated Civil Registry Document upon the advice of the CCR. The EIC shall prepare the annotated COLB/MC/DC as the case may be and an annotation in the Civil Register shall be made by the CCR.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present the required documents to the EIC.	1. CCRO staff accepts the documents presented by the client	None	5 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i>
2. EIC examines the completeness of the documents	2. CCRO staff examines the correctness of the documents		15 minutes	MA. LYN PANIZALES <i>Asst. Registration Officer</i>
3. The client shall sign the documents in the presence of the City Civil Registrar (CCR).	3. CCRO staff shall present the to the City Civil Registrar the documents and publication and approved of registration upon establishing the correctness and completeness of entries and is convinced truthfulness of statement made by the finder.		10 minutes	JULIE ANN C. ROA <i>City Civil Registrar</i>
4. Releasing of document	4. EIC release copy of the document to the client		3 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> RHODA LUZARITA <i>Admin. Aide II</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i> KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i> RUEL ROA <i>Admin. Aide I</i>
	Total:	None	33 minutes	



16. Applying for Out-of-Town Reporting of Birth, Marriage and Death

ABOUT THE SERVICES

OUT-OF-TOWN REPORTING OF BIRTH:

Rule 20 of the Administrative Order No. 1 Series of 1993 states that out-of-town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

Office or Division:	Office of City Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • ON-TIME REGISTRATION <ul style="list-style-type: none"> ➤ Affidavit declaring the facts of birth of a person and the reasons why birth is not recorded in the civil register of the city or municipality where it occurred, attested by at least two (2) witnesses ➤ Four (4) copies of the Certificate of Live Birth ➤ Certificate of Marriage of Parents ➤ If the child was born out of wedlock (born on or after March 19, 2004), submit the following attachments: <ul style="list-style-type: none"> - Affidavit to Use the Surname of the Father (AUSF) - duly notarized and registered at the Office of the City Civil Registrar; and /or - Affidavit of Admission of Paternity (AAP) - Community Tax Certificate of the Affiant/s - Government Issued of the Affiant/s 	<ul style="list-style-type: none"> • Legal Office/CCRO • Office of the City Civil Registrar • Client's file M/CCRO where the marriage was registered • Legal Office/CCRO • Legal Office/CCRO • Client concerned

Note: If the application is for delayed registration of birth, the requirements under the rules governing delayed registration of birth shall also be complied with. (See Delayed Registration of Registry Record of Birth)



OUT-OF-TOWN REPORTING OF MARRIAGE:

Out-of-town reporting of marriage occurs when the Certificate of Marriage is presented to the civil registrar of a city or municipality which is not the place of marriage, not for registration but to be forwarded to the civil registrar of the city or municipality where the marriage occurred and where it should be registered.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none">• Affidavit declaring the facts of marriage and the reasons why said marriage was not recorded in the civil register of the city or municipality where it occurred.• Four (4) copies of the Certificate of Marriage	<ul style="list-style-type: none">• Legal Office/ CCRO• CCRO

Note: If the application is for delayed registration of marriage, the requirements under the rules governing delayed registration of marriage shall also be complied with. (See Delayed Registration of Registry Record of Marriage)

OUT-OF-TOWN REPORTING OF DEATH:

Rule 35 of the Administrative Order No. 1 Series of 1993, Out-of-Town Reporting of Death states that when registration is not possible in the place of death and the Certificate of Death was presented to the civil registrar of the city or municipality other than the place of death, it shall be accepted by the civil registrar of the city or municipality, where the death occurred, for registration.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none">• Affidavit declaring the facts of death and the reasons why said death was not recorded in the civil register of the city or municipality where it occurred, with corroborating statement of two witnesses.	<ul style="list-style-type: none">• Legal Office/ CCRO

Note: If the application is for delayed registration of death, the requirements under the rules governing delayed registration of death shall also be complied with. (See Delayed Registration of Registry Record of Death)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client presents the documents for registration of vital event to the EIC in the Registration Section.</p> <p>It may be:</p> <ul style="list-style-type: none"> - Certificate of Live Birth - Marriage Contract - Death Certificate - Others 	<p>1. CCRO staff shall:</p> <p>1.1 Accept the document</p> <p>1.2 Interview the client to check the correctness of the information/data</p> <p>1.3 Check/ examine the completeness of the documents presented</p>	None	3 minutes	<p>(BIRTH) MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p> <p>(MARRIAGE) GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p>
<p>2. Wait as the EIC prepares the COLB/MC/DC, as the case maybe, and reviews the correctness of the entries.</p> <p><i>Note: Pursuant to MC 2024-17, the application for delayed registration of birth shall not be deemed received, for processing and subsequent posting, pending the verification of the concerned CCR on the completeness and authenticity of the documentary requirements and the veracity and genuineness of the statements made in the Affidavit by the applicant and documentary requirements.</i></p>	<p>2. CCRO staff shall:</p> <p>2.1 Prepare the document and examine/ check the data encoded in the document</p> <p>2.2 Assist the client in signing the document; CCRO staff also signs in the document</p> <p>2.3 Submit the document to the City Civil Registrar for approval</p>		40 minutes	<p>(DEATH) FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>



<p><i>Upon discovery of any inconsistencies, irregularities and/or misinformation in the information provided by the applicant in the COLB form and other submitted supporting documents, the concerned CCR shall refuse acceptance of the application for delayed registration until the inconsistencies, irregularities and/or misinformation have been remedied.</i></p>				
<p>3. All accepted applications for out-of-town registration of birth will be coursed through the PSO for transmittal and endorsement to the concerned record-keeping civil registrar pursuant to MC 2024-17</p>	<p>4. CCRO staff shall prepare the documents for transmittal to PSO then to the concerned C/MCR upon review and validation, by the CCR, of the evidence presented.</p> <p><i>Note: Pursuant to MC 2024-17, upon discovery of any inconsistencies, irregularities and/or misinformation in the information provided by the applicant in the COLB form and other submitted supporting documents, the concerned CCR shall refuse acceptance of the application for delayed registration until the inconsistencies, irregularities and/or misinformation have been remedied.</i></p>	<p>Fees to be incurred for mailing and other incidental expenses:</p> <p>P 500.00 (for documents to be sent outside Negros Occidental)</p> <p>P 200.00 (for documents to be sent within Negros Occidental)</p>	<p>5 minutes</p>	<p>PSO</p>



<p>Note: The client shall be advised to come back after 20 days from the date of mailing to check the possible reply of the registering Civil Registrar</p>			<p>(Processing time of the Out-of-Town Reporting of Birth / Marriage and Death depends on the response of the Office of the City Civil Registrar where the event is recorded.)</p>	<p>(BIRTH) MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p> <p>(MARRIAGE) GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>(DEATH) FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i></p>
<p>5. Releasing of document if successfully registered document</p>	<p>5. CCRO staff releases the documents to the client</p>		<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p>
	<p>Total:</p>	<p>Total corresponding fees</p>	<p>20 days and 51 mins. (subject to IRR of Act 3753 and MC 2024-17)</p>	



17. Assisting in the Conduct of Civil Wedding Solemnization of the City Mayor

ABOUT THE SERVICE

Rule 2.2 of Administrative Order No. 1, Series of 2007 (Implementing Rules and Regulations Governing the Registration of the Authority to Solemnize Marriage with the Civil Register General of Bishops, Heads/Founders of Religious and Religious Sects, Priests, Imams, Religious Ministers, Tribal Heads/Leaders, Chieftains, Community Elders, and Other Designated Authorities) defined a solemnizing officer as an officer vested with the authority to solemnize or officiate the marriage of a man and woman in accordance with law or with the rites, practices, and ceremonies as prescribed or granted by their religion/religious sect or tribe or ethnic aggrupation.

Under Article 7 of the Family Code of the Philippines, a marriage may be solemnized by the MUNICIPAL MAYOR or, in CASE OF TEMPORARY VACANCY, the VICE-MAYOR may now solemnize marriages pursuant to Section 444 and 445 of R.A. No. 7160 or the Local Government Code of 1991. In the case of the VICE-MAYOR, who solemnizes a marriage in proper cases, it is immaterial whether he is the Acting Mayor or “merely acting as mayor” for, in both instances, he discharges all the duties and wields the power appurtenant to the Office of the Mayor.

Office or Division:	Office of City Civil Registrar/ Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residents only

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Valid Marriage License • At least one of the contracting parties must be a resident of Victorias City • Affidavit of Cohabitation jointly executed by contracting parties stating among other that they have lived together as husband and wife for at least five years under Art. 34 of the Family Code 	<ul style="list-style-type: none"> • CCRO • Legal Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present active Marriage License to the EIC	1. CCRO staff shall accept the documents presented by the client	None	2 minutes	GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i>
2. EIC examines the completeness of the documents and issues transmittal/ request to the clients	2. CCRO staff shall accept the documents and present to the City Civil Registrar for evaluation/ transmittal/ request for solemnization of marriage to City Mayor's Office upon instruction from the City Civil Registrar		3 minutes	GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i> JULIE ANN C. ROA <i>City Civil Registrar</i>
3. The client shall submit transmittal/ request to the Office of the City Mayor	3. City Mayor's staff receive the transmittal/ request and informs the clients and CCRO staff for the possible date of wedding.		Office of the City Mayor	
4. EIC prepares the Marriage Certificate of the couple to be wed and issues order of payment for Solemnization Fee	4. CCRO staff shall prepare the Marriage Contract of the couple		10 minutes	GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i>
5. Client pays to the City Treasurer's Office	5. CTO staff accepts the payment and prepares receipt of the said fee		Marriage Solemnization Fee: > Licensed Contracting Parties-P100.00 > Marriage under Art. 34 - P200.00 (Free of charge for indigent couple)	



<p>6. Solemnization of Marriage</p>	<p>6. The City Mayor conducts the solemnization of Marriage of the couples and the CCRO staff assists during the event</p>	<p>P 200.00 (Free of charge for indigent couple)</p>	<p>1 hour</p>	<p>THE CITY MAYOR GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p>
<p>7. The couples' Marriage Certificate shall be submitted to the Office of the City Civil Registrar for registration</p> <p>Document shall be processed and shall be approved for registration by the City Civil Registrar. Come back on the date specified to claim the registered document. Note: Follow the steps in securing copy of Certificate of Live Birth.</p>	<p>7. CCRO staff shall:</p> <p>7.1 Process registration of Marriage Certificate upon approval of the City Civil Registrar</p> <p>7.2 Enters the record in the registry upon approval of the City Civil Registrar</p>		<p>5 minutes</p> <p>(within 3 days)</p>	<p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p>
<p>8. Secure priority number, present your claim slip to the EIC and wait for your name to be called to claim the registered document.</p>	<p>8. CCRO staff issues Order of Payment</p>		<p>2 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



<p>9. Pay the Certification Fee and Documents Security Seal</p>	<p>9. Cashier accepts and prepares receipt for the payment of the said fees</p>	<p>Certification Fee - P50.00 Document Security Seal - P50.00</p>		<p>City Treasurer's Office</p>
<p>10. Bring O R. and Document Security Seal to CCRO</p>	<p>10. CCRO staff: 10.1 Accept the O.R. and Documents Security Seal 10.2 Attach the Document Security Seal to the COLB 10.3 Record the Document Security Seal</p>	<p>None</p>	<p>4 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>
<p>11. Releasing of Document Wait for your name to be called to claim the registered document.</p>	<p>11. CCRO staff shall release the document</p>		<p>3 minutes</p>	<p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> RHODA LUZARITA <i>Admin. Aide II</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i> KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i> RUEL ROA <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total corresponding fees</p>	<p>3 days, 1 hr., 29 mins.</p>	



18. Conduct of Mobile Registration during the Civil Registration Month

ABOUT THE SERVICE

The celebration of Civil Registration Month in February is an annual activity mandated by law, conducted nationwide by all civil registry offices. It aims to bring civil registration services closer to the people especially in the far-flung areas; to make the people aware of the services offered by the office; to educate the people on the importance of civil registration and its impact on their lives, their future and the society as well; and to provide pro-active response to the needs of clients pertaining civil registration.

Free service is subject to the legislative action passed by the city council, duly approved by the city chief executive.

The following are the programs/activities:

- Display of streamers
- Conduct of Mobile Registration in target areas
- Issuance of Registered Civil Registry Documents free of charge to clients in areas covered during the mobile registration activity
- Conduct of Forum and/or information/education campaign on civil registration matters alongside with the conduct of mobile registration in target areas
- Acceptance and processing of verification of civil registry documents through BREQS in areas covered during the mobile registration program

- Registration of Legal Instruments, free of charge, submitted by clients in target recipient barangays (backed up by City Ordinance)

- One-day free issuance of certified copy of registered civil registry documents as highlight of the month-long activity (backed up by City Ordinance)

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	Residents only



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Applicant must be a resident of the recipient area or barangay. • All requirements listed under the Delayed Registration of Civil Registry documents except for the PSA Negative Result of Verification (to those whose place of occurrence is within the city only). • No fee is required for the registration of Civil Registry documents to those whose place of occurrence is within the city. • Clients shall shoulder the mailing expenses and other miscellaneous fee for registration of events outside the CCRO's area of jurisdiction. 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Please follow the steps and requirements for registration of Civil Registry documents.	1. Venue of the Mobile Registration varies yearly based on the target areas.	None		
	Total:	None		



19. Conduct of Forum / Information / Education Campaign on Civil Registration Matters

ABOUT THE SERVICE

The Conduct of Forum / Information / Education Campaign on Civil Registration is conducted alongside with the Mobile Registration in areas covered during the aforementioned activity and it is also conducted in the orientation of couples who would avail of the Mass Wedding. The said activity aims to inform the people of the programs, activities and services the office offers in terms of civil registration with the purpose of making them aware of the current update in civil registration and its impact on their lives, their future and the society as well.

Office or Division:	Office of City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	Residents only

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills in the registration form. Client is requested to find seat in the venue.	1. CCRO staff assists the client during the registration	None	3 minutes	All CCRO Personnel
2. Client listens / attends to the talk or information dissemination by the speaker	2. CCR or her authorized representative talks on updates, laws and the applicable rules regarding the civil registration and its important in the life of a person.		1 hour	JULIE ANN C. ROA <i>City Civil Registrar</i> GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i>
	Total:	None	1 hr., 3 minutes	



20. Conduct of the Mass Wedding

ABOUT THE SERVICE

Executive Order 209, otherwise known as the Family Code of the Philippines recognizes Family as the basic unit of society and marriage as the foundation of a family.

The conduct of Mass Wedding has been a part of the City's Charter Anniversary Celebration as the LGU's commitment to help its constituents establish their conjugal and family life in recognition of the role of the family in the society and the humanity. Anent hereto, the City Council passed City Ordinance No. 012-2013 which authorizes the City Civil Registrar to accept and register the application for the issuance of Marriage License, free of charge, for the beneficiaries of the city's Mass Wedding Program every celebration of the City's Charter Anniversary.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residents only

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • At least one of the contracting parties is a resident of Victorias City • With legal age and no marriage impediment • Marriage License (for regular applicants) • Contracting parties who are qualified for Article 34 of the Family Code, may submit original and photocopy of the following documents: <ul style="list-style-type: none"> - Birth Certificate / Baptismal Certificate (male and female applicants) - Government Issued ID - CENOMAR - Birth Certificate / Baptismal Certificate of Children 	<ul style="list-style-type: none"> • CCRO • Client's file/ M/CCRO where the birth was registered or in case of Baptismal Certificate, the Parochial Office where the child was baptized • PSA/ CCRO thru BREQS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients present their documents to the EIC Couples needing Marriage License shall comply with the requisites cited Applying for Marriage License.	1. CCRO staff shall: 1.1 Accept the documents presented by the 1.2 Examine the completeness and correctness of the documents and issues transmittal request		2 minutes 3 minutes	GINA GUINO-O <i>Admin. Asst. II</i> <i>(Admin. Asst.)</i>



<p>2. Couples qualified to be married under Art. 34 of the Family Code shall execute the Affidavit of Cohabitation and sign the document in the presence of the City Civil Registrar.</p>	<p>2.1 Prepares the Affidavit in lieu of Marriage License and process the same for approval and signature of the client and City Civil Registrar (for notarial act).</p>		<p>15 minutes</p>	<p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p>
<p>3. Wait while EIC staff prepare the Marriage Certificate and other necessary documents</p>	<p>3. CCRO staff shall prepare the Marriage Certificate of the couples based on the Application for Marriage License and affidavit presented as the case may be and review the correctness of the document</p>		<p>20 minutes</p>	<p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>MILDRED QUINDAP <i>Admin. Aide IV (Bookbinder II)</i></p> <p>FREDA FLORES <i>Admin. Aide II (Bookbinder I)</i></p>
<p>4. ORIENTATION DAY</p> <p>Applicants for the Mass Wedding attend the orientation and practice</p>	<p>4.1. The City Civil Registrar conducts forum and orientation to the couple applicants.</p> <p>4.2 CCRO staff assists the couples during the Mass Wedding practice.</p>		<p>3 hours</p>	<p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>All CCRO Personnel</p>



<p>5. Solemnization of Marriage</p> <p>NOTE: Couples shall come to the venue 1 hour ahead of the scheduled time during the Mass Wedding Day.</p>	<p>5. The City Mayor shall solemnize the Marriage of the couples and the CCRO personnel assist during the event</p>			<p>THE CITY MAYOR</p> <p>All CCRO personnel</p>
<p>6. The Marriage Certificate duly signed by the Solemnizing Officer and the witnesses shall be forwarded to the Office of the City Civil Registrar for processing and registration</p> <p>Wait for the advice of its release.</p> <p>Come back on the date specified to claim the registered document.</p>	<p>6. CCRO staff shall: Process the Marriage Certificate for the signature of the City Civil Registrar and for registration upon determining that the document is properly signed by the concerned parties.</p> <p>6.2 Submit the documents to the City Civil Registrar for review and approval</p> <p>6.3 Enter the record in the registry upon approval of the City Civil Registrar</p>		<p>10 minutes</p> <p>(within 3 days from submission of document with complete signature of the concerned parties)</p>	<p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>JULIE ANN C. ROA <i>City Civil Registrar</i></p> <p>GINA GUINO-O <i>Admin. Asst. II (Admin. Asst.)</i></p>
<p>7. Releasing of Document</p> <p>Secure priority number, present your claim slip to the EIC and wait for your name to be called to claim the registered document</p>	<p>7. CCRO staff releases the document</p>		<p>3 minutes</p>	<p>KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i></p> <p>AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i></p> <p>JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i></p>



8. Pay the Certification Fee and Document Security Seal at the Treasurer's Office	8. Cashier accepts and prepares receipt for the payment of the said fees	Certification Fee - P50.00 Document Security Seal - P50.00		City Treasurer's Office
9. Bring the O.R. and Document Security Seal to CCRO	9. CCRO staff: 9.1 accepts the O.R and Document Security Seal 9.2. attaches the Document Security Seal to the COLB 9.3 records the Document Security Seal number		4 minutes	KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i>
10. Wait for your name to be called to claim the registered document	10. CCRO staff releases the document		3 minutes	AIRENE LORENZO <i>Admin. Asst. VI (Computer Operator III)</i> KENNETH MARK CUESTA <i>Admin. Aide II (Reproduction Machine Operator I)</i> RHODA LUZARITA <i>Admin. Aide II</i> JEAN MAGBANUA <i>Admin. Aide I (Utility Worker I)</i> KAREN FERRARIS <i>Admin. Aide I (Casual Laborer I)</i> RUEL ROA <i>Admin. Aide I</i>
	Total:	Total corresponding fee	3 days, 3 hrs., 49 mins.	



INTEGRATED HEALTH SERVICES

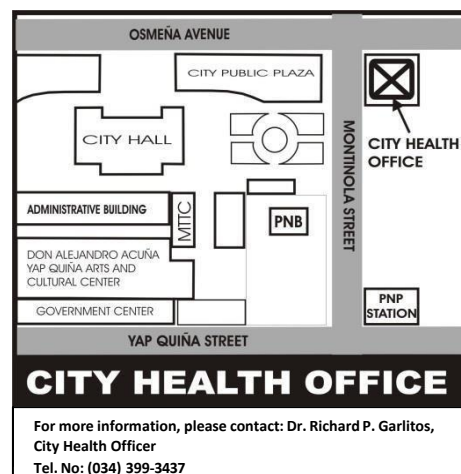
External Services



1. Availing of Outpatient Services

ABOUT THE SERVICE

Outpatient services, serves as the initial point of consultation for patients seeking medical attention. It provides wellness and prevention services, diagnostic services, treatment and rehabilitation to patients. Likewise, it gives medical assistance to patient or an outpatient basis, ensuring they receive timely and appropriate care without the need for admission.



Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get referral from Brgy. Health Station/ Centers	1. Issues Referral Forms	None	10 minutes	Midwife/Nurse on Duty
2. OPD Client Admittance Get the number from the person-in-charge and then wait for your number to be called. Triage/ Assessment of Patient.	2. Assigns number for queuing		10 minutes	Midwife/ Nurse on Duty/OPD personnel
3. Examination of Patient Submit to the examination of the physician on duty.	3. Reference form for examination		10 minutes	Doctors on Duty
4. Dispense of Medicines	4. Dispense Medicines based on Doctor's prescription (Pharmacy)		10 minutes	Pharmacy Supply Officer/ Designate
5. Get request for Diagnostic, Laboratory, Rehabilitation needs	5. Refer to appropriate section to avail services		Refer to tariffs imposed to corresponding services	5 minutes
	Total:	None	45 minutes	



2. Immunization Services

ABOUT THE SERVICE

The purpose of this service is to immunize children 0 to 12 months old primary to reduce the morbidity and mortality of vaccine preventable diseases among children which includes Hepatitis B, Tuberculosis, Poliomyelitis, Diphtheria, Tetanus, Pertussis, Measles, Mumps and Rubella. We are also targeting the senior citizens for Pneumonia and Flu vaccine. The administration of this vaccine to a person is to protect them against diseases. This is done to stimulate the body's own immune system to have protection against infection of the disease.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Growth chart chart/Booklet/ Card and/or record of previous immunization 	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Nurse/ Midwife on duty	1. Evaluates the record for vaccination, V/S taking	None	7 minutes	MARY ANN SALAR <i>Nurse III</i> or <i>Nurse, Midwife on duty</i>
2. Assists/ Submit to Nurse/ Midwife on Duty for vaccination	2. Actual Vaccination		7 minutes	MARY ANN SALAR <i>Nurse III</i> or <i>Nurse, Midwife on duty</i>
3. Takes note of the Post immunization instruction including the next round of immunization	3. Advises patient to apply cold compress on the injection. Advises patient to give paracetamol if necessary. Advise for the next schedule visit.		5 minutes	MARY ANN SALAR <i>Nurse III</i> <i>Rural Health Midwives</i>
	Total:	None	19 minutes	



3. Maternity Services

A. Availing of Maternal Care Services

ABOUT THE SERVICE

THE CITY HEALTH OFFICE (CHO) provides a comprehensive maternal care program for women. This is among the most important intervention to decrease maternal morbidity and mortality.

It is promoting health along the whole continuum of pregnancy, childbirth and post-natal care. This includes good monitoring, detecting and preventing diseases. Ensuring women and their babies reach their full potential for health and well-being.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Home Base Maternal Record - HBMR Mother and Child Booklet 	<ul style="list-style-type: none"> City Health Office/Barangay Health Stations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill-up information slip	1. Issues information slip	None	5 minutes	Midwife/Nurse on Duty
2. Present Home Base Mother Record (HBMR). If none, staff issues HBMR	2. Asks for the Home Base Mother Record (HBMR). If none, staff issues HBMR		5 minutes	Midwife/Nurse on Duty
3. Submit to vital signs taking	3. Takes vital signs		5 minutes	Midwife/Nurse on Duty
4. Submits HBMR to the nurses/ midwives for the data recording. Retrieve back your HBMR	4. Receives the recorded vital signs of clients for records purposes. Return to client the HBMR		10 minutes	Midwife/Nurse on Duty
5. Wait for your priority number to be called	5. Issues priority number		Midwife/Nurse/Physician on Duty	



6. When called, submit for pre-natal check. Take note of the diagnosis and schedule of follow-up visit.	6. Pre-Natal checked for clients, diagnosis noted & scheduled follow up visit.			Midwife/ Nurse/ Physician on Duty
7. Delivery Charges		For non PhilHealth Member: ₱ 1,800		
	Total:	None	25 minutes	

B. During Labor, Admission & Delivery

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant women on labor should visit the Maternity Section for check up	1. Assess and monitor pregnant women on labor for normal delivery or Caesarian Section	None	10 minutes	Midwife on duty
2. Admission	2. Admit patient and monitor for the progress of labor and observe signs for possible referral		10 minutes	Midwife on duty
3. Referral	3. Refer patients to hospital with any signs that needs referral		10 minutes	Maternity Midwife on Duty Nursing Attendant on duty
	Total:	None	30 minutes	



4. Anti-Rabies Treatment Services

ABOUT THE SERVICE

The purpose of this service is to treat all cases of suspected rabies exposure immediately to prevent the onset of clinical symptoms and death. Post exposure prophylaxis PEP consist of wound treatment, the administration of rabies vaccine based on WHO recommendation and if indicated the administration of rabies immune globulin. To minimize death due to rabies. The program aims to prevent and control infection by providing and promoting accessible vaccines along with rabies education and queries to clients and the public.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Brgy. Certification of Permanent Residency (if meds are available) Prescription from the Doctor 	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the services given and the requirements	1. Answers all queries	None	2 minutes	TIMOTEO BUENACOSA III, RN <i>Nurse I/Rabies Coordinator Alternate</i> FRANCIS ROLAND ALMASOL, RN <i>Nurse I</i>
2. Present referral form at Nurses Station	2. Receives referral form		2 minutes	Triage Nurse on Duty
3. Submit self to assessment and take consultation	3. Gives number for consultation		5 minutes	Physician on Duty
4. Submit for physical examination and administration of anti-rabies shot.	4. Nurse on duty performs the anti-rabies shot with doctor's order presented by client.		10 minutes	TIMOTEO BUENACOSA III, RN <i>Nurse I/Rabies Coordinator Alternate</i> FRANCIS ROLAND ALMASOL, RN <i>Nurse I</i>
	Nurse gives rabies education and awareness to individual.	10 minutes	FRANCIS ROLAND ALMASOL, RN <i>Nurse I</i>	



5. Take note of schedules of follow-up anti-rabies injections/ shots and further instructions	5. Informs patient of schedules for follow-up anti-rabies injections		3 minutes	TIMOTEO BUENACOSA III, RN <i>Nurse I/Rabies Coordinator Alternate</i> FRANCIS ROLAND ALMASOL, RN <i>Nurse I</i>
	Total:	None	32 minutes	



5. Dental Services

ABOUT THE SERVICE

The purpose of the service is to prevent complications such as tooth decay (cavities) and gum diseases and to maintain the overall health of your mouth. Most importantly it can aid in spotting potential problems like the onset of gum disease and mouth decay. Regular teeth examination as a form of preventive care can help maintain good oral hygiene, thus protecting our mouth and teeth.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
1. Brgy. Certification of Permanent Residency (if meds are available) 2. Prescription from the Doctor	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number from the station and proceed to the Cashier and pay the required fees	1. Cashier receives payment	(Tooth extraction) For Victorias City residents: P 100.00/tooth For non-residents: P 120.00/tooth Seal - P 50.00	7 minutes	Cashier
2. Register name in the logbook. Wait for your name to be called	2. Staff-in-charge calls patients name one by one	None	5 minutes	PALERMO Q. LORAEZ <i>Dental Aide</i>
3. Submit to dental examination and take note of the instructions and prescriptions	3. Dentist examines patients and gives instructions and prescriptions		15 minutes	Dentist on Duty
	Total:	Total corresponding fee	22 minutes	



For schools:

<p>1. List all number of Pre-school children for fluoridation, giving all grade I students of toothbrush and toothpaste.</p>	<p>1. Prepares logistics for fluoridation, delivering of toothbrush and toothpaste</p>	<p>None</p>	<p>20 minutes</p>	<p>PALERMO Q. LORAEZ <i>Dental Aide</i></p> <p><i>Nurses and volunteers</i></p>
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6. Anti-Tetanus Treatment Services

ABOUT THE SERVICE

The purpose of the service is preventing tetanus infection by tetanus prophylaxis. Giving if active immunization to reduce incidence of disease and death with proper wound dressing, debridement and other injury management.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
1. Prescription from the Doctor 2. Syringe	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secure Referral form from barangay	1. Nurse gets referral form; gives number for queuing	None	2 minutes	TIMOTEO BUENACOSA III, RN <i>Nurse I/Rabies Coordinator Alternate</i> FRANCIS ROLAND ALMASOL, RN <i>Nurse I Nurse on Duty</i>
2. Submit self for Doctor's consultation, instructions and recommendations	2. Nurse on duty carries out doctor's order		10 minutes	Nurse on Duty
3. Submit self for dressing of wound, anti-tetanus shot; Take note of further instructions	3. Nurse on duty does wound dressing, gives anti-tetanus shot and gives further instructions after administering anti-tetanus injection to patient		30 minutes	Nurse on Duty
	Total:	None	42 minutes	



7. TB Control Program Services

ABOUT THE SERVICE

The National TB Control Program (NTP) aims to reduce mortality and incidence from tuberculosis in the country reduces catastrophic cases and provides patient responsive health services. Likewise, reducing the disability and death from TB by effective treatment. Also, to achieve high quality diagnosis and treatment for people with tuberculosis.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	<p>Any person, 9 years old and above, who are known to have tuberculosis or who displays the following symptoms:</p> <ul style="list-style-type: none"> • Persistent coughing for two weeks or more • Fever • Progressive weight loss • Chest or back pains hemoptysis or recurrent blood streak sputum • Loss of appetite • Tiredness/night sweating

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Chest X-Ray Result 2. Sputum Result 3. Presence of Barangay Health Worker-if positive result 	<ul style="list-style-type: none"> • City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on how to avail free TB drugs	1. Nurse on duty/Midwife concerned answers query on availing free TB drugs	None	3 minutes	Nurse on Duty Midwife Concerned
2. Collection and Submission of Specimen Submit requirements, receive initial drugs and take note of instructions	2. Nurse in charge collects specimen after submission of requirements by the patient, gives initial drugs and instructions		10 minutes	JASMIN SUDARIO Nurse II/ NTP Coordinator Alternate MAYBELL CANLAS Nurse I



<p>3. Listen to lecture discussion of nurse coordinator.</p>	<p>3. Advocates and give health tutoring on ways to prevent transmission of tuberculosis and reinfection.</p> <p>4. Orientation on treatment schedules.</p>		<p>20 minutes (Individual)</p>	<p>JASM SUDAR <i>Nurse II/ NTP Coordinator</i> Alternate MAYBELL CANLAS <i>Nurse I</i></p>
	<p>Total:</p>	<p>None</p>	<p>23 minutes</p>	



8. Leprosy Control Program Services

ABOUT THE SERVICE

The goal of the program is to lessen burden of the disease and its mission to have to have a leprosy free country, where its vision of zero leprosy, zero disability, zero stigma and, discrimination and elimination of leprosy.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inquiry</p> <p>Inquire about skin diseases and the requirements for availing of free leprosy drugs.</p> <p>The midwife on duty will direct you to the nurse coordinator.</p>	<p>1. Midwife on duty answers query on skin diseases and the requirements to avail of free leprosy drugs and then refers patient to nurse coordinator</p>	None	10 minutes	Midwife on Duty
<p>2. Assessment</p> <p>Nurse assesses patient for signs and symptoms of leprosy.</p>	<p>2. Nurse/City Health Officer assess patient for signs and symptoms of leprosy.</p>		15 minutes	JASMIN SUDARIO Nurse II (Leprosy Coordinator)
<p>3. Referral to City Health Officer (CHO) for confirmation</p> <p>Subject to skin slit or upon discretion of CHO.</p>	<p>3. Patient is subjected to skin slit upon discretion of City Health Officer</p>		15 minutes	DR. RICHARD P. GARLITOS City Health Officer
<p>4. Enrollment of Patient</p>	<p>4. Nurse enrolls patient for multi-drug therapy and provides counseling</p>		30 minutes	JASMIN SUDARIO Nurse II (Leprosy Coordinator)
<p>5. Regular schedule given for follow-up</p>	<p>5. Nurse-in-charge issues schedule for follow-up check up</p>		3 minutes	JASMIN SUDARIO Nurse II (Leprosy Coordinator)
	Total:	None	1 hour, 13 minutes	



9. Provision of Medico-Legal Services

ABOUT THE SERVICE

The purpose of this service is to examine and diagnose cases pertaining to medico legal reasons. (Battered Wife, Women's Abused, Child Abused, Rape, Vehicular Accident, Physical Injured). It also examines Dead on Arrival cases for Autopsy.

This service is available at the Room 4, City Health Office (CHO) to any person/individual who needs medico legal assistance.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
For Medico Legal Cases "Kurasyon": > Blotter from the Police Office (2 copies) > For DOA within Bacolod City (For Autopsy) > Blotter and request for Autopsy > Certification of Death from the Barangay > For Autopsy Permit/ Death Certificate Forms	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Client admittance and assessment, approach staff on duty, state need and other information	1. Admittance of client for assessment	P 50.00 Document Security Seal - P 50.00	5 minutes	Nurse on Duty
2. Submit to physical examination	2. Physician examination		10 minutes	Dr. Richard P. Garlitos City Health Officer Dr. Marie Mercie Debuque Dr. Thea Mae Dino Medical Officers
3. Receive certification	3. Encodes & prints medico legal results assessed by the physician for signature and release to client.		10 minutes	Assigned encoders
	Total:	P 100.00	25 minutes	



10. Death Certificate Issuance Services

ABOUT THE SERVICE

The City Health Office staff prepares Death Certificates to next to kin in the event of death. If the deceased was not attended to by the Hospital Doctors it is the duty of the City Health Doctor to diagnose and those that died at home. The accomplished form is then given to the Local Civil Registrar.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
1. Death Certificate 2. Barangay Certification on the circumstances of the death	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admin Office for recording	1. Records death	* For resident None * For non-resident P 50.00 Document Security Seal - P 50.00	10 minutes	Encoder on duty
2. Present documents to office of the doctor	2. Encodes & prints death certification	None	7 minutes	Doctor on Duty
3. Wait for signature	3. Death certificate for physician's signature		10 minutes	Doctor on Duty
4. Claim Documents and note instructions	4. Releases Death Certificate to client		5 minutes	Encoder on duty
	Total:	Total corresponding fee	32 minutes	



11. Securing a Health/Medical Certificate

ABOUT THE SERVICE

A medical certificate holds significant value as a document that serves multiple purposes in academic, work and insurance setting. It serves as an official record to validate your absence from academic or work-related responsibilities and facilitates the process of claiming benefits when required.

Schools also require students to secure a Medical Certificate before they are allowed to enroll.

A. Medical Certification - a certification issued to a person who are physically fit.

B. Health Certification - a Health card issued to a person as one of the requirements in applying for business permit.

Health and Medical Certificates are issued by the City Health Office (CHO).

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>For Medical Certification for School Requirement and Employment and other purposes:</p> <ol style="list-style-type: none"> 1. CBC 2. Urinalysis 3. Result of X-Ray 4. Residence Certificate 5. Identification Card 6. Medical Certification Fee <p>For Health Certification:</p> <ol style="list-style-type: none"> 1. Residence Certificate 2. Result of X-Ray 3. Stool Exam 4. Health Certification Fee 5. Picture 1x1 	<ul style="list-style-type: none"> • City Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Payment of Certification</p> <p>Pay the required certification fee at the Cashier/City Treasurer's Office and get official receipt (OR)</p>	<p>1. Clients will be referred to the physician first for assessment and diagnosis</p> <p>Payment of certification at City Treasurer's Office</p>	<p>Certification Fee for Employment & Other Purpose - P 30.00</p> <p>Certification Fee (Medical certificate) - P 30.00</p> <p>Certificate for Medico-Legal (including post mortem or Autopsy report) - P 50.00</p> <p>Sanitary Permit - Resident - P 80.00 Non-resident - P 100.00</p> <p>Health Card - Resident - P 20.00 Non-resident - P 30.00 Students - Free</p> <p>Pink Card - P 20.00</p> <p><i>For Employment and Other Purposes:</i></p> <p>Results of Blood Test (CBC) - Resident - P 110.00 Non-resident - P 140.00</p> <p>Results of Chest X-ray Residents - P 170.00 Non-residents - P 200.00</p> <p>Results of Urinalysis - Resident - P 45.00 Non-resident - P 60.00</p> <p>Certification Fee - P 30.00</p>	<p>5 minutes</p>	<p>Cashier</p>



		<i>For Medical Certificate of Students:</i> Certification Fee Resident - Free Non-resident - P 30.00 Document Security Seal - P 50.00		
2. Client Registration Proceed to the City Health Office (CHO) and present your OR together with all the requirements. Checking of the requirements.	2. Client with Official Receipt with all the requirement will be registered	None	5 minutes	DAVE LORENZ BEATINGO, RN <i>Admin. Officer. I</i> Alternate FERLYN MOSQUEDA and CAROLINE SAJO, RN <i>Staff in-charge</i>
3. For Medical/ Health Certificate. Submit to examination.	3. Medical examination for qualified client		5 minutes	Doctor on Duty
4. Receive Medical Certificate and sign logbook.	4. Issuance of Medical Certificate		3 minutes	DAVE LORENZ BEATINGO, RN <i>Admin. Officer. I</i> Staff on duty
	Total:		Total corresponding fee	18 minutes



12. Pre-Marriage Counseling Services

ABOUT THE SERVICE

Pre-Marriage and Family Planning Counseling. In compliance with Executive Order 209, article 16 Family Code of the Philippines, City Ordinance 3167, Series of 1974, and Pres. Decree 965, state that all would be couples are required to undergo Pre-Marital and Family Planning Counseling for the issuance of their marriage license from the City Civil Registrar Office after the ten (10) days publication period. Would be couples cannot get married without the Certificate that they have undergone counseling.

The City Health Office conducts Pre-Marriage Counseling (PMC) Seminars to would-be-couples. A PMC certificates is a prerequisite in securing a marriage license. PMC Seminars are held from Monday to Friday, from 8:00 am to 5:00 pm. Coordinators conduct the seminars. The PMC Certificate is awarded to participants right after the counseling.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Application for Marriage License 	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration With your partner, proceed to the Pre-marriage Counseling Office at the City Health Office	1. Provides necessary documents for the couple	None	5 minutes	CHITALISA VALENCIANO, RN MN <i>Nurse II/ Family Planning Coordinator</i>
2. Submit to Family Planning counseling and assessment	2. Conducts pre-marriage counseling	None	1 hour	
3. Awarding of Certificates After the counseling session, receive Pre-Marital Family Planning Certificate and sign logbook	3. Provides Pre-Marital Family Planning Certificate to couples	None	5 minutes	
	Total:	None	1 hour, 10 mins.	



13. Administration of DMPA Injection Services

ABOUT THE SERVICE

Depo-Medroxy Progesterone Acetate (DMPA) is a temporary and long-acting family planning method given via intra-muscular injection.

Married Women of Reproductive Age (MWRAs) may request the CHO to provide the service for free. DMPA must be administered every 3 months.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for DMPA Injection</p> <p>Go to the CHO and present your DMPA card to the person in-charge.</p> <p>For new acceptors, person in-charge conducts medical & obstetrical/ gynecological history taking to evaluate if DMPA injection is not contraindicated. The person in charge then informs the client about how DMPA works and its normal side effects.</p>	<p>1. Conducts Counseling.</p> <p>Provide DMPA injection</p>	None	10 minutes	<p>CHITALISA VALENCIANO, RN MN <i>Nurse II/ Family Planning Coordinator</i></p> <p>Nurse in the BHS/ Rural Health Midwives</p>
<p>2. Validation of Record & Appointment Date</p> <p>Person in-charge validates record and appointment date (whether DMPA is supposed to be injected on a particular date) and takes your blood pressure.</p>	<p>2. Prepares DMPA injection</p>		5 minutes	<p>CHITALISA VALENCIANO, RN MN <i>Nurse II/ Family Planning Coordinator</i></p> <p>Rural Health Midwives</p>



<p>3. Administration of DMPA Injection</p> <p>If your blood pressure is within normal limits, person in-charge administers DMPA injection.</p>	<p>3. Checks vital sign and administer DMPA injection</p>	None	5 minutes	<p>CHITALISA VALENCIANO, RN MN <i>Nurse II/ Family Planning Coordinator</i></p>
<p>4. Next Appointment</p> <p>Confirm your next appointment with the person in-charge.</p>	<p>4. Prepares schedule of next appointment</p>		2 minutes	<p>Rural Health Midwives</p>
<p>5. Register in the Logbook</p> <p>Write your name in a logbook provided for the purpose.</p>	<p>5. Prepares registry & signature</p>		2 minutes	<p>CHITALISA VALENCIANO, RN MN <i>Nurse II/ Family Planning Coordinator</i></p>
	Total:	None	24 minutes	



14. Physical Medicine and Rehabilitation Services

ABOUT THE SERVICE

Physical Medicine and Rehabilitation Center operates especially for clients with musculoskeletal, neuromuscular problems and person with disability, handicapped and impairment. Usual clients undergoing physical rehabilitation are those with Cerebrovascular Disease/Stroke, with post-fracture conditions, Bell's Palsy, Cerebral Palsy, Arthritis, Multiple Sclerosis, Parkinson's Disease, Low Back Pain, Scoliosis and sports injury.

It aims to enhance and restore functional ability and quality of life to these with physical impairments or disabilities affecting the brain, spinal cord, nerves, bones, joints, ligaments and muscles and tendons.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Referral from any Psychiatrists</p> <p>1. Inquiry</p> <p>2. Physical Rehab</p>	<p>A. Assess/ Evaluate the referral for availability of equipment/ machines.</p> <p>Check/schedule patients/clients for physical Therapy treatment sessions</p>	<p>Physical Therapy Treatment Exercises (PROM, AROM, AAROM, PPES) P 100.00 Massage P 50.00</p> <p>Physical Therapy Treatment & Modalities P 80.00</p> <p>Ultrasound TENS/ES Infrared Ray Paraffin Wax Bath Hot Moist Pack Icing Consultation Physical Examination by Health Officer For each additional copy of medical certificate P 30.00</p>	<p>15 minutes</p> <p>3 hours (depends on the patient's case)</p>	<p>Local Supervisors (LS)</p> <p>JENNIFER LUGADOR <i>Nursing Attendant / Physical Therapist</i></p>



		* Document Security Seal - P 50.00		
B. Referral from barangay/community level 1. Inquiry/ Identification of clients 2. Initial evaluation of the Physical Therapist	B. Refer/ schedule patient/client for consultation with Psychiatrist	None	1 minute 30 minutes	Local Supervisors (LS) -BHWs trained for this program
C. Referral to Physical Medicine and Rehabilitation Center (PRMC)	C. Refer patient/clients to other Physical Rehab facilities if other treatment procedure, machines or equipment are not available			JENNIFER LUGADOR <i>Nursing Attendant / Physical Therapist</i>
3. Consultation Patient is examined by a consultant/ psychiatrist and given physical rehab, program or PT management and medicine(s) prescription.	3. Examination of patient		20 minutes	DR. JOHN ANDREW SANCHEZ <i>Consultant/ Psychiatrist</i>



C. Physical Therapy/ Physical Rehabilitation	C. Carry over treatment management as per order by the Physiatrist	None	2 hours	JENNIFER LUGADOR <i>Nursing Attendant I/ Physical Therapist</i> Local Supervisors (LS) -BHWs trained for this program
	Total:	Total corresponding fee	6 hours, 21 minutes	



15. Environment Sanitation Services

ABOUT THE SERVICE

Proper sanitation promotes health, improves the quality of the environment thus the quality of life in a community. With Government agencies may be requiring health, certificates, Sanitary Permit to Operate to establishments, such as non-food establishments, barbershops, parlors, dept. stores; food establishments, eatery, restaurants, as one of the requisites to their business permits, thus this service is into promotion of health of the community by seeing to it a clean environment with safe collection, transportation, treatment and disposal of human waste thus breaking the cycle of disease.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Health Card • Green Card - for Non-food personnel (X-Ray results) • Yellow Card - For food handlers (X-ray results, Hepatitis A and or B results, Stool exam) • Pink Card - For commercial sex workers: <ol style="list-style-type: none"> 1. Health Certificate 2. Residence Certificate 3. Stool Examination 4. 1x1 ID Picture 5. X-Ray Result 	<ul style="list-style-type: none"> • City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required Health Card Fee at the Cashier and get official receipt (OR)	1. City Treasurer's Office staff assesses the payment	Resident P 20.00 Non-resident P 30.00 Document Security Seal P 50.00	5 minutes	City Treasurer's Office
2. Present OR and submit to interview and take note of the instructions	2. Staff-in-charge conducts interview of clients and gives instructions	None	5 minutes	LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i> CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i>



3. Screening of Permit Comply with the sanitary permit requirements	3. Staff-in-charge checks sanitary permit requirements	None	3 minutes	LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i> CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i>
4. Be present during the inspection	4. Staff-in-charge conducts ocular inspection		Time varies depending on distance Maximum of 1 hour	LEXIE GRACE ABRAHAM, RN <i>Sanitary Inspector</i> CRISTINE JOY CALIDA, RN <i>Admin Aide IV (Clerk II)/ RSI Designate</i>
5. Receive sanitary permit to operate and sign logbook	5. Issuance of sanitary permit to operate		10 minutes	SI concerned, DR. RICHARD P. GARLITOS
	Total:	Total corresponding fee	1 hour, 23 mins.	



16. Family Planning Services

ABOUT THE SERVICE

Family planning allows people to attain their desired number of children if any and to determine the spacing of their pregnancies and is achieved through use of contraceptive method.

Part of it is counseling is a major interpersonal tool to motivate clients for family planning method acceptance. It can also provide mothers of malnourished children and malnourished pregnant and lactating mother's information on nutrition geared towards improving nutritional status.

Office or Division:	City Health Office/ Barangay Health Stations
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
		Resident	Non-resident		
1. Go to Nursing Office/BHS and look for Family Planning in-charge and state your Request	1. Staff-in-charge receives requests from clients			3 minutes	CHITALISA VALENCIANO RN, MN Nurse II (Family Planning Coordinator) Nurse, Rural Health Midwives
2. Register your name, age, address and state your purpose for availing the service in the log book.	2. Staff-in-charge requests clients to register in the log book			3 minutes	CHITALISA VALENCIANO RN, MN Nurse II (Family Planning Coordinator)



<p>3. Submit yourself to an interview and physical examination, if required.</p> <p>The possible exams are the following:</p> <p>a. If Pap-Smear - proceed to examination room and submit to collection of specimen.</p> <p>b. If Pregnancy Test - proceed to laboratory and submit to specimen collection.</p> <p>c. If Gram Staining - submit to specimen collection.</p> <p>* Document Security Seal</p>	<p>Nurse-on-duty interviews clients and conducts needed physical examination</p> <p>Medical Technologist performs pregnancy test</p>	<p>P 350.00</p> <p>P 130.00</p> <p>P 60.00</p> <p>P 50.00</p>	<p>P 370.00</p> <p>P 150.00</p> <p>P 90.00</p> <p>P 50.00</p>	<p>Will depend on the type of physical examination</p> <p>2 weeks</p> <p>Variable</p> <p>15 minutes</p>	<p>Nurse on Duty</p> <p>VINCENT LEONOR, RMT <i>Medical Technologist I</i></p> <p>Alternate MARY GRACE CASTILLANO, RMT <i>Laborer I</i></p>
<p>4. Take note of the date lab result release. Return on the date to claim lab result and attend counseling.</p>	<p>Nurse-on-duty informs clients of the date of release of laboratory results and conducts counseling</p>	<p>None</p>	<p>None</p>	<p>5 minutes</p>	<p>Medical Technologist on Duty</p>
<p>Total:</p>		<p>Total corresponding fee</p>		<p>2 weeks, 26 mins.</p>	



17. Group Therapy for Special Children

ABOUT THE SERVICE

Physical therapy for Cerebral Palsy focuses on the immediate improvement in mobility, muscle flexibility and functional task like sitting or standing. Long term goals aim to sustain enhancement in independence, strength and overall quality of life. Schedule is every 2nd and 4th Thursday of the month afternoon session 1-4.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inquiry</p> <p>Proceed to employee in-charge and inquire about schedule of services and activities for special children.</p> <p>You (your special child) will then be referred for consultation.</p>	<p>1. Employee-in-charge answers client inquiries and refers client to a doctor for consultation</p>	None	5 minutes	<p>JENNIFER LUGADOR <i>Nursing Attendant I/ Physical Therapist</i></p> <p>Local Supervisors (LS)</p>
<p>2. Consultation</p> <p>Patient will be checked by mobility specialist</p>	<p>2. Consultation is performed by a doctor on duty</p>		20 minutes	<p>DR. JOHN ANDREW SANCHEZ <i>Physiatrist/Consultant</i></p>
<p>3. Actual Activities</p> <p>Special children will be given group sessions / activities and out-of-town visits</p>	<p>3. Group sessions/ activities is conducted by employee-in-charge</p>		8 hours as scheduled	<p>JENNIFER LUGADOR <i>Nursing Attendant I/ Physical Therapist</i></p> <p>Local Supervisors (LS)</p>



<p>4. Monthly Consultation</p> <p>Patients will have monthly consultations for assessment of their program and health status</p>	<p>4. Doctor-on-duty conducts monthly consultations with patients</p>	<p>None</p>	<p>20 minutes</p>	<p>DR. JOHN ANDREW SANCHEZ <i>Physiatrist/Consultant</i></p>
	<p>Total:</p>	<p>None</p>	<p>8 hours, 45 minutes</p>	



18. Availing of Livelihood Training for Persons With Disability (PWDs)

ABOUT THE SERVICE

In a given population, 10% is said to be Persons-with-Disability (PWD), Handicapped, or with impairment. The City Health Office helps and assists PWD's to be financially independent by extending appropriate livelihood training for them.

Office or Division:	City Health Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Inquiry</p> <p>Proceed to employee in-charge and inquire about the program, the services available and registration for membership.</p>	<p>1. Employee-in-charge answers client inquiries about the program</p>	<p>None</p>	<p>5 minutes</p>	<p>RICHARD P. GARLITOS, M.D. <i>City Health Officer</i></p> <p>MARY GRACE DELA ROSA <i>Nurse II</i></p> <p>Local Supervisors (LS)</p>
<p>2. Orientation and Assessment of Skills</p> <p>Right after inquiry, an orientation will be conducted where mechanics of the program will be discussed as well as schedules of meetings and other concerns.</p> <p>Assessment of your skills will also be conducted by employee in-charge.</p>	<p>2. Employee-in-charge conducts orientation and assessment</p>	<p>None</p>	<p>15 minutes</p>	<p>MARY GRACE DELA ROSA <i>Nurse II</i></p> <p>Local Supervisors (LS)</p>



<p>3. Actual Training Program</p> <p>You will be advised to attend the actual training program suited to your need as per your assessment result.</p>	<p>3. Employee-in-charge advises client to attend the actual training program suited as per assessment result</p>		<p>1 month</p>	<p>MARY GRACE DELA ROSA <i>Nurse II</i></p> <p>Local Supervisors (LS)</p>
	<p>Total:</p>	<p>None</p>	<p>1 month, 20 minutes</p>	



19. Medical Laboratory Services

ABOUT THE SERVICE

The City Health Office offers laboratory services that are basic, accessible, affordable, that can help in the diagnosis, interventions and proper treatment of diseases and physical conditions. It plays a critical role in helping determining a diagnosis, plan treatment, check to see if treatment is concurring or monitor the disease overtime

They are available on a daily basis from 8 AM to 5 PM.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

The following are the laboratory services available and its corresponding fees.

<u>ROUTINE LABORATORY</u>	RATE(resident)	RATE(non-resident)
Complete Blood Count	P 110.00	P 140.00
Blood Typing	65.00	75.00
Urinalysis	45.00	60.00
Fecalysis	45.00	60.00
Occult Blood	80.00	100.00
Platelet Count	80.00	100.00
<u>BLOOD CHEMISTRY</u> (Note: Every Tuesday and Thursday)		
FBS/RBS/2HPPBS	P 100.00	P 110.00
Cholesterol	120.00	150.00
Uric Acid	120.00	150.00
Blood Urea Nitrogen	120.00	180.00
Creatinine	130.00	150.00
SGPT	130.00	180.00
Triglyceride	120.00	180.00
Sodium, Potassium, Chloride, Ionized		
Calcium	250.00	260.00
<u>OTHER SERVICES</u>		
Pregnancy Test	P 130.00	P 150.00
Gram Test (Open Urethral/Vaginal Smear)	60.00	90.00
Circumcision	200.00	300.00
Pap Smear	350.00	370.00
HIV Testing	250.00	260.00
HBS AG	130.00	140.00
Syphilis	150.00	160.00



A. Routine Laboratory and Blood Chemistry

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Payment of Fees</p> <p>Go directly to the Treasurer's Office for payment.</p>	2. CTO staff-in-charge assesses payment	* Refer to fees listed above	10 minutes	City Treasurer's Office
2. Present official receipt to employee in-charge	2. Staff-in-charge gets the official receipt	None	2 minutes	VINCENT LEONOR <i>Medical Technologist I</i> DR. ERIBERTO R. LAYDA <i>Pathologist/Consultant</i>
3. Registration and Interview	3. Staff in-charge registers patient and conducts interview		3 minutes	
4. Actual Procedure	4. Medical Technologist performs necessary procedure required		3 minutes	
<p>Note: After the procedure, the patient is then instructed when to get the result. Laboratory results are usually available one (1) hour after the performance of procedure.</p>				
5. Release of Result	5. Staff-in-charge releases result		2 minutes	
	Total:	Total corresponding fee	20 minutes	



B. Blood and Other Blood Products

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present Blood Request and Blood Donor Card</p> <p>Present above documents to Medical Technologist (MT) and sign in the logbook</p>	<p>1. Medical Technologist checks the documents presented</p>	<p>* Refer to fees listed above</p>	<p>3 minutes</p>	<p>VINCENT LEONOR <i>Medical Technologist I</i></p> <p>MAYBELL CANLAS <i>Nurse I/ Blood Program Coordinator</i></p>
<p>2. Get copy of Signed Blood Request Form</p> <p>NOTE: The signed Blood Request Form will be presented to the Blood Bank at the Corazon Locsin Montelibano Memorial Hospital and Negros First Provincial Blood Center so that you can avail of blood or other blood products.</p>	<p>2. Medical Technologist prepares and signs Blood Request Form and releases this to you.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>And other Medical Technologists on duty</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>8 minutes</p>	



20. Ultrasound Services

ABOUT THE SERVICE

An ultrasound is an imaging that uses sound waves to make pictures of organs, tissues and other structures inside your body. It allows health care provider to see into your body without surgery.

The purpose of this service is to make ultrasound available to the constituents of Victorias City, which is affordable and accessible. It will aide not only pregnant women, but also the doctors, in the diagnosis of different conditions that afflict the patient. It can be availed every Week on a Wednesday afternoon at City Health Office at the following rates:

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

FEE(S)

<u>Ultrasonological Services:</u>	Resident	Non-Resident
Whole Abdomen	P 1,200.00	P 1,700.00
Upper Abdomen	600.00	700.00
Lower Abdomen	600.00	800.00
Pelvic	400.00	600.00
KUB	400.00	600.00
Hepatobiliary Tree	450.00	600.00
Per Organ	250.00	400.00

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Fees Go directly to the Treasurer's Office for payment.	1. CTO staff-in-charge assesses payment	* Refer to fees listed above	10 minutes	City Treasurer's Office
2. Present Official Receipt Present OR to Radiologic Technologist	2. Radiologic Technologist writes the entry in the logbook		2 minutes	ERNA BALBONTIN Nursing Attendant I/ Radiologic Technologist



<p>3. Examination of patient</p>	<p>3. Nurse coordinator prepares patient for examination</p> <p>Ultrasonologist performs procedure/ examination</p>		<p>15 minutes</p>	<p>ERNA M. BALBONTIN <i>Attendant I/ Radiologic Technologist</i></p> <p>DR. NENITA DUMAGUIT <i>Radiologist</i></p>
<p>4. Releasing of Result</p> <p>Get your copy of the result and sign in the logbook.</p>	<p>4. Radiologic Technologist releases the result</p>	<p>None</p>	<p>1 hour after performance of procedure</p>	<p>ERNA M. BALBONTIN <i>Radiologic Technologist</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>1 hour, 27 mins.</p>	



21. Provision of Radiologic Services

ABOUT THE SERVICE

Radiology as one of the key diagnostic tool for many diseases, plays an important role in monitoring treatment and predicting outcomes, this imaging technology is to diagnose and treat disease. It helps health care providers see structures inside your body that helps in their diagnosis and treatment. This service can be availed daily.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> X-Ray Request 	<ul style="list-style-type: none"> City Health Office

The following are the radiology services available and its corresponding fees.

SERVICES	RATE (Victorians residents)	RATE (non-resident)
Chest - PA	P 170.00	P 200.00
Chest - Bucky	220.00	250.00
Chest - PA and Lateral	270.00	300.00
Skull - AP Lateral	330.00	350.00
Skull - Towne's View	345.00	370.00
Skull - Water's View	345.00	370.00
Cervical - AP and Lateral	290.00	320.00
Mandible - AP and Oblique	265.00	290.00
Temporo - Mandibular (TMJ)	150.00	200.00
Nasal Bones	280.00	380.00
Thoraco - Lumbar - AP and Lateral	350.00	400.00
Lumbo - Sacral - AP and Lateral	370.00	400.00
Pelvimetry (No Pelvimeter)	370.00	400.00
Arm - AP and Lateral	252.00	280.00
Forearm - AP and Lateral	250.00	290.00
Hand - AP and Lateral	220.00	270.00
Femur - AP and Lateral	260.00	280.00
Foot - AP, Oblique, and Lateral	260.00	280.00
Knee - AP and Lateral	250.00	260.00
Leg - AP and Lateral	232.00	250.00
Ankle - AP and Lateral	200.00	250.00
Scapula - AP and Lateral	230.00	280.00



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the X-Ray request to staff on duty	1. Staff on duty reviews X-Ray request	For city residents: ₱ 170.00 For non-residents: ₱ 200.00	20 minutes	Staff on Duty
2. Go to the cashier and pay the required fee/s	2. CTO staff assesses the payment	None	5 minutes	Cashier
3. Submit to the registration procedure. Wait for your name to be called	3. Staff on duty calls patients' names one by one		5 minutes	Staff on Duty
4. Present registration paper and submit to x-ray test/s	4. Physician on duty checks patients' registration papers and determines if he/she should undergo x-ray test/s.		Case to case	Physician on Duty
<ul style="list-style-type: none"> • If required, submit to chest examination • If required, submit to orthopedic, abdominal and miscellaneous examination 	Radiologic Technologist conducts required x-ray test/s	None	28 minutes	EDGAR HIBIONADA <i>Radiologic Technologist I</i>
			30 minutes	
5. Take note of the date of the release of the lab result	5. Radiologic Technologist informs patients of the date of release of x-ray results		5 minutes	EDGAR HIBIONADA <i>Radiologic Technologist I</i>
	Total:	Total corresponding fee	1 hour, 33 mins.	



22. Electrocardiography (ECG) Services

ABOUT THE SERVICE

ECG is used to see how the heart is functioning. It records how often the heart beats (Heart Rate) and how regularly it beats (Heart Rhythm). It can give us information when about possible narrowing of the coronary artery. A heart attack or irregular heart beat like atrial fibrillation.

As a response to the increasing number of non-communicable or lifestyle diseases, the Victorias City Health Office offers ECG services. As one of the necessary diagnostic tools, ECG service is offered daily from Monday to Friday.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Fees Go directly to the Treasurer's Office for payment. You will be issued an Official Receipt (OR)	1. CTO staff-in-charge assesses payment	Resident P 250.00 Non-resident P 300.00 Document Security Seal P 50.00		City Treasurer's Office
2. Present your Official Receipt to Nurse Coordinator	2. Nurse Coordinator writes the entry in the logbook	None	1 minutes	ERNA M. BALBONTIN <i>Radiologic Technologist/ Nursing Attendant</i>
3. Registration and interview	3. Nurse Coordinator will register you and conduct interview		2 minutes	
4. ECG Procedure	4. Nurse Coordinator performs ECG procedure		7 minutes	Radiologic Technologist on Duty
5. Releasing of Result	5. Nurse Coordinator releases result after filing and recording of data		1 minute	ERNA M. BALBONTIN <i>Radiologic Technologist/ Nursing Attendant</i>
	Total:		Total corresponding fee	11 minutes



23. Newborn Screening and Auditory Hearing Services

ABOUT THE SERVICE

The purpose of this service is to detect early congenital mental disorder, to give proper treatment and guidance and to prevent the consequences of untreated conditions. It can be availed daily at the City Health Office. Newborn screening identifies conditions that can affect a child long term health or survival since early detection diagnosis and intervention can predict death or disability and enable children to teach their full potential. It can be availed daily at the health center.

Office or Division:	City Health Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Newborn Screening Section (NBS) and look for the staff in-charge	1. Staff-in-charge assists client	Resident P 1,700.00 Non-resident P 1,800.00 Document Security Seal - P 50.00	1 minute	VALERIE TERUEL, RN <i>Nurse I/ NBS Coordinator</i>
2. Interview	2. Coordinator interviews client and fills up NBS filler card.	None	2 minutes	
3. Payment of fees Go to the City Treasurer's Office for payment. You will be issued an Official Receipt (OR)	3. CTO staff-in-charge assesses payment		5 minutes	City Treasurer's Office
4. Preparation of Client Present your O.R. to the coordinator, after which the client (baby) will be prepared for NBS	4. Coordinator writes the entry in the logbook		5 minutes	VALERIE TERUEL RN <i>Nurse I/ NBS Coordinator</i>
5. Performance of Procedure	5. Nurse performs procedure		5 minutes	MARY GRACE CASTILLANO, RMT <i>Laborer I</i>



6. Give contact information to coordinator	6. Coordinator gets contact information / number of clients for information as to availability of result	None	2 minutes	VALERIE TERUEL, RN Nurse I/ NBS Coordinator
7. Wait for the release of the result NOTE: NBS results are available 7-14 days from the time NBS samples are received at NBS Center	7. NBS samples are sent to NBS center in Iloilo		1-2 weeks after performance of procedure Maximum of 14 days	
8. Releasing of Result Once NBS result is available, client is informed to get the result from nurse coordinator.	8. Coordinator releases the result		2 minutes	
9. If NBS result is positive, client is made to come back for follow up procedure	9. Coordinator conducts health teaching		5 minutes	
	Total:		Total corresponding fee	



24. Ambulance Transport Services

ABOUT THE SERVICE

The City Health Office acknowledges the importance of saving lives and one of the important services is the referral of patients during emergencies and non-emergency cases. Transport services to serve Victoriasanons & in some instances neighboring municipalities. These ambulance vehicles play a dominant role to rescue injured and ill peoples and transport them to facility so as they can reach safely, efficiently and inescapably in time in the hospital.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry for cases of patients that can't walk needing transport as well as patients discharge.	1. Doctor-in-charge takes charge of cases of patients that can't walk and needing transport as patients discharge	Resident (Free) Non-resident (To Silay City P300) (To Bacolod P500.00) Use of Oxygen (100.00) Use of Nebulizer (330.00) Seal P 50.00	3 minutes	RICHARD P. GARLITOS, M.D. <i>City Health Officer</i> LOUELLA P. GARLITOS, M.D. <i>Medical Officer III / Assistant City Health Officer</i> APRIL GOLDA A. ACUÑA <i>Administrative Officer IV</i>
2. Secure referral form from referring agency	2. Doctor-on-duty issues referral form	None	3 minutes	JOEMAR JOAQUIN ARSENIO ARCENAS ALBERTINI DUEÑAS JAMES PRADO DANTE LINGA JR. BERNN VILLACRUZ <i>Ambulance Drivers</i>
3. Present official receipts (Driver on duty during night time, has OR on hand for patients outside Victorias)	3. Driver on duty gets Official Receipt		2 minutes	
4. Transport / Fetch patient	4. Ambulance driver on duty transport/fetch patient		Time varies depending on distance	
	Total:	Applicable fees	8 minutes	



25. Community-based Mental Health Services

ABOUT THE SERVICE

The City Health Office is concerned not only with the physical well-being of the Victoriasanons but also with their mental hygiene. Our Mental Health Services reduces the risk of chronic diseases related to stress, anxiety, and substance abuse.

The purpose is to safeguard the mental well-being of clients and live a productive life.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register as mentally challenged client	1. Employee-in-charge registers mentally ill clients	None	7 minutes	APRIL GOLDA A. ACUÑA <i>Administrative Officer IV</i>
2. Inquire on the availment of services	2. Employee-in-charge informs client of the available services and schedules		5 minutes	APRIL GOLDA ACUÑA <i>Administrative Officer IV/ Mental Health Focal Person</i> REGGIE MER BITAR <i>Admin. Asst. I (Computer Op. I)/ Mental Health Focal Person</i>
3. Client brings ITR for Consultation	3. Staff-in-charge lists clients and assists psychiatrist		5 minutes	APRIL GOLDA ACUÑA <i>Administrative Officer IV</i>
4. Present during consultation	4. Psychiatrist conducts consultation		20 minutes	DR. AMADOR AGUIRRE <i>Psychiatrist / Consultant</i>
5. Client ask for availability of psychotropic medicine	5. Medicines are procured and distributed to client		10 minutes	DR. RICHARD P. GARLITOS <i>City Health Officer</i> REGGIE MER BITAR <i>Admin. Asst. I (Computer Op. I)</i>



6. Ask for counseling services	6. Referral to counseling services at the culture and ethics office for scheduling		10 minutes	<p>APRIL GOLDA ACUÑA <i>Administrative Officer IV</i></p> <p>DR. JOSELITO B. DIAZ, RGC <i>Executive Assistant IV</i></p> <p>SHERLOU Q. LABRADOR, <i>Executive Asst. I/ Guidance Associate</i></p>
7. Visits Culture and Ethics with schedule session	7. Collaborate and partnered with the Culture and Ethic counselors			
	Total:	None	57 minutes	



28. Live Birth Certification Services

ABOUT THE SERVICE

City Health Office issues Live Birth Certificate after the mother gave birth or at the clients chosen time to process the document, though they are instructed to do this within the month of delivery to avoid late registration and penalty.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
1. Client's information on giving birth 2. Cedula for non-married couple	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Maternity Section and inquire on processing of Live Birth Certificate	1. Midwife/ Nursing Aide on duty assists and answers questions of client	None	10 minutes	Midwife or Nursing Aide on duty
2. Proceed to Admin Office for Live Birth Issuance and other instructions	2. Admin Office staff accommodates request and gives instructions to client		15 minutes	Encoder on duty
	Total:	None	25 minutes	



29. Wound Care Management Services

ABOUT THE SERVICE

Wound care management is to understand the different stages of wound healing and treat the wound accordingly, also keep scarring to a minimum and prevent dangerous infections.

The objective of this service is to make wound care management readily available to clients with wounds that are secondary to infections, injury, burns & bites.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Referral form from respective barangay health station 	<ul style="list-style-type: none"> City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients inquire about the service	1. Nursing attendant answers client inquiries	None	2 minutes	REYNALDO ANAS <i>Staff in-charge</i>
2. Wait as nursing attendant evaluates the wound	2. Nursing attendant evaluates the wound		2 minutes	
3. Wound dressing proper	3. Nursing attendant performs wound dressing		Time varies	
4. For abrasion, punctured, lacerated wounds, clients are referred to Physician on duty for further management	4. Nursing attendant refers patient to Physician on duty		2 minutes	RICHARD P. GARLITOS, M.D. <i>City Health Officer</i> LOUELLA P. GARLITOS, M.D. <i>Medical Officer III</i> MARIE MERCIE L. DEBUQUE, M.D. <i>Medical Officer III</i> THEA MAE D. DINO, M.D. <i>Medical Officer III</i>
5. Follow-up dressings / removal of sutures	5. Nursing attendant performs follow-up dressings/ removal of sutures		Time varies	REYNALDO ANAS <i>Staff in-charge</i>
	Total:	None	6 minutes	



30. Primary Eye Care Program Services

ABOUT THE SERVICE

The City Health Office ensures that Blindness Prevention Program of the Department of Health through early detection prevention of eye diseases and disorders are being delivered and detect early through the conduct of visual activity testing in school and barangays and in health center. By protecting our eyes, we will reduce odds of blindness and vision loss while also staying on top of any developing eye diseases such as Cataracts and Glaucoma.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for visual activity testing	1. Staff in-charge request and schedule activity	None	4 hours	MARY GRACE DELAROSA, RN MN <i>Nurse II</i>
2. Wait for schedule date and prepare area for calling	2. Give feedback on the date when activity will be conducted		MARY GRACE DELAROSA, RN MN <i>Nurse II</i> <i>In-charge BHWs</i>	
3. Prepare constituents to be examined, prepare students to be examined	3. Nurse in-charge and BHWs will go to the area and do visual activity testing (VAT)		2 hours	MARY GRACE DELAROSA, RN MN <i>Nurse II</i> <i>In-charge BHWs</i>
4. Wait for Consultation to specialist	4. Referral to hospital or private clinic		10 minutes	<i>Private Ophthalmologist and Optometrist</i>
5. Secure referral note	5. Records filed at triage and indorse to Barangay Midwives		10 minutes	<i>Triage</i>
	Total:	None	6 hours, 20 minutes	

B. For School Activity, Schedules all 27 Schools of the City for Visual Acuity Testing Health Education and distribution of corrective eye glasses for identified beneficiaries.



31. STI Prevention and Treatment Services

ABOUT THE SERVICE

THE CITY Health Office runs an STI Prevention and Control Services, especially for workers in the entertainment industry, male having sex with males, and other high-risk groups.

The objective of the program is to identify, give health education and treat clients with Sexually Transmitted Infections, likewise advocate the practice of safe sex. Furthermore, it provides for testing available for ease in diagnosis. Gives treatment to diagnosed STI positive clients.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry	Triage 1. Answers query and guides client to service needed	None	5 minutes	Triage Nurse
2. Payment of Fees 3. Refer client for counseling 4. Client for diagnostic procedure 5. Payment of fees	2. Give number to client for queuing. 3. Refer to nurse coordinator 4. Lab personnel caters client 5. Assigned Cashier accepts payment	* Issuance of Pink Card resident P 50.00 non-resident P 60.00 * Urethra I Smear resident P 60.00 non-resident P 90.00 * Pap Smear resident P 350.00 non-resident P 370.00 * Seal P 50.00	15 minutes	Doctor on duty City Treasurer's Office MARY GRACE DELAROSA, RN MN <i>Nurse II</i> CHITALISA VALENCIANO, RN MN <i>Nurse II</i>
6. Present Official Receipt Present Official Receipt for examination fee.	6. Laboratory examination taken	None	3 minutes	VINCENT LEONOR <i>Medical Technologist I</i>



<p>7. Client undergo procedure</p> <p>7.1 Collects vaginal/ endocervical urethral specimen.</p>	<p>7.1 Client undergo procedure 7.2 Recorded complaint & previous examination 7.3 Gave instructions on examination procedure 7.4 Collected vaginal/ endocervical urethral specimen</p>		<p>25 minutes</p>	<p>MARY GRACE DELA ROSA, RN MN <i>Nurse II</i></p>
<p>8. Waits for result</p>	<p>8.1 Advised client about the time of results released 8.2 Examined specimen & results released</p>		<p>30 minutes</p>	<p>MARY GRACE DELA ROSA, RN MN <i>Nurse II</i> VINCENT LEONOR <i>Medical Technologist I</i></p>
<p>9. Client for counseling session</p> <p>Clients found positive for sexually transmissible infections are given counseling.</p>	<p>9. Counseling given to Client</p>		<p>30 minutes</p>	<p>MARY GRACE DELA ROSA, RN MN <i>Nurse II</i></p>
<p>10. Received Client's results</p> <p>Medical Officer or City Health Officer: 10.1. Signs Health Card of clients with negative results, and release card Gives medicine, advises clients with positive results, and holds card.</p>	<p>10.1. Release signed Health Card 10.2. Gave medicines, advised clients with positive results & holds card</p>		<p>7 minutes</p>	<p>DR. RICHARD P. GARLITOS <i>City Health Officer</i> MARY GRACE DELA ROSA, RN MN <i>Nurse II</i> LEXIE GRACE ABRAHAM, RN <i>Sanitation Inspector I</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>1 hour & 55 minutes</p>	



32. HIV AIDS Prevention, Treatment and Control Services

ABOUT THE SERVICE

The objective of the program is to reduce the transmission of HIV and AIDS among the most at risk population and mitigate its impact on the individual family and community level.

The City Health Office is rendering assistance to persons with HIV and AIDS giving them medicines for OI's opportunistic infections and give referrals to HIV-AIDS core team. Dispensing of Anti-Retroviral Drugs, conduct of urethral smearing to CSW's, refer for consultation, give treatment and medicines.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of services	1. Triage answers query and guides clients to services needed	None	3 minutes	MARY GRACE DE LA ROSA, RN MN <i>Nurse II</i>
2. If with request, proceed to Med Tech	2. Directs clients to service provider		5 minutes	City Treasurer's Office (CTO)
3. If with referral from doctor and TB-DOTS, proceed to HIV services	3. Pre-counseling from nurse of med tech HIV testing by med tech		Case to case basis	RICHARD P. GARLITOS, M.D. <i>City Health Officer</i>
4. Wait for HIV testing result	4. Post-counseling to clients		20 minutes	MARY GRACE DE LA ROSA, RN MN <i>Nurse II</i>
5. If non-reactive, proceed to post-counseling	5. Post-counseling conducted by nurse or med tech		20 minutes	
6. If reactive, will have collection of specimen for confirmatory testing	6. Med tech extract blood and bring it to hospital for confirmatory testing		Case to case basis	VINCENT LEONOR, RMT <i>Medical Technologist I</i>
7. Proceed to post-counseling and referral				20 minutes
	Total:	None	Time varies	

For Barangay Activities, voluntary counseling and testing is done for LGBTQ Community, high risk individuals, persons deprive of liberty (PDL), Negros Occidental Drug Rehabilitation Clientele, BJMP Staff and pregnant women during pre-natal.

For Schools, Advocacy on STI-HIV AIDS in all 27 Schools.



33. Pandemic Year – Quarantine Facilities Services

ABOUT THE SERVICE

A Quarantine facility uses set up at Victorias Elementary School (VES), to cater Locally Stranded Individual (LSI), arriving in our locality, likewise close contacts of these tested positive to ensure that these people are contained.

House Rules were made to be followed by guests during their stay in the facility likewise. Discharge notes with remaining days to complete isolation as quarantine in their respective houses are issued and to be followed up by BHERTS in the barangay.

City Health Office personnel were deployed to answer & cater to their needs & do proper assessment & referral.

Swab testing were done by our medical technologist. Interview & assessment on admission & during interview done by staff & contact tracers assigned & nurses supervising them.

Diaries are given to these tested persons for them not to get bored & do some activities.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure acceptance letter from barangay you are residing. Present Chest X-Ray, RT-PCR result, Date of departure & time.	1. Accepts guests as delivered by the CDRRMO at the facility with communication from the Local Repatriation Office with the number of guests to arrive. Interviews assessment, temperature taking done. Orientation of House Rules done.	None	Time varies	City Health Office (CHO) Facility Local Repatriation Office City Disaster Risk Reduction Management Office (CDRRMO) Victorias City Health Office Quarantine Facility staff
	Total:	None	Time varies	



34. Non-Communicable Diseases Prevention & Control Program

ABOUT THE SERVICE

To reduce or eliminate exposure to risk that might increase the chances that an individual or group will incur the disease, disability or premature death.

The aim of reducing major modifiable risk factors such as tobacco use, harmful use of alcohol, unhealthy diets & physical inactivity part of City Health Office activity in managing NCD, and will include detecting screening and treating these diseases.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Put subject oneself to risk assessment	1. BMI taking, vital signs & laboratory screening. Giving of medicines in hypertension & diabetes.	None	5 minutes	CHITALISA VALENCIANO, RN MN <i>Nurse II Nurse Coordinator Rural Health Midwives</i>
2. Verbalize to quit smoking	2. Smoking cessation clinic. Health Education, Healthy Lifestyle, Modification given by staff.		8 minutes	
3. Dip Sticks and Urinalysis for Grade V and VI Students	3. Urine examination for Renal Disease Control Program.		8 minutes	CHITALISA VALENCIANO <i>Nurse II Nurse Coordinator</i> VINCENT LEONOR <i>Medical Technologist I</i>
	Total:	None	21 minutes	

For Schools, schedules advocacy on all 27 Schools on maintaining healthy Kidneys.



35. Hemodialysis Services (Monday, Tuesday, Thursday, Friday)

ABOUT THE SERVICE

Hemodialysis is a treatment to filter waste and water from your blood. This is done to help control blood pressure and balance important minerals such as potassium, sodium, calcium in your blood. It is one way to treat advance Kidney failure could help patients carry on an active life despite failing kidneys.

The service is available on Monday, Tuesday, Wednesday and Fridays.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits self for nephrologist assessment	1. Advise client for nephrologist consult		10 minutes	Consultant Doctor on Duty
2. Client has one HD center being affiliation	2. Staff indorse patients to HD clinic		Time varies	
3. Clients wait for scheduled dates	3. Schedules client once a week session and advised patient.		5 minutes	ROWENA GULMATICO, RN <i>Nurse I</i>
4. Client goes for Dialysis Schedule	4. HD performed to patient	P 2,000.00 + 1,680.00/ Dialysis Session	4 hours	MARY GRACE AVENTURA <i>Nurse/Admin. Aide I (Casual Laborer I)</i>
5. Client subjects self to due request for CBC and Serology	Staff given request for monthly CBC and Semi annually		Time varies	
	Total:	Total corresponding fee	Approximately 4 hrs., 15 mins.	



36. Adolescent Health Services

ABOUT THE SERVICE

Adolescent Health encompasses changing transitions within multiple domains, including the physical, social, emotional cognitive and intellectual.

It is a non-judgmental service provider which contributes to adolescent friendly environment. It produces adolescent with information on where to obtain services.

This service aims to tackle issues with improved health and well-being of high risk groups 15-19 years old from risky behavior such as alcohol use and unsafe sex and furthermore the prevention of teenage pregnancies and repetitive teen pregnancies.

The service is available on Monday, Tuesday, Wednesday and Fridays.

Office or Division	City Health Office
Classification	Simple
Type of transaction	G2C
Who may avail	Adolescents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill up information slip	1. Triage - Issue information slip	None	5 minutes	Nurse on Duty
2. Submit to vital signs	2. Taking of vital signs and weight		5 minutes	
3. Proceed to Adolescent Health Room	3. Interview and asses client		5 minutes	IAN PUBLICO, RN <i>Nurse I</i>
4. Listen to Nurse on Duty	4. Counseling Services and advocacy. Distribution of flyers Referral to appropriate teen services.		10 minutes	
5. Take not of follow up schedule	5. Schedule follow-up		5 minutes	
	Total:	None	30 minutes	



37. Nutrition Program Services

ABOUT THE SERVICE

Nutrition service promotes patient education and counseling on their diet and focuses on the overall health and well-being or may be part of treatment for specific disease.

This program aims to improve nutrition status of Filipinos by reducing prevalence of stunting prevent, control and eliminate micronutrient deficiency.

The service is available on Monday to Fridays.

Office or Division	City Health Office
Classification	Simple
Type of transaction	G2C
Who may avail	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All 0-59 Months be weighed for operation timbang.	1.1 Weighing and height taking by BHW and BNS 1.2 Giving of deworming tablets	None	5 minutes	NARIEL BANDOJO, RN MN <i>Nurse I</i> BNS & BHW
2. Client's Parent / Guardian will be informed of child's nutritional status	2.1 Registry of Underweight, Severely Underweight, Wasted, Severely Wasted, Stunted, and Severely Stunted per Barangay are recorded. 2.2 Refer for medical consultation and nutritional supplementation		20 minutes	NARIEL BANDOJO, RN <i>Nurse I</i>
3. Pregnant women subject themselves to prenatal visits and should complete the 4 required clinic visitations.	3.1 Refer clients for medical consultation, counseling and nutritional management. 3.2 Iron and Calcium supplementation		5 minutes	<i>Doctors on Duty</i> NARIEL BANDOJO, RN <i>Nurse I</i>
	Total:	None	30 minutes	

Barangay Activity: Advocate for women's health and safe motherhood during prenatal schedule.



38. Dengue Prevention and Control Program Services

ABOUT THE SERVICE

The Anti-Dengue campaign is a preventive and vector control intervention aimed to reduce Dengue transmission thereby decreasing the incidence of infection and thereby preventing the outbreaks of the Disease.

It is also important to detect Epidemic early and to respond effectively through strengthening, monitoring and evaluation for optimal management.

Office or Division	City Health Office
Classification	Simple
Type of transaction	G2C
Who may avail	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ITR from BHS Consult Members of family with signs of Dengue High Fever 40°C Severe headache Pain behind the eyes Muscle and joint pain Nausea & vomiting Swollen glands Rash	1. Vital Signs taking Proceed to Doctor on duty with our Dengue lane for consultation and assessment.		5 minutes 5 minutes	Triage GEMMA DE CASTRO, RN <i>Nurse I / Dengue Coordinator</i>
2. Patient proceed to Laboratory section for examination	2. Laboratory examination performed.	Depending on type of examination with Citizens Charter for viewing of fees outside the Laboratory	15 minutes	VINCENT LEONOR, RMT <i>Medical Technologist I and other Med Techs on Duty</i>
3. Patient listens to instructions of Doctors on treatment and management or if need of referral	Doctors gives treatment orders, management instructions or referral for admission as the case maybe. Nurse follows up patient.		15 minutes	Doctor on Duty



	Total:	Depending on type of examination with Citizen's Charter for viewing of fees outside the Laboratory	40 minutes	
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For Barangay: Advocacy on the 5^S of Dengue is explained. Observance of the 4 o'clock habit is encouraged and application of anti larviciding agents in canals.

In Schools: Advocacy on the prevention and control of Dengue is given as well as IEC materials for reading.



39. Voluntary Blood Letting Program Services

ABOUT THE SERVICE

The primary objective of the activity is to collect a variety of safe blood and blood products that will be utilized in saving the lives of patients who are in need of blood.

The Blood Letting Activity aims to create a network of blood donors ready to serve those who are having difficulty in finding donors and to spread awareness on the health benefits of donating blood.

Office or Division	City Health Office
Classification	Simple
Type of transaction	G2C
Who may avail	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intent to donate Blood with the following criteria: <ul style="list-style-type: none"> • Being 17y/o or older or 16y/o with parental consent • 110Lbs • In good health • Feeling well and not taking antibiotic • Pulse rate 60-100 • Hgb at least 125gms 	Interviews probable donor with checklist produced by DOH	None	5 minutes	MAYBELL CANLAS, RN <i>Nurse I / Blood Program Coordinator</i> Nurses and Rural Health Midwives by group Triage
	Vital Signs taking and weighing donors		3 minutes	
	Laboratory test		20 minutes	
	Consultation with Doctors		5 minutes	
2. If patient is fit, made to sign consent for blood extraction	Patient position in bed Phlebotomist extract blood		15 minutes	Med Techs on Duty and Trained Phlebotomist
3. Donors rest after extraction with vital signs checked				Nurse on Duty
	Total:	None	48 minutes	



40. Community-Based Drug Rehabilitation Services

ABOUT THE SERVICE

Community-based drug rehabilitation services serves as an avenue for Persons Who Used Drugs (PWUDs) to submit themselves into rehabilitation in a community setting.

It involves therapeutic sessions and counseling to restore health of patients and reconnect them with their families with various interventions.

Office or Division	City Health Office
Classification	Complex
Type of transaction	G2C
Who may avail	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client surrenders self for CBDR sessions	PNP endorses referral of PWUDs to City Health Office for CBDR sessions	None	8 days sessions	APRIL GOLDA ACUÑA <i>Administrative Officer IV</i> FRANCIS ROLAND ALMASOL <i>Nurse I/ Substance abuse focal persons</i> ROMMEL BALBOA <i>Staff in-charge/ Encoder</i>
2. Client subjects themselves for CBDRP sessions	<ul style="list-style-type: none"> - Enroll clients for CBDRP - Assessment - Assist - Drug testing - House rules - Orientation of the program sessions - Daily schedule - Tasking/ Intervention - Examination of patients 		6-7 hours/day	
3. Attend the 8 days sessions without fail				
4. PWUDs completion activity	PWUDs graduation from program with certificates		4 hours	
Total:		None	8 days, 4 hours	



41. Brief Tobacco Intervention Services

ABOUT THE SERVICE

The City Health Office strongly advocates to all Victoriasanons to quit smoking as it is one of the best things to do for your health.

For smoking cessation, brief intervention involves opportunistic advice, discussions, negotiations, and encouragement that typically takes a short period of time. It may involve referral to a more intensive treatment.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Victoriasanons

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service	1. Triage refers client to smoking cessation coordinator	None	7 minutes	Triage CHITALISA VALENCIANO, RN MN <i>Nurse II/ Health Lifestyle Coordinator</i>
2. Proceed to nurse coordinator	2. Nurse in-charge gives overview of the services Gives brief counseling Gives referral to doctors as necessary		30 minutes	CHITALISA VALENCIANO, RN MN <i>Nurse II/ Health Lifestyle Coordinator</i>
3. Follow-up	3. Schedule follow up for time and date of quitting			
	Total:	None	37 minutes	



42. Free Availment of Counseling Services for Victoriasanons

ABOUT THE SERVICE

The City Culture and Ethics Office offers counseling services provided to all Victoriasanons who wish to seek professional help through counseling.

Walk-in Counseling

1. Victoriasanons (employees or residents) who are in need of counseling, visit the City Culture and Ethics Office to schedule an appointment with any counselor.
2. City Culture and Ethics Office personnel assists the client and checks the availability of counselors:
 - a. If any counselor is available, then, counselor conducts counseling right away.
 - b. If no counselor is available due to prior engagements, the office personnel set the date and time for counseling based on the availability of any counselor and if counselee agrees then appointment is set.
3. Counseling session.
4. Follow-up sessions are conducted when necessary.
5. Referral to Psychiatrist/Psychologist should there be a need.

Referral Counseling

1. Any Victoriasanon (employee or resident) who needs and wish to avail of counseling can be referred to the City Culture and Ethics Office by:
 - a. The CHO Mental Health Unit refers Victoriasanons (employees or residents) by filling- out the referral form to the City Culture and Ethics Office for counseling.
 - b. Department Head refers his/her respective employee who wishes to avail of the counseling services by filling-out the counseling referral form to the City Culture and Ethics Office. (See *attached counseling referral form*).
2. City Culture and Ethics Office personnel set the date and time for counseling based on the availability of counselors and if counselee agrees then appointment is set.
3. Counseling session.
4. Follow-up sessions are conducted when necessary.
5. Referral to Psychiatrist/Psychologist should there be a need.

Office or Division:	City Culture and Ethics Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All Victoriasanons

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits the City Culture and Ethics Office	1. Employee-in-charge assists client	None	1 minute	CCEO personnel
2. Receives counseling	2. Counselling session with client		Case to case basis	DR. JOSELITO DIAZ, RGC <i>Executive Assistant IV</i>



				and/or SHERLOU LABRADOR <i>Executive Asst. II/ Guidance Associate</i>
	Total:	None	Time varies	
If no counselor is available at the moment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits and sets appointment with the counselor	1. Assists client (checks availability of counselors)	None	2 minutes	CCEO personnel
2. Received appointment schedule	2. Gives appointment slip		1 minute	CCEO personnel
3. Returns to the CCE Office on the time and date of appointment	3. Assists client and brings client to the counseling room		1 minute	CCEO personnel
4. Receives counseling	4. Counseling session with the client		Case to case basis	DR. JOSELITO DIAZ, RGC <i>Executive Assistant IV</i> and/or SHERLOU LABRADOR <i>Executive Asst. II/ Guidance Associate</i>
	Total:	None	Time varies	



DISASTER RISK REDUCTION MANAGEMENT SERVICES

External Services



1. Disaster Response Operations Monitoring and Information (DROMIC), Basic Occupational Safety and Health (BOSH), Earthquake Drill, Swift Water and Flood Rescue Training, Post Disaster Needs Assessment Workshop for TEFS/ITCZ and Other Trainings and services related to DRRM

ABOUT THE SERVICE

CDDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias Citizens and other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or thru email / (victoriasdrmo@gmail.com) Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date. 	<ul style="list-style-type: none"> VCDRRMO (Admin & Training Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client will give letter of request for training/ seminar or send thru email (victoriasdrmo@gmail.com)	1. Accept and record letter	None	5 minutes	Receiving Clerk
6. Approval from the Head, VCDRRMO	2. Assign a Trainer who will handle the request		5 minutes	Admin and Training Section
7. Client will coordinate at VCDRRMO	3. Coordinate to the requesting party for a meeting		10 minutes	VCDRRMO Pool of Trainers
8. Client will facilitate the training / seminar request	4. Conduct training and submit after activity report			Trainer Assigned
	Total:	None	20 minutes	



2. Request for DRRM-related Date and/or Materials

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Request <ul style="list-style-type: none"> - Must be in writing - Must contain the following: <ol style="list-style-type: none"> a. Full name and affiliation (e. g school) of the requirements party b. Purpose c. Contact details including email of the requesting party d. List of specific data and template to be requested • Properly accomplished Data request Form • Other documents such as: <ul style="list-style-type: none"> - Survey forms, if applicable 	<ul style="list-style-type: none"> • VCDRRMO (Research and Planning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Admin Section of the VCDRRMO or thru email at (victoriasdrrmo@gmail.com)	1. Acknowledge receipt and process the request	None	5 minutes	Front desk Clerk
	2. Approve and endorse the request to the Research and Planning Section		5 minutes	RODOLFO QE. RETIRADO III LDRRMO IV
	3. Prepare requested documents/materials. If not available, the request will be		3 hours	Research and Planning personnel



	endorsed to other concerned offices.			
4. Accomplish Data Request Form and Submit to email.	4. Release the requested data/materials to client thru email.		20 minutes	Research and Planning personnel
	Total:	None	3 hrs., 30 minutes	



3. Request for Interview or Study Tour

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	General Public

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Request <ul style="list-style-type: none"> - Must be in writing - Must contain the following: <ol style="list-style-type: none"> a. Full name and affiliation (e. g school) of the requirements party b. Purpose c. Contact details including email of the requesting party d. Proposed and schedule of interview or study tour • Other documents such as: <ul style="list-style-type: none"> - List of guide questions - Survey forms, if applicable 	<ul style="list-style-type: none"> • VCDRRMO (Research and Planning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Admin Section of the VCDRRMO or thru email	1. Acknowledge receipt and process the request	None	5 minutes	Front desk Clerk
	2. Approve and endorse the request to the Research and Planning Section		5 minutes	RODOLFO QE. RETIRADO III <i>LDRRMO IV</i>
	3. Coordinate with requesting part on schedule and other logistical needs.		10 minutes	Research and Planning personnel
4. Accomplish Data Request Form and Submit to email.	4. Schedule interview or study tour Due to safety		5 minutes	Research and Planning personnel



	concerns, all interviews or Study Tours will be done via online platforms unless absolutely necessary.			
	Total:	None	25 minutes	



4. Review and Approval of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP)

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Barangay Officials and other authorized individuals

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Proposed Barangay Disaster Risk Reduction and management Plan (BDRRMP) for the incoming year. One (1) Copy of Approved BDRRMP of the previous year (and the current year, if the request pertains to a review of the amended BDRRMP) Annual report on the utilization of the BDRRMP Fund of the previous year with a copy of the inventory of purchased equipment and conducted trainings/seminars charged against the BDRRM Fund Legal instrument adopting the BDRRMP (e.g. Executive Order, Resolution) Legal instrument creating the BDRRM Committee Hazard, Vulnerability and Risk Assessment The HVRA with the evacuation and hazard maps should be updated at least every three (3) years (i.e. population, recommendation, and community-initiated efforts) 	<ul style="list-style-type: none"> VCDRRMO (Admin & Training Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Admin Section of the VCDRRMO or thru email at (victoriasdrrmo@gmail.com)	1. Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP Approval Form.	None	5 minutes	Research and Planning Section Personnel
	2. Review and evaluate the BDRRMP and make clarifications, if necessary.		20 minutes	Research and Planning Section Personnel



	<p>Check the following:</p> <p>a. Completeness and validity of supporting documents/requirements</p> <p>b. Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation.</p>			
	3. Accomplish the “Remarks and Action Taken” portion of the BDRRMP Approval Form and affix signature over printed name on space provided for “Checked By:”			
	<p>4. Received the BDRRMP Approval Form and make final evaluation on validity of BDRRMP’s.</p> <p>Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.</p>		5 minutes	Research and Planning Section Personnel
2.	5. Affix signature on the BDRRMP.		15 minutes	RODOLFO QE. RETIRADO III LDRRMO IV
3. Receive the approved BDRRMP and sign in the front desk clerk for record keeping.	6. Photocopy documents for record keeping and release the approved BDRRMP and supporting documents.		15 minutes	Research and Planning Section Personnel
	Total:	None	1 hour	



5. Request for Emergency Medical Services (EMS) and Search and Rescue (SAR)

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias City Constituents / Other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or thru email / (victoriasdrmo@gmail.com) Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date. 	<ul style="list-style-type: none"> VCDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call thru the emergency hotline	1. Accept phone call	None	5 minutes	Radio Operator
2. Discussion on Incidents situation and patients' information	2. Dispatching of EMS / SAR units		5 minutes	Operations Head and Team Leader
3. Patients / Incidents assessment providing immediate care	3. EMS / SAR Team assigned		10 minutes	Team Leader
4. Patients transfer to the Hospital	4. EMS / SAR Team assigned		10 minutes	Team Leader
	Total:	None	30 minutes	



6. Request for Ambulance Transfer / Stand By

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias City Constituents / Other interested requesting parties / Other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or phone calls 	<ul style="list-style-type: none"> VCDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for Stand by Ambulance	1. Accept phone call/ record letter	None	5 minutes	Radio Operator
2. Coordination to Hospital Patient Status / Fit to travel	2. Dispatching of EMS / SAR units		5 minutes	Team Leader
3. Patients / Incidents assessment providing immediate care	3. EMS / SAR Team assigned		10 minutes	Team Leader
4. Patients transfer to the Hospital	4. EMS / SAR Team assigned		10 minutes	Team Leader
	Total:	None	30 minutes	



7. Request for CCTV Footages

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias City Constituents / Other interested requesting parties / Other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or phone calls 	<ul style="list-style-type: none"> VCDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for a copy of CCTV footage	1. Accept phone call/ record letter	None	5 minutes	Receiving Clerk
2. Approval from the Head, VDRRMO	2. Assign Emergency Operations Center (EOC) officer assigned to handle the request		5 minutes	Operations and Warning Head
3. Reviewing / Giving of copies of CCTV Footages provided it will not be used for legal purposes	3. Assign Emergency Operations Center (EOC) officer assigned to handle the request		20 minutes	EOC Officer
	Total:	None	30 minutes	



8. Request for Ambulance Conduction Transfer

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias City Constituents / Other interested requesting parties / Other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or phone calls 	<ul style="list-style-type: none"> VCDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for Stand by Ambulance	1. Accept phone call/ record letter	None	5 minutes	Receiving Clerk
2. Approval from the Head, VDRRMO	2. Assign a team to handle the request		5 minutes	Operations and Warning Head
3. Dispatching of Ambulance	3. EMS / Inspection Team		20 minutes	EOC Officer
	Total:	None	30 minutes	



9. Request for Inspection of Hazard and Non-Hazard Areas

ABOUT THE SERVICE

CDRRMO shall implement the required actions and measures pertaining to all aspects of disaster risk reduction and management, including good governance, risk assessment and early warning, knowledge building and awareness raising, reducing underlying risk factors and preparedness for effective response.

Office or Division:	VCDRRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Victorias City Constituents / Other interested requesting parties / Other interested requesting parties

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter or phone calls 	<ul style="list-style-type: none"> VCDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request	1. Accept and record letter	None	5 minutes	Receiving Clerk
	2. Approves and endorse letter to the Operations and Warning Chief		5 minutes	RODOLFO QE. RETIRADO III LDRRMO IV
	3. Coordinate with requesting party for pertinent information related to the letter		5 minutes	Operations and Warning Head
	4. Conducts inspection on site submit report		1 day	Team Leader
	Total:	None	1 day, 15 minutes	



AGRICULTURAL SERVICES

External Services

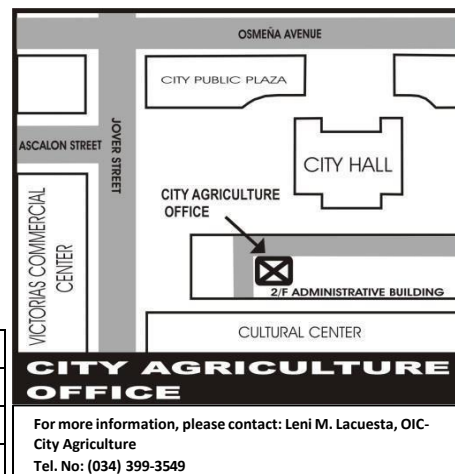


1. Accessing Technical Support Services Assistance on Agri-Fishery Technologies

ABOUT THE SERVICE

The City Agriculturist's Office (CAO) support to farmers according to the banner programs offered by the office.

The information and assistance is given by the designated coordinator of the said program.



Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Agricultural Technologist (AT) in charge of Agricultural Banner Programs	1.1 AT assigned will facilitate client/s concern and inquiry 1.2 Fill out the clients log book	None	10 minutes	<p>DIEZA ETCHON <i>Agriculturist II (HVCDP-RIC)</i></p> <p>EDUARDO FUENTEBELLA JR. <i>Agricultural Technologist II (Fishery Section)</i></p> <p>ERNESTO ESTILO <i>Agricultural Technician (Aquaculture)</i></p> <p>MYRO RAMOS <i>Agricultural Technologist (RICE)</i></p>
2. Provide Basic Extension Services in Agriculture & Fishery	2. RSBS Registration crop and fishery insurance farm input assistance (Dispersal of vegetable seedlings, compost, concoction, tilapia fingerlings).		10 minutes	
3. Provide Basic Extension Services in Agriculture & Fishery	3.1 Provide information (Crops-Rice & HVCDP, Animal-Poultry & Livestock, Fishery-Aquaculture and Organic Agriculture) 3.2 Provide technical support, marketing advise & technical assistance linkages to improve productivity and income. Application of innovative knowledge.		10 minutes	
Total:		None	30 minutes	



2. Availing of Farm Input Assistance

ABOUT THE SERVICE

The City Agriculture Office provides farm input assistance and be the frontline of delivery on basic agricultural services which will improve the productivity and living condition of farmers and fisherfolks.

Assistance comes in the form of certified rice seeds, corn seeds, assorted vegetable seedlings/planting materials, organic fertilizers (Compost, Vermicast, Mokusaku & Concoction) and IEC materials based on LGU and national budget.

NOTE: Assistance is based on program availability.

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Crop Insurance and Fishery Insurance	1. AT assigned records the data to enroll farmers and fisherfolks on insurance.	None	15 minutes	Agricultural Extension Worker (AEW) assigned
2. Receives Farm Inputs Assistance	2. AT assigned releases the farm inputs with approved request letter.		1 hour	Agricultural Technologist (AT) assigned in the concerned Barangays
3. Assist in making appropriate technology, dissemination of information on crop insurance, prevention and control of pest and disaster.	3.1 AT assigned will orient, interview client and fill out the PCIC Form. 3.2 Submit filled out PCIC Forms to PCIC District Coordinator.		1 hour	EDUARDO FUENTEBELLA JR. <i>Agricultural Technologist II (Fishery Section)</i>
4. Boat Registration	4. AT checks requirements attached and refers the client to pay at the City Treasurer's office.		15 minutes	
	Total:	None	2 hours, 30 mins.	



3. Availing of the Animal Dispersal

ABOUT THE SERVICE

Availment of livestock dispersal program aims to improve the social and economic welfare of the rural community. This covers the dispersal of black pigs, free-ranged-chicken, goat and other available animals. This project is intended for livelihood program to help farmers and rural community increase income and food security.

This also aims to increase animal production for food consumption and provide alternative livelihood

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Certificate of training (for clients availing of cattle, carabao, swine and goat) 	<ul style="list-style-type: none"> City Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Dispersal	1.1 Receives the request letter 1.2 Sets date of area inspection & validation of area & documents of beneficiary	None	15 minutes	ALI AMPINADO AEW (Animal Production Coordinator) MESRAIM POBLACION AEW
2. Signs MOA/ Turn-over and Acceptance Form	2.1 Sets date for MOA signing with the Mayor and the turn over to beneficiaries.		5 days	
3. Receives Animals	3. Availment of animal dispersal for livelihood project.		15 minutes	
	Total:	None	5 days, 30 mins.	



4. Availing Services of Provision of Agricultural Production, Post-Harvest and Processing Facilities under the Regular Program

ABOUT THE SERVICE

The pre and post-harvest facilities/equipment are the existing technologies for agricultural raw materials production while post-harvest is a system of handling, storing and transporting of agricultural commodities after harvest.

To avail the services, client must approach the Agricultural Technologist (AT) assigned to the barangay. Assistance shall be given to qualified and viable farmers' association or cooperative in the availment of soft loans or grants.

NOTE: Assistance is based on program availability.

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assistance Specification Approach the Agricultural Technologist (AT) and specify assistance needed.	1. Receives letter of intent and other pertinent requirements in the availment of the program.	None	15 minutes	LENI LACUESTA <i>OIC-City Agriculture</i>
2. Submission of documents	2.1 Endorsement to provincial, regional, national offices to avail intervention. 2.2 Send pertinent documents to agency concerned and follow up for updates.		1 day	EDUARDO FRANCO JR. <i>Agricultural Technologist II</i>
3. Inspection and validation of site and documents submitted	3. AT assigned and facilitate		1 day	MYRO RAMOS <i>Agricultural Technologist</i>
	Total:		None	2 days, 15 mins.



VETERINARY SERVICES

External Services



1. Accessing Veterinary Services

ABOUT THE SERVICE

The City Veterinary Office provides veterinary services for livestock, pets and poultry.

Veterinary services cover consultation, vaccination (e.g. foot-and-mouth disease, anti-rabies, deworming, etc.) and treatment

Clients may bring their livestock / pets directly to the CVO for treatment; or request that services be scheduled in their area.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

A. Veterinary Medical Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for Services</p> <p>Visit CVO or bring along your pet animal.</p> <p>Request for field/home services or arranged schedule in your area.</p>	<p>1. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out Patient Information Form;</p> <p>Fill out Home Service Request Form;</p>	<p>Resident: None</p>	<p>15 minutes</p>	<p>CVO Personnel/ Officer of the day</p>
<p>2. Consultation</p> <p>Interview of the owner and assessment of the animal for information, physical examination and tentative diagnosis.</p>	<p>2. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out Patient Information Form;</p> <p>Fill out Home Service Request Form</p>	<p>Non-Resident: P 100.00</p>	<p>For walk-in clients: 20 minutes</p> <p>Field: Time depending on the location</p>	<p>MA. ANICKA VILLEGAS <i>Veterinarian III</i></p>



<p>3. Treatment, giving medical advice or other veterinary service</p> <p>a. For walk-in client</p> <p>b. Field/farm/home schedule service</p>	<p>3. Attending Veterinarians give medical advice or treats the patient based on the diagnosis.</p>	<p>P 100.00 - 500.00 (depending on the medicines / supplies used)</p>	<p>For walk-in clients: 20 minutes</p> <p>Field: Time depending on the location</p>	<p>MA. ANICKA VILLEGAS <i>Veterinarian III</i></p> <p>CVO Personnel/ Officer of the day</p>
<p>4. Deworming</p>	<p>4. Attending Veterinarians give deworming medicine to the patient and medical advice to the Pet Owners.</p>	<p>P 25.00 - P 100.00 (Depending on the medicines/ supplies used)</p>	<p>For walk-in clients: 20 minutes</p>	
<p>4.a. Suspension</p>	<p>4.a. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	<p>Resident: P 25.00/mL</p> <p>Non-Resident: P 35.00/mL</p>	<p>15 minutes</p>	
<p>4.b. Tablet</p>	<p>4.b. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	<p>Resident: P 100.00/ mL</p> <p>Non-Resident: P 150.00/ mL</p>	<p>15 minutes</p>	



4.c. Ivermectin	<p>4.c. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	<p>Resident: P 50.00/ dose</p> <p>Non-Resident: P 75.00/ dose</p>	15 minutes	CVO Personnel/ Officer of the day
5. Vaccination				
5.a. Anti-Rabies	<p>5.a. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	P 100.00/ dose	15 minutes	
5.b. DHLPPi	<p>5.b. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	<p>Resident: P 270.00/ dose</p> <p>Non-Resident: P 300.00/ dose</p>	15 minutes	CVO Personnel/ Officer of the day
5.c. 3n1 for cats	<p>5.c. Give the log book to the client;</p> <p>For Old patients: Pull up Patient Record Form;</p> <p>For New Patients: Fill out the Patient Information Form</p>	<p>Resident: P 800.00/ dose</p> <p>Non-Resident: P 900.00/ dose</p>	15 minutes	
5.d. Kennel Cough	<p>5.d. Give the log book to the client;</p> <p>For Old patients: Pull</p>	Resident: P 300.00/ dose	15 minutes	CVO Personnel/ Officer of the day



	up Patient Record Form; For New Patients: Fill out the Patient Information Form	Non-Resident: P 350.00/ dose		
5.e. Leptospirosis	5.e. Give the log book to the client; For Old patients: Pull up Patient Record Form; For New Patients: Fill out the Patient Information Form	Resident: P 250.00/ dose Non-Resident: P 300.00/ dose	15 minutes	CVO Personnel/ Officer of the day
6. Surgery				
6.a. Feline Castration	6.a. Give the log book to the client; The Patient's Record Form/ Waiver must be completed by the Pet Owner prior to the surgery	Resident: None Non-Resident: P 500.00/ cat	20 minutes	MA. ANICKA VILLEGAS <i>Veterinarian III</i> LLOYD V. LORENZO <i>Animal Health & Welfare Coordinator</i>
6.b. Feline Spaying	6.b. Give the log book to the client; The Patient's Record Form/ Waiver must be completed by the Pet Owner prior to the surgery	Resident: None Non-Resident: P 1,000.00/ cat	45 minutes	
6.c. Dog Castration	6.c. Give the log book to the client; The Patient's Record Form/ Waiver must be completed by the Pet Owner prior to the surgery	Resident: None Non-Resident: P 1,000.00/ 10-15kg BW P 1,500.00/ 16-20kg BW	30 minutes	



6.d. Dog Spaying	6.d. Give the log book to the client; The Patient's Record Form/ Waiver must be completed by the Pet Owner prior to the surgery	Resident: None Non-Resident: P 1,500.00/ 10-15kg BW P 2,000.00/ 16-20kg BW P 2,500.00/ 21-30kg BW	40 mins. - 1 hour	
6.e. Cesarean Section	6.e. Give the log book to the client; The Patient's Record Form must be completed by the Pet Owner prior to the surgery	Resident: P 3,000.00/ 10-15kg BW P 4,000.00/ 16-25kg BW Non-Resident: P 6,000.00/ 10-15kg BW P 8,000.00/ 10-15kg BW	2-3 hrs.	MA. ANICKA VILLEGAS <i>Veterinarian III</i> LLOYD V. LORENZO <i>Animal Health & Welfare Coordinator</i>
6.f. Other Surgeries		Resident & Non-Resident: P 1,000.00- P 20,000.00	2-3 hrs.	
		<i>(Depending on the complexity of the procedure)</i>		



7. Other Services				
7.a. IV Fluid Therapy		Resident: P 800.00/ animal		MA. ANICKA VILLEGAS <i>Veterinarian III</i>
		Non- Resident: P 1,000.00/ animal		LLOYD V. LORENZO <i>Animal Health & Welfare Coordinator</i>
<i>(Including supplies and medicines used for the first day of treatment)</i>				
7.b. Confinement		Resident: P 200.00/ animal		MA. ANICKA VILLEGAS <i>Veterinarian III</i>
		Non- Resident: P 300.00/ animal		LLOYD V. LORENZO <i>Animal Health & Welfare Coordinator</i>
<i>(Excluding the medicines and supplies used during the confinement period)</i>				
7.c. Euthanasia		Resident: P 500.00/ animal		MA. ANICKA VILLEGAS <i>Veterinarian III</i>
		Non- Resident: P 1,000.00/ animal		
	Total:	Total Corresponding Fees	Total Corresponding Time	

Note: Veterinary drugs and biologics are to be provided by the animal owner unless available in the office for free.



B. Laboratory Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CBC with Platelet	<p>1. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 500.00/ sample</p>	40 mins. - 1 hr.	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>
2. Blood Chemistry Analyses	<p>1. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 500.00/ sample</p>	40 mins. - 1 hr.	



	<p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>			
2.a. Preanesthetic Panel	<p>2.a. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 1,200.00/ sample</p> <p>Non-Resident: P 2,500.00/ sample</p>	40 mins. - 1 hr.	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>
2.b. Creatinine	<p>2.b. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 400.00/ sample</p>	40 mins. - 1 hr.	



	<p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>			
2.c. Blood Urea Nitrogen	<p>2.c. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 400.00/ sample</p>	40 mins. - 1 hr.	<p>ALLEN JOY PANES Medical Technologist I</p>
2.d. Alanine Transaminase	<p>2.d. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical</p>	<p>Resident: P 310.00/ sample</p> <p>Non-Resident: P 400.00/ sample</p>	40 mins. - 1 hr.	



	<p>Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>			
2.e. Alkaline Phosphatase	<p>2.e. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 400.00/ sample</p>	40 mins. - 1 hr.	<p>ALLEN JOY PANES Medical Technologist I</p>
2.f. Glucose	<p>2.f. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet</p>	<p>Resident: P 300.00/ sample</p> <p>Non-Resident: P 400.00/ sample</p>	40 mins. - 1 hr.	



	<p>owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	sample		
2.g. Progesterone	<p>2.g. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 1,500.00/ sample</p> <p>Non-Resident: P 1,700.00/ sample</p>	40 mins. - 1 hr.	<p>ALLEN JOY PANES Medical Technologist I</p>



<p>3. Direct Fecal Smear</p>	<p>3. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 50.00/ sample</p> <p>Non-Resident: P 100.00/ sample</p>	<p>15 - 20 mins.</p>	<p>ALLEN JOY PANES Medical Technologist I</p>
<p>4. Quantitative Fecalalysis</p>	<p>4. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will</p>	<p>Resident: P 50.00/ sample</p> <p>Non-Resident: P 100.00/ sample</p>	<p>25 - 35 mins.</p>	



	forward the results to the Veterinarian for diagnosis and medical treatment.			
5. Ear Swab Test	<p>5. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 100.00/ sample</p> <p>Non-Resident: P 150.00/ sample</p>	15 - 20 mins.	ALLEN JOY PANES <i>Medical Technologist I</i>
6. Skin Scrape (Parasites)	<p>6. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will</p>	<p>Resident: P 100.00/ sample</p> <p>Non-Resident: P 150.00/ sample</p>	15 - 20 mins.	



	<p>process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>			
7. Skin Test (Fungal)	<p>7. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 100.00/ sample</p> <p>Non-Resident: P 150.00/ sample</p>	15 - 20 mins.	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>
8. Vaginal Smear	<p>8. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the blood sample collection.</p> <p>The attending Medical Technologist will take blood samples from the</p>	<p>Resident: P 100.00/ sample</p> <p>Non-Resident: P 100.00/ sample</p>	30 - 40 mins.	



	<p>patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>			
9. Radiographic Imaging	<p>9. The receptionist will give the logbook to the client.</p> <p>The Patient's Record Form must be accomplished by the Client prior the Radiographic Imaging.</p> <p>The receptionist will forward the fully-accomplished form to the attending veterinarian.</p> <p>The attending veterinarian will conduct Radiographic Imaging.</p> <p>The attending veterinarian will read and analyze the results.</p>	<p>Resident: P 300.00/ image</p> <p>Non-Resident: P 500.00/ image</p>	20 - 30 mins.	MA. ANICKA VILLEGAS <i>Veterinarian III</i>
10. Ultrasound Imaging	<p>10. The receptionist will give the logbook to the client.</p> <p>The Patient's Record Form must be accomplished by the Client prior the Ultrasound Imaging.</p> <p>The receptionist will</p>	<p>Resident: P 500.00/ animal</p> <p>Non-Resident: P 500.00/ animal</p>	30 mins. - 1 hour	MA. ANICKA VILLEGAS <i>Veterinarian III</i>



	<p>forward the fully-accomplished form to the attending veterinarian.</p> <p>The attending veterinarian will conduct an Ultrasound Imaging.</p> <p>The attending veterinarian will read and analyze the results.</p>			
11. Elisa Tests	<p>11. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be completed by the pet owner prior the sample collection.</p> <p>The attending Medical Technologist will take samples from the patient.</p> <p>The medical technologist will run and read the sample taken.</p> <p>The Medical Technologist will forward the results to the Veterinarian for prescription and medical treatment.</p>	<p>Resident: P 300.00/ test</p> <p>Non-Resident: P 300.00/ test</p>	30 - 40 mins.	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>
11.a. Classical Swine Fever	<p>11.a. The Receptionist will give the logbook to the client.</p> <p>The Medical Technologist will test the result.</p> <p>The Medical</p>	<p>Resident: P 300.00/ test</p> <p>Non-Resident: P 300.00/ test</p>	40 mins. - 1 hour	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>



	<p>technologist will forward the results to the Veterinarian for further examination if needed.</p>			
11.b. Newcastle Disease	<p>11.b. The Receptionist will give the logbook to the client.</p> <p>The Medical Technologist will test the result.</p> <p>The Medical technologist will forward the results to the Veterinarian for further examination if needed.</p>	<p>Resident: P 300.00/ test</p> <p>Non-Resident: P 300.00/ test</p>	40 mins. - 1 hour	<p>ALLEN JOY PANES <i>Medical Technologist I</i></p>
11.c. Brucella Tests	<p>11.c. The receptionist will give the logbook to the client.</p> <p>The patient's Record Form must be accomplished by the pet owner prior the sample collection.</p> <p>The attending Medical Technologist will take samples from the patient.</p> <p>The medical technologist will process the sample.</p> <p>The Medical Technologist will forward the results to the Veterinarian for diagnosis and medical treatment.</p>	<p>Resident: P 250.00/ test</p> <p>Non-Resident: P 250.00/ test</p>	10 - 12 days	
11.d. Rabies (Direct Microscopic Examination)	<p>11.d. The receptionist will give the logbook to the client.</p>	<p>Resident: P 500.00/ test</p>	40 mins. - 1 hour	



	<p>The Patient's Record Form must be accomplished by the pet owner prior the sample collection.</p> <p>The attending Medical Technologist will take samples from the patient.</p> <p>The Medical Technologist will process the sample</p> <p>The test results will be forwarded to the Veterinarian before the results are released to the clients.</p>	<p>Non-Resident: P 500.00/ test</p>		
<p>12. Necropsy</p>	<p>The receptionist will give the logbook to the client.</p> <p>The Patient's Record Form must be accomplished by the client.</p> <p>The attending veterinarian will measure and record the body weight.</p> <p>The veterinarian will conduct Dissection of the dead animal and macroscopic examination of all organs.</p> <p>The veterinarian will conduct Collection of appropriate tissue samples and measurements of the</p>	<p>Resident and Non-Resident: P 300.00/ dog or cat</p> <p>P 500.00/ pig</p> <p>P 200.00/ bird</p> <p>P 800.00/ cattle or carabao</p>	<p>40 mins. - 1 hour</p>	<p>MA. ANICKA VILLEGAS <i>Veterinarian III</i></p>



	<p>carcass, internal organs, and body fluids.</p> <p>The veterinarian will read and analyze the results before releasing it to the client.</p>			
	Total:	Total Corresponding Fees	Total Corresponding Time	



2. Securing Poultry and Livestock Shipping Permit, Health /Death Certificates

ABOUT THE SERVICE

Livestock Shipping Permits along with Health Certificates are required from shippers before cattle, carabao, swine and other livestock can be transported outside the city.

Health Certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs and cats before they can be shipped to other areas.

Death Certificates for livestock are needed by crop and livestock insurance companies before they can process claims for indemnity.

The City Veterinary Office issues these permits and certificates.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p><i>Health Certificate and Livestock Shipping Permit</i></p> <ul style="list-style-type: none"> Secure Barangay Certification for your livestock/bird Certificate of Ownership or Transfer (cattle and carabao) Police Certificate if additional document is required. <p><i>Death Certificate</i></p> <ul style="list-style-type: none"> Barangay Certification or Affidavit of 2 disinterested persons attesting to the death Report describing the circumstances surrounding the death of the animal Certificate of Ownership or Transfer (cattle or carabao) 	<ul style="list-style-type: none"> Barangay concerned City Treasurer's Office/City Veterinary Office Philippine National Police (PNP) <ul style="list-style-type: none"> Barangay concerned Barangay concerned City Treasurer's Office/City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Shipping Permit/Health Certificate for Culasi or Ajuy</i> 1. Request for Permit/Certificate	1. Present documents, animal, meat or meat products to Deputized Veterinary Quarantine Officer for inspection.		5 minutes	CHRISTIAN REY BABOR <i>Staff in-charge</i>
2. Inspection	2. Quarantine Personnel validate papers, inspects the animal, meat and meat product to determine validity/fitness for shipment.	Large Cattle P50.00/ head <i>Hogs or Pigs</i> P15.00/ head <i>Goats, Sheep, dogs and other animal</i> P50.00 / head	30 minutes	MA. ANICKA VILLEGAS <i>Veterinarian III</i>
3. Issuance	3. Quarantine Personnel collects necessary fees and charges and issues the Veterinary Health Certificate	<i>Fighting Cock:</i> First 20 heads: P15.00/ head From 21 to 50 heads P30.00	10 minutes	
<i>Death Certificate</i> 1. Request for Death Certificate	4. Give the log book to the client Report to CVO the death of the animal immediately.	From 51 or more P40.00	10 minutes	RANDY PEDROSO <i>AT – Livestock Coordinator</i>
2. Inspection	5. CAO/CVO personnel conducts inspection of documents and necropsy of the animal to determine cause of death	(based on City Ordinance 2023-46)	Within 1 day	MA. ANICKA VILLEGAS <i>Veterinarian III</i>
3. Issuance of Certificate/ Necropsy report	6. Issue Animal Death Certificate		2 days after inspection	
	Total:	Total Corresponding Fees	2 days, 55 mins.	



MARKET AND ABBATTOIR SERVICES

External Services



1. Availing of Vacant Space/Block at the Victorias Commercial Center (VCC)

ABOUT THE SERVICE

Anyone who wishes to avail of vacant space/block can go directly at the Victorias Commercial Center Office.



Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any person 21 years of age, and is not legally incapacitated

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Vacant space/block/stall at the Victorias Commercial Center (VCC) published at Victorias Communication & Information Office (VCIO). After 10 days, the market committee members convene to evaluate applications that are qualified. • Application letter - must be accompanied by the following: <ul style="list-style-type: none"> - Letter of Intent to apply stating the kind of business to operate - Application to lease makert stall/booth space dully notarized forms must be secured from the VCC Office - Brgy. Clearance - Photocopy of 1 valid gov't. ID - 2 pcs. ID picture - Photocopy of vaccination card • Awarding of stalls The Market Committee shall have the following duties: <ul style="list-style-type: none"> - Conduct the drawing of lots or "roleta" for two or more qualified applicants applying on the same vacant stall - Certify to the City Mayor for the result thereof - Adjudicate the transfer of stall holders from section to another, or from 1 shall to another 	<ul style="list-style-type: none"> • VCIO Facebook Account • c/o Applicant • VCC Admin Office • Brgy. Clearance • c/o Applicant • c/o Applicant • c/o Applicant



<ul style="list-style-type: none"> Rules in awarding of stalls: Applicant shall be categorized or grouped into the following sections: <ul style="list-style-type: none"> Dry section – groceries, food & pastries, RTWs & textile, Gen. Merchandise, Footwear & Leather goods, Rice, Grains, Cereals and Poultry Supply, Boutique, Jewelry, Novelties, Gift Shops, School & Office Supplies, Other Services Wet section - food stalls, Meat & Poultry, Fish & other Marine products, Fruits & Vegetables, miscellaneous items The category shall be determined through the applicant’s intention reflected in the application form 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for any vacant block/space Go to the VCC Office and inquire from the Market Supervisor for a vacant block/space.	1. Market staff/ Market Supervisor accommodates the client	None	10 minutes	SAMSON E. GARZON JR. <i>OIC– Market Supervisor</i>
2. Submission of Application Letter a. Letter of Intent to apply for a space stating the peoposed business to operate and area needed. (address to Samson E. Garzon Jr., OIC- Market Supervisor) b. Brgy. Permit for business from Brgy. 2 c. Photocopy of any valid gov’t. ID d. 1 pc. 2x2 ID Picture e. Notarized	2. Market Supervisor receives and reviews the requirements provided by client	None	5 minutes	SAMSON E. GARZON JR. <i>OIC– Market Supervisor</i>



<p>application to lease (secure form from VCC office)</p> <p>f. Photocopy of vaccination card</p> <p>Submit application letter is addressed to the Market Supervisor to avail a vacant block/space</p>				
<p>3. Processing/Endorsement of application</p> <p>Application letter is endorsed to Market Committee for approval. Applicant will be informed of action on the application.</p>	<p>3. Market Supervisor evaluates applications convened by the Executive Committee Informs applicant of action on the application.</p>		<p>2-3 days</p>	<p>ANA LIZADE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>4. Release approved application letter of client</p> <p>Get copy of approved application from VCC Office.</p>	<p>4. Employee-in-charge releases approved application letter</p>		<p>10 minutes</p>	<p>ROGER MOSQUEDA <i>Admin. Aide I (Utility Worker I) /</i></p> <p>ANA LIZADE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>5. Payment of vacant block/space</p> <p>Go directly to the Treasurer's Office and pay corresponding fees. You will be issued an OR.</p>	<p>5. Market Supervisor issues Certification Payment of Vacant Block/Space</p>	<p>* List of payment and fees are posted at the City Treasurer's Office</p>	<p>10 minutes</p>	<p>City Treasurer's Office</p>
<p>6. Awarding of Vacant Block / Space</p> <p>Present your Official Receipt to the VCC in-charge and get your Certificate of Award.</p>	<p>6. Market Supervisor awards vacant block/space to client</p>	<p>None</p>	<p>25 minutes</p>	<p>SAMSON E. GARZON JR. <i>OIC – Market Supervisor</i></p>
	<p>Total:</p>	<p>Applicable fees</p>	<p>3 days, 1 hr.</p>	



2. Payment of Market Rental

ABOUT THE SERVICE

ALL REGISTERED stallholders at the Victorias Commercial Center are required to pay their rental at the City Treasurer's Office within ten (10) days of the monthly periodic payment.

Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Any person 21 years of age and is not legally incapacitated

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Official Receipt Showing latest payment 	<ul style="list-style-type: none"> c/o Client

NATURE OF IMPOSITION	EXISTING RATE	PROPOSED RATE	REMARKS
A. MARKET BLOCKS AND STALLS (VCC)			
1. Prime Blocks/Stalls located at Ground Floor	P200/Month/Sq.m.	P220/Month/Sq.m.	
2. Non-Prime Blocks/Stalls located at Ground Floor	P150/Month/Sq.m.	P170/Month/Sq.m.	
3. Rolling Store	P110/Month/Sq.m.	P740/Month/Sq.m.	
4. Prime Blocks/Stalls located at Ground Floor	P100/Month/Sq.m.	P130/Month/Sq.m.	
5. Non-Prime Blocks/Stall located at ground floor	P100/Month/Sq.m.	P120/Month/Sq.m.	
6. Meat Section	P990/Month/Sq.m.	P1,450/Month/Sq.m.	
7. Fish Section	P990/Month/Sq.m.	P1,080/Month/Sq.m.	
8. Fruit Section	P660/Month/Sq.m.	P1,080/Month/Sq.m.	
9. Vegetable Section, Tobacco, & Talipapa Sections	P720/Month/Sq.m.	P720/Month/Sq.m.	
10. Rolling Store/Movable Kiosk	P360/Month/Sq.m.	P740/Month/Sq.m.	
11. Space for Transient Vendors	P380/Month/Cub.	P380/Month/Cub.	
12. Food Court	P3,900/Month/Sq.m.	P3,900/Month/Sq.m.	
13. Food Court Cubicle converted into dry goods/Drug store	P250/Sq.m.	P220/Sq.m.	
14. Transient Vendors (Special Occasions only)	P45/Month/Sq.	P45/Month/Sq.m.	
15. Promotional Area (Maximum of 30 days only)	P140/Month/Sq	P140/Month/Sq	



<p>*Note: Provided that the fees shall be increased at the rate of Five percent (5%) every year or at the renewal of contract (Revised Market Code 2022)</p>			
<p>B. MARKET ENTRANCE FEE</p>			
1. Third (3 rd)Class Fish *Anige, Blue Marlin	P 20/banyera	P 30/banyera	
2. Second (2 nd)Class Fish *Lagaw, Bulao, Bangros	P 25/banyera	P 30/banyera	
3. First (1 st)Class Fish *Gurayan, Tuloy	P 30/banyera	P 30/banyera	
4. Spices and Beans	P 5/banyera	P 15/banyera	
5. Fruits	P 5/banyera	P 15/banyera	
6. Root Crops	P 5/banyera	P 15/banyera	
7. Crabs	P 25/banyera	P 35/banyera	
8. Shrimps	P 20/banyera	P 30/banyera	
9. Vegetables	P 5/banyera	P 15/banyera	
10. Sea Shells	P 20/banyera	P 30/banyera	
<p>C. PARKING FEE</p>			
<p>1. Private Cars/Motor Vehicles</p>			
a. Four-Wheel Cars/Van	P 5/Hour	P 50/Hour	-In excess of the One hour parking time limit
b. Tricycles	P 3/Hour	P 30/Hour	-In excess of the One hour parking time limit
c. Motorcycles	P 3/Hour	P20/Hour	-In excess of the One hour parking time limit
<p>2. Cargo/Delivery Cabs, Van, or Trucks</p>			
a. Container Van or Heavy Trucks (Ten-Wheeler to Twelve-Wheeler Trucks)	P 50/day	P400/day	-In excess of the Two hour parking time limit
b. Light Cargo Van or Truck (Four-Wheel to Six-Wheeler Trucks)	P 30/day	P 150/Hour	-In excess of the One hour parking time limit
c. Mini-Cabs	P 15/day	P 50/day	-In excess of the One hour parking time limit
<p>D. VICTORIAS CITY FOOD HUB</p>			
	P 3,600.00/Mo./Cub.	P 4,000.00/Hour/Mo./Cub.	



E. VICTORIAS CITY SATELLITE MARKET a. Permanent Occupant b. Bolanteros (<i>can operate during Fridays and Saturdays</i>)	P 11.00Mo./sq.m.	P 25.00/Mo./sq.m. P 25.00/Mo./sq.m P 2,970/Mo./Stall	Both regular Tenants & Bolanteros
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements Submit requirements to the Office of the Market Supervisor after completion of requirements.	1. Market Supervisor receives requirements and issues certification	* Notarial Fee - To be paid at the City Legal Office	10 minutes	SAMSON E. GARZON JR. <i>OIC– Market Supervisor</i> ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i>
2. Processing and Contract Signing Employee-in-charge processes the documents and facilitates contract signing. The contract is notarized. Tenant may have the contract notarized by the City Legal Office.	2. Employee in-charge processes the documents and facilitates contract signing. Lease Contract is signed by: a. Market Supervisor b. City Administrator c. Lessee witness d. Lessor	None	1 week	SAMSON E. GARZON JR. <i>OIC– Market Supervisor</i>
3. Issuance of Contract Get a copy of the approved contract.	3. Market supervisor issues contract to client	None	5 minutes	
	Total:	Notarial Fee	1 week, 15 mins.	



3. Renewal of Market Lease Contract

ABOUT THE SERVICE

ALL REGISTERED market block/stallholders are required to renew their Contract of Lease annually. The contract states the guidelines and conditions for stall occupancy at the Victorias Commercial Center.

Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Any person 21 years of age and is not legally incapacitated

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Updated Market Rental • Photocopy of Mayor's Permit • Photocopy of Updated Payment of Business Permit • Photocopy of any government issued ID • Application form for lease contract • JIT form must be stamped cleared from all accounts 	<ul style="list-style-type: none"> • Victorias Commercial Center • c/o Client • c/o Client • c/o Client • Victorias Commercial Center • Joint Inspection Team (JIT)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of Requirements</p> <p>Submit requirements to the Office of the Market Supervisor after completion of requirements.</p>	<p>1. Market Supervisor receives requirements and issues certification</p>	<p>* Notarial Fee - To be paid at the City Legal Office</p>	<p>10 minutes</p>	<p>SAMSON E. GARZON JR. OIC– Market Supervisor</p> <p>ANA LIZA DE LA PEÑA Admin. Aide I (Casual Laborer I)</p>
<p>2. Processing and Contract Signing</p> <p>Employee-in-charge processes the documents and facilitates contract signing.</p> <p>The contract is notarized. Tenant may have the contract notarized by the City Legal Office</p>	<p>2. Employee in-charge processes the documents and facilitates contract signing. Lease Contract is signed by:</p> <p>a. Market Supervisor b. City Administrator c. Lessee witness d. Lessor</p>	<p>None</p>	<p>1 week</p>	<p>SAMSON E. GARZON JR. OIC– Market Supervisor</p>



<p>3. Issuance of Contract</p> <p>Get a copy of the approved contract.</p>	<p>3. Market supervisor issues contract to client</p>	<p>None</p>	<p>5 minutes</p>	
	<p>Total:</p>	<p>Notarial Fee</p>	<p>1 week, 15 mins.</p>	



4. Issuance of Market Clearance for the Renewal of Business License

ABOUT THE SERVICE

All business entities have to secure/renew their business license annually (on or before January 20 each year).

Market stallholders have to get a certification from the VCC Office before their applications for business license can be processed by the City Treasurer's Office.

Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Rental accounts clearance or compromise agreements Photocopy of any Government ID Barangay Clearance Copy of prior year business permit and licenses 	<ul style="list-style-type: none"> City Treasurer's Office c/o Client Barangay 2 c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of Requirements</p> <p>Submit requirements to the person in charge.</p>	<p>1. Market staff receives requirements submitted by client</p>	<p>None</p>	<p>5 minutes</p>	<p>SAMSON E. GARZON JR. <i>OIC- Market Supervisor</i></p> <p>ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Assessment for permit to engage in business</p> <p>Approach the person in charge for the assessment and application for permit to engage in business trade or occupation.</p>	<p>2. Staff-in-charge assesses application for permit</p>	<p>* List of payment and fees are posted at the City Treasurer's Office</p>	<p>5 minutes</p>	<p>ROGER MOSQUEDA <i>Admin. Aide I (Utility Worker I) /</i></p> <p>ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i></p>



3. Wait for the issuance and release of market clearance	3. Staff-in-charge issues release of market clearance	None	10 minutes	SAMSON E. GARZON JR. <i>OIC – Market Supervisor</i> ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	Applicable fees	20 minutes	



5. Issuance of Certification as Registered Stallholder

ABOUT THE SERVICE

Market stallholders may request for certification that they are registered stallholders or transient vendors operating at Victorias Commercial Center.

This certification is oftentimes required by water, electrical and telephone utilities before installation of facilities and during renewal of Mayor's Permit and business license annually.

Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Any person 21 years of age and is not legally incapacitated

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
For Certification of Occupancy <ul style="list-style-type: none"> Barangay Clearance 	<ul style="list-style-type: none"> Barangay 2

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification Request for Certification from the Market Office	1. Staff-in-charge receives request	None	15 minutes	SAMSON E. GARZON JR. <i>OIC- Market Supervisor</i> ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i>
2. Payment of Fees Pay the Certification Fee and secure your Official Receipt at City Treasurer's Office	2. CTO staff-in-charge assesses payment	* List of payment and fees are posted at the City Treasurer's Office	10 minutes	City Treasurer's Office
3. Present Official Receipt to Market Supervisor	3. Staff-in-charge presents Official Receipt to Market Supervisor	None	10 minutes	SAMSON E. GARZON JR. <i>OIC- Market Supervisor</i> ANA LIZA DE LA PEÑA <i>Admin. Aide I (Casual Laborer I)</i>
4. Preparation and release of	4. Upon presentation of		30 minutes	ANA LIZA DE LA PEÑA



certification	the Official Receipt, employee-in-charge prepares the Certification, have it signed and releases the same to the client.			<i>Admin. Aide I (Casual Laborer I)</i>
	Total:	Applicable fees	1 hr., 45 mins.	



6. Payment of Fines by Apprehended Market Violators and Releasing of Confiscated Goods

ABOUT THE SERVICE

All registered market block/stallholders and street vendors are registered with the VCC. They are assigned at a specific area with the market at the city's business districts where they can put up stalls and sell their goods.

Those who do not follow the guidelines on vending should be reported to the VCC office. They are apprehended and have to pay Php 200.00 as fine for the first offense, Php 500.00 for the second offense, and Php 1,000.00 for the third offense plus confiscation of commodities and filing of appropriate case in court.

Seized goods may be reclaimed after payment of a corresponding fine. During the first and second offense, for the third offense, for the third offense, confiscated items will be donated to the BJMP (food items).

Office or Division:	Victorias Commercial Center
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Any person 21 years of age and is not legally incapacitated

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Issuance of citation ticket</p> <p>Go to Market Office and approach the Market Supervisor /Market Task Force to reclaim the goods / items seized or confiscated.</p> <p>The Market Supervisor/Market Task Force referred violator for the issuance of citation ticket.</p>	<p>1. Violator will be endorsed to the PNP</p>	<p>None</p>	<p>20 minutes</p>	<p>LUDAISSY B. FERNANDEZ Market Supervisor / Market Task Force</p>



<p>2. Payment of Fines</p> <p>Pay the corresponding fines and secure an Official Receipt at the City Treasurer's Office.</p>	<p>2. Pay the corresponding fines and secure OR</p>	<p>* List of payment and fees are posted at the City Treasurer's Office</p>	<p>10 minutes</p>	<p>City Treasurer's Office</p>
<p>3. Release of Goods/ seized items</p> <p>Show the official receipt to Market Supervisor /Market Task Force who will record the violation and release the confiscated goods/seized items.</p> <p>Defective weighing scale must be immediately repaired or replace.</p>	<p>3. Upon presentation of OR release goods</p>	<p>None</p>	<p>10 minutes</p>	<p>LUDAISY B. FERNANDEZ <i>Market Supervisor / Market Task Force</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>40 minutes</p>	



7. Calibration of Weighing Scale

ABOUT THE SERVICE

All market stallholders and transient vendors are required to have their weighing scales tested and calibrated before actual use to protect the rights of consumers and in accordance with the standard prescribed by the Department of Science and Technology.

Calibrated scales are sealed by the Business Permits and Licensing Monitoring Team (BPLM).

The BPLM Team regularly checks vendors' weighing scale.

If a vendor is caught using an unsealed or defective weighing scale, the same is confiscated and corresponding fines are imposed (please refer to Payment of Fines by Apprehended Market Violators under Other Taxes, Fines and Administrative Fees).



Office or Division:	Permits and Licenses Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for testing Owner should present weighing scale for testing.	1. Inspect weighing scale either good or defective	None	5 minutes	JOSELITO GUANCO Admin. Aide II (BPLO)
2. Testing and Sealing The weighing scale is tested and calibrated using 1-,2- and 5-kilograms weights. Afterwards, the weighing scale is sealed to ensure that it will not be tampered.	2. After testing if the result is accurate, staff-in-charge will attach sticker marked: "CALIBRATED SCALE" and issue Tax Order of Payment		5 minutes	



<p>3. Payment of fees</p> <p>Present your Tax order of payment to the City Treasurer's Office authorized representative and pay the corresponding fees. Secure your official receipt.</p>	<p>3. City Treasurer's Office Authorized representative will issue an Official Receipt</p>	<p>Refer to 2017 Revised Revenue Code for the amount Fee</p>	<p>5 minutes</p>	<p>PERFECTO IGHARAS <i>Admin. Aide I</i> (CTO)</p>
<p>4. Release of tested/sealed weighing scale</p> <p>Present your Official Receipt and get your tested / calibrated weighing scale.</p>	<p>4. Upon presenting the official receipt, employee-in-charge will release the tested and sealed weighing scale</p>	<p>None</p>	<p>2 minutes</p>	<p>JOSELITO GUANCO <i>Admin. Aide II</i></p>
	<p>Total:</p>	<p>Refer to 2017 Revised Revenue Code for the amount Fee</p>	<p>17 minutes</p>	

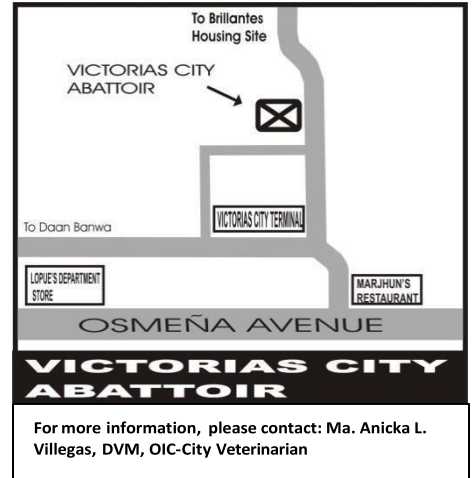


8. Slaughtering of Livestock and Issuance of Meat Inspection Certificate

ABOUT THE SERVICE

Livestock to be sold in public markets within the city are required to be slaughtered and inspected for diseases at the Victorias City Abattoir. This is to ensure the safety of raw meat sold in markets.

Individuals who need to slaughter livestock for their own purposes may also avail of this service.



Office or Division:	CEED-Slaughterhouse Operations
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Certificate of Ownership/Transfer (Large Cattle) 	<ul style="list-style-type: none"> Victorias Commercial Center

TYPE OF FEE	HOGS	LARGE CATTLE
<ul style="list-style-type: none"> Post-mortem Fee 	P 10.50/kg	P 30.00/kg
<ul style="list-style-type: none"> Ante-mortem Fee 	P 3.60/head	P 6.00/head
<ul style="list-style-type: none"> Permit Fee 	P 30.00/head	P 42.00/head
<ul style="list-style-type: none"> Slaughter Charges 	P 18.90/head	P 90.00/head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of Livestock Register your livestock with the guard on duty. Lairage is provided if animal is to be slaughtered the next day.	1. Watchman on duty registers livestock	Refer to fees listed above	5 minutes	WATCHMAN ON DUTY
2. Presentation and Validation of Documents (Large Cattle) Present Certification of Ownership/ Transfer to Meat Inspector	2. Meat inspector verifies information		3 minutes	ISABELITA PARCON Admin. Aide I (Utility Worker I)/ Meat Inspector
3. Ante-Mortem Inspection			10 minutes	



Present animal for inspection to determine if the animal is fit for slaughter.				
4. Arrangement of schedule and butchers	4. Abattoir personnel arranges the job schedule of butchering and facilitates/ assigns butchers.		5 minutes	JON ROMEO LEGASPI <i>Admin. Aide IV (Storekeeper I)</i>
5. Slaughtering of the animal • Hogs • Cows, carabaos and horses (Note: the owner may bring his own butcher)	5. Butchers slaughter the animal		40 minutes/head 60 minutes/head	ASSIGNED BUTCHERS
6. Post-mortem Inspection	6. Meat is inspected for possible diseases (post mortem inspection).		5 minutes	JON ROMEO LEGASPI <i>Admin. Aide IV (Storekeeper I)</i>
7. Weighing and Assessment of Fees	7. Meat is weighed. Meat Weigher issues a Gate Pass showing the amount to be paid by the client.		3 minutes	JERALDINE HERRERA <i>Admin. Aide II/ Meat Weigher</i>
8. Issuance of Meat Inspection Certificate	8. Meat Inspectors issue certificate of inspection		2 minutes	JON ROMEO LEGASPI <i>Admin. Aide IV (Storekeeper I)</i> ISABELITA PARCON <i>Admin. Aide I (Utility Worker I)/ Meat Inspector</i>
9. Payment of Fees and Egress from Abattoir Show the Gate Pass to the Collector, and pay the required fees. You will be issued an Official Receipt.	9. The guard on duty will get your Gate Pass and inspects the Official Receipt before you will be allowed to bring slaughtered livestock out of the abattoir.		3 minutes	JERALDINE HERRERA <i>Admin. Aide II/ Meat Weigher</i>
	Total:	Total correspondi ng fee	1 hour, 36 mins.	



EXECUTIVE SERVICES

External Services

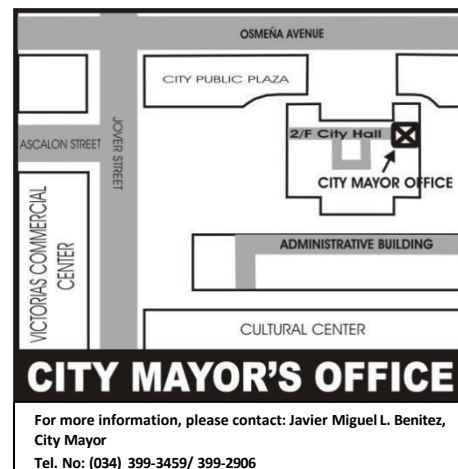


1A. Availment of Mayor's Clearance and Certificate of Good Moral Character

ABOUT THE SERVICE

Individuals need to secure a Mayor's Clearance before they can apply for a Firearm License. People seeking employment are sometimes also required to secure the same. This is especially true of applicants to the Philippine National Police (PNP).

Some school and overseas employment agencies require their students/recruits to secure a certificate of Good Moral Character before they are allowed to enroll or apply.



Office or Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>For Mayor's Clearance:</p> <ul style="list-style-type: none"> • Original Copy of Police Clearance Abroad - 240.00 • Original Copy of Court Clearance Firearms - 120.00 • Community Tax Certificate • Official Receipt from the City Treasurer's Office • Barangay Clearance • Document Security Seal <p>For Certificate of Good Moral Character:</p> <ul style="list-style-type: none"> • Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records) • Official receipt from the City Treasurer's Office • Document Security Seal 	<ul style="list-style-type: none"> • Philippine National Police (PNP) • Hall of Justice • Barangay Hall/City Treasurer's Office • City Treasurer's Office • Barangay Hall • City Treasurer's Office • Barangay Hall • City Treasurer's Office • City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list of requirements from the City Mayor's Office	1. Give client list of requirements 2. Take down the contact number of the client	None	5 minutes	JO FRANCIS ARMADA <i>Staff in-charge</i>
2. Payment of Fees Go directly to the Treasurer's Office and pay corresponding fees. You will be given an OR.	2. Employee-in-charge will assess your payment	P 36.00 (clearance) P 240 + 40 for documentary stamps (abroad) P 30.00 (certificate) For both: P 50.00 for document security seal	10 minutes	City Treasurer's Office
3. Filing/recording of Request Submit documents required, along with the Official Receipt showing payment of fees, to the receiving clerk or employee-in-charge.	3. Check the documents for completeness 3.1. Prepares the mayor's clearance/certification 3.2. City Mayor signs the document(s)	None	2 days	JO FRANCIS ARMADA <i>Staff in-charge</i>
4. Release of Clearance or Certification Get a copy of the Clearance or Certification. Leave a copy with the records Section.	4. Release the document 4.1. File a copy of the document		3 minutes	JO FRANCIS ARMADA <i>Staff in-charge</i>
	Total:	Total corresponding fee	2 days, 18 mins.	



1B. Availment of Free Medicine

ABOUT THE SERVICE

Free medicine is given to individuals who are in need of medicine necessary for their existing illness.

Office or Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Doctor's Prescription 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the City Mayor's Office	1. Assists client	None	1 minute	SHARON AMION <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
2. Submits requirement	2. Checks and assesses submitted document		1 minute (upon submission of requirements)	SHARON AMION <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
3. Receiving of medicine/s	3. Medicine/s is/are given to the client		2 minutes	SHARON AMION <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
	Total:	None	4 minutes	



1C. Availment of Solicitation (Small Amount)

ABOUT THE SERVICE

Solicitation service is available to any individual/group who is in need of financial assistance.

Office or Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Solicitation Letter 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the City Mayor's Office	1. Assists client and conducts a preliminary interview (validation)	None	5 minutes	SHARON AMION <i>Admin. Aide I (Casual Laborer I)</i>
2. Submits requirement	2. Receives the submitted document		1 minute (upon submission of requirements)	SHARON AMION <i>Admin. Aide I (Casual Laborer I)</i>
3. Receives the cash	3. Releases the cash		1 minute	SHARON AMION <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	None	7 minutes	



1D. Availment of City Venues, Transportation and Services

ABOUT THE SERVICE

Any individual or organization may avail of various, transportation and services available in the City of Victorias.

Office or Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the City Mayor's Office	1. Assists client and conducts a preliminary interview (validation)	None	2 minutes	JO FRANCIS ARMADA <i>Staff in-charge</i>
2. Submits written request	2. Checks the concerned department if the place, transportation and services are available		5 minutes (upon submission of requirements)	JO FRANCIS ARMADA <i>Staff in-charge</i>
	Makes cover letter and secures Mayor's signature and informs the clients once approved		3 days	
4. Confirmation	4. Confirms the request to the concerned Office and client		3 minutes	JO FRANCIS ARMADA <i>Staff in-charge</i>
5. Payment	5. Instructs the client to pay the fees at the City Treasurer's Office	Payment varies (see schedule of fees)	10 minutes	City Treasurer's Office
6. Collects approved and signed request	6. Releases approved and signed request	None	2 minutes	JO FRANCIS ARMADA <i>Staff in-charge</i>
	Total:	Total corresponding fee	3 days, 22 minutes	



2. Securing Permit to Conduct Motorcade, Parade or Procession

ABOUT THE SERVICE

All groups and entities that wish to stage a motorcade/parade and/or procession around the city are required to get a permit from the City Mayor's office prior to the scheduled activity.

This ensures coordination and orderly traffic management during the activity.

Office or Division:	City Administrator's Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Request address to the City Mayor, indicating the schedule of motorcade or parade, planned route and purpose of the activity. For motorcades/parades conducted to promote concerts or other related fund-raising activities, an Official Receipt from the City Treasurer's Office showing that the fees for staging the concert or fund-raising activity have been paid. 	<ul style="list-style-type: none"> c/o Client City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Filling/Recording of Request</p> <p>Submit request letter to the secretary or employee-in-charge.</p>	<p>1. Receives and checks details of the request</p>	<p>None</p>	<p>1 minute</p>	<p>MA. DOLORES LEDESMA <i>Admin. Aide IV (Bookbinder II)</i></p> <p>TWINKLE FELIZARIO <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Payment of Fees</p> <p>Pay the prescribed fees at the City Treasurer's Office. You will be issued an Official Receipt.</p>	<p>2. Employee-in-charge will assess payment</p>	<p>* List of payments and fees is posted at the City Treasurer's Office</p>	<p>10 minutes</p>	<p>City Treasurer's Office</p>



3. Approval of Permit	3. Forwards request letter to City Administrator for approval	None	5 minutes	CHARMAINE LEDESMA <i>Executive Asst. II</i>
4. Release of Mayor's Permit Get your copy of the permit and leave a copy with the records Section.	4. Secure a copy of the Official Receipt and release approved permit	None	1 minute	MA. DOLORES LEDESMA <i>Admin. Aide IV (Bookbinder II)</i> TWINKLE FELIZARIO <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	Total corresponding fee	17 minutes	



EDUCATION

External Services



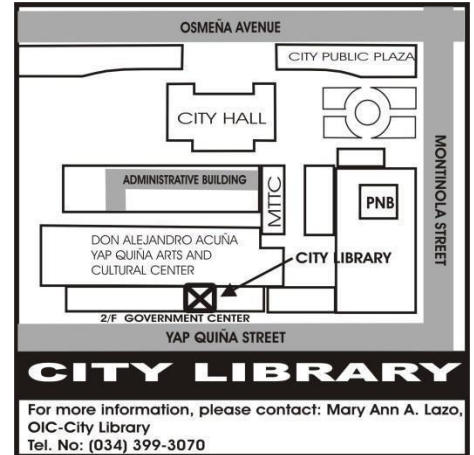
1. Information and Reading Services at the City Library

ABOUT THE SERVICE

Information on a broad range of topics may be obtained from the City Library's small collection of up-to-date reference materials.

The Library provides national and local newspapers for the enjoyment and edification of its clients on a daily basis.

The Library has acquired a collection of National Historical Data Papers on the City of Victorias including an upcoming Chronicle of the Cityhood of Victorias.



Office or Division:	City Library
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

Searching for Books

To search for reading material in the library, clients may request the assistance of any library personnel available.

Reading Areas

The library has a reading area open to all readers. The following sections in the library provide adequate space for research and reading.

1. Filipiniana - materials published containing information on Philippine culture and history whether published by Filipino or foreign authors.
2. Circulation - an area in the library where a variety of books and other materials are shelved. These resources may be taken from the shelves for use inside the library only.
3. General Reference - These materials provide in-depth information on a broad range of subjects. (e.g. encyclopedia, dictionaries, almanac, yearbooks, bibliography, etc.)
4. Research - a collection in the library that supports research on a variety of disciplines or fields of study. Most collections include primary sources (manuscripts, secondary sources (unpublished theses, etc.), and materials from the national library.
5. Periodical - a collection containing magazines, journals, newspapers and other ephemeral materials.
6. Special Section for kids ages 3-9 to encourage the development of love for reading.



7. Historical Data of the Philippines on Victorias circa 1953 as may be found at the National Historical Commission Archives and the National Library of the Philippines. Official Documentation on the Cityhood of Victorias, Negros Island Region (XVIII).
8. E-Library Collection - a digital hub for online resources, where you can find educational materials, storybooks, and more.
 - Law Materials (Part 1 & 2)
 - Macchiavellian Philosophy
 - Mythology E-Library
 - John Grisham
 - J.K. Rowling
 - Stephenie Meyer
 - Paulo Coelho

The City Library is open during office hours on weekdays (Monday to Friday). Readers, researchers, students and the general public are welcome to use the services of the library. Photocopying of entire books is discouraged although there is a photocopying service available for securing copies of resource books, references and other reading materials that may not be taken out of the library. The library is also a distribution point for informative brochures and publications pertaining to the City of Victorias and the local government's programs and projects which is replenished every quarter by the City Communication and Information Office (CCIO).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach the library staff on duty who will assist you in finding books and other reading materials for your particular need or interest.	1. Assist the client in finding the books and other reading materials	None	3 minutes	MARY ANN S. BANGOC <i>Admin. Asst. I (Bookbinder III)</i> OR Library personnel present OR MARY ANN A. LAZO <i>In-Charge of the City Library</i>
	Total:	None	3 minutes	



2. Processing of Scholarship Application

ABOUT THE SERVICE

Distribution of cash assistance to deserving college students per semester, thereby helping them to cope with their matriculation expenses.

Office or Division:	City Vice Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Grantee must be enrollee in any College/University of his/her preference

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter addressed to the City Vice Mayor 	<ul style="list-style-type: none"> c/o Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit valid Certificate of Enrollment Form & 2x2 ID picture	1. VMO staff receives documents	None	3 minutes	JAYA MAPA/ RONA SIMPRON <i>Staff in-charge</i>
2. Fill-up the Educational Assistance Form	2. VMO staff checks and records the documents		5 minutes	CHARRY ASUPRE <i>Admin. Aide I (Utility Worker I)</i>
	Total:	None	8 minutes	



3. Application for College Scholarship (Various Courses)

ABOUT THE SERVICE

College Scholarship is open to all qualified Victoriasanons who want finish tertiary education. The grantee may pursue any course of his/her choice as approved by the Victorias City Scholarship and Educational Assistance Committee (VCSEAC) but shall enroll only at the Central Philippines State University (CPSU) - Victorias City Campus or private educational institution such as Mapua Malayan Digital College for Information Technology courses.



QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to submission of the application to the program as certified by the Punong Barangay where applicant is residing.
- Must be of good moral character and has no derogatory records as certified by the principal of the school graduated from and by the Punong Barangay where the applicant is residing.
- Must not be related to any other existing full scholar of the City Government up to the third (3rd) civil degree of consanguinity or affinity.
- Must not be related to any Government official (department heads / heads of offices and elected officials in the national, regional, provincial and city level only) up to the second (2nd) civil degree of consanguinity or affinity.
- Must be of good health condition and is physically fit to study.
- If applicant is of voting age, he / she must be a registered voter of Victorias City
- Must have graduated from any high school in the province with a general average of at least 80% or its equivalent. If applicants graduated from high schools outside of Negros Occidental, only those who finished from government / public schools may be considered
- Must not be more than 23 years of age (for CPSU) and not more than 35 years of age (for private educational institution) at the time of filing of application to the scholarship program
- Must belong to a family whose gross annual family income or income of the guardian (if applicable), is below the poverty line set by the National Economic Development Authority (NEDA) as evidenced by the preceding year's BIR Income Tax Return or Certificate of Income Tax Exemption from BIR or Certificate of Indigency issued by the Barangay concurred by the Department of Social Welfare and Dev't. Office (DSWD) or Victorias City Social Welfare and Development Office



Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of residency from Punong Barangay • Senior High School (Grade 12) official report card (either original or photocopy). If report card is photocopy, it should be authenticated / certified true copy by school registrar or authorized representative • Original or certified true copy of Birth Certificate • Certification of good moral character and has no derogatory record from the Punong Barangay and School Principal • Police Clearance • Latest BIR Income Tax Return or BIR's Certificate of Tax Exemption or Certificate of Indigency from the Barangay concurred by DSWD of Victorias City Social Welfare and Dev't Office • Medical Certificate issued by the City Health Officer • Voter's ID or voter's certification • Certification from parent / guardian that no member of the family up to the 3rd civil degree of consanguinity is currently availing the City Scholarship and that the applicant is not related to any government official up to the 2nd civil degree of consanguinity or affinity 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • School Registrar or duly authorized representative • Local Civil Registrar • Barangay Captains / School Principal • Philippine National Police (PNP) • Bureau of Internal Revenue (BIR) • Victorias City Health Office • Commission on Elections (COMELEC) • c/o applicant (sample form available at CPDO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	<p>MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i></p> <p>RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>FRETZIE ROSE CLAVEL <i>Draftsman II</i></p>
2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the schedule of qualifying examination 		10 minutes	
3. Take the qualifying examination	3. VCSEAP Secretariat with test administrators facilitates the examination on the scheduled date and time		2 hours	
4. Check if included in the list of Scholarship Examination Passers	4. VCSEAP Secretariat post results of examination / list of passers		5 minutes	
5. Undergo interview	5. VCSEAP Committee members conduct interview to those who passed the qualifying examination		10 minutes	
6. Check if included in list of interview passers	6. VCSEAP Secretariat posts list of interview passers		5 minutes	



7. Submit drug test result (if included in the list of interview passers)	7. CPDO staff receives and checks drug test results submitted		5 minutes	
8. Check if included in final qualified City Scholars	8. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved city scholars		5 minutes	
9. Attend Orientation and MOA Signing	9. CPDO staff conducts orientation & facilitates signing of MOA		3 hours	
	Total:	None	5 hrs, 50 mins.	



4. Application for Agriculture and Agri-Related College Scholarship

ABOUT THE SERVICE

Agriculture and Agri-Related College Scholarship is open to all qualified Victoriasanons who want to pursue agriculture and agri-related course in any government school within the province recognized by the Victorias City Scholarship and Educational Assistance (VCSEA) Committee with financial and other assistance from the city government. If the chosen course is not offered in any government school, the grantee may enroll in a private school/college within the province as concurred by the VCSEA Committee.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to filing of the application to the program as certified by the Punong Barangay where applicant is residing
- Must be of good moral character and has no derogatory records as certified by the principal of the school graduated from and by the Punong Barangay where the applicant is residing.
- Must not be related to any other existing full scholar of the City Government up to the third (3rd) civil degree of consanguinity or affinity.
- Must not be related to any Government official (department heads / heads of offices and elected officials in the national, regional, provincial and city level only) up to the second (2nd) civil degree of consanguinity or affinity.
- Must be of good health condition and is physically fit to study.
- If applicant is of voting age, he / she must be a registered voter of Victorias City
- Must have graduated from any high school in the province with a general average of at least 80% or its equivalent. If applicants graduated from high schools outside of Negros Occidental, only those who finished from government / public schools may be considered
- Must not be more than 23 years of age at the time of filing of application to the scholarship program
- Must belong to a family whose gross annual family income or income of the guardian (if applicable), is below the poverty line set by the National Economic Development Authority (NEDA) as evidenced by the preceding year's BIR Income Tax Return or Certificate of Income Tax Exemption from BIR or Certificate of Indigency issued by the Barangay concurred by the Department of Social Welfare and Dev't. Office (DSWD) or Victorias City Social Welfare and Development Office
- Must be a child / dependent of a farmer who owns a farm or has a right to a farm land that is at least 0.25 hectare (2,500 sq. mtrs.) located within Victorias City. *(In case where the family has no right over the farm, there should be a notarized agreement that the farm owner shall allow the applicant / grantee to develop at least 2,500 sq. meters of his/her farm for a*



minimum of five (5) years after graduation of the grantee. The subject farm should be located within the territorial jurisdiction of Victorias city and when it is developed by the grantee after his/her graduation, it shall be planted preferably with high value crops, except sugarcane)

- Must be willing to work / cultivate / manage and improve the family farm or assigned farm for at least five (5) years after graduation

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons
CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of residency from Punong Barangay • Senior High School (Grade 12) official report card (either original or photocopy). If report card is photocopy, it should be authenticated / certified true copy by school registrar or authorized representative • Original or certified true copy of Birth Certificate • Certification of good moral character and has no derogatory record from the Punong Barangay and School Principal • Police Clearance • Latest BIR Income Tax Return or BIR's Certificate of Tax Exemption or Certificate of Indigency from the Barangay concurred by DSWD of Victorias City Social Welfare and Dev't Office • Medical Certificate issued by the City Health Officer • Voter's ID or voter's certification • Certification from parent / guardian that no member of the family up to the 3rd civil degree of consanguinity is currently availing the City Scholarship and that the applicant is not related to any government official up to the 2nd civil degree of consanguinity or affinity • Duly notarized letter signifying the applicants' willingness to work / cultivate / manage and improve his / her family's farm for at least 5 years after graduation, with conformity of the parents/guardians • Duly certified photocopy of land ownership or tenurial instrument of the farm of parents/guardian (e.g., TCT, CLOA, CSC, etc.) or notarized agreement that the farm owner allows the applicant/grantee to develop at least 2500 sq. meters of his/her farm for a minimum of five (5) years after graduation of the grantee 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • School Registrar or duly authorized representative • Local Civil Registrar • Barangay Captains / School Principal • Philippine National Police (PNP) • Bureau of Internal Revenue (BIR) • Victorias City Health Office • Commission on Elections (COMELEC) • c/o applicant (sample form available at CPDO) • c/o applicant • c/o applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i> RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i> FRETZIE ROSE CLAVEL <i>Draftsman II</i>
2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the schedule of qualifying examination 		10 minutes	
3. Take the qualifying examination	3. VCSEAP Secretariat with test administrators facilitates the examination on the scheduled date and time		2 hours	
4. Check if included in the list of Scholarship Examination Passers	4. VCSEAP Secretariat post results of examination / list of passers		5 minutes	
5. Undergo interview	5. VCSEAP Committee members conduct interview to those who passed the qualifying examination		10 minutes	



6. Check if included in list of interview passers	6. VCSEAP Secretariat posts list of interview passers		5 minutes	
7. Submit drug test result (if included in the list of interview passers)	7. CPDO staff receives and checks drug test results submitted		5 minutes	
8. Check if included in final qualified City Scholars	8. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved city scholars		5 minutes	
9. Attend Orientation and MOA Signing	9. CPDO staff conducts orientation & facilitates signing of MOA		3 hours	
	Total:	None	5 hrs, 50 mins.	



5. Application for Information Technology (IT) College Scholarship for Government Employee

ABOUT THE SERVICE

Information Technology (IT) College Scholarship is open to all qualified government employees of the city who want to pursue Information technology course in any government or private educational institution recognized by the Victorias City Scholarship and Educational Assistance (VCSEA) Committee such as the Mapua Malayan Digital College.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to filing of the application to the program as certified by the Punong Barangay where applicant is residing;
- Must be of good moral character and has no derogatory records as certified by the Punong Barangay where the applicant is residing;
- Must be of good health condition and is physically fit to study;
- If applicant is of voting age, he / she must be a registered voter of Victorias City;
- Must have graduated from any high school in the Philippines with a general average of at least 85% or its equivalent;
- Must not be more than 50 years of age at the time of filing of application to the scholarship program;
- Must be employed with the City Government of Victorias for at least eighteen (18) months preceding the filing of application;
- Must not occupy the position of a department head or assistant department head;
- Must have no pending administrative charges;
- The course (Information Technology) to be enrolled is related to or necessary in the performance of his/her functions;
- Must obtain a performance rating of at least “Very Satisfactory” or its equivalent, in the last two (2) rating periods immediately preceding the filing of application;
- In cases where the employee opt to avail of this scholarship category as a continuing student, he/she has should have no dropped subjects and no incomplete or failing grades in the previous semesters.

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of Residency and Good Moral Character with recommendation from the Punong Barangay • Senior High School (Grade 12) official report card (either original or photocopy). If report card is photocopy, it should be authenticated / certified true copy by school registrar or authorized representative or Certified True Copy of Transcript of Records (TOR) • Original or certified true copy of Birth Certificate • Police Clearance • Medical Certificate issued by the City Health Officer • Certificate of Employment • Letter of Recommendation from direct supervisor or Dep't Head • Certification from employer that the applicant has no pending administrative charges • Certification from supervisor that the 2nd course is necessary in the effective performance of duty 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • School Registrar/duly authorized rep. • Local Civil Registrar • Philippine National Police (PNP) • Victorias City Health Office • Employer • Employer / Supervisor • Employer / Supervisor • Employer / Supervisor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i> RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i> FRETZIE ROSE CLAVEL <i>Draftsman II</i>



2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the schedule of qualifying examination 		10 minutes	
3. Take the qualifying examination	3. VCSEAP Secretariat with test administrators facilitate the examination on the scheduled date and time		2 hours	
4. Check if included in list of Scholarship Examination Passers	4. VCSEAP Secretariat post results of examination/list of passers		5 minutes	
5. Undergo interview	5. VCSEAP Committee members conduct interview to those who passed the qualifying examination		5 minutes	
6. Check if included in list of interview passers	6. VCSEAP Secretariat posts list of interview passers		5 minutes	
7. Submit drug test result (if included in the list of interview passers)	7. CPDO staff receives and checks drug test results submitted		5 minutes	
8. Check if included in final qualified City Scholars	8. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved city scholars		5 minutes	
9. Attend Orientation and MOA Signing	9. CPDO staff conducts orientation & facilitates signing of MOA		3 hours	
	Total:	None	5 hrs, 45 mins.	



6. Application for Technical-Vocational Scholarship

ABOUT THE SERVICE

Tech-Voc Scholarship is open to all qualified Victoriasanons who want to pursue any vocational and / or technical courses in any private or government school / training institutions recognized by the VCSEA Committee.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to filing of the application to the program as certified by the Punong Barangay where applicant is residing
- Must be of good moral character and has no derogatory records as certified by the principal of the school graduated from and by the Punong Barangay where the applicant is residing.
- Must not be related to any other existing full scholar of the City Government up to the third (3rd) civil degree of consanguinity or affinity.
- Must not be related to any Government official (department heads / heads of offices and elected officials in the national, regional, provincial and city level only) up to the second (2nd) civil degree of consanguinity or affinity.
- Must be of good health condition and is physically fit to study.
- If applicant is of voting age, he / she must be a registered voter of Victorias City
- Must have graduated from any high school in the province (If applicants graduated from high schools outside of Negros Occidental, only those who finished from government schools may be considered. If the applicant is a college graduate, he/she should not be a recipient of a college or tech-voc scholarship grant of the city and should have graduated/studied in a government school within the province)
- Must not exceed 45 years of age at the time of filing of application
- Must belong to a family whose gross annual family income or income of the guardian (if applicable), is below the poverty line set by the National Economic Development Authority (NEDA) as evidenced by the preceding year's BIR Income Tax Return or Certificate of Income Tax Exemption from BIR

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of residency from Punong Barangay • High School official report card (certified true copy) • Original or certified true copy of Birth Certificate • Certification of good moral character and has no derogatory record from the Punong Barangay and School Principal • Police Clearance • Latest BIR Income Tax Return or BIR's Certificate of Tax Exemption • Medical Certificate issued by the City Health Officer • Voter's ID or voter's certification • Certification from parent / guardian that no member of the family up to the 3rd civil degree of consanguinity is currently availing the City Scholarship and that the applicant is not related to any government official up to the 2nd civil degree of consanguinity or affinity 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • School Registrar or duly authorized representative • Local Civil Registrar • Barangay Captains / School Principal • Philippine National Police (PNP) • Bureau of Internal Revenue (BIR) • Victorias City Health Office • Commission on Elections (COMELEC) • c/o applicant (sample form available at CPDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	MARIA ANGELA SOLINAP <i>Planning Dev't. Officer III</i> RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i>
2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness 		10 minutes	FRETZIE ROSE CLAVEL <i>Draftsman II</i>



	<p>of requirements</p> <ul style="list-style-type: none"> • Receives complete application and advise the applicant to wait for the schedule of qualifying examination 			
3. Take the qualifying examination	3. VCSEAP Secretariat in collaboration with partner institution facilitates the examination on the scheduled date and time		2 hours	
4. Undergo interview	4. VCSEAP Committee members conduct interview to qualified applicants		10 minutes	
5. Check if included in list of interview passers	5. VCSEAP Secretariat post list of interview passers		5 minutes	
6. Submit drug test result (if included in the list of interview passers)	6. CPDO staff receives and checks drug test results submitted		5 minutes	
7. Check if included in final qualified City Scholars	7. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved city scholars		5 minutes	
8. Attend Orientation and MOA Signing	8. CPDO staff conducts orientation & facilitates signing of MOA		3 hours	
	Total:	None	5 hrs, 45 mins.	



7. Application for Best of Victorias Scholarship

ABOUT THE SERVICE

Best of Victorias Scholarship is open to those who excel in sports and socio-cultural activities / competitions of the city as approved by the VCSEA Committee. The grant shall only be for a period of one (1) year and may be extended upon approval of the VCSEA Committee assembled in a special meeting for the purpose with at least two thirds affirmative votes of all committee members. Grantees under this category may include but not limited to the City's Kadalag-an Queen; Provincial and / or Regional champions of various sports competitions officially representing the City of Victorias.

In the case of Kadalag-an Queen (KQ), the top three (3) winners shall be afforded with a scholarship grant. The grant shall commence upon approval of the KQ application to the VCSEA Program and shall remain in effect for the period specified herein

- KQ Winner / Queen - full scholarship grant until the the scholar's graduation from the course enrolled, provided all other conditions enumerated under the "Best of Victorias Scholarship" category are met.
- 1st and 2nd Runners-up - full scholarship grant for a period of one (1) year or equivalent to two (2) semesters, provided all other conditions enumerated under the "Best of Victorias Scholarship" category are met"

QUALIFICATIONS

- Must be a winner in specific contest / competition related to sports and socio-cultural activities sponsored by the City of Victorias or officially representing the City of Victorias, as evidenced by a certificate issued by a person in authority.

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification issued by person in authority certifying specifically the sports or socio-cultural contest where applicant is a winner and the date of the contest; For Kadalag-an Queen, 1st & 2nd runner-up winners, certification issued by an authorized representative of the City Government concurred by the City Mayor 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Brgy. Officials • c/o applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • If the applicant qualifies, he /she is given the application form 	None	10 minutes	MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i>
2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application 		10 minutes	RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i> FRETZIE ROSECLAVEL <i>Draftsman II</i>
3. Submit drug test result (if included in the list of interview passers)	3. CPDO staff receives and checks drug test results submitted		5 minutes	
	Total:	None	15 minutes	



8. Application for Graduate, Post Graduate and Second Tertiary Course Scholarship

ABOUT THE SERVICE

This Scholarship is open to employees of Victorias City government and other government agencies, who are assigned in Victorias City and who desire to pursue a graduate / post graduate degree or second tertiary course. This may also be availed of by qualified employees who had started their graduate / post graduate or second tertiary courses but have not yet completed the same; provided however, that the applicant had not stopped schooling for more for more than four (4) semesters or two (2) years.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years
- Must be of good moral character and has no derogatory records as certified by the Barangay Captain
- Must be a government employee either in the local level (LGU-Victorias City) or national office assigned in Victorias City
- Applicants who are Victorias City Government employees may hold a contractual/casual, co-terminus or permanent status of appointment at the time of filing of the application
- Applicants who are national government employees assigned in Victorias City must hold a permanent status of appointment at the time of filing of the application
- Must have served the City Government of Victorias/assigned in the City of Victorias continuously for at least three (3) years preceding the filing of application
- Must possess good health and is physically fit to pursue graduate studies as evidenced by health certificate issued by the City Health Officer
- Must obtain a performance rating of at least Very Satisfactory or its equivalent, in the last two (2) rating periods prior the filling of application
- Must have no pending administrative charges
- Must not exceed fifty-five (55) years old at the time of filing of application
- Must be a graduate in any four-year course as evidenced by the applicant's transcript of records (TOR)
- In case where the employee/applicant has already started his/her graduate studies or second tertiary course, he/she may be qualified under this category provided that he/she had not stopped schooling for more than four (4) semesters or two (2) years and has no failing grade in any subject.
- For employees/applicants in the second tertiary course, the second tertiary course to be enrolled shall be related to or necessary in the performance of his/her duties/functions.



Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of Residency and Good Moral Character with recommendation from the Punong Barangay • Certified True Copy of Transcript of Records (TOR) • Original or certified true copy of Birth Certificate • Police Clearance • Medical Certificate issued by the City Health Officer • Certificate of Employment • Letter of Recommendation from direct supervisor or Department Head • Certification from employer that the applicant has no pending administrative charges • Certification from supervisor that the 2nd course is necessary in the effective performance of duty 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • School Registrar or duly authorized representative • Local Civil Registrar • Philippine National Police (PNP) • Victorias City Health Office • Employer • Employer/Supervisor • Employer/Supervisor • Employer/Supervisor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff: <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	



2. Submit complete requirements	2. Upon submission, CPDO staff shall: <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the schedule of qualifying examination 		10 minutes	<p>MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i></p> <p>RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>FRETZIE ROSE CLAVEL <i>Draftsman II</i></p>
3. Take the qualifying examination	3. VCSEAP Secretariat with test administrators facilitates the examination on the scheduled date and time		2 hours	
4. Check if included in the list of Scholarship Examination Passers	4. VCSEAP Secretariat post results of examination / list of passers		5 minutes	
5. Undergo interview	5. VCSEAP Committee members conduct interview to those who passed the qualifying examination		10 minutes	
6. Check if included in list of interview passers	6. VCSEAP Secretariat posts list of interview passers		5 minutes	
7. Submit drug test result (if included in the list of interview passers)	7. CPDO staff receives and checks drug test results submitted		5 minutes	
8. Check if included in final qualified City Scholars	8. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved city scholars		5 minutes	
9. Attend Orientation and MOA Signing	9. CPDO staff conducts orientation & facilitates signing of MOA		3 hours	
	Total:	None	5 hrs, 50 mins.	



9. Application for Research / Project Paper / Thesis Assistance (College / Tertiary)

ABOUT THE SERVICE

This type of assistance is granted to Victoriasanon students duly enrolled in SUCs and who are conducting researches, which may include project papers, theses or their equivalent. Applicants enrolled in private universities and colleges may be considered for assistance if their proposed research is in line with priorities of the city government as recommended by the Head of the City Planning and Development Office and approved by the VCSEA Committee.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to submission of the application to the program as certified by the Punong Barangay where applicant is residing
- Must be of good moral character and has no derogatory records as certified by the principal of the school graduated from and by the Punong Barangay where the applicant is residing.
- Must be a registered voter of Victorias City
- Must be of good health condition and is physically fit to conduct research, project paper or thesis.
- Must be enrolled in a government school in Victorias City and is ready to conduct the thesis/project paper or research as certified by a duly authorized representative of the school/SUC
- Must not be more than 30 years of age at the time of filing of application
- Must belong to a family whose gross annual family income or income of the guardian (if applicable), is below the poverty line set by the National Economic Development Authority (NEDA) as evidenced by the preceding year's BIR Income Tax Return or Certificate of Income Tax Exemption from BIR
- Thesis / project paper to be conducted should be focused on agriculture, preferably organic agriculture and natural farming, and the proposed research is relevant and/or in line with the priorities of the City Agriculture Office as certified by the Head of the City Agriculture Office or his/her duly authorized representative
- If the proposed research / thesis or project paper is not related to agriculture, the application may be considered if the research is in line with any of the priority development agenda of the City Government. In this case, the Head of the City Planning and Development Office shall certify and/or recommend such study to be conducted and provided assistance under this category.



Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished VCSEAP Application Form • Certification of Residency from the Punong Barangay • Original or certified true copy of Birth Certificate • Voter's ID or Voter's Certification • Certification of good moral character and has no derogatory record from the Punong Barangay and School Principal • Police Clearance • Latest BIR Income Tax Return or BIR's Certificate of Tax Exemption • Medical Certificate issued by the City Health Officer • Certification from the department head of the City Agriculture Office (for agriculture related research) • Certification from the department head of the City Planning and Development Office if the research is in line with any of the priority development thrust / agenda of the City Government • Certification from duly authorized representative of the school/SUC that the applicant is ready to conduct the thesis / project paper or research 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials • Local Civil Registrar • Commission on Election (COMELEC) • Barangay Captains / School Principal • Philippine National Police (PNP) • Bureau of Internal Revenue (BIR) • Victorias City Health Office • City Agriculture Office • City Planning and Development Office • School Enrolled



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff: <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form • Advise the applicant to secure letter of recommendation from City Agriculture Office 	None	10 minutes	MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i> RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i>
2. Submit complete requirements	2. Upon submission, CPDO staff shall: <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the final approval of the VCSEA Committee 		10 minutes	FRETZIE ROSE CLAVEL <i>Draftsman II</i>
3. Check if included in the approved list for research/ thesis assistance	3. VCSEAP Secretariat informs applicant upon approval of application by VCSEAC		5 minutes	
4. Submit drug test result	4. CPDO staff receives and checks drug test results submitted		5 minutes	
	Total:	None	20 minutes	



10. Application for Thesis / Dissertation Assistance (Graduate Studies / Post Graduate)

ABOUT THE SERVICE

This type of assistance is granted to Victoriasanon students duly enrolled in SUCs and who are conducting researches which may include theses, dissertations or their equivalent. Applicants enrolled in private universities and colleges may be considered for assistance if their proposed research is in line with priorities of the city government as recommended by the Head of the City Planning and Development Office and approved by the VCSEA Committee.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to submission of the application to the program as certified by the Punong Barangay where applicant is residing
- Must be of good moral character and has no derogatory records as certified by the barangay captain
- Must be a registered voter of Victorias City
- Must be of good health condition and is physically fit to conduct thesis or dissertation
- Must be an employee of the City Government of Victorias or any of its barangays or government agency located in Victorias City;
- Must have served the City of Victorias or assigned to the City of Victorias for at least two (2) years prior to application.
If applicant is employed in a national government agency or other government agencies, such agency or institution should have an office/branch/campus or equivalent, located in Victorias City.
- Applicants employed by the City of Victorias may occupy a permanent, co-terminus or casual position. Applicants from other government agencies or barangays of the city should occupy a permanent position;
- Must not be more than 55 years of age at the time of filing of application.

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished Victorias City Scholarship Application Form • Certification of Residency from the Punong Barangay 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials



<ul style="list-style-type: none"> • Original or certified true copy of Birth Certificate • Voter's ID or Voter's Certification • Medical Certificate issued by the City Health Officer • Certification from the school that the applicant is ready to conduct his/her thesis / dissertation 	<ul style="list-style-type: none"> • Local Civil Registrar • Commission on Election (COMELEC) • Victorias City Health Office • School where he/she currently enrolled
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff: <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i> RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i> FRETZIE ROSE CLAVEL <i>Draftsman II</i>
2. Submit complete requirements	2. Upon submission, CPDO staff shall: <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the final approval of the VCSEA Committee 		10 minutes	
3. Check if included in the approved list for thesis/ dissertation assistance	3. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved thesis / dissertation assistance	5 minutes		
4. Submit drug test result	4. CPDO staff receives and checks drug test results submitted	5 minutes		
	Total:	None	20 minutes	



11. Application for Board / Licensure Examination Review Assistance

ABOUT THE SERVICE

Assistance for board or licensure examination review may be granted to qualified Victoriasanons who finished college / tertiary education enrolled in SUCs within the province with priority for those who graduated in SUCs in Victorias City. Applicants enrolled in private colleges and universities located in Victorias City may be considered as second priority. No assistance may be provided for those who graduated from private educational institutions outside Victorias City.

QUALIFICATIONS

- Must be a resident of any Barangay in Victorias City for at least two (2) years prior to filing of the application to the program as certified by the Punong Barangay where applicant is residing
- Must be of good moral character and has no derogatory records as certified by the principal of the school graduated from and by the Punong Barangay where the applicant is residing
- Must be of good health condition and is physically fit to study/attend review classes
- Must be a registered voter of Victorias City
- Must have graduated from any of the following recognized educational institution and prioritized as follows:
 - a. Government school (SUC) within Victorias City - First Priority
 - b. Private educational institution within Victorias City - Second priority
 - c. Government School within Negros Occidental - Third priority

**Applicants who graduated from schools other than those specified above will not be considered*
- Must not be more than 35 years of age at the time of filing application
- Must be qualified to take the board exam/licensure examination as certified by a duly authorized school representative where the applicant graduated
- Must belong to a family whose annual family income or income of the guardian (if applicable) is below the poverty line set by the National Economic Development Authority (NEDA) evidenced by the preceding year's BIR income tax return or certificate income tax exemption.

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished Victorias City Scholarship Application Form • Certification of Residency from the Punong 	<ul style="list-style-type: none"> • CPDO / Barangay Captains / Barangay Officials • Barangay Captains / Barangay Officials



<p>Barangay</p> <ul style="list-style-type: none"> • Certification of good moral character and has no derogatory record from the Punong Barangay and School Principal • Original or certified true copy of Birth Certificate • Certificate of Graduation specifying that the grantee is qualified to take board exam signed by school registrar or duly authorized representative • Voter's ID or Voter's Certification • Medical Certificate issued by the City Health Officer • Certificate of Income Tax Return or Tax Exemption 	<ul style="list-style-type: none"> • Barangay Captains / School Principal • Local Civil Registrar • School Registrar/duly authorized rep. • Commission on Election (COMELEC) • Victorias City Health Office • Bureau of Internal Revenue (BIR)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff : <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	<p>MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i></p> <p>RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>FRETZIE ROSE CLAVEL <i>Draftsman II</i></p>
2. Submit complete requirements	2. Upon submission, CPDO staff shall : <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the final approval of the VCSEA Committee 		10 minutes	
3. Check if included in the approved list for review assistance	3. VCSEAP Secretariat posts VCSEAC Resolution specifying list of approved review assistance		5 minutes	
5 Submit drug test result	4. CPDO staff receives and checks drugtest results submitted		5 minutes	
Total:			None	



12. Application for Special Educational Assistance (SIKAT-CAMI)

ABOUT THE SERVICE

The Skills Intensification and Knowledge Advancement Training for Community Empowerment And Active Multi-Sectoral Integration (SIKAT CAMI) is a specialized training package for local leaders implemented by the Victorias City Scholarship and Educational Assistance Committee (VCSEAC) thru CPDO in collaboration with Central Philippines State University (CPSU). It aims to enhance the knowledge and skills of local officials in public administration and governance with the end view of building a core of dynamic and pro-active local leaders. It is a comprehensive training package on public administration and governance composed of three courses namely: (a) Basic Course in Public Administration and Governance; (b) eCertificate in Fiscal Administration and Public Service Management and (c) Local Executive Development Course.

QUALIFICATIONS

- Must be of good moral character and has no derogatory records as certified by the Punong Barangay
- Must be of good health condition and is physically fit to attend training
- Must be an incumbent elected barangay official as certified by the DILG Officer in Victorias City, for at least six (6) months prior to application
- Must have no pending administrative charges

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified elected barangay officials of Victorias City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished Victorias City Scholarship Application Form • Certification of good moral character and recommendation from the Punong Barangay • Affidavit of No Pending Administrative Charges • Police Clearance • Health Certificate from CHO (fit to study/attend trainings) • Certification from DILG that applicant is an incumbent elected official of the Barangay 	<ul style="list-style-type: none"> • CPDO / Barangay Captains • Barangay Captains • Legal Office • Philippine National Police (PNP) • Victorias City Health Office • DILG Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Get application form	1. CPDO staff: <ul style="list-style-type: none"> • Screens the applicant if he / she qualifies to the program category • Reviews and explains qualifications and requirements to the applicant • If the applicant qualifies, he /she is given the application form 	None	10 minutes	<p>MARIA ANGELA SOLINAP <i>Project Dev't. Officer III</i></p> <p>RONA LEE LOZADA <i>Admin. Asst. II (Admin. Asst.)</i></p> <p>FRETZIE ROSE CLAVEL <i>Draftsman II</i></p>
2. Submit complete requirements	2. Upon submission, CPDO staff shall: <ul style="list-style-type: none"> • Check completeness of requirements • Receives complete application and advise the applicant to wait for the final approval of the VCSEA Committee 		10 minutes	
3. Undergo interview	3. VCSEAP Committee members conduct interview to qualified applicants		10 minutes	
4. Submit drug test result	4. CPDO staff receives and checks drug test results submitted		5 minutes	
5. Attend Orientation and MOA Signing	5. CPDO staff conducts orientation & facilitates signing of MOA		5 minutes	
	Total:	None	3 hrs., 35 minutes	



EMPLOYMENT SERVICES

External Services



1. Securing Local Employment Referrals (for Jobseekers)

ABOUT THE SERVICE

Victorias PESO provides employment assistance to job seekers through referral. It also assists jobseekers in choosing the positions/job that will match their abilities and requirements.

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Curriculum Vitae/Resume with 2" x 2" colored picture • Transcript of Records or Graduation diploma (Form 138, for high school graduate) • Police Clearance (valid for 6 months) or NBI Clearance (valid for 1 year) • Extra picture, preferably 1" x 1" • Training Certificates, if available • Employment Certificates, if available • PhiljobNet Account, if available 	<ul style="list-style-type: none"> • c/o Applicant • Public Employment Service Office (PESO) • School concerned • PNP/BIR • Public Employment Service Office (PESO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit the above requirements.	1. Staff-in-charge will review submitted documents	None	10 minutes	FAITH BACUCANG <i>PESO Manager/ CGADH I</i> DONNEL CASILAGAN <i>Staff in-charge</i>
2. Encoding of Data Applicants records encoded on PESO Employment Information System (PEIS) Database for Labor Market Information for Job Exchange Purposes And activate their account on Philjobnet.gov.ph			5 minutes	PESO Staff
3. Issuance of Referral Letter Wait for the referral letter	2. Staff-in-charge will issue a Referral Letter		5 minutes	FAITH BACUCANG <i>PESO Manager/ CGADH I</i>
	Total:	None	20 minutes	



2. Securing Local Employment Referrals (for Employers)

ABOUT THE SERVICE

Victorias PESO assists employers by conducting preliminary screening of applicants and referring the applicants who meet their set of standards.

This service is free of charge.

Employers may call, email or visit Victorias PESO to post job vacancies. Job vacancies are posted on bulletin boards and social media official page.

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Name and address of the company Persons to whom the referral letter will be addressed Contact number/Company's telephone number Brief description of the company/nature of business (if possible, please provide a copy of the company's profile or brochure) Job vacancies/positions Number of persons to be hired Nature of job/area of assignments Qualification requirements of applicants List of necessary papers to be submitted by applicants 	<ul style="list-style-type: none"> Agency concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Call, email or visit the office and provide the required information such as job vacancies and qualifications of applicants. Secure the following: <ul style="list-style-type: none"> Letter of Intent Company Profile Job Order Available 	1. PESO staff accommodates client and review information provided Email: pesovictorias2021@gmail.com Telephone: 399-2872	None	5 minutes	DONNEL CASILAGAN Staff in-charge



<p>2. Booking of Venue and Schedule of Interview</p> <p>Finalize schedule for interview and book the venue required for the interview.</p>	<p>2. PESO staff books the venue and finalize schedule for interview</p> <p>Record of transaction on PEIS</p>	None	1 day	<p>FAITH BACUCANG PESO Manager/ CGADH I</p>	
<p>3. Approval of Schedule and Venue</p>	<p>3. PESO Manager evaluates the presented documents and facilitates approval of schedule and venue for the conduct of the interview.</p>		Half day		
<p>4. Job Posting / Announcement/ Publicity on Social Media Account</p>	<p>4. PESO staff then post announcement informing the general public of the job opportunities and the scheduled interview</p>		3 minutes		<p>JERIC BASTAN Staff in-charge</p>
<p>5. Actual Interview</p> <p>Coordinate with PESO Manager/PESO staff.</p> <p>NOTE: Company / Agency is required to inform/update PESO Victorias regarding the placement of applicants</p>	<p>5. PESO Manager/PESO staff facilitates provision of necessary facilities for the activity</p>		1 day		<p>AGENCY CONCERNED</p>
	Total:		None		2 ½ day, 8 minutes



3. Availing of Special Program for Employment of Students (SPES)

ABOUT THE SERVICE

The special program for Employment of Students (SPES) aims to help poor but deserving students and out-school youth in pursuing their education by encouraging their employment during summer vacation as specified under Republic Act 7323, enacted on March 30, 1992.

The program is conducted every year. Participants are assigned to work in government institutions and departments. Work duration is a minimum of 15 days but not more than 45 days. Participants are entitled to at least a minimum wage. Of this 60% is paid by the employer; 40% is paid by the Department of Labor and Employment (DOLE). Applications are screened at the PESO.

Students and out-of-school youth applying under SPES must meet the following criteria:

- 15 to 30 years old
- Enrolled during the present school year/semester immediately preceding the summer vacation or drop-out who intends to enroll again
- Parents income does not exceed the poverty threshold of P108,000.00, family of 6
- No failing grades

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Application Form with passport size ID pictures - 4 copies • Birth or Baptismal Certificate • Form 138 • Certification by the School Registrar that the student has passed during the previous semester or school year • Certified true copy of the student's class card where the passing grade could be determined • Latest Income Tax Return of the parents/guardian • Bureau of Internal Revenue (BIR) Certification that the parent is exempted to file Income Tax Returns 	<ul style="list-style-type: none"> • c/o Applicant • City Civil Registrar/PSA • School concerned • School concerned • School concerned • Bureau of Internal Revenue (BIR) • Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure Application Form</p> <p>Ask for copies of Application Form and fill it with complete and correct information. Submit immediately to the employee in-charge.</p>	<p>1. PESO staff provides Application Form to clients and review information provided</p>	None	15 minutes	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
<p>2. Evaluation of Application Form</p> <p>Applicants are asked to come back on a scheduled date right after the evaluation of the application forms.</p> <p>Students who qualify are contacted by phone. A list of qualified students is also posted at the PESO.</p>	<p>2. PESO Manager conducts evaluation and interview</p>		1 day	<p>FAITH BACUCANG PESO Manager/ CGADH I</p>
<p>3. Signing of SPES Contract</p> <p>Sign the Employment Contract and SPES Certification</p>	<p>3. PESO Manager contacts qualified applicants and prepares Employment Contract and SPES Certification</p>		3 minutes	
<p>4. Acceptance and SPES Orientation</p> <p>Qualified applicants are required to attend the SPES orientation for information on the details and guidelines of the program.</p>	<p>5. PESO manager and staff conduct SPES orientation to qualified applicants</p>		Half day	
<p>5. Work Assignment</p> <p>During the orientation, you will be given your work assignment.</p>	<p>5. PESO staff gives work assignments</p>		Half day	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>



Proceed to the assigned office/ department, have your name listed and start your duty. A monitoring team is assigned to check the attendance.				
<p>6. Signing of Termination Report</p> <p>At the end of the work assignment, report to PESO staff at the PESO for signing of a Termination Report.</p>	<p>6. PESO staff prepares a Termination Report at the end of their work assignment and lets them sign it</p>		<p>3 minutes</p>	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
	Total:	None	2 days, 21 mins.	



4. Availing of Government Internship Program (GIP)

ABOUT THE SERVICE

The Government Internship Program (GIP) component of Kabataan 2000 under executive order no. 139 s, 1993 and DOLE Administrative order no. 260-15, which aims to provide opportunities and engage young workers to serve general public in government agencies / entities projects and programs.

The DOLE-Government Internship Program provides three to six (3-6) month's internship opportunity for college graduates who want to pursue a career in public service in either local or national government.

Who are qualified?

Individuals who are:

- 18 to 30 years old except in areas stricken by disaster or calamities whether natural or man-made where individuals up to 35 years of age may be accommodated
- College graduates
- No work experience

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> ● Application Form with passport size ID pictures - 4 copies ● Birth or Baptismal Certificate ● Transcript of Records ● Certification by the School Registrar ● *DIPLOMA ● *GOOD MORAL ● Land Bank Savings Account (ATM card) ● Latest Income Tax Return of the parents/guardian ● Bureau of Internal Revenue (BIR) Certification that the parent is exempted to file Income Tax Returns 	<ul style="list-style-type: none"> ● c/o Applicant ● City Civil Registrar/PSA ● School concerned ● School concerned ● Land Bank of the Philippines ● Bureau of Internal Revenue (BIR) ● Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure Application Form</p> <p>Ask for copies of Application Form and fill it with complete and correct information. Submit immediately to the employee in-charge.</p>	<p>1. PESO staff provides Application Form to clients and review information provided</p>	None	15 minutes	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
<p>2. Evaluation of Application Form</p> <p>Applicants are asked to come back on a scheduled date right after the evaluation of the application forms.</p> <p>Students who qualify are contacted by phone. A list of qualified students is also posted at the PESO.</p>	<p>2. PESO Manager conducts evaluation</p>		1 day	
<p>3. Signing of GIP Contract</p> <p>Sign the Employment Contract and GIP Certification</p>	<p>3. PESO Manager contacts qualified applicants and prepares Employment Contract and GIP Certification</p>		3 minutes	
<p>4. Acceptance and GIP Orientation</p> <p>Qualified applicants are required to attend the SPES orientation for information on the details and guidelines of the program.</p>	<p>4. DOLE NOFO Labor Employment Officer conducts GIP orientation to qualified applicants</p>		Half day	
<p>5. Designation of Work Assignment</p> <p>During the orientation, you will be given your work assignment.</p>	<p>5. PESO staff gives work assignments</p>		Half day	



Proceed to the assigned office/ department, have your name listed and start your duty. A monitoring team is assigned to check the attendance.				
6. Signing of Termination Report At the end of the work assignment, report to PESO for signing of a Termination Report.	6. PESO staff prepares a Termination Report at the end of their work assignment and lets them sign it		3 minutes	MARK ROJO <i>Staff in-charge/ PESO Coordinator</i>
	Total:	None	2 days, 21 mins.	



5. Availing of Augmented Youth Opportunities for Students (AYOS)

ABOUT THE SERVICE

Pursuant to Victorias City Ordinance 2021-07, this program aims to provide temporary employment to the disadvantaged youth who have not availed of any other education-related programs in the City of Victorias in order to provide additional support to their academic exercises and/or education-related expenses.

The City of Victorias may employ beneficiaries and shall pay them a salary of not lower than the applicable hiring rater for local government agencies as set by the Department of Labor and Employment (DOLE). Provided, that their period of employment shall be at least five (5) working days.

The recipient must meet the following requirements:

- A resident voter of Victorias between the ages of 18-30 at the time of the application;
- Enrolled or intending to enroll in any secondary, tertiary or technical-vocational institution and within Negros Occidental States and Colleges;
- The applicant's family must have an income below the poverty threshold set by National Economic Development Authority (NEDA).

Priority slots for participation shall be allocated to the following sectors:

- Dependents of displaced or would-be displaced workers due to eviction done in due-process, business closures or work stoppages and/or natural calamities
- Solo parents regardless of economic status
- Children of solo parents and/or orphans earning below poverty threshold
- Persons with disability
- Children of indigent parents/guardians

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Application form with ID pictures passport size - 4 copies • Birth or Baptismal Certificate • Form 138/Transcript of Records • Certification by the School Registrar that the student has passed during the previous semester or school year • Certified true copy of the student's class card where the passing grade could be determined • Latest Income Tax Return of the parents/guardian • BIR Certification that the parent is exempted to file Income Tax Returns 	<ul style="list-style-type: none"> • c/o Applicant • City Civil Registrar/PSA • School concerned • School concerned • School concerned • Bureau of Internal Revenue (BIR) • Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure Application Form</p> <p>Ask for copies of the Application Form and fill it with complete and correct information. Submit immediately to the employee in-charge.</p>	<p>1. PESO staff provide Application Form to the clients and review information provided</p>	None	15 minutes	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
<p>2. Evaluation of Application Form</p> <p>Applicants are asked to come back on a scheduled date for interview. Students who qualify are contacted by phone.</p>	<p>2. PESO Manager conducts evaluation and interview</p>		1 day	<p>FAITH BACUCANG PESO Manager/ CGADH I</p>
<p>3. Signing of AYOS Contract</p> <p>Signs the Employment Contract and AYOS Certification</p>	<p>3. PESO Manager</p>		3 minutes	
<p>4. Acceptance and AYOS Orientation</p> <p>Qualified applicants are required to attend the AYOS orientation for information on the details and guidelines of the program</p>	<p>4. PESO Manager and staff conduct AYOS orientation to qualified applicants</p>		Half day	
<p>5. Work Assignment</p> <p>During the orientation, you will be given your work assignment. Proceed to the assigned office/department, have your name listed and start your duty. A monitoring team is assigned to check the attendance.</p>	<p>5. PESO staff gives work assignments</p>		Half day	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>



<p>6. Signing of Termination Report</p> <p>At the end of the work assignment, report to PESO for signing of termination report.</p>	<p>6. PESO staff prepares a Termination Report at the end of their work assignment and lets them sign it.</p>		<p>3 minutes</p>	
	<p>Total:</p>	<p>None</p>	<p>2 days, 21 mins.</p>	



6. Assistance in the Conduct of Special Recruitment Activity (SRA) – for Local, Overseas, and Land-based Employment

ABOUT THE SERVICE

This service provides an avenue to the jobseekers to explore various simultaneous employment options and actually seek assistance they prefer.

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Business Permit • Certificate of Accreditation and confirmed Job Vacancy from Principal Employer Abroad, authenticated by POEA • Authority from the Department of Migrant Workers • Terminal Report 	<ul style="list-style-type: none"> • BPLO • Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Overseas agency shall submit letter of intent with complete documents of the agency. It should be a week before the conduct of SRA	1. Examine the document 1.1 Indorse to the LCE and seek approval of No Objection Letter 1.2 If approved, notify agency thru sending the approved No Objection Letter	None	10 minutes	FAITH BACUCANG PEO Manager/ CGADH I
2. Information drive and/or send flyers, streamers or posters	2. Assist in the information dissemination		30 minutes	
3. SRA Proper	3. Assist the agency in the assessment of applicants		10 minutes	
4. Submit terminal report			1 week	
			1 day	DONNEL CASILAGAN Staff in-charge
			30 minutes	



7. Securing Permit to Join the Job Fair – for Local, Overseas, and Land-based Employment

ABOUT THE SERVICE

This service provides a venue for jobseekers and employers for immediate matching.

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Invitation Letter to join the Job Fair • Business Letter • Certificate of Accreditation and Confirmed Job Vacancy from Principal Employer Abroad, authenticated by POEA. • Authority from the Department of Migrant Workers • Terminal Report 	<ul style="list-style-type: none"> • PESO • BPLO • Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participating agency shall submit authentic complete documents of the agency. It should not be a week later before the conduct of Job Fair.	1. Examine the documents 1.1 Submit documents together with Job fair Permit Application Form to DOLE Field Office to secure Job Fair Clearance 1.2 If approved, submit Job Fair Clearance to DMW to secure authority to join the Job Fair for overseas agency	None	1 day	DONNEL CASILAGAN Staff in-charge
			2 days	
			2 days	
2. Register and post job vacancies at the Phil-JobNet at least (5) days prior to the scheduled Job Fair	2. PESO staff review Posted job vacancies at Phil-JobNet		1 day	
3. Information drive and/or send flyers, streamers or posters or posting on social media	3. Assist in the information dissemination		1 week	
4. Job Fair Proper	4. Provision of facilities and other amenities. Ensure an orderly conduct of Job Fair.		1 day	Job Fair Focal Person/Staff
5. Submit terminal report Submission of Post Job Fair Summary Report.	5.2 Secure the complete registry of applicants who participated in the Job Fair 5.3 Monitor submission of Job Fair Placement Report 5.4 PESO Focal Consolidate the total registrants		1 day	
			2 hours	
			2 days	
	Total:	None	3 ½ days, 27 mins.	



8. Availing of Tulong Panghanapbuhay sa Ating Displaced / Disadvantaged Workers (TUPAD) Program

ABOUT THE SERVICE

The Tulong Panghanapbuhay sa Ating Displaced / Disadvantaged Workers (TUPAD) Program is a safety net program that provides temporary wage employment to the workers in the informal sector who were displaced or whose earnings were affected due to natural disaster.

The Tulong Panghanapbuhay sa Ating Displaced / Disadvantaged Workers (TUPAD) Program provides four hours/day, minimum of 10 days and maximum of 30 days depending on the nature of work to be performed.

Who are Eligible Beneficiaries?

- 18 to 70 years old
- Displaced Workers
- Disadvantaged Workers
- Informal Sector especially Self-Employed
- Unpaid Workers
- 60 to 70 year old Senior Citizen

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> ● Clear Photocopy of ID / Barangay ID ● Fit to Work Certificate (Senior Citizen who are not beyond 70 years of age) 	<ul style="list-style-type: none"> ● c/o Applicant/ Brgy. Hall ● City Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission and Acceptance of ID</p> <p>Submit a clear photocopy of ID to the employee in-charge.</p>	<p>1. PESO staff will review and instruct beneficiary to complete the specimen required.</p>	None	5 minutes	<p>ANALIE MIRANDA Staff in-charge/ TUPAD Focal Person</p>
<p>2. Encoding of TUPAD Beneficiary</p> <p>Applicants profile is encoded in Form 4</p>	<p>2. PESO staff in charge will complete the data entry in Form 4 provided by the beneficiary.</p>		1 minute	
<p>3. Evaluation and Verification of the Submitted List of the TUPAD beneficiaries</p> <p>The following beneficiaries are subject for evaluation and verification at DOLE NOFO TUPAD database.</p>	<p>3. DOLE NOFO TUPAD Coordinator in charge will review the list and send the final list of the verified TUPAD Beneficiaries</p>		1 week	
<p>4. Signing of Contract of Service, Enrollment Form to Group Personal Accident Insurance of the Government Service Insurance System (GSIS), Acknowledgement Certificate and Distribution of TUPAD ID.</p> <p>Qualified TUPAD beneficiaries are entitled to sign the Contract of Service and GSIS Insurance.</p>	<p>4. PESO Manager and staff administer the signing of Contract to qualified applicants</p>		1 day	<p>FAITH BACUCANG PESO Manager/ CGADH I</p>



<p>5. Orientation and Designation of Work Assignment</p> <p>During the orientation, TUPAD beneficiaries will be provided a set of Personal Protective Equipment (PPEs) individually, and proceed to their designated area of duties.</p> <p>A monitoring team is assigned to check the attendance daily.</p>	<p>5. PESO staff gives work assignments</p>		<p>1 day</p>	<p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
<p>6. Signing of Daily Time Record and Signing of Certificate of Work Completion</p> <p>At the end of the work assignment, report to PESO for signing of the Daily Time Record and Certificate of Work Completion.</p>	<p>6. PESO staff prepares a Termination Report at the end of their work assignment and let them sign it.</p>		<p>1 day</p>	<p>FAITH BACUCANG PESO Manager/ CGADH I</p>
<p>7. Preparation of payroll of TUPAD beneficiaries</p>	<p>7. DOLE REGION 6</p>		<p>3 weeks</p>	<p>DOLE REGION 6</p>
<p>8. Salary Pay-out</p> <p>The TUPAD beneficiaries informs to proceed at the given venue</p>			<p>1 day</p>	<p>FAITH BACUCANG PESO Manager/ CGADH I</p> <p>MARK ROJO Staff in-charge/ PESO Coordinator</p>
	<p>Total:</p>	<p>None</p>	<p>1 month, 4 days, 6 mins.</p>	



9. Referral of Applicants for DOLE Integrated Livelihood Program (DILP)

ABOUT THE SERVICE

The program aims to uplift the living conditions of disadvantages/marginalized people of Victorias City.

Who are eligible beneficiaries?

- Beneficiaries eligible of KABUHAYAN program as per Department Order No. 173-17
- Self-employed with insufficient income
- Marginalized and Landless Farmers
- Marginalized Fisherfolk
- Unpaid family workers
- Women and Youth
- Low/minimum wage earners and seasonal workers
- Workers displaced or to be displaced as a result of natural disasters or closure of establishment, retrenchment, termination
- Persons with Disability (PWD'S)
- Senior Citizens
- Indigenous people
- Parents /Guardias of Child Laborers
- Rebel Returnees
- Victims of armed conflict

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> ● Letter of Intent ● Group Business Plan/Project Proposal ● Budgetary Requirements/Financial Statements ● Beneficiary Profile Form (Separate Folders) ● Local Development Plan and/or Annual Investment Plan ● Board resolution to Enter MOA ● Memorandum of Agreement ● Certification of Non-4P's Coverage of DSWD ● Accredited Co-Partner Profile and Group Beneficiary Profile ● Certification of Availability of Funds for Counterpart with Cash Equivalent ● Resolution and Right to Use Agreement/Deed of Usufruct ● Pictures of building/facility of the project site ● Certificate of DOLE Registration ● Project Policy (by Cooperative or Association) 	<ul style="list-style-type: none"> ● Provincial Public Employment Service Office ● c/o Client ● Barangay Hall ● Barangay Hall ● MSWDO / CSWDO ● c/o Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request form for Livelihood Attach Pertinent Records On the aforementioned Requirements Secure the project Proposal for the Approval of LCE Fill-in the Individual Proposal Form Accomplish Financial Statements Request for the Funds Availability Certificate at Budget Office	1. The PESO select the Association with good standing status and endorsed to City Mayor	None	10 minutes	FAITH BACUCANG <i>PESO Manager/ CGADH I</i>
2. Request for SP Resolution to enter MOA	2. The Budget Officer will check the proposed Financial Statements and Issue Certification ones approved with Signature of Budget Officer and Approved of LCE		1 hour	JOAN CORTES <i>Staff in-charge/ DILP Focal Person</i>
3. Signing of Contract	3. The Office of The SP will set a special session for the Resolution to enter into and sign a Memorandum of Agreement (MOA) with the Department of Labor and Employment Regional Office the selected association sign for the contract.		1 day	
4. Turnover and Implementation of Program	4. PESO staff coordinate with Association for the Implementation and Monitoring		1 day	FAITH BACUCANG <i>PESO Manager/ CGADH I</i> JOAN CORTES <i>Staff in-charge/ DILP Focal Person</i>
	Total:	None	4 days, 1 hr., 10 mins.	



10. Availing of Training for Work Scholarship Program (TWSP)

ABOUT THE SERVICE

The TESDA Training for Work Scholarship Program (TWSP) mends the issue on job skills mismatch. It aims to ensure that the labor force requirement of the industry will be filled. Scholars could avail free skills training and assessment.

Who are qualified?

Individuals who are:

- Not below 18 years of age and above
- At least High school graduate, ALS Graduate, Junior Completer, Senior High Graduates, College level and College Graduates
- Willing to join the training
- Capable of the Online Training (With Smartphone, PC, Laptop, Tablet) and Internet Connection-wired, signal or data
- Willing to work in the call center industry
- Filipino citizen

Office or Division:	PESO Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> ● Resume ● 4 pcs. 1'x1' picture, white background with collar ● 4 pcs. 2'x2' picture, white background with collar ● PSA Birth Certificate (Submit 4 photocopies only) ● School credentials (Submit 4 photocopies only) ● Certification by the School Registrar (any) <ul style="list-style-type: none"> *Form 137 *Form 138 *HS Diploma *Junior High School Diploma *Senior High School Diploma *Transcript of Records ● Marriage Contract if Married Female (Submit 4 photocopies only) ● Barangay Clearance (Submit 1 original copy and 3 photocopies only) 	<ul style="list-style-type: none"> ● c/o Applicant ● City Civil Registrar/PSA ● School concerned ● School concerned ● City Civil Registrar ● LGU-Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Acceptance of the Applicants</p> <p>Applicants must present / submit the above requirements for evaluation of the documents presented.</p>	<p>1. PESO staff will receive and review applicant information and documents presented.</p>	None	15 minutes	JOAN CORTES <i>Staff in-charge</i>
<p>2. Submission of Requirements</p> <p>Presented documents will be forwarded to accredited TESDA TRAINING CENTERS</p>	<p>2. PESO Staff will be responsible for securing the file sending to accredited TESDA training agency for the evaluation of their documents presented.</p>		Half day	
<p>3. Acceptance and PIPE Orientation</p> <p>Qualified applicants are required to attend the orientation for information on the details and guidelines of the program.</p>	<p>3. TESDA Accredited partner conduct orientation to qualified applicants</p>		1 day	TESDA Technical Vocational Institute Partner
<p>4. Applicants Enrolment in BSRS Database</p> <p>The applicants are required to enroll their profile via online registration provided by accredited TESDA Partner</p>	<p>4. TESDA Accredited partner conduct the enrolment of qualified applicants to BSRS Database</p>		10 minutes	
<p>5. Signing of Contract</p> <p>Qualified Scholar is entitled to sign the attendance.</p>	<p>5. TESDA Technical Vocational Institute partners</p>		2 minutes	
<p>6. Start of Training</p> <p>During the training the applicants were required</p>	<p>6. TESDA Technical Vocational Institute partners</p>		1 day	



to log in the daily attendance through BSRS and attend online training course				
<p>7. Referral of Qualified Trainee</p> <p>The TESDA accredited partners are responsible for sending the qualified trainees to their BPO partners.</p>	7. TESDA Technical Vocational Institute partners		1 day	
	Total:	None	3 ½ days, 27 mins.	



INFORMATION SERVICES

External Services



1. Requesting and Securing Certified True Copies of Official Records and Documents of the City

ABOUT THE SERVICE

The general public may request the City Communication and Information Office for certified true copies of official records and documents of the following basic data:

- City History
- RA 8488
- List of City Officials
- List of Department Heads
- Directory of City Offices
- Description of City Logo
- List/photos of previous Mayors
- Lyrics of Victorias March
- And other information related to the City Government for whatever legal purpose it may serve them.



Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-up request form</p> <p>Fill-up request form stating what copy of information is needed, the reason it is needed and the number of copies needed.</p>	<p>1. Staff receives the request</p>	<p>None</p>	<p>5 minutes</p>	<p>REMIA PABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p> <p>MARGARET PURO <i>Admin. Aide II</i></p> <p>JENNIFER SABALILAG <i>Admin. Asst. II (Admin. Asst.)</i></p>



2. Payment of fees Go to the City Treasurer's Office for payment of the certified copy of documents requested.	2. Receive payment for request	P 20.00		City Treasurer's Office
3. Submit Request Form for approval Submit request for approval together with OR from City Treasurer's Office.	3. Approves request	None	5 minutes (if signatory is available)	JOY P. FAMINI <i>City Gov't. Asst. Dept. Head I</i>
4. Processing of request form and releasing of document	4. Provide requisition of party with what is needed		5 minutes	REMI PABALINAS <i>Community Affairs Officer II</i>
	Total:	P 20.00	15 minutes	



2. Providing Public Assistance to the City Clientele

ABOUT THE SERVICE

The City Information Office provides public assistance to the city clientele in the form of:

- Helping the public in coordinating affairs with other offices
- Assisting the public in understanding the services that the city offers
- Answering queries regarding city events, programs and other activities

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-up request form</p> <p>Fill-up request form stating what kind of assistance needed.</p>	<p>1. Accommodates request from client</p>	<p>None</p>	<p>5 minutes</p>	<p>REMIA PABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p> <p>MARGARET PURO <i>Admin. Aide II</i></p> <p>JENNIFER SABALILAG <i>Admin. Asst. II (Admin. Asst.)</i></p>



<p>2. Answer queries of clientele/help with their stated needed assistance.</p>	<p>2. Provides proper information to client</p>		<p>5 minutes</p>	<p>JOY P. FAMINI City Gov't. Asst. Dept. Head I</p> <p>REMIA PABALINAS Community Affairs Officer II</p> <p>JEMAIMAH TALADICO Admin. Offcr. II (Information Offcr. I)</p> <p>MARGARET PURO Admin. Aide II</p> <p>JENNIFER SABALILAG Admin. Asst. II (Admin. Asst.)</p>
	<p>Total:</p>	<p>None</p>	<p>10 minutes</p>	



3. Assisting Provincial/National Government Agencies, Private Organizations and Non-Government Agencies in Displaying Printed Materials Such as Posters and Notices

ABOUT THE SERVICE

City Communication and Information Office may provide public assistance to Provincial/National Government Agencies (ex. Governor's Office, Phil. Information Agency), Private Organization (ex. NONECO) and non-government agencies in displaying printed materials such as posters and notices.

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-up request form Fill-up request form stating the kind of assistance needed.</p>	<p>1. Accommodates clients</p>	<p>None</p>	<p>5 minutes</p>	<p>REMA PABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p> <p>JENNIFER SABALILAG <i>Admin. Asst. II (Admin. Asst.)</i></p>



<p>2. Submit request form for approval</p>	<p>2. Approves the request</p>		<p>5 minutes (if signatory is available)</p>	<p>JOY P. FAMINI City Gov't. Asst. Dept. Head I or Designated Officer-in-Charge</p>
<p>3. Processing of request and approval</p> <p>Request is being processed for approval and when approved, employee in-charge assists client in displaying printed materials such as poster and notices in conspicuous places</p>	<p>3. Posts information on bulletin boards in conspicuous places</p>		<p>1 day</p>	<p>REMI PABALINAS Community Affairs Officer II</p> <p>JEMAIMAH TALADICO Admin. Offcr. II (Information Offcr. I)</p> <p>MARGARET PURO Admin. Aide II</p> <p>JENNIFER SABALILAG Admin. Asst. II (Admin. Asst.)</p>
	<p>Total:</p>	<p>None</p>	<p>1 day, 10 mins.</p>	



4. Securing Copies of City Brochures, Flyers and Newsletter and Other City Related IEC Materials

ABOUT THE SERVICE

For the information of the general public anyone can ask for available IEC materials from the City Communication and Information Office.

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form stating what IEC materials are needed and the reason they are needed.	1. Accommodates request from client	None	5 minutes	REMIA PABALINAS <i>Community Affairs Officer II</i> JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i> MARGARET PURO <i>Admin. Aide II</i> JENNIFER SABALILAG <i>Admin. Asst. II (Admin. Asst.)</i>
2. Submit request form for approval.	2. Approves request and assigns personnel to process request		5 minutes (if signatory is available)	JOY P. FAMINI <i>City Gov't. Asst. Dept. Head I</i> or Designated Officer-in-Charge



<p>3. Processing of request form for:</p> <ul style="list-style-type: none"> • City Brochure • City Flyers • Newsletter <p>at the City Communication and Information Office.</p> <p>Note: <i>Copies of brochures, flyers and newsletter are subject to availability.</i></p>	<p>3. Employee-in-charge prepares needed materials and gives it to client</p>	<p>None</p>	<p>1 day</p>	<p>REMIAPABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p> <p>MARGARETPURO <i>Admin. Aide II</i></p> <p>JENNIFER SABALILAG <i>Admin. Asst. II (Admin. Asst.)</i></p>
	<p>Total:</p>	<p>None</p>	<p>1 day, 10 mins.</p>	



5. Requesting Information on Nutrition, Population, and Family Planning

ABOUT THE SERVICE

The City Health Office provides updated data on nutrition, population and family planning.

These are in forms of Information, Education and Communication (IEC) materials such as pamphlets, brochures and booklets or the data itself.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

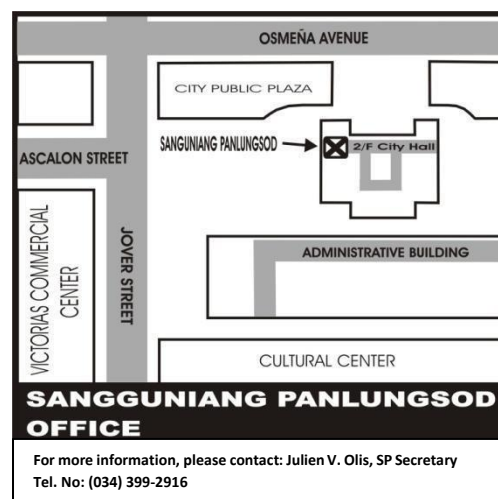
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request Submit letter of request specifying the information needed	1. Staff-in-charge receives letter of request	None	1 minute	CHITALISA VALENCIANO RN, MN <i>Nurse II/ Family Planning Coordinator</i>
2. Wait while staff-in-charge verifies information	2. Staff-in-charge accepts client's request and verifies availability of information		10 minutes	GINA HERIA <i>Nurse II/ Nutrition Coordinator</i>
3. Access Information If data are available, you will be requested to wait	3. Staff-in-charge assesses information provided		5 minutes	
4. Release of Documents/ Information Get your copy of the requested information and sign in the log book.	4. Staff-in-charge releases requested documents/ information		3 minutes	
5. Deworming Person in-charge will schedule deworming activity to institution concerned	5. Staff-in-charge will schedule deworming activity to institution concerned		5 minutes	NARIEL BANDOJO, RN, MN <i>Nurse I Nutrition Coordinator</i>
	Total:	None	24 minutes	



6. Issuance of Certified True Copy of Sangguniang Panlungsod Documents

ABOUT THE SERVICE

The public and various city departments/offices may request for certified true copies of Sangguniang Panlungsod documents from the Office of the Sangguniang Panlungsod Secretariat.



Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Requisition Form 	<ul style="list-style-type: none"> Sangguniang Panlungsod Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly accomplishes the Requisition Form	1. Issues the Order Form if the document requested needs Security Seal(s)	None	1 minute	GUIA ACOYONG Admin. Aide VI (Clerk III)
	2. The staff-in-charge searches for the requested document/s.		1 minute	
3. Presents the Security Seal(s) if needed to claim the requested document/s	3. Records, certifies and issues the requested document/s		1 minute	
	Total:	None	3 minutes	



7. Accreditation of Civil Society Organizations (CSOs)

ABOUT THE SERVICE

Civil Society Organization/s that wishes to be accredited by the Sangguniang Panlungsod may apply for accreditation at the Office of the Sangguniang Panlungsod Secretariat.

Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Application Form 	<ul style="list-style-type: none"> Sangguniang Panlungsod Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures the application form	1. Provides the Application Form and explains the requirements	None	2 minutes	AILEEN ZULUETA <i>Admin. Aide IV (Bookbinder II)</i>
2. Submits the Application Form with complete requirements	2. Accepts the Application Form after verifying the completeness of the requirements		2 minutes	
	3. Includes in the Calendar of Business in the next Regular Session. If necessary, the Committee on Laws, Ordinances & Legal Matters conducts committee meeting		1 minute	
	4. The Sangguniang Panlungsod reviews and deliberates for the approval/ disapproval of the application during Session, upon recommendation			



	by the Committee on Laws, Ordinances & Legal Matters			
	5. Prepares the Certificate of Accreditation, if approved, and its corresponding resolution		5 minutes	JULIEN V. OLIS <i>Secretary to the Sanggunian</i>
	6. The Secretary to the Sanggunian and the Vice-Mayor/ Presiding Officer signs the Certificate of Accreditation and its corresponding Resolution		30 minutes	JULIEN V. OLIS <i>Secretary to the Sanggunian</i> & ABELARDO D. BANTUG III <i>Vice Mayor/ Presiding Officer</i>
	7. Notifies the client that the application has been approved/ disapproved		1 minute	AILEEN ZULUETA <i>Admin. Aide IV (Bookbinder II)</i>
8. Claims the Certificate of Accreditation and its corresponding Resolution			1 minute	GUIA ACOYONG <i>Admin. Aide VI (Clerk III)</i>
	Total:	None	42 minutes	

Note: Time for SP Sessions & Committee Meetings are not included in the total time duration indicated.



8. Administrative Complaints against Elective Barangay Officials

ABOUT THE SERVICE

The public may file administrative complaints against elective barangay officials of the City of Victorias.

These documents include ordinances, resolutions and minutes of deliberations.

Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Compliance to Ordinance No. 07-2005, a.k.a. "Rules of Procedure in the Conduct of Administrative Investigation Involving Elective Barangay Officials" 	<ul style="list-style-type: none"> Sangguniang Panlungsod Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Complaint with complete requirements	1. Receives the Complaint with complete requirements	None	2 minutes	AILEEN ZULUETA <i>Admin. Aide IV (Bookbinder II)</i>
	Total:	None	2 minutes	



9. Securing Data from the City Planning and Development Office

ABOUT THE SERVICE

General information about the city may be accessed through the City Planning and Development Office.

Information available:

- Socio-Economic Profile
- Comprehensive Land Use Plan
- Maps
- Other related information

Office or Division:	City Planning & Development Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Request letter addressed to the City Mayor Attention: CPDO 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. CPDO staff receives request letter	None	5 minutes	FELIX SEBASTIAN, EnP <i>Zoning Officer III</i> TEACHIE GAYOTIN, EnP <i>Planning Officer III</i>
2. Get information	2. CPDO Staff prepares and release information to applicant		15 minutes	FELICITO FREDERIC ORLINA <i>Project Dev't. Asst</i> ROCELYN BABOR <i>Admin. Asst. I (Computer Op. I)</i>
	Total:	None	20 minutes	



INFORMATION SERVICES

Internal Services



1. Assist Various Department for Layout of Various Congratulatory, Welcome and Activity Tarpaulins

ABOUT THE SERVICE

Various City Departments may request the City Communication and Information Office for layout of various tarpaulin such as congratulatory, welcome, activity backdrops.

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various City Departments

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee-in-charge prepares request	1. Staff receives request	None	1 minute	REMIA PABALINAS <i>Community Affairs Officer II</i>
2. Wait for the lay-out to be finished	2. Staff-in-charge prepares lay-out request		Minimum of 2 hours	JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i> RICHARD YASA <i>Staff in-charge</i>
	Total:	None	2 hours	



2. Request for Documentation/Coverage of Various City Events from Various Departments

ABOUT THE SERVICE

Various City Departments may request the City Communication and Information Office for documentation/coverage of their activities

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various City Departments

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee-in-charge prepares request	1. Staff receives request	None	Depending on the duration of the activity	<p>REMIA PABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p> <p>RICHARD YASA <i>Staff in-charge</i></p>
	Total:	None	Depending on the duration of the activity	



3. Creating Audio/Visual Presentation of Public Address of the Local Chief Executive and Other City Officials on Various Advisories

ABOUT THE SERVICE

Creating Audio/Visual Presentation of Pubic Address of the Local Chief Executive and other City Officials on various advisories.

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various City Departments

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee-in-charge prepares request	1. Staff receives request	None	1 day until post production/ uploading	<p>REMIA PABALINAS <i>Community Affairs Officer II</i></p> <p>JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i></p>
	Total:	None	1 day until post production/ uploading	



4. Updating of Various Public Advisories Pertaining to EOC/EOs

ABOUT THE SERVICE

Updating of various public advisories pertaining to Emergency Operation Center/Executive Orders.

Office or Division:	City Communication & Information Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various City Departments

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee-in-charge prepares request	1. Staff receives request	None	1 day	REMIA PABALINAS <i>Community Affairs Officer II</i> JEMAIMAH TALADICO <i>Admin. Offcr. II (Information Offcr. I)</i>
	Total:	None	1 day	



SOCIAL WELFARE SERVICES

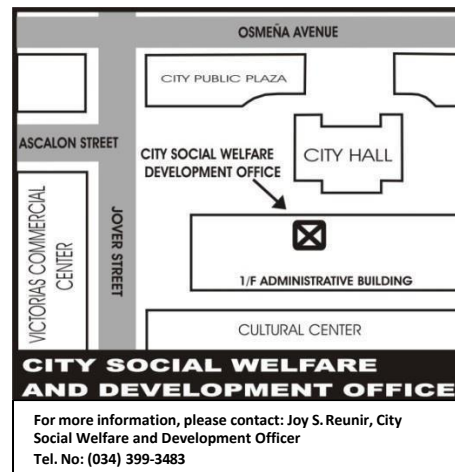
External Services



1. Availing of Assistance to Individuals in Crisis Situation (AICS)

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) provides financial assistance or referrals to individuals and families who are in extremely difficult situations and lack resources to meet emergent needs.



Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Individual/families in crisis situation

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> - Barangay Certificate of Residency/ Indigency (original) - Photocopy of Valid ID <p>Additional Requirements for:</p> <ul style="list-style-type: none"> * <i>For Burial Assistance</i> <ul style="list-style-type: none"> - Certified True Copy of Death Certificate - Statement of Account from Funeral Parlor, if necessary - SSS Verification of Membership * <i>For Medical Assistance</i> <ul style="list-style-type: none"> - Photocopy of Latest Doctor's Prescription/Unpaid Hospital Bill - Medical Abstract/ Medical Certificate/ Certificate of Confinement with Diagnosis * <i>For Discount in Laboratory Examinations</i> <ul style="list-style-type: none"> - Photocopy of Request for laboratories (e.g. x-ray, CT Scan, etc.) 	<ul style="list-style-type: none"> • Barangay Hall • c/o Client • Local Civil Registrar • Funeral Parlor • Social Security System (SSS) Office • Hospital/Clinic/ Health Center • Health Center/ Attending physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Registration</p> <p>Register your name on the logbook and submit requirements.</p>	<p>1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff</p>	None	2 minutes	<p>PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Interview and Assessment</p> <p>A CSWD Staff in-charge will interview/assess your needs and inform you to wait for notification of release of assistance at City Treasurer's Office (CTO).</p>	<p>2. Assessment of client's needs and validation of documents/ requirements submitted</p>		30 minutes	<p>MYLA DAWATAN <i>Admin. Officer I</i></p> <p>ARMIE DELA CRUZ <i>Youth Development Assistant</i></p>
<p>3. Preparation of Assessment Report</p> <p>A CSWD Staff in-charge will prepare assessment report.</p>	<p>3. Preparation of Social Case Summary Report or Form 200 with complete pertinent documents</p>		3 days	<p>CAREN BURO <i>Staff in-charge</i></p>
<p>4. Processing of Financial Assistance</p> <p>CSWD staff in-charge prepares pertinent documents, ready for processing and inform applicant to wait for notification of release of assistance at City Treasurer's Office (CTO)</p>	<p>4. Preparation of payroll/voucher to be forwarded to Finance Offices</p>		2 days	<p>JOHN REY PALASOL <i>Staff-in charge</i></p>
<p>5. Release of Assistance</p> <p>Once financial assistance is ready, employee in-charge will notify client.</p>	<p>5. Assist and guide the client for releasing of assistance at the City Treasurer's Office.</p>		8 minutes	<p>ERNA BOMPAT <i>Social Welfare Aide</i></p>
	Total:	None	5 days, 40 minutes	



2. Securing a Social Case Summary Report (SCSR)

ABOUT THE SERVICE

As one of the requirements in availing medical assistance from other government or non- government hospitals/agencies, the beneficiary/client is required to secure a Social Case Summary Report (SCSR) from the CSWDO.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Individual/families in crisis situation

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Certificate of Residency/ Indigency (original) • Photocopy of Valid ID <p>* <i>For Burial Assistance, submit:</i></p> <ul style="list-style-type: none"> - Certified True Copy of Death Certificate - Statement of Account from Funeral Parlor, if necessary - SSS Verification of Membership <p>* <i>For Medical Assistance, submit:</i></p> <ul style="list-style-type: none"> - Photocopy of Latest Doctor's Prescription/Unpaid Hospital Bill/ Statement of account of up-coming treatment (e.g. Hemodialysis, Chemotherapy, etc.)/Request for Operation with estimated cost from the attending physician/Hospital/Request for laboratories (e.g. CT Scan, 2D Echo, etc.) - Medical Abstract/ Medical Certificate/ Certificate of Confinement with diagnosis <p>For OWWA Financial Assistance, submit:</p> <ul style="list-style-type: none"> - Referral Form - Photocopy of Passport - Proof of being an OFW (Employer's Contract, etc) <p>For educational Assistance, submit:</p> <ul style="list-style-type: none"> - Valid school I.D. or Registration Form - Statement of account, if necessary 	<ul style="list-style-type: none"> • Barangay Hall • c/o Client • Local Civil Registrar • Funeral Parlor • Social Security System (SSS) Office • Hospital/Clinic/Health Center • Health Center/ attending physician • OFW Help Desk • c/o client • c/o client • c/o client/school/institution • school/institution



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Registration</p> <p>Register your name on the logbook and submit requirements.</p>	<p>1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff.</p>	None	2 minutes	<p>PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Interview and Assessment</p> <p>Assigned staff will interview you to get pertinent information and assesses your needs. The results of the interview are written on an intake sheet.</p> <p>You may be required to draw a sketch of your residence for home visits.</p>	<p>2. Assessment of client's needs and validating the documents/ requirements submitted.</p>		30 minutes	<p>MYLA DAWATAN <i>Admin. Officer I</i></p> <p>RICKY LAPIDANTE JR., RSW <i>Social Welfare Officer I</i></p>
<p>3. Home Visit</p> <p>Home visit follows, if necessary.</p>	<p>3. Visiting the client in their house to validate more information needed.</p>		2 hours	
<p>4. Preparation of Social Case Study Report</p> <p>Assigned staff prepares the SCSR; one copy of the report is printed.</p>	<p>4. Preparation of Social Case Study Report with its corresponding attachments</p>		3 days	
<p>5. Review and Release of Report</p> <p>CSWD Officer approves the report. You are, then, given your copy.</p>	<p>5. Approval of CSWD Officer and releasing of the Social Case Study Report</p>		10 minutes	<p>JOY S. REUNIR, RSW <i>City Social Welfare & Dev't. Officer</i></p>



6. Releasing of Social Case Study Report	6. CSWD staff in charge release the Social Case Study Report approved by the CSWD Officer		3 minutes	MYLA DAWATAN <i>Admin. Officer I</i> RICKY Lapidante Jr., RSW <i>Social Welfare Officer I</i>
	Total:	None	3 days, 2 hrs., 45 mins.	



3. Availing of Services for Socially Disadvantaged Women/Children

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWD) answers disadvantage women's need for the prevention and eradication of exploitation, domestic violence and all forms of abuse against women/children (under RA 7610; Special Protection of Filipino Children Act; RA 9262 Anti Violence Against Women and their Children Act)

The program provides services for the following:

- Battered women/children
- Victim of sexual, physical, psychological, emotional abuse
- Victim of involuntary prostitution
- Maltreated women/children
- Abandoned/neglected

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Disadvantaged Women and Children

For ABANDONED/NEGLECTED CLIENT:

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
(For abandoned/neglected client) <ul style="list-style-type: none"> • Barangay Certificate of Residency 	<ul style="list-style-type: none"> • Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO Admin. Aide I (Casual Laborer I)
2. Submission of requirement Submit required documents to CSWD Staff in charge	2. Receives and evaluates required document		3 minutes	AIREEN GRACE GAZO, RSW Staff in-charge
3. Interview /Assessment/ Counseling A social worker will interview to get information and determine the needs.	3. Assess needs/ interview and counseling to client		1 hour	RYJEN MAE DEMEGILLO, RSW Social Welfare Officer I



<p>4. Family or Institutional Placement for safety/ protection and rehabilitation</p> <p>A social worker will refer victim to his/her family, relatives or to place her/him to social institution for his/her safety, protection, and rehabilitation</p>	<p>4. Coordination with client's family and referral to possible placement center</p>		<p>Not time bounded</p>	<p>AIREEN GRACE GAZO, RSW <i>Staff in-charge</i></p> <p>RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I</i></p>
Total:		None	1 hr., 5 mins.	

For NON-CASE FILING VICTIM:

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>(For non-case filing victim)</p> <ul style="list-style-type: none"> - Medical Certificate - Blotter (Barangay/PNP) 	<ul style="list-style-type: none"> • City Health Office • Barangay Violence Against Women and Children Desk (VAWC) Desk/ Philippine National Police (PNP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Registration</p> <p>Register your name on the logbook</p>	<p>1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff</p>	None	2 minutes	<p>PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Interview / Assessment</p> <p>A social worker will interview victim to get information and determine the needs. (Financial assistance is extended for food, transportation, etc. depending on identified needs)</p>	<p>2. Assess needs/ interview to client</p>		1 hour	<p>AIREEN GRACE GAZO, RSW <i>Staff in-charge</i></p> <p>RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I</i></p>



3. Referrals A social worker will refer victim to PNP/Barangay for Blotter Report, CHO for medical examination and psychiatric doctor for psychiatric evaluation	3. Coordination with PNP and CHO		15 Minutes	AIREEN GRACE GAZO, RSW <i>Staff in-charge</i> RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I</i>
4. Counseling A social worker will conduct counseling to victim.	4. Conduct counseling to client and family		Not time bounded	
5. Institutional Placement for safety/ protection and rehabilitation A social worker will refer victim to his/her family, relatives or for Institutional Placement for safety, protection and rehabilitation of the client.	5. Coordination with client's family and referral to possible placement center		Not time bounded	
	Total:	None	1 hr., 17 mins.	

For CASE FILING VICTIM:

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
(For case filing victim) <ul style="list-style-type: none"> - Barangay Certificate of Residency - Medical Certificate - Blotter (Barangay/PNP) - Birth Certificate - Marriage Certificate (if married) 	<ul style="list-style-type: none"> • Barangay Hall • City Health Office (CHO) • Barangay Violence Against Women and Children (VAWC) Desk/Philippine National Police (PNP) • Local Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Interview / Assessment A social worker will interview victim to get information and determine the needs. Financial assistance is extended for food, transportation, medical services and other assistance depending on needs.	2. Assess needs/ Interview to client		1 hour	AIREEN GRACE GAZO, RSW <i>Staff in-charge</i> RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I</i>
3. Referrals A social worker will refer victim to PNP/Barangay for Blotter Report, CHO for medical examination and psychiatric doctor for Psychiatric evaluation.	3. Coordination with PNP and CHO		15 minutes	
4. Counseling A social worker will conduct counseling to guide and comfort the victim	4. Conduct counseling to client and family		Not time bounded	
5. Filing of Case A social worker assists victim in the filing of case at City Prosecutor's Office	5. Coordination with PNP and City Prosecutor		15 minutes	
6. Institutional Placement for safety/protection and rehabilitation	6. Coordination with client's family and referral to possible		Not time bounded	



A social worker will refer victim for institutional placement for safety, protection and rehabilitation	placement center			
7. Court Hearing A social worker assists victim in his/her court hearing	7. Attend and assist client and family during court hearing		Not time bounded	
	Total:	None	1 hr., 32 mins.	



4. Availing of Services for Children in Conflict with the Law (CICL) / Children at Risk (CAR)

ABOUT THE SERVICE

Provision of protective services for CICL, those who are 17 years and below and are either currently pending in trial, on bail, release on recognizance, undergoing diversion on suspended sentence or serving after conviction and to CAR who is vulnerable to and at-risk of committing criminal offenses because of personal, family and social circumstances.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children in Conflict with the Law (CICL) and Children at Risk (CAR)

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Certificate of Live Birth 	<ul style="list-style-type: none"> City Civil Registrar/PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff.	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Submission of requirements Client submit requirements to CSWD Office	2. Accept and validate document		5 minutes	
3. Client Assessment /Interview A social worker will assess and interview client to determine the need/problem	3. Conduct assessment/ interview to client and family		1 hour	JOJI LUCES, RSW <i>Staff in-charge</i>
4. Counseling Client to undergo counseling at CSWD Office	4. Conduct counseling to client and family		2 hours	



5. Court related services CSWD personnel assist client during court hearing	5. Attend and assist client during court hearing		Not time bounded	JOJI LUCES, RSW Staff in-charge
6. Medical/psychological evaluation/treatment of minor Refer client to undergo medical & psychological examination, if necessary	6. Coordination with CHO and PNP		1 hour	
7. Provision of Temporary shelter/rehabilitation of minor, if necessary	7. Placement of CICL in Bahay Pag-asa		1 day	
8. Home visit Social Worker conduct home visit, interview family for case study preparation	8. Conduct home visit to client's family to monitor progress		1 day	
9. Intervention/ Diversion Program at Victorias Bahay Pag-asa Youth Center or Community Based Prepare referral for diversion/intervention program to other institution of client rehabilitation if not applicable at BPYC/Community Based	9. Prepare referral and pertinent documents		1 day	
	Total:	None	3 days, 4 hrs., 7 mins.	



5. Registration and Issuance of Solo Parent I.D.

ABOUT THE SERVICE

This service aims to develop a comprehensive package of social development and welfare services for solo parents and their children carried out by the DSWD as the lead agency, various government agencies including other related NGOs. The following benefits and privileges to solo parents and their children *under Republic Act 11861 known as the Expanded Solo Welfare Act of 2000* are as follows:

- a. Livelihood Services
- b. Provision of medical, burial, educational or transportation assistance to individual in crisis situation
- c. Counseling services
- d. Parent effectiveness services
- e. Provision of critical incidence stress debriefing
- f. Targeted interventions for individuals in need of special protection
- g. Legal assistance for solo parent and their child/children
- h. Subsidy, automatic PhilHealth coverage (for Solo Parents equal to or minimum wage earner)
- i. 10% discount and VAT exemption on selected items (for Solo Parents earning equal to or below P 250,000.00/year with six years old and below only)

A solo parent should have these qualifications:

- A1. Solo parent with child as consequence of rape
- A2. Solo parent on account of the death of the spouse
- A3. Solo parent on account of the detention or criminal conviction of the spouse
- A4. Solo parent on account of the physical and mental incapacity of the spouse
- A5. Solo parent on account of legal separation or de facto separation
- A6. Solo parent on account of declaration of nullity or annulment of marriage or divorce
- A7. Solo parent on account of abandonment of spouse
- B. Spouse or any family member of an OFW (low or semi-skilled worker)
- C. Unmarried father/mother who keeps and rears the child/children
- D. Solo parent who is legal guardian, adoptive or foster parent
- E. Any relative within the 4th civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child/children
- F. Solo parent who is pregnant woman to her unborn child/children

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Qualified Solo Parents



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Birth certificate of the child or children (Category: A1 to F) • Complaint affidavit (Category: A1) • Medical record on the incident of rape (Category: A1) • Marriage Certificate (Category: A2, A3, A4, A5, A6, A7, B) • Affidavit of applicant solo parent (Category: A1 to A7, B, C, D, E) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has the sole parental care and support of the child/children (Category: A1 to F) • Affidavit of a barangay official attesting that the applicant solo parent is a resident of the barangay and that the child/children is/are under the parental care and support of the solo parent. (Category: A1 to F) • Marriage Certificate, if the applicant is the spouse of the OFW, or birth certificate or other competent proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW (Category: B) • Death certificate of the spouse (Category: A2) • Certificate of detention or a certification that the spouse is serving sentence at least 3 months issued by the law enforcement agency having actual custody of the detained spouse, or commitment order issued by the court (Category: A3) • Medical records, medical abstract or a certificate of confinement in the National Center for Mental Health/any medical hospital/facility as a result of the spouse's physical/mental incapacity or PWD ID (Category: A4) • Judicial decree of legal separation of the spouses or, an affidavit of 2 disinterested persons for de facto separation (Category: A5) • Judicial decree of nullity of marriage or judicial recognition of foreign divorce with marriage contract annotated with the fact of declaration of nullity of marriage or annulment of marriage (Category: A6) 	<ul style="list-style-type: none"> • City Civil Registrar Office • Barangay Hall /Police Station • City Health Office • City Civil Registrar Office • City Legal Office • City Legal Office • City Legal Office • City Civil Registrar Office • City Civil Registrar Office • Bureau of Jail Management and Penology (BJMP) • City Health Office • Court • Court



- | | |
|---|---|
| <ul style="list-style-type: none">• Affidavit of 2 disinterested persons attesting to the abandonment of spouse (Category: A7)• Police or Barangay record of the fact of abandonment (Category: A7)• Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document (Category: B)• Photocopy of the OFW's passport with stamps showing continuous twelve (12) months of overseas work or a certification from the Bureau of Immigration (Category: B)• Proof of income of the OFW's spouse or family member (Category: B)• Certificate of No Marriage (CENOMAR) (Category: C)• Proof of guardianship such as the decision granting legal guardianship issued by a court; proof of adoption such as the decree of adoption issued by a court or order of adoption issued by DSWD or National Authority on Child Care (NACC); proof of foster care such as foster parent license issued by the DSWD or (NACC) (Category: D)• Medical records of her pregnancy (Category: F)• Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent who is providing support to the pregnant woman (Category: A1 to F)• Death Certificate, Certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least 6 months (Category: A2)• Proof of relationship of the relative to the parent or legal guardian such as birth certificate, marriage certificate, family record or other analogous proof of relationship (Category: E)• 2 pcs. 1x1 picture (Category: A1 to F)• Solo Parent Orientation Certificate of Attendance (Category: A1 to F) | <ul style="list-style-type: none">• City Legal Office• Police Station/Barangay Hall• Philippine Overseas Employment Administration• c/o client• c/o client• City Civil Registrar Office• Court• City Health Office• Barangay Hall/Legal Office• City Civil Registrar Office/Court• c/o client• c/o client• c/o CSWD |
|---|---|



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Registration</p> <p>Register your name on the logbook</p>	<p>1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff</p>	None	2 minutes	<p>PHOEBUS PELAYO</p> <p><i>Admin. Aide I (Casual Laborer I)</i></p>
<p>2. Application/Intake interview with supported documents</p> <p>Submit requirements to CSWD Office or to personnel in charge</p>	<p>2. Accept and evaluate documents</p>		10 minutes	
<p>3. Assessment & Orientation</p> <p>The person in charge interviews or schedule a home visit if necessary, to establish his/her eligibility, validate information.</p>	<p>3. Conduct interview, assessment, and orientation to client</p>		1 hour	<p>ARVIE BRILLANTES</p> <p><i>Social Welfare Aide</i></p>
<p>4. Issuance of SP ID card</p> <p>The person in charge will inform when to comeback for release of SP ID card duly signed by the social worker and the City Mayor after filling of application.</p>	<p>4. Release Solo Parent ID</p>		within 7 days	
	Total:	None	7 days, 1 hr., 12 mins.	



6. Registration and Issuance of Senior Citizen ID Card and Purchase Booklet

ABOUT THE SERVICE

Under R.A. 9257, a Senior Citizen shall avail of the various benefits and privileges provided he/she must have a Senior Citizen Identification Card. A Senior Citizen ID Card together with a purchase Booklet should be presented when purchasing medicine, food commodities and other items to avail of discounts. These benefits are the following:

- Free medical/dental/diagnostic and laboratory fess in all government facilities
- 20% discount in Hotels, Recreation Center and Funeral Parlor
- 20 % discount in Basic Commodities
- 20% discount in Theaters, Cinema Houses and Concert Halls, etc.
- 20% discount on Medical and Dental Services, Diagnostic and Laboratory fees in Private facilities
- 20% discount in fare for Air, Sea Travel and Public Transportation

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior Citizens

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Certificate of Residency • Cedula • Valid ID with Date of Birth/Birth Certificate/Baptismal Certificate • 3 pcs 1x1 picture • Application Form 	<ul style="list-style-type: none"> • Barangay Hall • City Treasurer's office • Local Civil Registrar • c/o Client • CSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin Aide I (Casual Laborer I)</i>
2. Get and fill-up the Application Form / Requirements Applicant fills up application form provided by CSWD Office.	2. Assist client in filling-out of application form		8 minutes	ERNA BOMPAT <i>Social Welfare Aide</i>



<p>3. Assessment of Submitted Documents</p> <p>CSWD Staff-in charge assesses the applicant / application form together with the required documents</p>	<p>3. Assess and Evaluate submitted documents</p>		<p>5 minutes</p>	<p>ERNA BOMPAT <i>Social Welfare Aide</i></p>
<p>4. Issuance of OSCA ID/Booklets and Purchase Booklets</p>	<p>4. Preparation and releasing of Senior Citizen's ID and Purchase Booklet</p>		<p>5 minutes</p>	
	<p>Total:</p>	<p>None</p>	<p>20 minutes</p>	



7. Provision of Assistive Devices

ABOUT THE SERVICE

The government shall provide services for rehabilitation and self-development of Senior Citizens and Persons with Disability through provision of assistive devices for their accessibility and integration into the mainstream of society and for other purposes.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior Citizens and Persons with Disability

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Medical certificate (stating client/ patient condition and recommendation for the use of assistive device) • Certificate of Residency • Photocopy of PWD/OSCA ID Card/ Valid ID • 2 pcs. whole body picture • Letter addressed to the City Mayor 	<ul style="list-style-type: none"> • City Health office / attending physician • Barangay Hall • c/o client • c/o client • c/o client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Get list of Requirements Applicant gets a copy/list of requirements to be complied	2. Give copy/list of requirements to applicant		3 minutes	JASTEEN CAUNTOD <i>Social Welfare Aide</i>
3. Submitted Requirements Applicant submit required documents	3. Accept required documents for checking and validation		5 minutes	



<p>4. Assessment and Interview</p> <p>In-charge conducts interview to assess the client's need</p>	<p>4. Assess and interview applicant; once qualified documents will be forwarded to the City Mayor for approval</p>		<p>15 minutes</p>	<p>JASTEEN CAUNTOD <i>Social Welfare Aide</i></p>
<p>5. Granting of assistive device</p>	<p>5. Releasing of assistive device in respective barangays every Friday</p>		<p>4 hours</p>	<p>JOHN RYAN PEREZ <i>Staff in-charge</i></p>
	<p>Total:</p>	<p>None</p>	<p>4 hrs., 25 minutes</p>	



8. Application for Social Pension for Indigent Senior Citizen

ABOUT THE SERVICE

Granting additional benefits and privileges to Senior Citizens. This is a monthly stipend of P 1,000.00 given every quarter or semester to qualified Senior Citizens to help augment for their daily subsistence and other medical needs.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Senior Citizens

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Indigency (stating the applicant's status- economic & health; certifying that he/she is not a receiving any kind of pension) • Photocopy of OSCA ID • Social Pension Intake Sheet 	<ul style="list-style-type: none"> • Barangay Hall • c/o client • CSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Get and fill-up the Application Form / Requirements Applicant fills out application form provided by the CSWD Office	2. Give application form to applicants		3 minutes	JASTEEN CAUNTOD <i>Social Welfare Aide</i>
3. Submit filled up application form with required documents Applicant submit application form together with the required documents at CSWD Office	3. Accept and evaluate required documents		5 minutes	



<p>4. Assessment and Interview</p> <p>In-charge conduct initial interview to assess the qualifications of the applicant</p>	<p>4. Assess and interview the applicant; once qualified the applicant's name will be encoded as waitlisted subject for final validation of eligibility by the DSWD FO6.</p>		<p>10 minutes</p>	<p>JASTEEN CAUNTOD Social Welfare Aide</p>
	<p>Total:</p>	<p>None</p>	<p>20 minutes</p>	



9. Securing Membership in Senior Citizens Organization (FSCAP-Victorias)

ABOUT THE SERVICE

An organized group of Senior Citizens that serve as the focal point of Barangay Organization for Senior Citizen. It will give them access to camaraderie and belongingness with common goal for the development and contribution of their sector to the community and the government.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior Citizens

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Senior Citizen ID Card Application Form 	<ul style="list-style-type: none"> CSWD Office Federation of Senior Citizens Affairs Office (Senior Citizen Pavilion)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Secure copy of membership form Request for a copy of membership form / roster form and fill up required information	2. Provide membership form		3 minutes	JASTEEN CAUNTOD <i>Social Welfare Aide</i>
3. Referral to Respective FSCAP- Barangay Level You will be referred to FSCAP-Barangay Level for submission of your application form and requirements.	3. Refer and coordinate with FSCAP Barangay Level		10 minutes	
Total:		None	15 minutes	



10. Availing of Services for Victims or Affected by Disaster/Calamity

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) pro-actively provides assistance to individual and families who are victims of natural or man-made calamities such as typhoons, floods, fire and etc. The program provides services for the following:

- Provision of relief assistance
- Provision of financial/housing materials for the restoration of damaged/destroyed houses
- Counseling/stress debriefing for individuals and families who have been emotionally and psychologically affected by the disaster
- Food for work

The Office also facilitates the provision of financial assistance from national government offices (e.g. Department of Social Welfare and Development, Office of Defense) and other agencies to victims.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Victims of Calamities and Disaster

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Certification of Residency • Barangay or Police Blotter or Certification from the Bureau of Fire Protection • Picture of Incidence • Incident Report from CDRRMO • Photocopy of Valid ID 	<ul style="list-style-type: none"> • Barangay Hall • Barangay Hall/PNP/Bureau of Fire • Place of Incident • City Disaster Risk Reduction and Management Office (CDRRMO) • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and submit requirements.	1. Receive and logging in of clients. Initial interview for client's needs and refer to the assigned office staff.	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>



<p>2. Interview and Assessment</p> <p>A CSWD Staff in-charge will interview/assess your needs and inform you to wait for notification of release of assistance at City Treasurer's Office (CTO). (You will also be given family food packs after the interview).</p>	<p>2. Assessment of client's needs and validation of documents/ requirements submitted. (Facilitate release of family food packs)</p>		<p>30 minutes</p>	<p>MYLA DAWATAN <i>Admin. Officer II</i></p> <p>ARMIE DELA CRUZ <i>Youth Development Assistant</i></p> <p>CAREN BURO <i>Staff in-charge</i></p>
<p>3. Preparation of Assessment Report</p> <p>A CSWD Staff in-charge will prepare assessment report.</p>	<p>3. Preparation of Social Case Summary Report or Form 200 with complete pertinent documents</p>		<p>3 days</p>	
<p>4. Processing of Financial Assistance</p> <p>CSWD staff in-charge prepare all pertinent documents for processing of payroll/voucher.</p>	<p>4. Preparation of payroll/voucher to be forwarded to Finance Offices</p>		<p>2 days</p>	<p>JOHN REY PALASOL <i>Staff in-charge</i></p>
<p>5. Release of Assistance</p> <p>Once assistance is ready, employee in-charge will notify client.</p>	<p>5. Assist and guide the client for releasing of assistance at the City Treasurer's Office (CTO).</p>		<p>8 minutes</p>	<p>ERNA BOMPAT <i>Social Welfare Aide</i></p>
	<p>Total:</p>	<p>None</p>	<p>5 days, 40 mins.</p>	



11. Securing a Certificate of Indigency

ABOUT THE SERVICE

A Certificate of Indigency is required to access free services from government hospitals / institutions; scholarship program in GO's; other agency such as Local Civil Registrar's Office (LCR) for exemption of filing fee under R.A 9255-correction of Live Birth Certificate; Public Attorney's Office (PAO)/ Department of Justice (DOJ) for exemption from docket fees, transcript of stenographic notes, other court fees and free legal assistance to indigents.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Individual/Family

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certification of Indigency Pantawid ID Card (if beneficiary) 	<ul style="list-style-type: none"> Barangay c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Registration</p> <p>Write your name and the purpose of the visit on a client logbook.</p>	<p>1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff</p>	None	2 minutes	<p>PHOEBUS PELAYO Admin. Aide I (Casual Laborer I)</p>
<p>2. Interview</p> <p>You will be interviewed by CSWDO personnel to get pertinent information. The results of the interview are written in an intake sheet.</p> <p>You may be required to draw a sketch of your residence for home visits.</p>	<p>2. Interview and assessment to client</p>		20 minutes	<p>KERRBOARD CERBO Admin. Aide I (Casual Laborer I)</p> <p>(in absence of in-charge you may approach any of the following staff: RICKY LAPIDANTE JR, RSW/ AIREEN GRACE GAZO, RSW)</p>
<p>3. Home Visit</p> <p>Home visit follows, if necessary.</p>	<p>3. Conduct home visit</p>		2 hours	



<p>4. Preparation of Certificate</p> <p>CSWDO staff prepares 2 copies of the Certificate of Indigency.</p>	<p>4. Prepare Certificate of Indigency</p>		<p>15 minutes</p>	<p>KERRBOARD CERBO Admin. Aide I (Casual Laborer I)</p> <p>(in absence of in-charge you may approach any of the following staff: RICKY LAPIDANTE JR, RSW/ AIREEN GRACE GAZO, RSW)</p>
<p>5. Approval and Release of Certificate</p> <p>CSWDO Chief approves the certificate. You are then, given your copy.</p>	<p>5. CSWD Officer approves and sign the Certificate of Indigency</p>		<p>10 minutes</p>	<p>JOY S. REUNIR City Social Welfare & Dev't. Officer</p>
	<p>Total:</p>	<p>None</p>	<p>2 hrs., 47 mins</p>	



12. Securing a Membership with Pag-asa Youth Association of the Philippines (PYAP)

ABOUT THE SERVICE

A comprehensive package of services for the out-of-school and other disadvantaged youth who are 15-30 years old and single. It promotes the total development of the youth to become self-reliant, economically productive and socially responsible citizens. Service coverage are the following:

- Capability Building Project
- Trainings and Seminars
- Immersion Outreach Program

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Youth Sector

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Membership Form • 15-30 years old, single • Either out-of-school youth, in-school youth, working youth and disadvantaged youth (exploited, abused or with disabilities) 	<ul style="list-style-type: none"> • City Social Welfare and Development (CSWD) Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Secure copy of membership form Request for a copy of membership form	2. Provide membership form		3 minutes	RICKY LAPIDANTE JR., RSW <i>Social Welfare Officer I</i>
3. Referral to Respective PYAP-Barangay Level You will be referred to PYAP-Barangay Level for submission of your application form and requirements.	3. Refer and coordinate with PYAP Barangay Level		10 minutes	
	Total:	None	15 minutes	



13. Securing Services for Pre-Marriage Orientation and Counseling (PMOC)

ABOUT THE SERVICE

An orientation and counseling for couples applying for marriage license has been instituted and designed to provide pre-marriage couples with a realistic overview of what marriage is all about. ***It is conducted every Wednesday.***

Presidential Decree 965, the 1987 Family Code of the Philippines, the Local Government Code, and the Responsible Parenthood and Reproductive Health (RPHP) Law, all couples applying for a marriage license in the Philippines are required to attend the Pre-Marriage and Counseling (PMOC) session before they can be issued a license.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Would-be Couple

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Applicant fills-up application form and Marriage Expectation Inventory (MEI) Form	1. Receiving and logging in of clients and initial interview for client's needs and refer to the assigned office staff Provide PMC Application form and Marriage Expectation Inventory (MEI) Form	None	10 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Seminar/ Orientation Proper All would be couple will undergo Pre-Marriage Orientation (PMO) Couples aged 18-25 y/o will have another session on Pre-Marriage Counseling (PMC)	2. PMOC Team will conduct Orientation and Counseling		4 hours	RICKY LAPIDANTE, JR., RSW <i>Social Welfare Officer I Pre-Marriage Counselor</i> AIREEN GRACE GAZO, RSW <i>Pre-Marriage Counselor</i> RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I/ Pre-Marriage Counselor</i> JOJI LUCES, RSW <i>Pre-Marriage Counselor</i> JOAN DEMETILLO <i>Pre-Marriage Counselor</i>
			3 hours	



3. Preparation of Certificate Certificate for would be couple are prepared	3. Preparation of PMOC Certificates		10 minutes	KERRBOARD CERBO <i>Admin. Aide I (Casual Laborer I)</i>
4. Preparation of Certificate Applicant get certificate issued by CSWD Personnel for attending the seminar.	4. Releasing of PMOC certificate		5 minutes	
	Total:	None	7 hrs., 25 mins.	



14. Availing of Day Care Service

ABOUT THE SERVICE

Provision of supplemental parental care to children ages 2-4 years old who maybe neglected, potentially abused, exploited or abandoned during part of the day when parents cannot attend to their needs.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Photocopy of birth certificate (PSA) • Photocopy of growth monitoring chart and immunization card 	<ul style="list-style-type: none"> • City Registrar's Office • City/Barangay Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration (Parent/guardian to come at Child Development Center in their Barangay)	1. Register information of child and Parents/ Guardians	None	5 minutes	Child Development Worker (assigned per barangay)
2. Submit Requirements	2. Applicants submit requirements of a child at their respective Child Development Center		5 minutes	
3. Assessment and Interview	3. Conduct assessment of child upon entry Once qualified, administer ECCD checklist of a child. Parent/guardian then be instructed and oriented of the ECCD Program		30 minutes	
	Total:	None	40 minutes	



15. Availing of Supplementary Feeding Program to Daycare Children

ABOUT THE SERVICE

Provision of food in addition to the regular meals of identified beneficiaries. This is in the form of hot meal/ non-rice alternative to be served during break/snack time.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	2-4 years old children

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Weighing of Children	1. Conduct weighing to get the nutritional status of children	None	5 minutes	Child Development Worker (assigned per barangay)
2. Releasing of one hot meal a day as scheduled	2. Children receives one hot meal a day		5 minutes	
3. Monitor the Nutritional Status of children monthly	3. Update weighed status of children		5 minutes	
4. Conduct Nutrition Education/Parents Effectiveness Service/ counseling	4. Home visitation/ interview with parents		30 minutes	Child Development Worker (assigned per barangay) or Barangay Nutrition Scholar
	Total:	None	45 minutes	



16. Registration and Granting of Permit to Operate of Child Development Centers/ Learning Centers

ABOUT THE SERVICE

The Registration and Granting of Permit to Public and Private Child Development Centers (CDC) /Learning Centers is a mechanism to ensure that young children are provided access to quality services in health, nutrition and early learning in a safe and inclusive environment moreover, an instrument for the transformation of quality services in early childhood care, development and education.

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of	G2C
Who may avail:	Punong Barangay (Public CDC), Administrator/Principal/Director (Private CDC/LC)

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> - Photocopy of SEC Registration - Profile of the Center that describes its location, ownership and the goals and objectives and program(s) to be offered - Descriptions with pictures of the lot size, indoor and outdoor area, number of buildings/classrooms, facilities, equipment and constructional materials. - Number of young children to be served, list of teachers, names of administration/principal/director and other staff. - Specific information about the center 	<ul style="list-style-type: none"> • c/o Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook.	1. Logging in of client. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS Pelayo Admin. Aide I (Casual Laborer I)
2. Secure application for registration. Applicant to fill out registration form provided by staff in-charge. (Public and Private Child Development Centers/ Learning Centers shall undertake registration six (6) months before offering any early childhood programs)	2. In-charge will provide registration form and will ask you to fill-out and complete the information needed. <i>For private CDC/LC: Requirements for permit to operate will be discussed.</i> <i>For public CDC/LC: Information on the essential elements of the center will be asked</i>		10 minutes	JOAN DEMETILLO Day Care Worker II
3. Submit documents for Permit to Operate (for private CDC/LC)	3. In-charge will check and evaluate the submitted documents and you will be asked to pay the inspection fee at the City Treasurer's Office	P 250.00	15 minutes	JOAN DEMETILLO Day Care Worker II
4. Conduct of visit/ inspection Expect a visit/ inspection of CDC/LC after a month of filing application for Permit to Operate	4. In-charge will conduct inspection to determine compliance of requirements.		1 month (4 weeks)	



<p>5. Preparation of Inspection Report</p>	<p>5. CSWD Officer will submit Report of Inspection to the City Mayor for issuance or non-issuance of permit to operate</p>		<p>1 week</p>	<p>JOY S. REUNIR <i>City Social Welfare & Dev't. Officer</i></p>
<p>6. Granting of Permit to Operate</p> <p>Comply with all requirements: Certificate to Operate for three (3) years issued to CDC/LC.</p> <p>Failure to comply with requirements: Temporary Permit Operate for one year issued and CDC/LC must comply with lacking requirements.</p>	<p>6. In-charge will notify the applicant and release Certificate to Operate</p> <p>In-charge will notify and release letter to comply requirements with report of inspection attached. The center is given 5 months to one year to comply with the lacking requirements</p>	<p>None</p>	<p>1 day</p>	<p>JOAN DEMETILLO <i>Day Care Worker II</i></p>
	<p>Total:</p>	<p>P 250.00</p>	<p>5 weeks, 1 day, 27 mins</p>	



17. Availing of Endorsement Certificate for Universal Health Care (PhilHealth)

ABOUT THE SERVICE

Issuance of endorsement certificate for outright membership to PhilHealth Program under Universal Health Care Service. It is an integrated and comprehensive approach to ensure that all Filipinos are health literate, provided with healthy living conditions and protected from hazards and risks that could affect their health.

Ensure that all Filipinos are guaranteed equitable access to quality and affordable health care goods and services and protected against financial risk.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Head of the Family

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Barangay Certificate of Indigency/Residency Valid ID Birth Certificate Temporary live birth of new born child Marriage Contract 	<ul style="list-style-type: none"> Respective Barangay Hall c/o Client City Civil Registrar Office City Health Office/Hospital/Lying-in Clinic City Civil Registrar Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and submit requirements.	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff		2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Submit requirements Applicants submit requirements at CSWD office	2. Accept and evaluate required documents	None	3 minutes	KERRBOARD CERBO <i>Admin. Aide I (Casual Laborer I)</i>



<p>3. Assessment and Interview</p> <p>Implementer conducts interview to assess the needs of the client</p>	<p>3. Assess and interview applicant for eligibility</p>		<p>10 minutes</p>	<p>KERRBOARD CERBO <i>Admin. Aide I (Casual Laborer I)</i></p>
<p>4. Releasing of Endorsement</p> <p>You will be advised to submit the endorsement to PhilHealth Office together with the required documents for membership.</p>	<p>4. Release endorsement certificate</p>		<p>5 minutes</p>	
	<p>Total:</p>	<p>None</p>	<p>20 minutes</p>	



16. Availing of ERPAT Membership

ABOUT THE SERVICE

ERPAT is an organization of fathers that served as strategy to address the problem of fathers not attending Parenting Effectiveness Service (PES) and to address prevention of domestic violence. It is a service that gives importance on the knowledge, attitudes and skills of father in performing parental roles and responsibilities.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Fathers

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Membership form 	<ul style="list-style-type: none"> CSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff		2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Get and fill-up the application Form Applicant fills up application form provided by CSWD Office	2. Assist client in filling up application form		3 minutes	KERRBOARD CERBO <i>Admin. Aide I (Casual Laborer I)</i>
3. Submit filled-out application form Submit filled-out membership form to office-in-charge. You will be referred to respective ERPAT-barangay level and will undergo an orientation as scheduled	3. Assess and evaluate submitted documents	None	5 minutes	
	Total:	None	10 minutes	



17. Availing of Additional Benefits to Senior Citizens (Age Longevity)

ABOUT THE SERVICE

A program that will provide cash grants to qualified senior citizens aged 80 - 100 years old. This will honor the important contributing factors of elderly people in molding each person, family and community in the sense of development and continued progress.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior Citizens

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Application Form • Local Copy of Certificate of Live Birth, in case of late registration, an affidavit of two (2) disinterested person is required; and/or Local Certificate of Marriage, in case of late registration, an affidavit of two (2) disinterested person is required; and/or Certificate of Baptism with page, book and entry number • OSCA-Senior Citizen ID • 2 pcs. Whole body picture • Certificate of Residency (stating the number of years as a resident) • Certificate of Eligibility (<i>issued by the CSWD Office to qualified applicant; after assessment/review of submitted documents</i>) 	<ul style="list-style-type: none"> • CSWD Office • c/o Client • c/o Client • c/o Client • Barangay Hall • CSWD Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and submit requirements.	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>



<p>2. Get application form and securing of requirements</p> <p>Assigned staff will give application for to the applicant.</p>	<p>2. Giving of application form and explaining the requirements needed</p>		<p>10 minutes</p>	<p>ARVIE BRILLANTES Social Welfare Aide</p>
<p>3. Submission of application form and requirements</p> <p>Clients submit application form and requirements.</p>	<p>3. Staff in charge review, assess and validate the requirements submitted by the applicant</p>		<p>10 minutes</p>	
<p>4. Preparation of Certificate of Eligibility</p> <p>Assigned staff prepares the Certificate of Eligibility for qualified beneficiary</p>	<p>4. Preparation of Certificate of Eligibility with its corresponding attachments</p>		<p>5 minutes</p>	
<p>5. Approval of Certificate of Eligibility</p> <p>CSWD Officer approves the certificate</p>	<p>5. CSWD Officer approves the Certificate of Eligibility</p>		<p>5 minutes</p>	<p>JOY REUNIR, RSW City Social Welfare & Dev't. Officer</p>
<p>6. Releasing of cash grant</p>	<p>6. City Treasurer Office release the cash grant to qualified senior citizens</p>		<p>Every first week of October during Elderly Filipino Week Celebration</p>	<p>City Treasurer's Office</p>
	<p>Total:</p>	<p>None</p>	<p>32 minutes</p>	



18. Minor Traveling Abroad Clearance

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) assist and guide clients in processing clearance for Minor Travel Abroad (MTA) requirements in ensuring their safety during their travel.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Minor Travelling Abroad

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly Accomplished Application Form. • Birth Certificate of Minor/s (PSA photocopy). • Marriage Contract of Minor/s parents. <ul style="list-style-type: none"> - Certificate of No Marriage (CENOMAR) of mother if not married. • Notarized Affidavit of Support and Consent of both parents with Special Power of Attorney (attached: Valid ID-Photocopy). <ul style="list-style-type: none"> - Affidavit of Consent and Support from the Philippine Embassy signed by the Consul (If parents are working abroad). - Written Consent if the father is a seafarer witnesses by officer. - Death Certificate (PSA copy) in case of deceased parent. • Any proof of income such as: Income Tax Return, Employment Contract or Certificate of Employment or Bank Certificate. • Passport of Travelling companion (photocopy). • Colored pictures of minor/s (2pcs. Passport) Recent photo taken within 6 months. • Processing Fee of Php 300.00 for 1 year and Php 600.00 for 2 years. <p>Note: Waiver of parent minor traveling alone</p>	<ul style="list-style-type: none"> • CSWDO Office; • Philippine Statistic Authority (PSA) • Philippine Statistic Authority (PSA) • Any Law Offices • c/o Client • c/o Client • c/o Client • c/o Client



Additional Requirements for Minor/s under Special Circumstances

- **Migrating to another country**
 - Visa petition approval
 - **Minor who will study abroad**
 - Acceptance or certificate of enrollment or registration from the school
 - **Who will attend conference, study tours, Competition, Student Exchange Program, Summer Camp, Pilgrimage, World Youth Day, and other related activities**
 - Certification from sponsoring organization
 - Affidavit of undertaking of companion indicating the safety measures undertaking by the sports agency (for sports competition)
 - Signed invitation from the sponsoring agency/ organization abroad with itinerary of travel and list of participants and duration of the activity/ travel
 - **Minor going abroad for medical purposes**
 - Medical Abstract of the Minor
 - Recommendation from the attending physician
 - **Minor under Foster Care**
 - Notarized affidavit of Undertaking by the Foster Parents
 - Notarized affidavit of Consent from the RACCO
 - Photocopy of Foster Placement Authority; (original copy to be attached for verification)
 - Photocopy of Foster Care License of the family; (original copy to be attached for verification)
 - DSWD Certification of Child Legally available for adoption
 - Return ticket/s
 - **Minor Under Legal Guardianship**
 - Certified true copy of Court Order on Legal Guardianship
- Bureau of Immigration Philippines
 - From school where the child will be studying

 - Sponsor/s

 - Attending Physician

 - Regional Alternative Child Care Office

 - Any Law Offices



<ul style="list-style-type: none"> • For minor/s whose parent/s are seafarers <ul style="list-style-type: none"> • Certification for manning agency attesting that the seaman is on board under agency's vessel. • Photocopy of seaman's Book • Abandoned minor with alleged missing parent, if parents are married <ul style="list-style-type: none"> • Social Case Study Report executed by a license social worker of the LGU • Blotter report from either local police or Brgy. Certification from the locally or last known address of the alleged missing • One (1) return registered mail to the last known address of the alleged missing parent(s) or known relative(s). 	<ul style="list-style-type: none"> • c/o client • City Social Welfare and Development Office • PNP or Barangay
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and submit requirements.	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office	None	2 minutes	PHOEBUS PELAYO <i>Admin. Aide I (Casual Laborer I)</i>
2. Interview and Assessment A CSWD Staff in-charge will interview you and assesses your needs.	2. Assessment of client's needs on how to secure requirements		20 minutes	RYJEN MAE DEMEGILLO, RSW <i>Social Welfare Officer I</i>
3. Refer client to DSWD Field Office VI	3. Refer and guide clients for submission of documents at DSWD Field Office VI and issuance of Minor Travelling Abroad (MTA) Certificate		5 minutes	
	Total:	None	27 minutes	

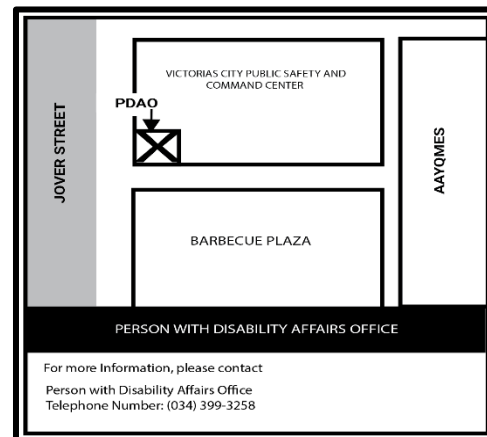


20. Securing Membership with PWD Organization (PWSN-VCC Inc.)

ABOUT THE SERVICE

An organized group of Persons with Disability from all Barangays in Victorias City that helps reduce social exclusion of PWDs and promote integration of disabled persons in the society.

Office or Division:	City Social Welfare and Development Office - Person w/ Disability Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Persons with Disability



CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Persons with Disability aged 0-59 years old Application Form 	<ul style="list-style-type: none"> Persons with Disability Affairs Office (PDAO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	FEBE MABAQUIAO Staff in-charge
2. Secure copy of membership form Request for a copy of membership form and fill up required information	2. Provide membership form		10 minutes	FRANCIS PABALATE Staff in-charge
3. Referral to Respective PWSN-Barangay Level You will be referred to PWSN-Barangay Level for submission of your application and requirements	2. Refer and coordinate with PWSN-Barangay Level		10 minutes	
Total:		None	22 minutes	

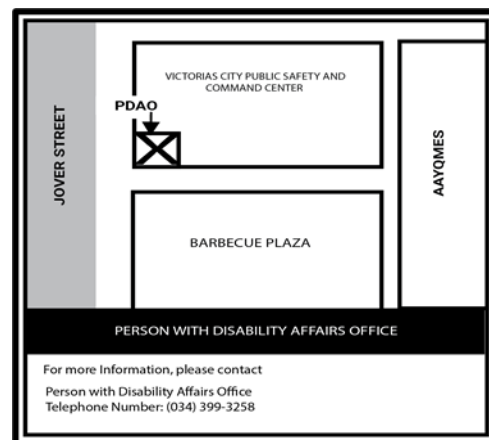


21. Registration and Issuance of Persons with Disability (PWD) ID Card and Purchase Booklet

ABOUT THE SERVICE

Special privileges and discounts are given to bonafide PWDs in the City in accordance with RA 9442. PWDs can avail of the benefits provided he/she must have a Privilege Identification Card. A PWD ID together with the Purchase Booklet should be presented when purchasing medicine and food commodities to avail of discounts. Other benefits provided are the following:

- Free medical/dental/diagnostic and laboratory fees in all government facilities;
- 20% discount in Hotels, Recreation Center and Funeral Parlor;
- 20% discount in Theaters, Cinema Houses and Concert Halls, etc.;
- 20% discount on Medical and Dental Services;
- Diagnostic and Laboratory fees in Private facilities;
- 20% discount in fare for Air, Sea Travel and Public Transportation;
- 5 % discount in basic commodities



Office or Division:	City Social Welfare and Development Office - Person w/ Disability Affairs Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Persons with Disabilities

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • 3 pcs. "1X1" ID Pictures • Barangay Certificate of Residency • Medical Certificate/Certificate of Disability • Application Form 	<ul style="list-style-type: none"> • c/o Client • Barangay Hall • City Health Office • Person with Disability Affairs Office (PDAO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook & submit requirements.	1. Receiving and logging in of clients. Initial interview for client's needs and refer to the assigned office staff	None	2 minutes	FEBE MABAQUIAO <i>Staff in-charge</i>
2. Get and fill up the application form / requirements Applicant fills up application form provided by PDAO	2. Assist client in filling up of application form		10 minutes	
3. Assessment of submitted documents CSWD staff in charge assesses the applicant / application form together with the required documents	3. Check and evaluate submitted documents		8 minutes	
4. Assessment and Interview In charge conducts interview to assess the needs of the Person with Disability (PWD).	4. Assess and interview applicant		10 minutes	
5. Issuance of PWD ID	5. Releasing of PWD ID and Purchased Booklet		1 hour	
	Total:	None	1 hr., 30 mins.	



LEGAL SERVICES

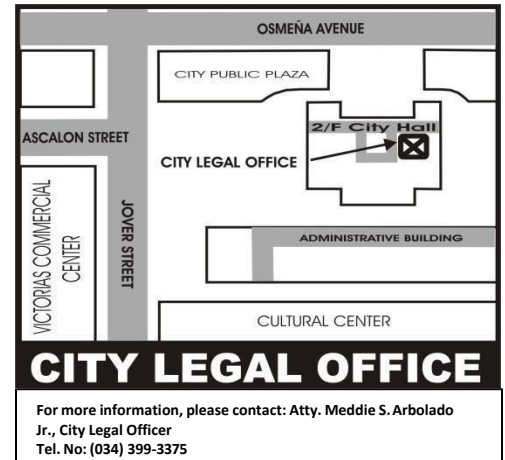
External Service



1. Drafting and Notarization of Affidavits and Other Legal Documents

ABOUT THE SERVICE

The City Legal Office (CLO) provides legal services such as drafting of affidavits, deeds, and other legal instruments. Free notarization is provided to government employees, 4PS beneficiaries, senior citizens, farmers, and fisherfolks in the marginalized sector.



Office or Division:	City Legal Office
Classification:	Complex
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Look for the assigned clerk and state your request.	1. Legal staff receives the request	A. Oath and Verification - P200.00	5 minutes	MARY JOY BUATAG <i>Admin. Asst. I (Bookbinder III)</i> JIGO BRYAN DE LA CRUZ <i>Admin. Aide I (Casual Laborer I)</i>
2. Interview/Preparation of Document Provide necessary and relevant data/information to the staff-in-charge	2. Legal staff interviews clients and gathers information needed in the preparation of the document	B. Affidavit and Oath - P300.00	5 minutes	
3. Recording of Document Have the prepared legal document/s signed by the legal respective affiant/s and submit the same to the staff-in-charge for recording	3. Legal staff enters docket number of documents and valid ID be recorded in the Notarial Registry	C. Preparation and acknowledgment of deeds, contracts, or agreements: *SPA- P500.00 *Deed of Sale, Real and Chattel Mortgage- 1% of the actual amount of consideration of the contract or agreement, but not less	3 minutes	
4. Notarization of Document Present the document to the City Legal Officer for review and notarization.	4. City Legal Officer administers oath and signs the documents.		10 minutes	



<p>5. Issuance of Document</p> <p>Receive/Claim the notarized document and leave a file copy with the assigned staff.</p>	<p>5. Legal staff releases and secures a copy of the documents for the office records.</p>	<p>than P500, whichever is higher</p> <p>D. Deed of Donation (based on Zonal Value of the Property): 1% of the zonal value of the property, but not less than P500, whichever is higher</p> <p>E. Contract of Lease 1% of the consideration of the contract, but not less than P500, whichever is higher</p> <p>F. Extra Judicial Settlement of Estate & Declaration of Heirship 1% of the zonal value of the property, but not less than P500, whichever is higher</p>	<p>1 to 5 days</p>	<p>MARY JOY BUATAG <i>Admin. Asst. I (Bookbinder III)</i></p> <p>JIGO BRYAN DE LA CRUZ <i>Admin. Aide I (Casual Laborer I)</i></p>
	<p>TOTAL:</p>	<p>Depending on the document as specified above</p>	<p>23 mins. to 5 days</p>	



2. Availing of Free Legal Counseling

ABOUT THE SERVICE

The City Legal Office (CLO) provides assistance to citizenry by offering free legal counseling.

Office or Division:	City Legal Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the Case</p> <p>Look for the Staff in-charge and wait to be interviewed regarding the nature of the case.</p>	<p>1. Legal Staff interviews the client to gather facts and information on the client's concern/ inquiry and then schedules the client for counseling</p> <p>Legal Staff enters the necessary details on the Counseling Form for reference</p>	None	10 minutes	<p>KEZIAH JOY ROA <i>Agri. Technologist</i></p> <p>MARY LOISE MACAPAGAL <i>Legal Asst. II</i></p>
<p>2. Counseling Proper</p> <p>Proceed to the office of the City Legal Officer who will conduct an interview and render legal counsel on the case based on the given facts and documents presented.</p>	<p>2. Legal Officer interviews the client and provides legal advice.</p>		20 minutes	<p>ATTY. MEDDIE S. ARBOLADO, JR. <i>City Legal Officer</i></p>
	Total:	None	30 minutes	



3. Requesting a Written Legal Opinion

ABOUT THE SERVICE

The office renders legal opinion on the basis of a written query and given a particular set of facts.

Office or Division:	City Legal Office
Classification:	Complex
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the Request</p> <p>Submit request for legal opinion on any legal problem shall be in writing to the staff-in-charge.</p>	<p>1. Legal staff receives the request and forwards it to the City Legal Officer</p>	None	2 minutes	<p>KEZIAH JOY ROA <i>Agri. Technologist</i></p> <p>MARY LOISE MACAPAGAL <i>Legal Asst. II</i></p>
<p>2. Interview</p> <p>Provide information on the circumstances of the case to the Legal Officer and present all relevant documents for assessment of the case.</p>	<p>2. Legal Officer interviews the clients and gathers information needed in the preparation of the written legal opinion</p> <p>Legal Staff sets a schedule when the client will return to get the copy of the written legal opinion</p>		30 minutes	<p>ATTY. MEDDIE S. ARBOLADO, JR. <i>City Legal Officer</i></p>
<p>3. Writing of Legal Opinion</p>	<p>3. Legal Officer writes legal opinion after analysis of the facts and documents presented</p> <p>Research applicable jurisprudence and law as basis for the legal advice</p>		7 to 21 days	<p>ATTY. MEDDIE S. ARBOLADO, JR. <i>City Legal Officer</i></p>



<p>4. Release of Written Legal Opinion</p> <p>Approach the staff and get your copy of the written legal opinion and sign in the logbook.</p>	<p>4. Legal staff releases and secures a copy of the documents for the office</p>		<p>5 minutes</p>	<p>KEZIAH JOY ROA <i>Agri. Technologist</i></p> <p>MARY LOISE MACAPAGAL <i>Legal Asst. II</i></p>
	<p>Total:</p>	<p>None</p>	<p>21 days, 38 mins.</p>	



HUMAN RESOURCE SERVICES

External Services



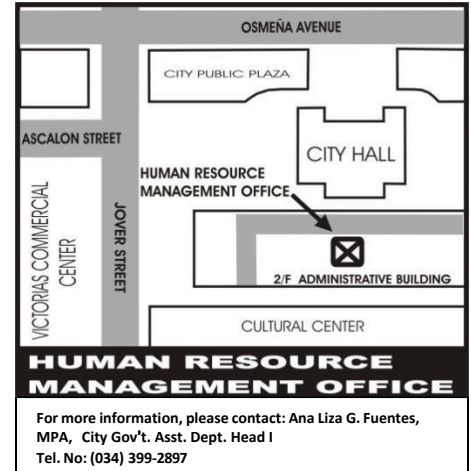
1. Applying for a Job with the City Government

ABOUT THE SERVICE

Application for work at the city government is open to anyone provided that a prospective employee meets the qualifications required for the job opening.

Job openings are published at CSC website at csc.gov.ph, Jobstreet.com, Victorias Malihaw Facebook page and posted at Victorias City Hall bulletin boards.

Applications should be submitted to the CHRMO or via email at hrd_victorias_city@yahoo.com.



A Human Resource Merit Promotion and Selection Board (HRM-PSB) screens applicants. The HRM-PSB members are:

- City Mayor or alternate
- City Vice-Mayor or alternate
- City Administrator or alternate
- Human Resource Management Officer
- Department Head of the department which has the vacancy or next-in-rank employee as alternate
- 1st Level Position Representative of the Victorias City Gov't. employees
- 2nd Level Position Representative of the Victorias City Gov't. employees

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Application Letter • Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) which can be downloaded at www.csc.gov.ph • Performance Rating in the present position for one (1) year (if applicable) • Photocopy of Certificate of Eligibility/Rating/License • Photocopy of Transcript of Records • Other supporting documents; if any 	<ul style="list-style-type: none"> • Applicant • Downloadable at www.csc.gov.ph • Applicant/Agency where employed • Issuing agency (Civil Service Commission, Professional Regulatory Commission, etc.) • School where graduated



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Check for Job Vacancy</p> <p>Proceed to City Hall and check the bulletin boards found at the right side entrance 1st floor lobby of the Annex building and Victorias Commercial Center, City Health Office and at the main building or at the CHRMO office for any job posting. You may also check out the Civil Service Commission Bulletin or website at www.csc.gov.ph, Jobstreet.com and Victorias Malihaw FB Page.</p>		None		
<p>2. Submit Application</p> <p>Submit an application letter specifying the position applied for, together with the requirements to CHRMO or email at hrd_victorias_city@yahoo.com.</p>	<p>2. Staff-in-charge receives job application requirements and introduce applicant/s to City Human Resource Mgt. Officer</p>		15 minutes	<p>GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i></p> <p>JENNY DRILON <i>Admin. Aide II</i></p>
<p>3. Preliminary Interview</p> <p>You will be interviewed by a City Human Resource Management Officer upon filing of application. This is done to assess whether applicants meet the minimum qualification standard (QS) requirements for the position.</p>	<p>3. CHRMO conducts preliminary interview and assess if applicant/s meet the minimum qualification standard (QS) for the position</p>		20 minutes	<p>ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i></p> <p>MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i></p>
<p>4. Wait for Advice/ Notice</p> <p>You will be advised to come back on a scheduled date when the CHRMO administers written/skill test and screens</p>	<p>4. Staff-in-charge sends advice/ notice to qualified applicant/s for date of written test and/or job</p>		Within 3 days from date of notification of schedule of screening set by HRMPSB	<p>JENNY DRILON <i>Admin. Aide II</i></p>



<p>the applicants to fill the vacancy. HRMPSB screening of exam are usually scheduled 15 days after publication of the vacant position.</p> <p>NOTE: Only applicants who are able to meet the minimum QS requirements will be given written/skills test and will be called for an interview by the HRMPSB.</p>	<p>interview either through written communication, email or text message</p>			<p>GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i></p>
<p>5. Take Written/Skills Test</p> <p>Applicant/s take written/skills test as administered by the City Human Resource Management Office</p>	<p>5. Staff-in-charge administers written/skills tests to applicant/s</p>		<p>1 hour</p>	<p>GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i></p> <p>JENNY DRILON <i>Admin. Aide II</i></p>
<p>6. Job Interview</p> <p>The HRMPSB screens and interviews applicants who meet the QS requirements.</p>	<p>6. Members of the HRMPSB interview applicants</p>		<p>45 minutes</p>	<p>ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i></p> <p>MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i></p>
	<p>Total:</p>	<p>None</p>	<p>2 days, 2 hrs., 20 mins.</p>	



2. Issuance of Certified Copy of Documents

ABOUT THE SERVICE

Request for certified machine copies of documents found in the employee's 201 file (e.g. plantilla of casual employment, appointment papers, service record, SALN, PDS, etc.) for claims/loan purposes, etc. Machine copies of documents requested are certified by the City Human Resource Management Officer (HRMO).

Office or Division:	City Human Resource Management Office
Classification:	Simple and Complex
Type of Transaction:	G2C, G2G
Who may avail:	<p>All Active or Inactive City Government Employees;</p> <p>Immediate family members of deceased city employees for purposes of processing claims/benefits only;</p> <p>The Head, City HRMO or Liaison Officer of the agency where the employee is employed for purposes of updating of records, reference, etc.;</p> <p>Courts and administrative bodies exercising quasi-judicial functions in connection with pending case/s involving the employee; and</p> <p>Such other officials or entities duly authorized by law to have access to personal records of the employee.</p>

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter-request specifically stating purpose, as necessary • Filled-out Document Request Form 	<ul style="list-style-type: none"> • Requesting Party • HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement or fill-out and submit Document Request Form	1. Employee-in-charge facilitates retrieval of the requested document/s, photocopy and submit for authentication to City HRMO	None	10 minutes to 3 working days depending on the purpose, availability, type and number of documents requested	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i>



	2. OIC-CHRMO authenticates the requested document/s		5 to 30 minutes depending on the number of document/s requested	ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i>
3. Receive the document	3. Employee-in-charge releases the requested document after signature/approval of authorized officer		5 minutes	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i> NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
	Total:	None	Time varies	



3. Issuance of Service Records

ABOUT THE SERVICE

Service Record shows the employment history of all active and inactive employees of the agency. It contains details on date of original appointment/promotions/reappointment/salary adjustments, positions, salary rate, status of appointment/employment, etc. It is usually requested for purposes of updating records with the Government Service Insurance System (GSIS) or Home Development Mutual Fund (HDMF), loan application and processing of claims/benefits.

Office or Division:	City Human Resource Management Office
Classification:	Simple and Complex
Type of Transaction:	G2C, G2G
Who may avail:	<p>All Active or Inactive City Government Employees;</p> <p>Immediate family members of deceased city employees for purposes of processing claims/benefits only;</p> <p>The Head, City HRMO or Liaison Officer of the agency where the employee is employed for purposes of updating of records, reference, etc.;</p> <p>GSIS and HDMF.</p>

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter-request specifically stating purpose, as necessary • Filled-out Document Request Form 	<ul style="list-style-type: none"> • Requesting Party • HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Document Request Form	1.1. Employee-in-charge retrieves the documents from the file or database	None	15 minutes	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
	1.2. Updates and prints service record		15 minutes	
	1.3. Submits to City HRMO for signature		2 minutes	



	2. OIC-CHRMO reviews and signs printed copy of service record		5 minutes	ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i>
2. Receive the document	3. Employee-in-charge releases the requested document after signature/approval of authorized officer		5 minutes	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i> NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
	Total:	None	42 minutes	



4. Issuance of Certificate of Employment

ABOUT THE SERVICE

The Certificate of Employment contains details on the employee's position, salary rate, status of appointment/employment, and period of employment with the agency. It is usually requested to verify employment information of active or inactive employees and usually requested for purposes of loan application, travel, job application with other agencies/companies, processing of claims/benefits, etc.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	All Active or Inactive City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Filled-out Document Request Form 	<ul style="list-style-type: none"> HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Document Request Form	1.1. Employee-in-charge retrieves the documents from the file or database	None	10 minutes	GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i>
	1.2. Updates and prints service record		20 minutes	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
	1.3. Submits to City HRMO for signature		2 minutes	
2. Receive the document	2. OIC-CHRMO reviews and signs printed copy of Certificate of Employment		5 minutes	ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i>
	3. Employee-in-charge releases the requested document after signature/approval of authorized officer		5 minutes	GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i> CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
	Total:		None	42 minutes



5. Securing GSIS Clearance for Processing of Terminal Leave Benefits (TLB)

ABOUT THE SERVICE

The office of the City HRMO facilitates issuance of GSIS Clearance to retired/separated government officials and employees as a requirement for the processing of their Terminal Leave Benefits (TLB) claim.

Office or Division:	City Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2G,G2C
Who may avail:	Retired, terminated and resigned city employees/ Authorized beneficiaries of retired and deceased city employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Form for Service Record GSIS Application for Retirement Form (Form No. 06302017-RET) 	<ul style="list-style-type: none"> HRMO HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Request for Service Record	1. HRMO staff receives the request Employee-in-charge prepares Service Record	None	15 minutes	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
2. Submit Service Record Submit Service Record to GSIS Liaison Officer for updating	2. Liaison Officer receives Service Record		5 minutes	ELIZABETH E. MISSION <i>Liaison Officer</i>
3. Wait for Response Wait for response from GSIS Main Office thru the Liaison Officer	3. Liaison Officer informs employee of the response from GSIS			ELIZABETH E. MISSION <i>Liaison Officer</i>



<p>4. Secure Application for Retirement</p> <p>Secure Application for Retirement from the CHRMO</p>	<p>4. CHRMO gives Application for Retirement to employee</p>		<p>5 minutes</p>	<p>MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i></p> <p>CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i></p>
<p>5. Submit to GSIS</p> <p>Submit to GSIS pertinent papers personally or thru the Liaison Officer</p>	<p>5. GSIS/Liaison Officer receives documents</p>			<p>GSIS or ELIZABETH E. MISSION <i>Liaison Officer</i></p>
<p>6. Secure tentative computation</p> <p>Secure tentative computation from GSIS</p>	<p>6. GSIS issues tentative computation to requesting party or thru Liaison Officer</p>			<p>GSIS</p>
<p>7. Present papers</p> <p>Present pertinent papers to the Liaison Officer and get notice of clearance or wait for clearance from GSIS</p>	<p>7. GSIS issues notice of clearance to the requesting party or thru Liaison Officer</p>			<p>GSIS or ELIZABETH E. MISSION <i>Liaison Officer</i></p>
<p>8. Secure forms</p> <p>Secure form for local clearance (HRMO). Secure also the signatures of concerned Heads of Offices</p>	<p>8. Employee-in-charge instructs employee to secure signatures of concerned Heads of Offices</p>		<p>10 minutes</p>	<p>MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i></p> <p>CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i></p>
<p>9. Process Terminal Leave Benefits (TLB) claim at CHRMO and retirement claims at GSIS</p>			<p>1 week</p>	<p>CHRMO or GSIS</p>
	<p>Total:</p>	<p>None</p>	<p>1 week, 35 mins.</p>	



6. Processing of Terminal Leave Benefits (TLB) Claim

ABOUT THE SERVICE

The office of the City HRMO prepares and process Terminal Leave Benefits (TLB) claims of retired/separated city officials and employees.

Office or Division:	City Human Resource Management Office
Classification:	Highly Technical
Type of Transaction:	G2G,G2C
Who may avail:	Retired, terminated and resigned city employees/ Authorized beneficiaries of retired and deceased city employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Local Clearance Form (CSC Form No.07, s. 2018) Application for Leave Form GSIS Clearance 	<ul style="list-style-type: none"> HRMO HRMO GSIS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance Form from CHRMO Fill-out, sign, route for signature of concerned signatories and submit completely signed Clearance Form to the City Human Resource Management Office	1. Employee-in-charge receives Clearance Form and requirements	None	1 hour	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i>
2. Secure Application for Leave Form from CHRMO Claim Application for Leave form duly filled-out by the HRMO after five (5) working days	2. Employee-in-charge fills-out Application for Leave Form		1 hour	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i>
3. Signing of Application for Leave Form Have the Application for Leave Form duly signed by the Head of Office and by the City Mayor	3. Head of Office and City Mayor signs Application for Leave Form		1 week	City Mayor and Head of Office concerned



<p>4. Preparation of retirement papers</p> <p>Wait for preparation and processing of retirement papers</p>	<p>4. Employee-in-charge prepares Terminal Leave Benefits (TLB) documents, Disbursement Vouchers and other supporting papers valid for claims upon submission of duly filled-out and signed Application for Leave Form</p>		<p>1 week</p>	<p>MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i></p> <p>CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i></p>
<p>5. Wait for the release of Terminal Leave Benefits (TLB) claim</p>	<p>5. Employee-in-charge process Terminal Leave Benefits (TLB) claim</p>			<p>City Treasurer's Office</p>
	<p>Total:</p>	<p>None</p>	<p>2 weeks, 2 hrs.</p>	



HUMAN RESOURCE SERVICES

Internal Services



1. Preparation/Processing of Payroll for Casual Employees

ABOUT THE SERVICE

The office of the City HRMO prepares and process payrolls for the payment of salaries of city Casual employees.

Office or Division:	City Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Casual City Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Daily Time Record (DTR) 	<ul style="list-style-type: none"> HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retrieval of time logs	1. Employee-in-charge retrieves time logs from the biometric to the computer and imports the same to the biometric system	None	½ day	ROMARD CABALLERO <i>Admin. Aide I (Laborer I)</i> CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
2. Printing of DTR	2. Employee-in-charge edits and prints Daily Time Records (DTRs)		1 day	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i> NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
3. Posting of deductions and printing of payroll	3. Payroll clerk checks/encodes absences, tardiness and other salary deductions to the system Payroll clerk prints payroll		1 day	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i> GLENNY RAE GUARDAPEZ, Rpm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i>
4. Casual employees gets their Daily Time Records (DTRs) from the HRMO	4. Payroll clerk distributes payrolls and DTRs for signature of employees and heads of offices		1 day	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>



<p>5. Processing of payroll</p>	<p>5. Payroll clerk prepares and process CAFOA, Disbursement Voucher and other documents required</p> <p>a. CHRMO - for signature of HRMO head</p> <p>b. Admin Office - for signature of City Administrator</p> <p>c. Budget Office - for entry</p> <p>d. Accounting Office - for entry and checking of DTRs</p> <p>e. Treasurer's Office - for cash advance and payment of salaries thru LBP ATM</p>		<p>½ day</p>	<p>CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i></p> <p>GLENNY RAE GUARDAPEZ, RPm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i></p>
	<p>Total:</p>	<p>None</p>	<p>4 days</p>	



2. Preparation/Processing of Payroll for Job Order Workers

ABOUT THE SERVICE

The office of the City HRMO prepares and process payrolls for the payment of salaries of city Job Order Workers.

Office or Division:	City Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Job Order Workers

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Daily Time Record (DTR) Accomplishment Report 	<ul style="list-style-type: none"> HRMO Job Order Worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retrieval of time logs	1. Employee-in-charge retrieves time logs from the biometric to the computer and imports the same to the biometric system	None	½ day	ROMARD CABALLERO <i>Admin. Aide I (Laborer I)</i>
2. Printing of DTR	2. Employee-in-charge edits and prints Daily Time Records (DTRs)		1 day	NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
3. Posting of deductions and printing of payroll	3. Payroll clerk checks/encodes absences, tardiness and other salary deductions 4. Payroll clerk prints payroll		1 day	NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
4. Job Order Workers employees gets their Daily Time Records (DTRs) from the HRMO	5. Payroll clerk distributes payrolls and DTRs for signature of employees and heads of offices		1 day	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>



<p>5. Processing of payroll</p>	<p>6. Payroll clerk prepares and process CAFOA, Disbursement Voucher and other documents required</p> <p>a. CHRMO - for signature of HRMO head</p> <p>b. Admin Office - for signature of City Administrator</p> <p>c. Budget Office - for entry</p> <p>d. Accounting Office - for entry and checking of DTRs</p> <p>e. Treasurer's Office - for cash advance and payment of salaries</p>		<p>½ day</p>	<p>NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i></p> <p>CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i></p>
	<p>Total:</p>	<p>None</p>	<p>4 days</p>	



3. Government Service Insurance System (GSIS) Loan Application

ABOUT THE SERVICE

GSIS Loans are granted to all qualified city government employees who are in active status such as Multi-Purpose Loan (MPL), Educational Loan, Emergency Loan, Policy Loan, Computer Loan, etc. subject to the provisions of the General Appropriations Act (GAA) on the required net take home pay.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All Active City Government Employees who are Active GSIS Members

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Duly accomplished leave application 	<ul style="list-style-type: none"> City Legal Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application through GSIS GWAPS Kiosk, online or OTC at GSIS Office				
2. Submit filled-out GSIS Loan Application form duly certified/ signed by authorized signatories from the City Legal Office and City Treasurer's Office to the Office of the HRMO	2.1. HRMO Staff-in-Charge receives loan application after sterilization of documents and checks if applicant is not on leave without pay		20 minutes	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i> (for Elected Officials & Permanent/Coterminous/ Contractual city employees)
	2.2. HRMO Staff-in-Charge initials loan application form if employee is not on leave without pay and submits the same to City HRMO/AAO for approval/disapproval of loan applications subject to terms and conditions of loan granting by GSIS		5 minutes	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i> (for Casual city employees)



	<p>2.3. AAO checks if loan application in AAO website and evaluates loan application and approves/disapproves the same based on the terms and conditions set by GSIS for loan granting</p> <p>2.4. Inform concerned employees of action taken</p>		<p>15 minutes</p> <p>5 minutes</p>	<p>ANA LIZA G. FUENTES, MPA ANA LIZA G. FUENTES, MPA City Gov't. Asst. Dept. Head I / AAO</p> <p>HRMO staff-in-charge</p>
3. Wait for the crediting of loan by GSIS to your GSIS E-card				
	Total:	None	45 minutes	



4. Transmittal for Landbank of the Philippines (LBP) Loan Application of City Employees

ABOUT THE SERVICE

Transmittal for Landbank of the Philippines (LBP) loan applications of all city government employees with permanent/coterminous/contractual and elected officials are being prepared, processed and submitted by the City Human Resource Management Office but review, approval and crediting of loans are under LBPs responsibility.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Elected City Officials and City Government Employees with Permanent/Coterminous/Contractual Employment Status

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of Net Pay • Photocopy of 2 government IDs affixed with 3 signatures • Blank CD 	<ul style="list-style-type: none"> • City Treasurer's Office • Requesting party • Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the HRMO with email address and contact number	1.1. Staff-in-Charge receives Certificate of Net Pay after sanitizing the document submitted at the sterilization box for safety purposes 1.2. Staff-in-Charge prepares transmittal letter and route for signature of authorized signatories 1.3. Staff-in-Charge submits duly signed transmittal letter with Certificate of Net Pay and other requirements to LBP for review and approval	None	15 minutes 30 minutes within one (1) day	GLENNY RAE GUARDAPEZ, Rpm <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i> CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>



<p>2. Wait for a reference number sent thru text or email messages by LBP regarding the status of loan application</p>			<p>Time varies</p>	<p>Land bank of the Philippines</p>
<p>3. Login to LBP iAccess mobile application and choose desired loan amount</p> <p>Wait for approval from LBP</p>			<p>Time varies</p>	<p>Land bank of the Philippines</p>
	<p>Total:</p>	<p>None</p>	<p>1 day, 45 minutes</p>	



5. Leave Administration

ABOUT THE SERVICE

City officials and employees are entitled to avail of leave of absence with pay as long they have sufficient leave credits or leave of absence without pay not to exceed one (1) year if they have already exhausted their leave credits, provided, such leave application is approved by the head of agency or his authorized signatory upon recommendation of the head of office where the employee is stationed and it is in accordance with existing Civil Service rules and laws on leave of absence of government officials and employees. Different types of leave have specific guidelines provided by the Civil Service Commission (CSC) which serve as basis for approval/disapproval of leave applications.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All Active City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Duly accomplished loan application (CSC Form No. 6, revised 2020) with appropriate attachments as applicable 	<ul style="list-style-type: none"> Respective Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>A. For offices without HRIS connection:</u></p> <p>1. File application for leave using the prescribed form duly signed by head of office and submit the same for approval to the City Administrator (for rank and file employees) or to the City Mayor (for heads of offices)</p>	<p>1.1. Staff-in-charge of the City Administrator's Office or City Mayor's Office facilitates signing/approval of leave application</p> <p>1.2. Staff-in-Charge informs employee of the status of his/her leave application and returns the leave form to the concerned employee</p>	None	<p>1 day</p> <p>Within the day leave was approved/disapproved</p>	<p>Staff-in-charge of the City Administrator's Office or City Mayor's Office</p>



2. Submit approved leave application form to the City HR Office through your designated liaison officer	2.1. HR Staff receives the approved application for leave and signs on the log book.		5 minutes	JENNY DRILON <i>Admin. Aide II</i>
	2.2. Staff-in-charge retrieves leave record, checks available leave credits of applicant and fill-out certification of leave credits on the leave form and endorse the same to the City HRMO for signature		1 day	CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i>
	2.3. HRMO head signs certification of leave credits on the leave form		5 minutes	NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i>
		Total:	None	2 days, 10 mins.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>B. For offices with HRIS connection:</u> How to apply Leave Application in HRIS System/ ESS Account: 1. Open Google Chrome 2. Type 192.168.100.4:12101 3. Input Username and Password Username: ID Number Password: 12345678 4. Click the Leave Request 5. Click the New Application 6. Select the date covered 7. Select the Leave Type 8. Click Save	1. Officer-in-charge of HRIS leave approval acts on leave application request	None	3 minutes	<i>Approver No. 1</i> Head of Office <i>Approver No. 2</i> ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i> <i>Approver No. 3</i> ATTY. LINDOLF F. DE CASTRO <i>City Administrator</i>
	Total:	None	3 minutes	



6. Monetization of Leave Credits

ABOUT THE SERVICE

A. Regular Monetization - Subject to availability of funds and approval of the agency head, qualified city officials and employees shall be allowed to monetize an equivalent of ten (10) days leave credits in a given year, provided, that at least five (5) days VL credits is retained after monetization for forced/mandatory leave purposes.

B. Special Monetization - Subject to availability of funds and approval of the agency head, qualified city officials and employees shall be allowed monetization of 50% of all accumulated vacation/sick leave credits in a given year on emergency cases or for valid and justifiable reasons only pertaining to health, medical and hospital needs of the employee and the immediate members of his/her family.

Office or Division:	City Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	All Active City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>*To qualify, officials and employees must meet the required number of leave credits earned as of the date of application for monetization of leave credits as follows:</p> <ul style="list-style-type: none"> - For regular monetization, officials and employees must have at least fifteen (15) days vacation leave credits. - For special monetization, officials and employees must have at least more than thirty (30) days accumulated vacation and sick leave credits. • Approved letter-request for monetization of leave credits • Proof/supporting documents for those who wish to avail of the special monetization of leave credits 	<ul style="list-style-type: none"> • City HRMO • Requesting Party • Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit approved letter-request for monetization of leave credits and proof/supporting documents (if applicable) to the City HR Office</p>	<p>1.1. HR Staff receives approved request for monetization of leave credits</p>	<p>None</p>	<p>5 minutes</p>	<p>JENNY DRILON <i>Admin. Aide II</i></p>
	<p>1.2. Staff-in-Charge retrieves yellow cards and computes/ evaluates request for monetization of qualified applicants</p>		<p>Two (2) days</p>	<p>NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i></p>
	<p>1.3. Staff-in-Charge requests computation of outstanding city and Land Bank loans of the applicants from the City Treasurer's Office</p>		<p>Two (2) days</p>	<p>MA. TERESA PEREZ <i>Payroll Clerk (CTO)</i></p>
	<p>1.4. Staff-in-Charge prepares payroll and supporting documents for qualified applicants</p>		<p>Three (3) days</p>	<p>CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i></p>
	<p>1.5. Staff-in-Charge reviews payroll/voucher and supporting documents</p>		<p>One (1) day</p>	<p>NIMELUS DECIPULO <i>Admin. Asst. I (Bookbinder III)</i></p>
	<p>1.6. Staff-in-Charge endorses payroll/ voucher and certification of leave credits to the City HRMO for signature</p>		<p>10 minutes</p>	<p>CLAUDINE SIAOTONG <i>Admin. Asst. I (Reproduction Machine Op. III)</i></p>
	<p>1.7. City HRMO signs payroll/supporting documents and endorse the same to staff-in-charge for processing</p>		<p>15 minutes</p>	<p>ANA LIZA G. FUENTES, MPA ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i></p>



2. Wait for release of your monetized leave credits	2. Staff-in-Charge of the City Treasurer's Office releases check/cash once available		10 minutes	City Treasurer's Office Staff-in-Charge
	Total:	None	1 week, 1 day, 40 mins.	



7. Processing of Request for Personal Data Correction of City Employees with the Civil Service Commission (CSC)

ABOUT THE SERVICE

The Office of the HRMO facilitates processing of personal data correction of city employees with the CSC such as correction of name, date of birth, etc.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All Active City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Duly accomplished request form for correction of personal data Affidavit of discrepancy Original Birth Certificate (1 original, 1 photocopy) Passport size picture (2 pcs.) 	<ul style="list-style-type: none"> Requesting party Notary Public Requesting party Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and attach passport size picture	1. Release CSC Form and give instructions to requesting party		5 minutes	
2. Submit accomplished form, documentary requirements and payment required by CSC	2.1. Staff-in-charge receives and checks completeness of documents 2.2. Transmits request for correction of data with supporting documents and endorse payment to CSC 2.3. Claim official receipt from CSC and receive instructions on the processing time of the requested correction of data	Fees for correction of name - P760.00	15 minutes 1 day	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> JENNY DRILON <i>Admin. Aide II</i>



<p>9. Wait for update on the status of request for correction of data from HRMO Staff-in-Charge</p>	<p>3. Furnish employee with CSC-issued Official Receipt and give final instructions</p>		<p>10 minutes</p>	<p>MARYANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> JENNY DRILON <i>Admin. Aide II</i></p>
	<p>Total:</p>	<p>Total corresponding fees</p>	<p>2 days, 10 mins.</p>	



8. Processing of Application for the Grant of Eligibility by the Civil Service Commission (CSC) for Skills Eligibility - Category II (CSC MC 11, s. 1996, as Amended by CSC MC No. 10, s. 2013)

ABOUT THE SERVICE

The Office of the HRMO facilitates processing of application for the grant of eligibility by CSC for Skills Eligibility - Category II for employees with temporary employment status after one year of very satisfactory work performance. Eligibilities granted for city employees under the CSC Skills Eligibility - Category II are appropriate for permanent appointment in the same position.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	City Government Employees with Category II temporary appointment

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished Application Form (CS Form 101-G, Revised September 2013 for Category II) • Documentary requirements listed at the back of the form (CS Form 101-G, Revised September 2013 for Category II) • Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as “Temporary”; • Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment; • Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, January 2011) of the applicant executed by the applicant’s immediate supervisor; and • Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment. 	<ul style="list-style-type: none"> • HRMO • Applicant • HRMO • HRMO • Head of Office • HRMO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form (CS Form 101-G revised September 2013)	1. Release CSC Form and give instructions to requesting party		5 minutes	
2. Submit accomplished form, documentary requirements and payment required by CSC	2.1. Staff-in-charge receives and checks completeness of documents	Fees for Category II - P500.00	15 minutes	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> JENNY DRILON <i>Admin. Aide II</i>
	2.2. Transmits request for correction of data with supporting documents and endorse payment to CSC		1 day	
	2.3. Claim official receipt from CSC and receive instructions on the processing time of the requested correction of data			
3. Wait for update on the status of request for correction of data from HRMO Staff-in-Charge	3. Furnish employee with CSC-issued Official Receipt and give final instructions		10 minutes	
	Total:	Total corresponding fees	1 day, 30 mins.	



9. Processing of PhilHealth Membership

ABOUT THE SERVICE

The Office of the HRMO facilitates processing of PhilHealth Membership of newly-hired city employees.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Newly-hired/Reemployed City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished Philhealth Membership Registration Form with the following additional requirements if applicable: <ul style="list-style-type: none"> - A. Marriage Certificate - B. Birth Certificate/Baptismal Certificate of Children Below 21 years old 	<ul style="list-style-type: none"> • HRMO • Requesting party • Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished PhilHealth Registration Form with requirements if applicable	1.1. Staff-in-Charge receives and reviews requirements submitted after sanitizing the same at the sterilization box for safety purposes	None	15 minutes	JENNY DRILON <i>Admin. Aide II</i>
	1.2. Staff-in-Charge prepares transmittal Form (ER2)		30 minutes	GLENNY RAE GUARDAPEZ, RPM <i>Admin. Asst. II (Human Resource Mgt. Asst.)</i>
	1.3. Staff-in-Charge submits ER2 to Philhealth and wait for the release of MDR copy		2 days	JENNY DRILON <i>Admin. Aide II</i>
2. Acknowledge receipt of MDR copy issued by PhilHealth	2. Furnish concerned employee a copy of his MDR and let him sign at the HR logbook to acknowledge receipt of the document		15 minutes	MARY ANN VALDEVIESO, MPA <i>Admin. Offcr. V (HRMO III)</i> JENNY DRILON <i>Admin. Aide II</i>
	Total:	None	2 days, 1 hour	



10. Processing of Landbank of the Philippines (LBP) ATM ID for Newly-Hired/Reemployed Employees

ABOUT THE SERVICE

The Office of the HRMO facilitates processing of Land Bank of the Philippines Radio - Frequency Identification (LBP RFID) cards for newly-hired/reemployed city employees for crediting of salaries and Biometric Timekeeping System.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Newly-hired/Reemployed City Government Employees

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished LBP E-CARD Data Capture Form (EDCF) with the following requirements: <ul style="list-style-type: none"> A. 1 pc. passport size picture with name tag B. 1 pc. 2x2 picture C. 1 pc. 1x1 ID Picture D. Photocopy of two (2) Valid I.D.s with 3 signatures affixed E. Proof of Billing or Barangay Certification • Certificate of Employment 	<ul style="list-style-type: none"> • HRMO • Employee • HRMO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished EDCF with requirements	1.1. Staff-in-Charge receives and reviews requirements submitted after sanitizing the same at the sterilization box for safety purposes	None	15 minutes	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
	1.2. Staff-in-Charge prepares transmittal form for issuance of LBP-RFID card and Certificate of Employment		30 minutes	JENNY DRILON <i>Admin. Aide II</i>
	1.3. Staff-in-Charge endorses transmittal form and duly filled-out EDCF to HR Head for signature		5 minutes	ANA LIZA G. FUENTES, MPA <i>City Gov't. Asst. Dept. Head I</i>
	1.4. Staff-in-Charge releases transmittal letter, EDCF and Certificate of Employment to employee		5 minutes	CHARMINE OLIS <i>Admin. Asst. I (Computer Op. I)</i>
2. Submit duly-signed EDCF, transmittal letter and certificate of employment with requirements to LBP, and wait for notification from LBP if RFID card is already available for pick-up				
	Total:	None	55 minutes	



ACCOUNTING AND FINANCE SERVICES

External Services



1. Issuance of Tax Certificates to Suppliers

ABOUT THE SERVICE

Tax Certificates are issued in lieu of amount withheld from payment to suppliers to offset their tax liability to BIR.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Suppliers and contractors

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter or Service Required Form (SRF) attached with: <ol style="list-style-type: none"> Copy of DV stamped "PAID" 	<ul style="list-style-type: none"> Supplier/ contractors Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter together with a copy of DV stamped "PAID" by the Treasurer.	1. Verifies records	None	10 - 30 minutes depending on the bulk of transactions for the period	REYNALDOT. GABALES Computer Programmer II
	2. Prepares appropriate BIR Tax Certificate		8 minutes	
3. Receives BIR Tax Certificate	3. Releases BIR Tax Certificate to Supplier or representative, or employee concerned.		2 minutes	
	Total:	None	40 minutes	



2. Issuance of Liquidation Reports to National Agencies

ABOUT THE SERVICE

Liquidation Report is prepared to inform the fund source agency of the financial status of the program or project financed.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	National agencies financing projects with the LGU

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Request 	<ul style="list-style-type: none"> Appropriate national agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mails or submit Letter of Request	1. Receives mails or Letter of Request; ascertains what is necessary, photocopies the letter and forwards it to the staff-in-charge	None	15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
	2. Receives Letter of Request from the City Accountant, verifies records and prepares Liquidation Report Submits Liquidation to the City Accountant for signature		Max. of 2 days depending on the bulk of transactions for liquidation	LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i>
	3. Review report and signs to approve it		15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
4. Receives Liquidation Report	4. Releases Liquidation Report to requesting agency or representative, after proper documentation		Within the day after signature by the Accountant	LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i>
	Total:	None	2 days, 30 minutes	



3. Issuance of Certification for National Agencies

ABOUT THE SERVICE

A Certification is issued to any appropriate government agencies specifically asking for a particular certification from the Office of the City Accountant, for official purpose.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Government agencies requesting for a Certification for official purpose

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of Request 	<ul style="list-style-type: none"> Appropriate national agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mails or submit Letter of Request	1. Receives mails or Letter of Request and ascertains what is necessary	None	10 - 30 minutes depending on the simplicity or complexity of request	LOLITA F. ARCEO <i>City Accountant</i>
	1.1. Requests subsidiary ledgers from staff-in-charge, if needed		As soon as the need is ascertained	
	2. Receives instructions from the City Accountant, verifies records, prints necessary, and submits it to the City Accountant		Max. of 2 days depending on the bulk of transactions for liquidation	MAE S. SEBALLOS <i>Admin. Offcr. IV (Mgt. & Audit Analyst II)</i> JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i>
	3. Reviews ledgers and prepares the necessary certification		15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
4. Receives Certification for official purpose	4. Have the Certification released to requesting agency or representative after proper documentation		As soon as signed	LOLITA F. ARCEO <i>City Accountant</i>
	Total:	None	2 days, 45 minutes	



4. Pre-Audit and Processing of Financial Assistance

ABOUT THE SERVICE

Determination of the completeness or appropriateness of documents for processing of financial assistance for medical, burial, and other crisis situations requiring intervention by the City.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigents of the City, those in crisis situation, and those authorized to receive assistance as determined by the Sangguniang Panlungsod through a Resolution

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Disbursement Voucher attached with: <ul style="list-style-type: none"> a. Obligation Request b. Letter Request from Client c. Supporting documents required by COA 	<ul style="list-style-type: none"> • CSWD • Budget Office • Client • Client to secure from Barangay, Doctor, SP Secretariat, other appropriate parties

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DV with supporting documents	1. Records document received and submit it to the Audit Section.	None	5 minutes	JOHN PAUL LUZARITA <i>Staff in-charge</i> HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	2. Evaluates documents for correctness, completeness, and appropriateness. Lists attachment on the DV and initials before the name of the Accountant in the DV to indicate checking and verification of documents were done, and documents are in order. Otherwise, return documents to the Office		Within one (1) hour from receipt of documents	MAE S. SEBALLOS <i>Admin. Offcr. IV (Mgt. & Audit Analyst II)</i> GLINDA B. ABONG <i>Admin. Offcr. II (Mgt. & Audit Analyst I)</i> MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i>



	<p>concerned for correction or completion.</p> <p>Forwards complete and verified documents to the Recording Section for entry</p>			<p>CRISMARIE JANE V. CABALCAR <i>Admin. Aide VI (Accounting Clerk II)</i></p>
	<p>3. Stamps Source of Fund, DV number and Date, OBR number and Responsibility Center.</p>		<p>5 minutes</p>	<p>LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i></p> <p>JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i></p> <p>ANDREA P. JIMENA <i>Admin. Asst. IV</i></p>
	<p>4. Captures OBR from GAAMS and encodes DV number and date.</p>		<p>5 minutes</p>	<p>FRANCIS R. DE LEON <i>Admin. Asst. II (Accounting Clerk III)</i></p>
	<p>5. Logs verified DV in the Tracking Logbook and forwards same with complete attachments to the Accountant for review and signature.</p>		<p>5 minutes</p>	<p>HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i></p>
	<p>6. Reviews documents and signs to certify the DV, if in order. Otherwise, return documents to the Office concerned for correction or completion.</p>		<p>15 minutes</p>	<p>LOLITA F. ARCEO <i>City Accountant</i></p>



	<p>7. Logs certified DV to the Tracking Logbook then forwards documents to the Office of the City Treasurer for check preparation. Otherwise, inform concerned offices of the status of their documents for compliance of requirements.</p>		<p>10 minutes</p>	<p>HEINRICH AMION <i>Admin. Aide I</i> <i>(Casual Laborer I)</i></p>
	<p>Total:</p>	<p>None</p>	<p>1 hour, 45 minutes</p>	



5. Pre-Audit and Processing of Barangay Transactions

ABOUT THE SERVICE

Determination of the completeness or appropriateness of documents for processing of transaction of the various barangays in the City.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All barangays as local government units within the City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Disbursement Voucher attached with Supporting documents required by COA 	<ul style="list-style-type: none"> All barangays concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DV with supporting documents	1. Evaluates documents for correctness, completeness, and appropriateness.	None	Within 1 hour from receipt of documents	ELVIRA O. GUSTILO <i>Admin. Asst. V (Data Controller III)</i>
	2. Signs the "Prepared by" portion of the DV to indicate that documents are correct, complete, and in order. Otherwise, return documents to the Barangay concerned for correction or completion.			ALBERTA ANGELA A. ARTAGAME <i>Admin. Asst. III (Computer Op. II)</i>
	3. Forwards documents to the City Accountant for signature.			
	4. Reviews documents and signs to approve DV, if in order. Otherwise, return documents to the Barangay concerned for correction or completion.		15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
	5. Receives approved DV from the Accountant; Segregates Accounting copy of the documents.		10 minutes	ELVIRA O. GUSTILO <i>Admin. Asst. V (Data Controller III)</i>



6. Receives approved DV	6. Returns approved DV to Barangay representative.		5 minutes	ALBERTA ANGELA A. ARTAGAME <i>Admin. Asst. III (Computer Op. II)</i>
	7. Encodes all barangay transactions to the system (brgy e-ngas).		2 - 5 minutes per transaction	JUMEL DOCE <i>Admin Aide III (Utility Worker II)</i>
	Total:	None	1 hour, 35 minutes	



FINANCE AND ACCOUNTING SERVICES

Internal Services



1. Pre-Audit and Processing of Payment to Suppliers

ABOUT THE SERVICE

Determination of the completeness or appropriateness of documents for processing of payment for various transactions of the City.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All departments/ end-users in the City with procurement transactions

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Disbursement Voucher attached with: <ol style="list-style-type: none"> OBR Supporting documents required by COA 	<ul style="list-style-type: none"> Requesting Office concerned Budget Office Suppliers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DV with all attachments	1. Records document received and submit it to the Audit Section.	None	5 minutes	JOHN PAUL LUZARITA <i>Staff in-charge</i> HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>



	<p>2. Evaluates documents for correctness, completeness, and appropriateness.</p> <p>Lists attachment on the DV and initials before the name of the Accountant in the DV to indicate checking and verification of documents were done, and documents are in order. Otherwise, return documents to the Office concerned for correction or completion.</p> <p>Forwards complete and verified documents to the Recording Section for entry</p>		<p>Within one (1) hour from receipt of documents</p>	<p>MAE S. SEBALLOS <i>Admin. Offcr. IV (Mgt. & Audit Analyst II)</i></p> <p>GLINDA B. ABONG <i>Admin. Offcr. II (Mgt. & Audit Analyst I)</i></p> <p>MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i></p> <p>CRIS MARIE JANE V. CABALCAR <i>Admin. Aide VI (Clerk II)</i></p> <p>MABEL ANTONIETTE T. DEL ROSARIO <i>Admin. Aide IV (Bookbinder II)</i></p> <p>ELIZABETH E. MISSION <i>Senior Admin. Asst. I (Data Controller IV) (for payment of vehicles purchased, registration and insurance of vehicles, buildings, and equipment)</i></p>
	<p>3. Stamps Source of Fund, DV number and Date, OBR number and Responsibility Center.</p>		<p>5 minutes</p>	<p>LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i></p> <p>JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i></p>



				ANDREA P. JIMENA <i>Admin. Asst. IV</i>
	4. Captures OBR from GAAMS and encodes DV number and date.		3 minutes	FRANCIS R. DE LEON <i>Admin. Asst. II (Accounting Clerk III)</i>
	5. Logs verified DV in the Tracking Logbook and forwards same with complete attachments to the Accountant for review and signature.		5 minutes	HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	6. Reviews documents and signs to certify the DV, if in order. Otherwise, return documents to the Office concerned for correction or completion.		15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
	7. Logs certified DV to the Tracking Logbook then forwards documents to the Office of the City Treasurer for check preparation. Otherwise, inform concerned offices of the status of their documents for compliance of requirements.		10 minutes	HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	None	1 hour, 45 minutes	



2. Issuance of PhilHealth Certification to Employees

ABOUT THE SERVICE

Certification is requested by employees to avail of PhilHealth benefits during hospitalization when hospital online verification does not function.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Employee concerned or his/her authorized representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Service Request Form (SRF) 	<ul style="list-style-type: none"> Office of the City Accountant, Front Desk Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Service Request Form (SRF) and waits a while	1. Receives duly filled-up SRF from client and ascertains entry therein. Submits SRF to staff-in-charge	None	5 minutes	HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
2. Receives Certification needed	2. Verifies needed records by employee and provides the		10 - 30 minutes	ELIZABETH E. MISSION <i>Senior Admin. Asst. I (Data Controller IV)</i>
	Total:	None	35 minutes	



3. Issuance of Utilization Reports to Offices concerned

ABOUT THE SERVICE

Utilization Report is prepared to monitor projects and programs specifically appropriated for under the City Special funds e.g. 20% Development Fund, GAD Fund, etc.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Budget Office, CSWD, CPDO, Agriculture, Engineering, and other concerned offices of the City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
• Letter of Request	• Concerned offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Request	1. Receives Letter of Request, have it photocopied, and forwards it to staff-in-charge	None	15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
	2. Receives Letter of Request from the City Accountant, verifies records, prints necessary ledgers, prepares Utilization Report, and submits it to the City Accountant		Max. of 3 days depending on the bulk of transactions for a particular account	MAE S. SEBALLOS <i>Admin. Offcr. IV (Mgt. & Audit Analyst II)</i> MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i> ALBERTA ANGELA A. ARTAGAME <i>Admin. Asst. III (Computer Op. II)</i> MABEL ANTONIETTE DEL ROSARIO <i>Admin. Aide IV (Bookbinder II)</i>
3. Receives Utilization Report	3. Have the Utilization Report released to requesting agency or representative after proper documentation		As soon as signed	LOLITA F. ARCEO <i>City Accountant</i>
	Total:	None	3 days, 15 minutes	



4. Pre-Audit and Processing of Payrolls for Salaries, Personnel Benefits and Employee Travel

ABOUT THE SERVICE

Verification of the completeness and veracity of documents for payment of salaries, benefits, and travel.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Employee concerned or his/her authorized representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Disbursement Voucher attached with: <ul style="list-style-type: none"> a. OBR b. Payroll and other supporting documents required by COA 	<ul style="list-style-type: none"> • HRMO • Budget Office • HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV with supporting documents	1. Records document received and submit it to the Audit Section.	None	5 minutes	JOHN PAUL LUZARITA <i>Staff in-charge</i> HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	2. Evaluates documents for correctness, completeness, and appropriateness. Lists attachment on the DV and initials before the name of the Accountant in the DV to indicate checking and verification of documents were done, and documents are in order. Otherwise, return documents to the Office concerned for correction or		Within one (1) hour from receipt of documents	GLINDA B. ABONG <i>Admin. Offcr. II (Mgt. & Audit Analyst I)</i> MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i> KYMWYN A. PEROTE <i>Admin. Aide VI (Accounting Clerk II)</i> MABEL



	<p>completion.</p> <p>Forwards complete and verified documents to the Recording Section for entry</p>			<p>ANTONIETTE T. DEL ROSARIO <i>Admin. Aide IV (Bookbinder II)</i></p> <p>ELIZABETH E. MISSION <i>Senior Admin. Asst. I (Data Controller IV) (for initial salaries and terminal benefits)</i></p> <p>JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i></p>
	<p>3. Stamps Source of Fund, DV number and Date, OBR number and Responsibility Center.</p>		5 minutes	<p>LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i></p> <p>JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i></p> <p>ANDREA P. JIMENA <i>Admin. Asst. IV</i></p>
	<p>4. Captures OBR from GAAMS and encodes DV number and date.</p>		5 minutes	<p>FRANCIS R. DE LEON <i>Admin. Asst. II (Accounting Clerk III)</i></p>
	<p>5. Logs verified DV in the Tracking Logbook and forwards same with complete attachments to the Accountant for review and signature.</p>		5 minutes	<p>HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i></p>



	6. Reviews documents and signs to certify the DV, if in order. Otherwise, return documents to the Office concerned for correction or completion.		15 minutes	LOLITA F. ARCEO <i>City Accountant</i>
	7. Logs certified DV to the Tracking Logbook then forwards documents to the Office of the City Treasurer for check preparation. Otherwise, inform concerned offices of the status of their documents for compliance of requirements.		10 minutes	HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	None	1 hour, 45 minutes	



5. Recording of Disbursements

ABOUT THE SERVICE

Encoding of duly processed transactions to the system, and subsequent attachment of Journal Entry Voucher (JEV) as a signal to the Treasurer that transaction is duly posted and she can affix her signature to the check.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All payees, suppliers, employees, beneficiaries

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Checks signed by the Mayor or the Vice-Mayor or the City Administrator attached to DV, OBR, and other supporting documents 	<ul style="list-style-type: none"> Delivered from the offices of the Mayor, Vice-Mayor, and the City Administrator

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits check signed by the Mayor or the Vice-Mayor or the City Administrator with DV and all necessary attachments.	1. Records transaction in the system (e-ngas program).	None	within 1 hour from receipt of documents	FRANCIS R. DE LEON <i>Admin. Asst. II (Accounting Clerk III)</i>
				JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i>
	2. Prints out JEV and attaches same on top of the DV.			ANDREA P. JIMENA <i>Admin. Asst. IV</i>
				LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i>
				JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i>



				MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i>
	3. Forwards documents to the City Treasurer for check signature.		10 minutes	JOHN PAUL LUZARITA <i>Staff in-charge</i> HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
		Total:	None	1 hour, 10 minutes



6. Preparation of Accountant's Advice

ABOUT THE SERVICE

Accountant's Advice (AA) is submitted to the bank to inform that the checks listed therein are for valid and authorized transactions of the City. No encashment or deposit of checks will be allowed by the bank without the AA.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2B,G2C,G2G
Who may avail:	All payees, suppliers, employees, beneficiaries

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Checks signed by the Mayor or the Vice-Mayor or the Administrator and the Treasurer attached to DV, OBR, and other supporting documents 	<ul style="list-style-type: none"> Delivered from the office of the Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits fully signed check attached to DV with all attachments.	1. Receives documents with fully signed check from the Treasurer. Logs check details in the Tracking Logbook and forwards same with complete attachments to the Document Scanner for electronic document storage.	None	3 minutes	HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i>
	2. Scans complete documents for electronic storage.		20 mins. to one (1) hour depending on the bulk of documents attached	CHRISTIAN RODULF M. ARANDA <i>Admin. Aide I (Utility Worker I)</i> EDESA JIMENEZ <i>Admin. Aide I (Casual Laborer I)</i> JUMEL DOCE <i>Admin. Aide III (Utility Worker II)</i>



	<p>3. Picks-up all scanned documents from the scanner and prepares Accountant's Advice for such.</p> <p>Prints Accountant's Advice and forwards same to the Accountant for final review and signature.</p>		5 minutes per DV	<p>MARITES M. SINGUAY <i>Admin. Aide I (Casual Laborer I)</i></p> <p>EDESA JIMENEZ <i>Admin. Aide I (Casual Laborer I)</i></p>
	4. Reviews Accountant's Advice and affixes signature therein.		5 minutes	<p>LOLITA F. ARCEO <i>City Accountant</i></p>
	5. Brings Accountant's Advice to the Bank and receives back "Bank Received" copies for reference and filing.		30 mins. to 2 hours depending on the volume of customers in the bank	<p>MARITES M. SINGUAY <i>Admin. Aide I (Casual Laborer I)</i></p> <p>RICKY B. CELESTE <i>Admin. Aide IV (Reproduction Machine Operator II)</i></p>
	6. Attaches all appropriate documents to the Accountant's Advice and have it forwarded to the Treasurer		ASAP upon the receipt of Accountant's Advice duly received by the bank staff	<p>LOLITA F. ARCEO <i>City Accountant</i></p>
	7. Delivers Accountant's Advice together with documents to the Treasurer for check releasing.		ASAP as received from the Accountant	<p>MARITES M. SINGUAY <i>Admin. Aide I (Casual Laborer I)</i></p> <p>HEINRICH AMION <i>Admin. Aide I (Casual Laborer I)</i></p>
	Total:	None	3 hours, 15 minutes	



7. Preparation of Financial Statements

ABOUT THE SERVICE

Monthly financial statements are prepared and submitted to the Commission on Audit (COA) on or before the 10th day of the subsequent month; annual financial statements, on or before February 14 of the subsequent year.

Office or Division:	City Accounting Office
Classification:	Simple
Type of Transaction:	G2B,G2C
Who may avail:	COA, all stakeholders of the City as indicated in the Local Government Code

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Complete encoding of all transactions to the system e-ngas Completion of reports necessary to be attached therein 	<ul style="list-style-type: none"> Accounting Staff concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. RECORDING OF COLLECTION AND DEPOSIT				
1. Delivers copies of Official Receipts, deposit slips, and bank debit/credit memos to the Records In-charge.	1. Encodes entry corresponding to the documents received.	None	5 minutes per document	LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III) (TF)</i>
	2. Reconciles data with the Treasury Staff In-charge and prepares Journal Entry for any adjustments.		1 - 3 days depending on the bulk of transactions involved in the reconciliation	JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III) (GF)</i> MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI) (EE)</i> MABEL ANTONIETTE DEL ROSARIO <i>Admin. Aide IV (Bookbinder II) (SEF)</i>
	Total:	None	3 days, 5 minutes	



B. RECORDING OF DEPRECIATION, AMORTIZATION, LIQUIDATION OF CASH ADVANCES, AND OTHER ADJUSTMENTS				
	1. Encodes entry corresponding to the depreciation, amortization, and other adjustments.	None	5 minutes per transaction	LORLYN L. LIMPOT <i>Admin. Offcr. V (Mgt. & Audit Analyst III)</i>
2. Submits Liquidation Report together with supporting documents.	2. Evaluates documents for correctness, completeness, and appropriateness.		30 mins. to one (1) hour depending on the bulk of activities for the transaction	MAE S. SEBALLOS <i>Admin. Offcr. IV (Mgt. & Audit Analyst II)</i>
	3. Encodes entry to liquidate Cash Advances.		5 minutes per transaction	JENELYND. BANCAYA <i>Admin. Asst. V (Data Controller III)</i> MARGIE A. PAROLANAN <i>Admin. Asst. VI (Computer Op. VI)</i> ELVIRA O. GUSTILO <i>Admin. Asst. V (Data Controller III) (for Barangays)</i>
	Total:	None	1 hour, 10 minutes	



C. APPROVAL OF ENTRIES IN THE SYSTEM (e-ngas)				
	1. Reviews and approves all entries in the system.	None	2 minutes per transaction	LOLITA F. ARCEO <i>City Accountant</i>
	Total:	None	2 minutes	

D. PRINTING OF FINANCIAL STATEMENTS				
	1. Prints all financial statements from e-ngas and forwards them to the Accountant for approval.	None	1 day	JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i> ALBERTA ANGELA A. ARTAGAME <i>Admin. Asst. III (Computer Op. II) (for Barangays)</i>
	2. Reviews and signs Trial Balance and cover letter for COA.		1 day	LOLITA F. ARCEO <i>City Accountant</i>
	3. Binds Financial Statements with all reports necessary.		1 hour	RICKY B. CELESTE <i>Admin. Aide IV (Reproduction Machine Operator II)</i> CHRISTIAN RODULF M. ARANDA <i>Admin. Aide I (Utility Worker I)</i>
	4. Submits Financial Statements and Reports to COA.		ASAP after binding	JENELYN D. BANCAYA <i>Admin. Asst. V (Data Controller III)</i> ALBERTA ANGELA A. ARTAGAME <i>Admin. Asst. III (Computer Op. II) (for Barangays)</i>
	Total:	None	2 days, 1 hour	



8. Ensure Effective Resource Allocation and Fiscal Sustainability

ABOUT THE SERVICE

Ensure all transaction were covered with approved appropriation and consistent with the approved Annual Investment Plan (AIP) and Project Procurement Management Plan (PPMP).

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various offices of the City Government of Victorias

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Work and Financial Plan by individual office	1. Releasing of Allotment Release Order (ARO)	None	5 minutes	<p>STEPHEN C. LEDESMA <i>Admin. Officer II (Budget Officer I)</i></p> <p>MARIA LOURDES J. SILAVA <i>Senior Admin. Asst. II (Computer Operator IV)</i></p> <p>ROMULOO. LAMAYO <i>Admin. Asst. IV (Bookbinder IV)</i></p> <p>KHRISTINA T. YU <i>Admin Asst. I (Bookbinder III)</i></p> <p>LIEZL Y. ARDEÑA <i>Admin. Asst. III (Senior Bookkeeper)</i></p> <p>QUEENIE ANN J. SORIANO <i>Admin. Asst. II (Budgeting Asst.)</i></p> <p>KIMBERLY V. BERMEJO <i>Admin. Asst. I (Bookbinder I)</i></p>



				KATRINA FLEUR MAY ESCLARES <i>Staff in-charge</i>
2. Submit obligation request with required attachments by requisitioning office liaison officer.	2. Receive transaction (OBR)/ DTS verification		3 minutes	KIMBERLY V. BERMEJO <i>Admin. Asst. I (Bookbinder I)</i> KATRINA FLEUR ESCLARES <i>Staff in-charge</i>
	3. Review and document control of obligation request (transaction)		8 minutes	<i>Same person/s responsible in Step 1</i>
	4. System encoding Government Appropriation & Accounting Management System (GAAMS) Obligation Request (OBR)		5 minutes	ROMULOO. LAMAYO <i>Admin. Asst. IV (Bookbinder IV)</i> QUEENIE ANN J. SORIANO <i>Admin. Asst. II (Budgeting Asst.)</i>
	5. Certification as to availability of appropriations		3 minutes	ALEJANDRO ALFONSO A. ACUÑA <i>City Budget Officer or Authorized personnel</i>
	6. Releasing and forwarding (DTS) of signed documents		3 minutes	KIMBERLY V. BERMEJO <i>Admin. Asst. I (Bookbinder I)</i> KATRINA FLEUR ESCLARES <i>Staff in-charge</i> MARJUN RABAL <i>Admin Aide II</i>
	Total:	None	24 minutes	



9. Ensure Compliance on Budgeting Rules and Regulations

ABOUT THE SERVICE

Assist the Sangguniang Panlungsod in reviewing the approved budgets of the barangays & Sangguniang Kabataan.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Various offices of the City Government

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay budgets (Annual & Supplemental & SK Budgets).	1. Preliminary review of barangay & SK budgets.	None	2 working days	MARIA LOURDES J. SILAVA <i>Senior Admin. Asst. II (Computer Operator IV)</i> KIMBERLY V. BERMEJO <i>Admin. Asst. I (Bookbinder I)</i> KATRINA FLEUR MAY ESCLARES <i>Staff in-charge</i>
	Total:	None	2 working days	



ENVIRONMENTAL SERVICES

External Services



1. Acting upon Environment Reports or Complaints Lodged to the Victorias City Environment and Natural Resources Office (VCENRO)

ABOUT THE SERVICE

Reports and complaints pertaining to violation of national and local environment laws may be verified, investigated, and acted upon by VCENRO, taking into account its powers and limitations as stated in pertinent laws.

Office or Division:	Victorias City Environment and Natural Resources Office (VCENRO)
Classification:	Highly Technical
Type of Transaction:	G2B,G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Request letter addressed to the City Mayor - Attention: VCENRO - State the complaint - Include pictures or videos of the violation, if possible 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. VCENRO staff receives the referral from the Mayor's Office re complaint	None	10 minutes	RIO INFANTE <i>Staff in-charge</i> or WENGELVIC ORICA <i>Staff in-charge</i> or MARY JOE ANN BESANA <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>



<p>2. Client visits the office for additional information and scheduling of site visit</p>	<p>2. VCENRO staff verifies, investigates and makes necessary actions and reports (referrals, enforcement, etc.)</p>		<p>Within 10 Days upon receipt of complaint letter or report (if action or decision is independent from other agencies)</p> <p>Within 20 Days upon receipt of complaint letter or report (if inter-agency decision or action is needed)</p>	<p>RON ARMEL SARITO Admin. Offcr. IV (Admin. Offcr. II)</p>
	<p>Total:</p>	<p>None</p>	<p>10 to 20 days</p>	



2. Securing SWM Orientation Clearance

ABOUT THE SERVICE

A SWM Orientation Clearance is provided to clients who have attended the orientation; the said clearance is a pre-requisite for Marriage License application and Business Permit application or renewal pertinent laws.

Office or Division:	Victorias City Environment and Natural Resources Office (VCENRO)
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Those Applying for Marriage License and Business Permits

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Clients/Applicants attend the SWM Orientation scheduled every Wednesday at 11:30 a.m. at the VCENRO Office 	<ul style="list-style-type: none"> • Appropriate national agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients/Applicants may ask questions during the orientation	1. VCENRO staff gives the orientation	None	30 minutes	RON ARMEL SARITO <i>Admin. Offcr. IV</i> <i>(Admin. Offcr. II)</i>
2. Clients get the SWM Orientation Clearance immediately once the orientation is completed	2. VCENRO staff releases a signed SWM Orientation Clearance and signs "complied," on JIT form for businesses		5 minutes	
	Total:	None	35 minutes	



3. Securing VCENRO Verification/Inspection Report in the Cutting and/or Transport of Trees

ABOUT THE SERVICE

A VCENRO Verification /Inspection Report is provided to clients who intend to apply for a DENR permit to cut and transport trees; A VCENRO Verification/Inspection Report is a pre-requisite requirement of DENR in its issuance of permits to cut and/or transport trees (lumber, timber, forest products, etc.).

Office or Division:	Victorias City Environment and Natural Resources Office (VCENRO)
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Those Applying for Marriage License and Business Permits

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Client/Applicant is required to submit the following documents: <ul style="list-style-type: none"> a. Letter to VCENRO requesting for inspection containing: <ul style="list-style-type: none"> - Species and number of trees to be cut and/or transported - Purpose of cutting b. Barangay Certification that the applicant is the rightful owner of the lot and the trees subject for cutting c. A copy of land title and sketch plan of the area where the trees are located d. Authorization letter or Special Power of Attorney (SPA) from title holder/owner to follow up on his/her behalf e. Pictures of the trees to be cut 	<ul style="list-style-type: none"> • c/o Client/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed requirements to VCENRO	1. VCENRO staff interviews the client and ensures completeness of documents submitted	None	10 minutes	DAVE MARK TABANAO <i>Admin. Aide I (Casual Laborer I)</i>



2. Guides the VCENRO inspector in locating the area where the trees are situated	2. VCENRO staff inspects site		Within 3 Days after step 1	ROLLY JOHN DURANA <i>Admin. Aide I (Casual Laborer I)</i> or DAVE MARK TABANAO <i>Admin. Aide I (Casual Laborer I)</i>
3. Applicant pays VCENRO Certification/ Verification Report	3. VCENRO releases Order of Payment Form	P 50.00	10 minutes	LARA ANN GARCIA <i>Special Operations Officer IV/ VCENRO - Head</i>
3. Applicant gets VCENRO Certification/ Verification Report	3. VCENRO releases the Verification/ Inspection report		Within 1 Day	or DAVE MARK TABANAO <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	P 50.00	4 days, 20 minutes	



4. Regular Garbage Collection Schedule

ABOUT THE SERVICE

The Victorias City Environment and Natural Resources Office operates and maintains four (4) units of Garbage Dump Truck, one (1) unit Garbage Compactor, and one (1) VCENRO Collection/Utility Dumptruck that are assigned to four (4) collection area in the city.

Office or Division:	Victorias City Environment and Natural Resources Office (VCENRO)
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All Victoriasanons and any organization/religious group/ leagues/private & business sectors inside the city can avail of the services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Segregation of Garbage</p> <p>See to it that all your waste/garbage is placed on a garbage bag or any container. Garbage should be placed at designated areas for pick-up.</p>	<p>1. Garbage Collectors will collect the garbage and deliver to the dumpsite</p> <p>NOTE: The City strictly observes the "NO SEGREGATION, NO COLLECTION" policy.</p>	None	See attached schedule of Garbage Collection	<p>RON ARMEL SARITO</p> <p><i>Admin. Offcr. IV</i> <i>(Admin. Offcr. II)</i></p>
<p>2. For special trips (Schools, Barangays & Government Facilities)</p> <p>2.1. Prepare request letter signed by the Principal/Brgy. Captain for approval of General Services Officer.</p>	<p>2. VENRO frontline staff will assist client.</p> <p>2.1 Victorias City Environment and Natural Resources Office will give instructions to the Garbage Collection Supervisor and set schedule for the availability of garbage truck.</p>		5 minutes	<p>RON ARMEL SARITO</p> <p><i>Admin. Offcr. IV</i> <i>(Admin. Offcr. II)</i></p>
<p>2.2. Segregation of Waste/Garbage</p> <p>See to it that all your waste and garbage are place on a garbage bag or any container.</p>	<p>2.2 Garbage collectors will pick up your garbage at the given schedule.</p>		3 days upon Receipt of Letter	
	Total:	None	3 days, 5 mins.	



Garbage Collection Schedule

DUMPTRUCK #1	
Monday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Mcjade, Jalandoni St., Gonzaga St., Osmeña Ave. to Corner Jover St., Osmeña Ave. to Bangga Daan Satellite Market
Tuesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Mcjade, Jalandoni St., Gonzaga St., Osmeña Ave. to Corner Jover St., Osmeña Ave. to Bangga Daan Satellite Market, Pangarap Village, Osmeña Ave. to Lopue's Victorias
Wednesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Daan Banwa
Thursday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Villa Victorias
Friday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	All Areas Mentioned Above
Saturday and Sunday 6:00 am - 11:00 am	Mcjade, Jalandoni St., Gonzaga St., Osmeña Ave. to Corner Jover St., Osmeña Ave. to Bangga Daan Satellite Market



Garbage Collection Schedule

DUMPTRUCK #2	
Monday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Victorias City Public Plaza, Osmeña Ave. (From Landbank to Don Felix Montinola Memorial College, City Health), Montinola St., Yap Quiña St., Jover St., Quezon St., Yap Quiña Subd. Casañares St., De Leon St., Miraflores St.
Tuesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Victorias City Public Plaza, Magsaysay St., Rizal St., Quezon St., Jover St.
Wednesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Victorias City Public Plaza, Montinola St., Quezon St., Fermont Village., Bandong Village, Terraville Subd., Dream Village
Thursday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Villa Victorias
Friday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	All Areas Mentioned Above
Saturday and Sunday 06:00 am - 11:00 am	Victorias City Public Plaza, Osmeña Ave. (From Landbank to Don Felix Montinola Memorial College, City Health), Montinola St., Yap Quiña St., Jover St., Quezon St., Yap Quiña Subd. Casañares St., De Leon St., Miraflores St.



Garbage Collection Schedule

DUMPTRUCK #3	
Monday 2 trips per day 07:00 p.m. - 09:00 p.m.	Victorias Commercial Center
Tuesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Teacher's Village, Torreno Subd., Ajinomoto
Wednesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Estrella Village
Thursday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Gloriville Subd. Villa Victorias
Friday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	All Areas Mentioned Above
Saturday and Sunday 06:00 am - 11:00 am	Victorias Commercial Center

DUMPTRUCK #4	
Monday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Reserve
Tuesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Reserve
Wednesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Reserve



Thursday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Villa Victorias
Friday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Barangay VI-A
Saturday and Sunday 06:00 am - 11:00 am	Reserve

Garbage Collection Schedule

COMPACTOR TRUCK	
Monday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Osmeña Ave. (Landbank Victorias to HH Hollow Blocks to Corner Magsaysay St.) Magsaysay St., Yap Quiña St., Roxas St.
Tuesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Ditching St., Bonifacio St., Quezon St. to Roxas St., Ditching Subd., Salvacion Village
Wednesday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Lopez Subd., Bandong, Aguinaldo St., Bataan St., Kadalag-an, Sta. Ana
Thursday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	Terraville, Villa Victorias
Friday 2 trips per day 06:00 a.m. - 11:00 a.m. 03:00 p.m. - 04:30 p.m.	All Areas Mentioned Above
Saturday and Sunday 06:00 am - 11:00 am	Osmeña Ave. (Landbank Victorias to HH Hollow Blocks to Corner Magsaysay St.) Magsaysay St., Yap Quiña St., Roxas St.



VCENRO Collection/Utility DUMPTRUCK	
Monday 2 trips 8:00 a.m. to 11:00 a.m.	Barangay 21
Tuesday	Special Trips (1st Tuesday-Gawahon, Brgy. X, Brgy XIV, Estrella Core House, NONSHS) (Last Tuesday-Barangay XX)
Wednesday	Residual Waste Disposal to Cadiz City Sanitary Landfill
Thursday	Last Thursday of the Month (Infectious Waste)
Friday	Regular Friday Barangay XIX-A (Last Friday of the Month Brgy. XII)

NOTE: The city strictly observes the “NO SEGREGATION, NO COLLECTION” policy.



MAINTENANCE SERVICES

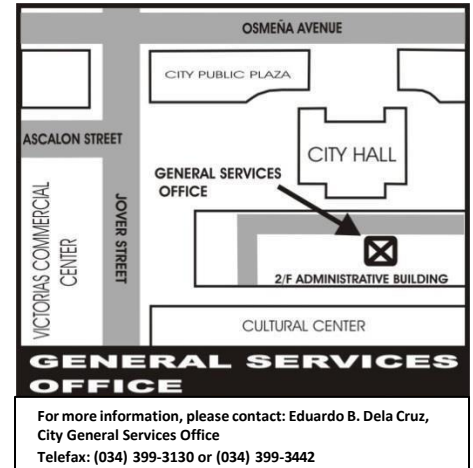
External Services



1. Availing of Services for Repair and Maintenance of City and National Facilities

ABOUT THE SERVICES

The General Services Office is committed to delivering efficient and top-notch services to the residents of Victorias City, affectionately known as the Victoriasanon. As a department focused on service, our foremost objective is to guarantee swift and outstanding support to guarantee swift and outstanding support to both local and national government offices, aiding them in meeting the community's service requirements. Our dedication lies in fostering cooperation and offering seamless assistance to all government entities, aiming to elevate the overall efficiency and effectiveness of public service provision in Victorias City.



Office or Division:	General Services Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	Local Offices and National Agencies Stationed at Victorias City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter for Local Offices Request Letter approved by the City Mayor for National Agencies 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to GSO	1. Upon submission, GSO staff shall: 1.1 Provides ARTA form 1.2 Frontline staff receives and records request letter and forwards to the Head of Office 1.3 GSO Head assesses and endorses request to the supervisor	None	2 minutes ½ day	GINA CASAÑARES <i>Admin. Aide I</i> MARY JOY JUMBAS <i>Admin. Aide I (Daily Wage Laborer I)</i> MARIVIC BUENCUCHILLO <i>Admin. Aide I</i> ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>



	2. GSO Repair & Maintenance In-charge evaluates and assesses the request		½ day	JADE BINGCANG <i>Construction & Maintenance General Foreman/GSO Repair & Maintenance In-charge</i>
	3. GSO Repair & Maintenance In-charge/ Technical Staff or Maintenance personnel proceeds to the site or area for inspection and talks to the person concerned. Inspection Report is then prepared		1 day	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i> JADE BINGCANG <i>Construction & Maintenance General Foreman/GSO Repair & Maintenance In-charge</i> JERRY SEMILLANO AUGUSTO DERUFINO JOSELITO DEOCAMPO RESTIE BALDOMER RANDOLPH SUADER BIENVENIDO ANDRADA JR. ERNIE BABOL SR. JEFFREY SEMILLANO <i>Maintenance Staff</i>
	4. GSO Head reviews and evaluates the results of inspection then recommends for approval		30 minutes	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
	5. When request is approved, GSO Repair & Maintenance In-charge/ Technical Staff/ Maintenance staff set up materials needed for the requested service		Maximum of 1 day, maximum of 45 days	JADE BINGCANG <i>Construction & Maintenance General Foreman/GSO Repair & Maintenance In-charge</i>
	Total:	None	Time varies	



2. Improvement / Replacement of Electrical and Water Facilities for Local School Building and Different Barangays

ABOUT THE SERVICES

Schools Principals, Barangays Officials or the general public with endorsement from the Barangay Captain, may request from the General Services Office, the following services:

- Repair and installation of electrical facilities, security lights and service line
- Repair and installation of water service line, water facilities and other related plumbing works
- Improvement of drainage/canal

Office or Division:	General Services Office
Classification:	Complex to Highly Technical
Type of Transaction:	G2G
Who may avail:	All Victoriansanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter of Recommendation from Barangay Captain (if requesting party is not a Barangay Official or school Principal) 	<ul style="list-style-type: none"> • Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report /request Submit request letter to the General Services Office.	1. GSO frontline staff receives and records request letter then forwards to the General Services Officer	None	5 minutes	GINA CASAÑARES <i>Admin. Aide I</i>
2. Notation of the GSO-Head	2. GSO - Head assesses and endorses request to the supervisor		1 day	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
3. Evaluation/ Assessment	3. GSO Repair & Maintenance In-charge evaluates and assesses the request		1 hour	JADE L. BINGCANG <i>Construction & Maintenance General Foreman/ GSO Repair & Maintenance In-charge</i>
4. Site inspection/ Investigation Construction & Maintenance General Foreman/GSO Repair &	4. GSO Repair & Maintenance In-charge/Technical Staff or Maintenance personnel proceeds to the site or area for		1 day	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>



Maintenance In-charge Technical staff	inspection and talks to the person concerned.			JADE BINGCANG <i>Construction & Maintenance General Foreman/GSO Repair & Maintenance In-Charge</i>
<u>Maintenance Staff</u> Carpentry Works Plumbing Works Electrical Works				JOY VENCENT DESIERTO <i>Admin. Asst. II (Labor Gen. Foreman)</i>
5. Program of Works/ Supporting documents	5. Technical Staff/ Maintenance Staff prepares an estimate of materials and labor required for the projects		1 day	JERRY SEMILLANO AUGUSTO DERUFINO JOSELITO DEOCAMPO RESTIE BALDOMER ERNIE BABOL SR. JEFFREY SEMILLANO <i>Maintenance Staff</i>
6. Recommendation	6. GSO Head reviews and evaluates the results of inspection then recommend the same approval of the City Mayor		30 minutes	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
7. Approval of the City Mayor	7. City Mayor's Office frontline staff will give instructions		3 days	City Mayor's Office
8. Implementation	8. If approved, Supervisor/Technical Staff/Maintenance Staff set-up materials for the project and provide the requested project		Minimum of 1 day, Maximum of 45 days	GSO Repair and Maintenance In-charge/Technical Staff/Maintenance Staff
	Total:	None	Time varies	



3. Street Cleaning

ABOUT THE SERVICES

The General Services Office maintains daily cleanliness of major streets of the City by delegating GSO Street Cleaners to designated area of assignment.

Office or Division:	General Services Office
Classification:	Simple to Highly Technical
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All Victoriasanons

Area Covered

- Osmeña Avenue (Magnanud Bridge to Victorias Catholic Parish Church)
- Gonzaga Street (beside SMVC)
- Ascalon Street (SMVC to Foodman)
- De Leon Street (Caltex to 3 JS Store)
- Jover Street (7/11 to VCC)
- Jover Street to Jalandoni Street
- Quezon Street to Portion of Jover Street
- Yap Quiña Street (VES to corner Magsaysay Street)
- Magsaysay Street to Yap Quiña Street (BCDB to 1st Gate of VNHS)
- Montinola Street (CHO to AAYQMES)

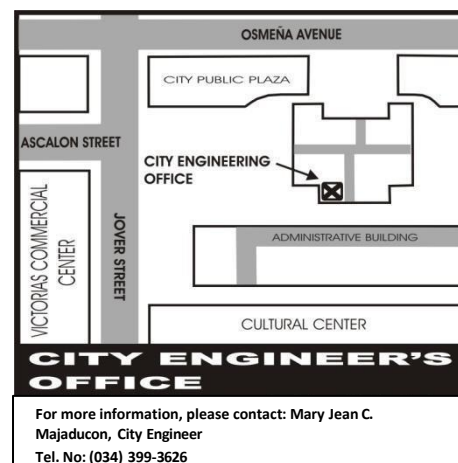


4. Maintaining Drainage Systems and Other Infrastructures

ABOUT THE SERVICE

Infrastructure maintenance services provided by the City Engineer's Office include:

- Cleaning of Drainage System
- Demolition Work
- Repair of Roads and Shoulder
- Repair Drainage and Manholes
- Repair of Government Buildings and Other Facilities
- Asphaltting of Roads and Potholes
- Road improvement and maintenance



Individuals may request for these services.

Office or Division:	City Engineer's Office
Classification:	Complex
Type of Transaction:	G2B,G2C,G2G
Who may avail:	Government, Developer/Land-owner

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter Request specifying the service needed 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Request</p> <p>Submit request to the CEO. Frontline staff receives and records the request letter in a logbook then forwards it to the City Engineer.</p>	<p>1. Frontline staff records the request then forwards the same to the City Engineer</p>	None	15 minutes	<p>JELYN GELLEGANI Admin. Aide I (Casual Laborer I)</p>
<p>2. Notation of the City Engineer</p> <p>City Engineer assesses the request and endorses the same to the Maintenance Section.</p>	<p>2. City Engineer assigns technical staff to inspect and assist</p>	None	15 minutes	<p>MARY JEAN C. MAJADUCON, CE City Engineer</p>



<p>3. Evaluation and Assessment</p> <p>Maintenance Engineer / Architect evaluates and assesses the request.</p>	<p>3. CEO personnel concerned receives copy of request and schedules the same for inspection/ verification</p>		<p>30 minutes</p>	<p>MICHELLE DEQUIÑA, CE <i>Engineer II</i></p> <p>MYLA A. LEDESMA, CE <i>Engineer I</i></p>
<p>4. Site Inspection and Investigation</p> <p>Maintenance Engineer / Architect talks to persons and barangay officials concerned.</p>	<p>4. CEO personnel concern have a site visit and check scope of works for inclusion in the program of work to be done</p>		<p>½ day</p>	
<p>5. Program of Work Preparation</p> <p>Maintenance Engineer/Architect prepares an estimate of materials, labor and equipment required. (Required only for Repair of Roads and Shoulder Drainage and Manholes, Gov't. Buildings and other Facilities, and Asphaltting of Roads and Potholes).</p>	<p>5. Engineer/ Technical Staff concerned prepares material, labor and equipment inclusion cost</p>		<p>1-5 days</p>	<p>RAUL DURIAS, CE <i>Admin. Aide I (Casual Laborer I)</i></p> <p>ROLLY DE LOS REYES, EE <i>Engineer I</i></p>
<p>6. Recommendation for Approval</p> <p>City Engineer reviews and evaluates the results of inspection and program of work and then recommends the same for approval of the City Mayor.</p>	<p>6. City Engineer verifies/reviews the submitted program of work for the stated project as requested and recommends the same for approval if found to be correct</p>		<p>30 minutes</p>	<p>MICHELLE DEQUIÑA, CE <i>Engineer II</i></p>
<p>7. Implementation</p> <p>Maintenance Engineer/Architect assigns foreman and maintenance men on site; and set up construction materials and equipment to provide the</p>	<p>7. Before the Project started, Engineer/Architect assigned checks all needed materials and gives instruction to the construction</p>		<p>2 days</p>	<p>MARY JEAN MAJADUCON <i>City Engineer</i></p> <p>MICHELLE DEQUIÑA, CE <i>Engineer II</i></p> <p>MYLA LEDESMA, CE</p>



needed service.	foreman, and while the Project is on-going, monitor the project accomplishment from time to time			<i>Engineer I</i> RAUL DURIAS <i>Admin. Aide I</i> <i>(Casual Laborer I)</i> ROLLY DE LOS REYES, EE <i>Engineer I</i> EDUARDO DULACA <i>Draftsman II</i> REYMART PULGADO <i>Construction & Maintenance Gen.</i> <i>Foreman</i> ARIEL PELAGIO <i>Draftsman III</i>
	Total :	None	7½ days, 1 hr. 30 mins.	



5. Requesting the Preparation of Plans and Programs of Work

ABOUT THE SERVICE

One of the services rendered by the City Engineer's Office, specifically the Construction Section, is the preparation of Plans and Programs of Work as requested by barangay officials, local school board, and other offices and departments of the city government.

These usually are regarding repair/maintenance and construction of:

- Drainage System
- Concrete Roads
- Public and Government Buildings
- Other Infrastructure Projects

These services are being provided to guide end users/proponent of the proposed project especially regarding plans, specifications and costs.

Office or Division:	City Engineer's Office
Classification:	Complex
Type of Transaction:	G2B,G2C,G2G
Who may avail:	Government, Developer/Land-owner

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter Request specifying the service needed. 	<ul style="list-style-type: none"> • c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Submit request to the Office of the City Engineer.	1. Frontline staff receives requirements and gives to City Engineer	None	3 minutes	MICHELLE DEQUIÑA, CE <i>Engineer II</i>
2. Notation of the City Engineer City Engineer evaluates the request and endorses it to the Construction Section.	2. City Engineer assigns technical staff to assess and inspect the request		5 minutes	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i>
3. Site Inspection, Investigation and Evaluation Construction Engineer	3. Technical staff assigned coordinates with the barangay concerned and	None	½ day	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i> MYLA LEDESMA, CE



talks to persons and barangay officials concerned. Engineer proceeds to survey work, if a survey is needed.	evaluates requirements		1 day	<i>Engineer I</i> ROLLY DE LOS REYES, EE <i>Engineer I</i> JOSELITO ROMERO <i>Electrical Inspector II</i>
4. Program of Work Preparation	4. Construction Engineer prepares detailed plans, regarding the -Roads/Drainage -School Building -Gov't. Building -Brgy. Building		1 week (1 to 5 days)	MARY JEAN C. MAJADUCON, CE <i>City Engineer</i> MICHELLE DEQUIÑA, CE <i>Engineer II</i> MYLA LEDESMA, CE <i>Engineer I</i> RAUL DURIAS, CE <i>Admin. Aide I (Casual Laborer I)</i> ROLLY DE LOS REYES, EE <i>Engineer I</i> EDUARDO DULACA <i>Draftsman II</i> REYMART PULGADO <i>Construction & Maintenance Gen. Foreman</i> ARIEL PELAGIO <i>Draftsman III</i> JOSELITO ROMERO <i>Electrical Inspector II</i>
5. Recommendation for Approval	5. City Engineer evaluates and recommends approval of the plans and program of work.	None	15 minutes	MARY JEAN MAJADUCON OIC-CEO



<p>6. Release of Plans / Program of Work</p> <p>Get your copy of the plan and sign in the logbook</p>	<p>6. Staff-in-charge releases Plan/ Program of Work</p>		<p>5 minutes</p>	<p>JELYN GELLEGANI Admin. Aide I (Casual Laborer I)</p>
	<p>Total:</p>	<p>None</p>	<p>1 week, 1½ day, 8 mins.</p>	



MAINTENANCE SERVICES

Internal Services



1. Issuance of Purchase Request (PR) Number

ABOUT THE SERVICE

In the city's procurement process, the issuance of Purchase Request (PR) Numbers serves as a vital step aimed at enhancing efficiency and effectiveness. By assigning unique PR numbers to each procurement request, the city establishes a systematic framework to manage and track its procurement activities. PR numbers facilitate accountability and transparency by providing a clear reference point for auditing and monitoring purposes. Overall, the issuance of PR numbers plays a key role in optimizing the city's procurement process, ensuring that goods and services are acquired in a timely and orderly manner to meet the needs of its residents and promote effective governance.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Obligation Request or OBR (must be signed by the Head of Office if needed) • Project Proposal/Program of Works (must be signed by the Project In-charge, Head of Office, City Mayor or City Administrator) Note: P 200,000.00 below must be signed by the City Administrator P 200,000.00 above must be signed by the City Mayor) • PR form must be signed by the Head of Office, City Mayor or City Administrator • Pre-repair (for repair and maintenance) • PPMP • Request for Quotation Form (with quotation of suppliers & signature of BAC Secretariat Head) • BAC 1st Resolution • Abstract of Quotation (with signatures of BAC Members & Requisitioning Officer) • 2nd BAC Resolution/Notice of Award • PhilGEPS • Omnibus Sworn Statement • PO Form (with signature of HOPE Designate & Supplier) 	<ul style="list-style-type: none"> • Office of origin



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required	1. GSO frontline staff checks documents if complete		2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARIVIC BUENCUCHILLO <i>Admin Aide I (Utility Worker I)</i>
	2. GSO staff hands-in documents to GSO Officer		3 minutes	
	3. Verifies documents for issuance of PR number		5 minutes	
	4. Sends back the documents to the frontline staff for logbook recording/ releasing. Checks the PR form if it is correctly filled-in/recording		2 minutes	GINA CASAÑARES <i>Admin. Aide I</i>
	Total:	None	15 minutes	



2. Issuance of Acknowledgment Receipt for Equipment/Inventory Custodian Slip

ABOUT THE SERVICE

The issuance of Property Acknowledgement Receipts for Equipment/Inventory Custodian Slips is an essential component of effective asset management and inventory control processes of the city. It helps establish clear accountability, ensures proper documentation of asset transfers, and contributes to overall city's efficiency and compliance.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Approved Project Proposal/Program of Works • PO Form (with PO number, signature of HOPE Designate & Supplier) • Delivery Receipt • Invoice • Warranty • OR/CR for motor vehicle • Inspection and Acceptance Report • Requisition and Issue Slip 	<ul style="list-style-type: none"> • Concerned office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required	1. Upon submission, GSO staff shall: 1.1 Checks the documents if complete	None	5 minutes	MARVIN MEDEL <i>Executive Assistant I/ Inspection Officer</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i> JOSEPH ARANDA JR. <i>Staff in-charge</i>
	2. Staff in-charge further checks documents (brand name, model & serial number) 2.1 Staff in-charge prepares the Issuance of Acknowledgement Receipt for Equipment/ Inventory Custodian Slip and assigns control number	None	15 minutes 20 minutes	MA. LEAH CAPALLA <i>Admin. Aide I</i> JOY VENCENT DESIERTO <i>Admin. Asst. II (Labor Gen. Foreman)</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>



	2.2 It will then be sent to the end user for their signatures and tagging of the said items The signed ARE/ICS will be attached to the Disbursement Voucher			End user
	3.1 Property Officer and responsible employee sign the said document 3.2 For GSO Officer signature 3.3 After completely signed, staff in-charge gets two (2) copies	None	10 minutes 10 minutes 2 minutes	JADE BINGCANG <i>Construction & Maintenance General Foreman</i> ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i> LYNLYN GALLEGO <i>Admin. Aide I (Casual Laborer I)</i>
4. Send back the documents to the frontline staff for logbook recording/ releasing	4. Checks the document if duly signed		2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARY JOY JUMBAS <i>Admin. Aide I (Daily Wage Laborer I)</i>
	Total:	None	57 minutes	



3. Issuance of Purchase Order (PO) Number

ABOUT THE SERVICE

The issuance of a Purchase Order (PO) Number serves as a formal document that authorizes the purchase of goods or services from a vendor. It outlines the terms and conditions of the purchase agreement between the buyer and the seller. It helps establish clear communication with vendors, ensures proper documentation and record keeping, and facilitates efficient and transparent procurement transactions of the city.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Obligation Request or OBR (must be signed by the Head of Office if needed) • Project Proposal/Program of Works (must be signed by the Project In-charge, Head of Office, City Mayor or City Administrator) Note: P 200,000.00 below must be signed by the City Administrator P 200,000.00 above must be signed by the City Mayor) • PR form must be signed by the Head of Office, City Mayor or City Administrator • Pre-repair (for repair and maintenance) • PPMP • Request for Quotation Form (with quotation of suppliers & signature of BAC Secretariat Head) • BAC 1st Resolution • Abstract of Quotation (with signatures of BAC Members & Requisitioning Officer) • 2nd BAC Resolution/Notice of Award • PhilGEPS • Omnibus Sworn Statement • PO Form (with signature of HOPE Designate & Supplier) 	<ul style="list-style-type: none"> • Office of origin



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents	1. GSO frontline staff checks documents if complete	None	2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARIVIC BUENCUCHILLO <i>Admin Aide I (Utility Worker I)</i>
	2. Checking of documents for issuance of PO number		3 minutes	ESMAN TOREÑA JR. <i>Admin. Aide I (Utility Worker I)</i> BARTOLOME CASILA III <i>Admin. Aide I (Laborer I)</i>
3. Send back the documents to the frontline staff for logbook recording/ releasing	3. Check the PO form if it is correctly filled in/recorded		2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARY JOY JUMBAS <i>Admin. Aide I (Daily Wage Laborer I)</i>
	Total:	None	7 minutes	



4. Inspection of Deliveries

ABOUT THE SERVICE

The inspection of deliveries is a critical step in the procurement and supply chain management process. It helps safeguard the quality and integrity of goods received, minimize the risk of receiving defective or non-compliant products, and maintain customer satisfaction and trust.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • PO Form • Abstract of Quotation • Delivery Receipt - indicated an itemized items based on PO <p>Note:</p> <ul style="list-style-type: none"> - PO form must be signed by HOPE Designate and Supplier - Delivery Receipt must be signed by the project in-charge/ responsible person after the inspection is done - Delivery must be accepted by the requesting office 	<ul style="list-style-type: none"> • Concerned office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All deliveries should be passed through GSO for Inspection. Bring PO's and other documents during delivery	1. The Inspection Officer will check the documents as well as deliveries for the quantity, quality, brand and specification stated	None	30 minutes	MARVIN MEDEL <i>Executive Assistant I/ Inspection Officer</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>
	Total:	None	45 minutes	



5. Acceptance and Inspection Report (AIR)

ABOUT THE SERVICE

The primary purpose of the Acceptance and Inspection Report is to document the findings of inspections and assessments conducted to determine whether goods, services, or projects meet specified requirements, standards, or criteria and ensure accountability across various inspection processes.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Obligation Request or OBR (Must be signed by the Head of Office and Requesting Office if needed) • Project Proposal/Program of Works (Must be signed by the Project In-Charge, Head of Office, City Mayor, City Administrator. Note: P 200,000 below must be signed by the City Administrator P 200,000 above must be signed by the City Mayor • PR Form must be signed by the Head of Office, City Mayor or City Administrator • Pre-repair (for repair & maintenance) • PPMP • Request for Quotation Form (with quotation of suppliers & signature of BAC Secretariat Head) • BAC 1st Resolution • Abstract of Quotation (with signatures of BAC Members & Requisitioning Officer) • 2nd BAC Resolution/Notice of Award • PhilGEPS • Omnibus Sworn Statement • PO Form (with signature of HOPE Designate & Supplier) • Acceptance and Inspection Form • RIS (if needed) • Waste Materials Report (if needed) • Certificate of Repair • Delivery Receipt - indicated an itemized items based on PO • Charge Invoice <p>Note:</p> <ul style="list-style-type: none"> - PO form must be signed by HOPE Designate & Supplier - Delivery Receipt must be signed by the project in-charge/responsible person 	<ul style="list-style-type: none"> • Concerned office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required	1. GSO frontline staff checks the documents if it is complete	None	2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARY JOY JUMBAS <i>Admin. Aide I</i> <i>(Daily Wage Laborer I)</i>
	2. Inspect documents if complete (PO, Abstract of Quotation, AIR, RIS if needed, Delivery Receipt and Charge Invoice Also, check Waste Materials Form if needed)		3 minutes	MARVIN MEDEL <i>Executive Assistant I/</i> <i>Inspection Officer</i> JEANALYN BAGAFORO <i>Admin. Aide IV</i> <i>(Bookbinder II)</i> STEPHEN AUQUICO <i>Admin. Aide IV</i>
	3. Checks further the Acceptance and Inspection Report based in the PO, delivery receipt and charge invoice, RIS and Waste Materials Form if there is If the document includes RIS, signature of GSO Head is needed If the document includes Waste Materials Form, signature of Inspection Officer, Property Officer, Motorpool Bodega in-charge and GSO Officer are needed If it is duly signed, the Property Officer will get copies of PO and AIR		5 minutes 3 minutes 5 minutes	JADE BINGCANG <i>Construction &</i> <i>Maintenance General</i> <i>Foreman</i> ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i> MARVIN MEDEL <i>Executive Assistant I/</i> <i>Inspection Officer</i> JADE BINGCANG <i>Construction &</i> <i>Maintenance General</i> <i>Foreman</i> STEPHEN AUQUICO <i>Admin. Aide IV</i> ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i> JEANALYN BAGAFORO <i>Admin. Aide IV</i> <i>(Bookbinder II)</i>
	Total:	None	18 minutes	



6. Facilitate Parts & Materials for Repair and Replacement of Various Government Motor Vehicles and Equipment as needed

ABOUT THE SERVICE

Facilitating parts and materials for repair and replacement of various government motor vehicles and equipment as needed involves a systematic approach to ensure the availability of necessary resources to maintain the operational efficiency and safety of government-owned assets.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Secure the approved Pre-Inspection Form from the City Motorpool Division and Engineering Head / authorized representative 	<ul style="list-style-type: none"> Concerned office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pre-Inspection Form	1. Upon submission, GSO staff shall: 1.1 Provide Arta Form for the client to fill out 1.2 Check the completeness of documents, record, and forward to the General Services Officer.	None	2 minutes	GINA CASAÑARES <i>Admin. Aide I</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>
	2. Review the Pre-inspection Report, requested repair materials, sign off on them, issue instructions, and forward to front desk		10 minutes	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
	3. Photocopy and release		5 minutes	GINA CASANARES <i>Admin. Aide I</i> JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>
	Total:	None	17 minutes	



7. Issuance of Clearance for Retireable Employee

ABOUT THE SERVICE

The issuance of clearance for retireable city employee is an important administrative process that ensures a smooth transition for employees as they retire from their positions. It helps formalize the end of their employment relationship and ensures that all administrative matters are properly addressed and documented.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Clearance Form 	<ul style="list-style-type: none"> HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form to the GSO frontline staff	Upon submission, GSO staff shall: 1.1 Provide ARTA Form for the client to fill out 1.2 Record the received document and forward to record section	None	3 minutes	GINA CASAÑARES <i>Admin. Aide I</i>
	2. Check the records, prepare certification and forward the documents to Property Officer		30 minutes	JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>
	3.1 Verify records and sign Clearance Form		5 minutes	JADE BINGCANG <i>Construction & Maintenance General Foreman</i>
	3.2 Review records, check the documents, sign certification & clearance form, and forward to record section		3 minutes	ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
	3.3 Check, Photocopy and release		5 minutes	JEANALYN BAGAFORO <i>Admin. Aide IV (Bookbinder II)</i>
	Total:	None	41 minutes	



TRANSPORT AND TRAFFIC MANAGEMENT SERVICES

External Services

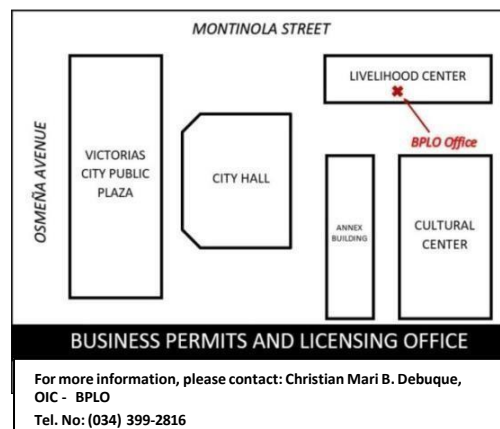


1. Securing New Application/Renewing of Motorized Tricycles Operator's Permit (MTO/Franchise)

ABOUT THE SERVICE

All motorized tricycles operating in the City as public utility must possess a Mayor's Permit and a valid franchise to operate as per City Ordinance No. 18-2017. The Victorias Franchising and Regulatory Board limits the number of motorized tricycles with franchise to 1,665 units. Only Victorias City residents are allowed to hold a MTO/Franchise.

The MTO/Franchise and Mayor's Permit have to be paid annually and are valid for 2 years. Failure to renew would mean cancellation of franchise.



Office or Division:	Permits and Licenses Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All residents of Victorias with MTO/Franchise

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Clearance • Individual Community Tax Certificate (CTC) • 2 pcs. 2 x 2 picture (new applicants only) • LTO C.R. and O.R. (Xerox copy) • Annual inspection certificate from PNP Traffic Section • Certification of Membership from existing Association or Cooperative in the locality where the tricycle is to operate to ensure smooth operation and harmonious relationship with existing members. • Insurance coverage for any two (2) third party liability, passenger's liability and personal accident. 	<ul style="list-style-type: none"> • Barangay Hall • City Treasurer's Office (CTO) • c/o Client • Land Transportation Office (LTO) • Philippine National Police (PNP) • Tricycle Operators and Drivers Association (TODA) • Any insurance agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for Unit Inspection</p> <p>Bring unit to PNP Traffic Section for inspection and secure Certificate of Inspection and present/submit photocopy of C.R. and O.R.</p>	<p>1. Unit will be inspected to ensure that all necessary parts, enumerated in the checklist are functional</p>		<p>10 minutes</p>	<p>JOSEPH RODRIGO V. OLIS (PNP) <i>Traffic Supervisor</i></p> <p>PLTCOL ROY RODRIGO B. GUTIERREZ <i>Chief - PNP</i></p>
<p>2. Secure and Submit Application Form</p> <p>Secure, Fill-up and Submit application form from Victorias Franchising and Regulatory Board (VFRB) Office. Accomplish the Form with all the necessary data and submit to VFRB Office.</p>	<p>2. VFRB staff will verify all documents</p>	<p>None</p>	<p>10 minutes</p>	<p>WENCESLAO ROJO III <i>Admin. Asst. I (VFRB)</i></p>
<p>3. Wait for the Tax Order of Payment and proceed to City Treasurer's Office for payment.</p>	<p>3. VFRB staff prints Tax Order of Payment and issues it to the Franchise Holder</p>		<p>3 minutes</p>	<p>WENCESLAO ROJO III <i>Admin. Asst. I (VFRB)</i></p> <p>MARIONNE MARIO <i>Staff in-charge (VFRB)</i></p>
<p>4. Payment of Fees</p> <p>Pay the required fees at the City Treasurer's Office and get your OR.</p>	<p>4. Employee-in-charge will assess Mayor's Permit and Franchising Fee</p>	<p>* MTOP fee - P48.00/unit payable every anniversary</p> <p>Supervision fee - P48.00/unit/year</p>	<p>5 minutes</p>	<p>CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i></p>



<p>After securing Official Receipt go back to Franchising Office</p>		<p>Confirmation fee - P24.00/unit per renewal of O.R. (LTO)</p> <p>Specific fee/Mayor's Permit fee - P110.00/unit/year</p> <p>Filing fee - P110.00 for the 1st unit</p> <p>Annual sticker - P60.00/unit/year</p> <p>Terminal fee - P180.00/year/unit</p> <p>Document Security Seal - P 50.00/ MTOP Certificate</p>		<p>PERFECTO IGHARAS Admin. Aide I (CTO)</p>
<p>5. Wait for the Franchise Confirmation / Verification</p>	<p>5. VFRB staff prepares the franchise confirmation/ verification for immediate submission to LTO for O.R. renewal</p> <p>VFRB staff prepares the</p>	<p>None</p>	<p>5 minutes</p>	<p>WENCESLAO ROJO III Admin. Asst. I (VFRB)</p>



<p>6. Bring the franchise and provisional authority for MCH (Motor Cycle for Hire) - Service to the City Mayor's Office for approval.</p>	<p>6. The franchise confirmation / verification will be processed for approval / signature of the VFRB coordinator.</p>		<p>3 minutes</p>	<p>CHRISTIAN MARI B. DEBUQUE <i>OIC-BPLO/ VFRB Coordinator</i></p>
<p>7. Get your approved copy of the Franchise and provide duplicate copy to BIR, LTO and Driver.</p>	<p>7. Employee-in-charge releases Franchise to Franchise Holder</p>		<p>1 day</p>	<p>JAVIER MIGUEL L. BENITEZ <i>City Mayor</i></p>
<p>8. Posting of Sticker</p>	<p>8. VFRB inspector does final inspection and posts a sticker on the windshield of the motorized tricycle sidecar</p>	<p>None</p>	<p>3 minutes</p>	<p>WENCESLAO ROJO III <i>Admin. Asst. I (VFRB)</i></p>
	<p>Total:</p>	<p>Total corresponding fee</p>	<p>5 minutes</p>	<p>WENCESLAO ROJO III <i>Admin. Asst. I (VFRB)</i></p>
			<p>1 day, 39 mins.</p>	



TAXES AND ADMINISTRATIVE FEES

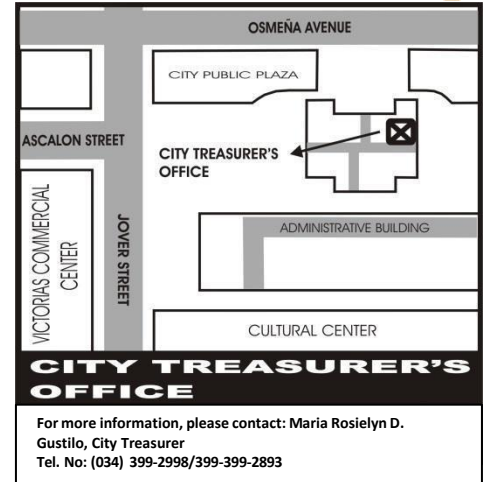
External Services



1. Request for Computation and Payment of Real Property Tax (RPT)

ABOUT THE SERVICE

Real Property Tax (RPT) is imposed on real properties such as land, building, machinery, and other improvements affixed or attached to a real property within the territorial jurisdiction of the City of Victorias.



Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Owner of the real property or the person having legal interest in therein

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
Any of a. to c.: <ol style="list-style-type: none"> Property Index Number (PIN) Name of the property declared owner, location, and lot number Latest official receipt of RPT payment Proof of identity of the declared owner or the person having legal interest therein Authorization Letter in case of representative 	<ul style="list-style-type: none"> May be retrieved from the Land Tax Division of the Treasury if correct details for item (b) are provided;

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When priority number is called, proceed to Window and present the required data to Frontline Officer.	1. The property will be searched and verified in the system.	None	3 minutes/property	Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i> Window 5 KRISIAMAE HINOLAN <i>Admin. Aide III (Clerk I)</i>



<p>2. Wait for the Statement of Real Property Tax</p>	<p>2. Once property is found, the automated computation of RPT tax due shall be generated in the system. The Statement of Real Property Tax is printed and issued to the client.</p>		<p>2 minutes/ property</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 KRISIAMAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>
<p>3. Payment of RPT</p>	<p>3. Accept payment in the form of cash or check. In case of check payment, provisions under Sec. 57(G) of LTOM shall be observed. Print and issue official receipt to client.</p>	<p>Total tax due in the statement</p>	<p>5 minutes/ property</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 KRISIAMAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>
	<p>Total:</p>	<p>Total Tax due in the Statement</p>	<p>10 minutes/ property</p>	



2. Issuance of Certificate of Real Property Tax Clearance

ABOUT THE SERVICE

Certificate of Real Property Tax Clearance is issued to property owners who have updated payment on real property tax.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Owner of the real property or the person having legal interest therein

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>Any of (a) to (c):</p> <ul style="list-style-type: none"> a. Property Index Number (PIN) b. Name of property declared owner, location, and lot number c. Latest official receipt of RPT payment d. Proof of identity of the declared owner or the person having legal interest therein e. Authorization Letter in case of representative f. Official Receipt for payment of Certification Fee and Documentary Stamp 	<ul style="list-style-type: none"> • May be retrieved from the Land Tax Division of the Treasury if correct details for item (b) are provided; • Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. When priority number is called, proceed to Window and present the required data to Frontline Officer. Wait for property verification.</p>	<p>1. The property will be searched and verified in the system. Once the property is found to be cleared and updated, taxpayer will be required to pay the Certification Fee, Documentary Stamp, and Document Security Seal.</p>	<p>None</p>	<p>2 minutes/ property</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 KRISIA MAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>



<p>2. Payment of Certification Fee, Documentary Stamp, and Document Security Seal</p>	<p>2. Accept payment and issue official receipt.</p>	<p>Certification Fee Php 50.00/property Documentary Stamp Php 30.00/page Document Security Seal Php 50.00/page</p>	<p>8 minutes</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 - KRISIA MAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>
<p>3. Present Official Receipt to Frontline Officer.</p>	<p>3. Prepare Certificate of Real Property Tax Clearance and have it certified by the City Treasurer.</p>	<p>None</p>	<p>5 minutes/ page</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 KRISIA MAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>
<p>4. Wait for the certified RPT Clearance.</p>	<p>4. Issue and attach official receipt to the signed RPT Clearance.</p>		<p>10 minutes</p>	<p>Window 4 ANDRA PALASOL <i>Revenue Collection Clerk I</i></p> <p>Window 5 KRISIA MAE HINOLAN <i>Admin. Aide III (Clerk I)</i></p>
	<p>Total:</p>	<p>Php 130.00/ property</p>	<p>25 minutes/ property</p>	



3. Request for Computation and Payment of Tax on Transfer of Real Property Ownership

ABOUT THE SERVICE

Transfer Tax is imposed on the sale, donation, barter or on any other mode of transferring ownership or title of real property.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Owner of the real property or the person having legal interest therein

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>Original copies of the following requirements are to be presented upon submission:</p> <ol style="list-style-type: none"> Photocopy of Deed of Conveyance (Sale, Inheritance, Donation, etc.) Photocopy of Tax Declaration Photocopy of Death Certificate of the original owner Photocopy of official receipt of updated RPT payment Proof of identity of the person having legal interest therein Authorization Letter in case of representative. 	<ul style="list-style-type: none"> City Assessor's Office Civil Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. When priority number is called, present the requirements to Frontline Officer. Wait for the computation of Transfer Tax</p>	<p>1. Client will be interviewed during the review of documents. Frontline Officer computes Transfer Tax based on Section 3A of City Ordinance No. 07-2015.</p>	<p>At a rate of 55% of 1% of the acquisition cost of the property or the fair market value, whichever is higher</p>	<p>30 minutes/ property</p>	<p>Door 1</p> <p>Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i></p> <p>Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i></p>



2. Payment of Transfer Tax	2. Accept payment in the form of cash or check. In case of check payment, provisions under Sec. 57(G) of LTOM shall be observed	Total tax payable including penalties for late payment	10 minutes/ property	<p style="text-align: center;">Door 1</p> <p style="text-align: center;">Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i></p> <p style="text-align: center;">Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i></p>
3. Wait for the official receipt	3. Print and issue official receipt to client			
	Total:	Total tax payable per computation	40 minutes/ property	



4. Issuance and Payment of Community Tax Certificate (CEDULA)

ABOUT THE SERVICE

Community Tax is levied annually on every inhabitant individuals of Victorias City 18 years or over and on every corporation, domestic or resident foreign, no matter how created or organized, engaged in or doing business in Victorias City.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C
Who may avail:	Residents of Victorias City 18 or over; business entities and corporations doing business in Victorias City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Original copies of the following requirements are to be presented upon submission: <ul style="list-style-type: none"> a. Accomplished Personal Data Sheet Form (PDS Form) 	<ul style="list-style-type: none"> • Information Desk of the City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned Information Desk Personnel and ask for a copy of PDS Form. Fill-up the form.	1. Assist client and provide PDS Form.	None	1 minute	Information Desk NELLY EDANO <i>Admin. Aide I</i> GERILYN DEMOTICA <i>Messenger</i>



<p>2. When priority number is called, present PDS Form to Frontline Officer. Wait for the computation of Community Tax Certificate (CTC).</p>	<p>2. Frontline Officer review completeness of data and encode to system. Community Tax will be computed based on Section 3F of City Ordinance No. 07-2015:</p> <ul style="list-style-type: none"> • Individual Basic Tax • Individual Additional Tax • Corporation Basic Tax • Corporation Additional Tax 	<p>Php 5.00</p> <p>Php 1.00 for every Php 1,000.00 of income but not to exceed Php 5,000.00</p> <p>Php 500.00</p> <p>Php 2.00 for every Php 5,000.00 income but not to exceed Php 10,000.00</p>	<p>10 minutes</p>	<p>Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i></p> <p>Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i></p> <p>Window 3 PERFECTO IGHARAS <i>Ticket Checker</i></p>
<p>3. Pay tax due</p>	<p>5. Accept payment and prepare Community Tax Certificate</p>	<p>Total tax payable including penalties for late payment if there is any</p>	<p>10 minutes</p>	<p>Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i></p> <p>Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i></p> <p>Window 3 PERFECTO IGHARAS <i>Ticket Checker</i></p>
<p>4. Affix signature and thumbmark in the Community Tax Certificate</p>	<p>6. Issue Community Tax Certificate to client.</p>	<p>Total tax payable per computation</p>	<p>21 minutes</p>	
	<p>Total:</p>	<p>Total tax payable per computation</p>	<p>21 minutes</p>	



5. Request for Computation of Business Tax and Regulatory Fees

ABOUT THE SERVICE

Computation of tax on business shall be made after full compliance of the requirements established by the Victorias City Joint Inspection Team and acceptance of application through the Business Permits and Licensing Office. The assessment and approval of business tax payment shall be made by the Office of the City Treasurer.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C
Who may avail:	Business Owner or authorized representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> (a) Joint Inspection Team (JIT) Form with approved clearances (b) Business Application Form (c) Barangay Clearance for Business Operation (d) Audited Financial Statement for previous year (e) Sworn Statement of Gross Receipts or Sales for previous year duly certified by an authorized official or representative of the establishment/company (f) Bureau of Internal Revenue-VAT, Percentage, Excise of Quarterly Payments (g) Invoices or receipts issued to purchaser (duplicate copy) (h) DTI Certificate of Registration (for single proprietorship) (i) SEC Certificate of Registration (for partnership or corporation) (j) CDA Certificate of Registration (for cooperatives) (k) Lease Contract, if place of business is rented (l) List of employees with professional license, if applicable (m) List of operating vans/trucks for delivery with plate numbers, if applicable (n) Other certificates of registration or accreditation issued by national agencies for the operation of business 	<ul style="list-style-type: none"> • Issued to taxpayer during inspection of Joint Inspection Team (JIT) • Business Permits and Licenses Office • Barangay where business is located • Form available at Business Permits and Licensing Office (BPLO) • BIR/Taxpayer's File • Department of Trade and Industry (DTI) • Securities and Exchange Commission (SEC) • Cooperative Development of the Philippines • Lessor of business operator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When number is called, present the requirements to Assessment Officer.	1. Client will be interviewed during the review of documents.	None	30 minutes/ business account	Door 1 Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i> Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i>
2. Wait for the issuance of Tax Order of Payment (TOP).	2. Data will be inputted to system. TOP shall be duly certified and approved prior to release to client.		10 minutes/ business account	Door 1 Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i> Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i>
	Total:	None	40 minutes/ business account	



6. Payment of Business Tax and Regulatory Fees

ABOUT THE SERVICE

Payment of business tax and regulatory fees is required prior to issuance of Mayor's Permit on Business.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B,G2C
Who may avail:	Business Owner or authorized representative

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
(a) Tax Order of Payment on Business (b) Payment of Community Tax Certificate (Cedula) of Business Owner (c) Payment of Professional Tax, if applicable (d) Payment of Annual Fixed Tax on Delivery Truck/Van, if applicable	<ul style="list-style-type: none"> • Assessment Lane of the Business One Stop Shop/City Treasurer's Office • City Treasurer's Office • City Treasurer's Office • City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When number is called, present the Tax Order of Payment to Frontline Officer and pay the total amount payable.	1. Retrieve billing in the system. Accept payment in the form of cash or check and issue official receipt. In case of check payment, provisions under Sec. 57(G) of LTOM shall be observed.	Total amount payable per TOP	10 minutes/ TOP	Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i> Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i> Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>



2. Wait for the official receipt.	2. Print and issue official receipt to client.		5 minutes/ TOP	Window TREENA DAWN ROMERO <i>Staff in-charge</i> Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i> Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>
	Total:	Total amount payable per TOP	15 minutes/ TOP	



7. Payment of Mayor's Clearance Fee

ABOUT THE SERVICE

A service fee shall be collected for every issued Clearance/Certificate, depending on purpose.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residents of Victorias City

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
Original copies of the following requirements are to be presented upon submission: (a) Barangay Clearance (b) Community Tax Certificate (Cedula)	<ul style="list-style-type: none"> • Respective Barangay Hall • Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When number is called, present the requirements to Frontline Officer and pay the corresponding fee	1. Review documents and accept payment.	Certification Fee - Php 50.00 Document Security Seal - Php 50.00	5 minutes	Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i> Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i>
2. Wait for the official receipt.	2. Print and issue official receipt to client.	None	5 minutes	Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>
	Total:	Php 100.00	10 minutes	



8. Payment of Various Fees and Charges

ABOUT THE SERVICE

All fees and charges imposed by the City Government of Victorias shall be in accordance with the provisions of City Ordinance No. 07-2015, also known as the Victorias City Revenue Code and all other enacted City Ordinances, consistent with Sec. 187 of R.A. 7160 (Local Government Code of 1991).

A commensurate fee shall be collected for every service rendered by the city, and charges shall be collected prior to the rendition of service or use of properties/ facilities owned by the City Government of Victorias.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any person or applicant endorsed by the approving office or department of the City Government of Victorias

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Order of Payment issued by the approving office or department 	<ul style="list-style-type: none"> Approving and/or issuing department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When priority number is called, present the Order of Payment to Frontline Officer and pay the corresponding fee/charge.	1. Review Order of Payment and accept payment.	Applicable fee/charge per City Ordinance	5 minutes	Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i> Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i>
2. Wait for the official receipt.	2. Print and issue official receipt to client.	None	5 minutes	Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>
	Total:	Total Applicable Fee/Charge	10 minutes	



9. Request for Computation of Market Rental/Utility Charges

ABOUT THE SERVICE

Rental charges imposed by the City Government of Victorias shall be in accordance with the provisions of City Ordinance No. 2023-46, also known as the Schedule of Fees and Charges of the City Government of Victorias, Negros Occidental.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Duly registered tenant of Victorias Commercial Center

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Name of registered tenant and location of rented block/stall/space. 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Information Desk Personnel	1. Information Desk Personnel directs client to person in-charge.	None	15 minutes	Information Desk NELLY EDANO <i>Admin. Aide I</i> GERILYN DEMOTICA <i>Messenger</i>
2. Request for outstanding balance computation to person in-charge.	2. Retrieve account ledger and prepare statement.			Door 1 Window A JESSICA ONG <i>Revenue Collection Clerk III</i>
3. Wait for the statement.	3. Certify and issue statement to client.	None	5 minutes	Door 1 Window A JESSICA ONG <i>Revenue Collection Clerk III</i>
	Total:	Total Corresponding Fee	20 minutes/ account	



10. Payment of Market Rental/Utility Charges

ABOUT THE SERVICE

Rental charges imposed by the City Government of Victorias shall be in accordance with the provisions of City Ordinance No. 2023-46, also known as the Schedule of Fees and Charges of the City Government of Victorias, Negros Occidental.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Duly registered tenant of Victorias Commercial Center

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Name of registered tenant and location of rented block/stall/space. 	<ul style="list-style-type: none"> Victorias Commercial Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. When priority number is called, present the Order of Payment or Statement to Frontline Officer and pay the corresponding fee/charge.	1. Review Order of Payment or Statement and accept payment.	Total amount payable per Order of Payment	10 minutes/ account	Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i>
2. Wait for the official receipt.	2. Print and issue official receipt to client.	None	5 minutes/ account	Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	Total amount payable per Order of Payment	15 minutes/ account	Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>



11. Request for Certification of Payment

ABOUT THE SERVICE

Actual payment of taxes/fees/charges on a certain period may be retrieved on records and a Certification may be issued upon request of the taxpayer or his/her authorized representative.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2B,G2C
Who may avail:	Taxpayer or his/her authorized representative.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Name of taxpayer, kind, and estimated period of payment Proof of identity of the taxpayer Authorization Letter in case of representative 	<ul style="list-style-type: none"> Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Information Desk Personnel	1. Information Desk Personnel directs client to person in-charge.	None	10 minutes/record	Information Desk NELLY EDANO <i>Admin. Aide I</i> GERILYN DEMOTICA <i>Messenger</i>
2. Wait for priority number to be called.	2. Search and validate records. Retrieved records shall be confirmed by the taxpayer.			Door 1 Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i> Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i>



3. Pay certification fee and Document Security Seal	3. Print and issue official receipt to client.	Certification Fee - P 50.00/page Document Security Seal - P 50.00/page	10 minutes/ record	Window 1 TREENA DAWN ROMERO <i>Staff in-charge</i> Window 2 CHARISSE RUBY VINSON <i>Admin. Aide I (Casual Laborer I)</i> Window 3 PERFECTO IGHARAS <i>Ticket Checker</i>
4. Wait for the Certificate and official receipt.	4. Prepare Certificate of Payment.	None	20 minutes/ record	Door 1 Window B JENNIFER BANCAIREN <i>Local Treasury Operations Officer II</i> Window C ARNEL LOBATON <i>Revenue Collection Clerk I</i>
	Total:	Php 100.00	40 minutes/ record	



TAXES AND ADMINISTRATIVE FEES

Internal Services



1. Request for Certification of Net Pay

ABOUT THE SERVICE

Certification of Net Pay is issued upon request of a city employee who is applying for loan or any other purpose that requires proof of actual net take home pay.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	City Employee or his/her authorized representative.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Accomplished Client Request Form Authorization Letter in case of representative 	<ul style="list-style-type: none"> Treasury Client Information Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach assigned Information Desk Personnel and ask for a Client Request Form	1. Provide Client Request Form to requesting employee or representative.	None	1 minute	Information Desk NELLY EDANO <i>Admin. Aide I</i> GERILYN DEMOTICA <i>Messenger</i>
2. Fill-up Request Form and submit to Information Desk Personnel.	2. Information Desk Personnel directs the request to the person in-charge.		1 minute	ANNA MAE JIMENA <i>Admin. Asst. I (Bookbinder III)/ Payroll Clerk</i>
3. Wait for the issuance of Certificate of Net Pay.	3. Payroll Clerk prepares Certification of Net Pay.		1 hour	MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i>
	4. Certification of Net pay to be certified by the City Treasurer		30 minutes	Information Desk NELLY EDANO <i>Admin. Aide I</i> GERILYN DEMOTICA <i>Messenger</i>
	5. Certification of Net Pay released to requesting employee.			
	Total:	None	1 hour, 32 mins.	



2. Request for Certification of Loan Application Form

ABOUT THE SERVICE

Loan applications of city employees to GSIS, Pag-Ibig HDMF, and other accredited financial institutions are certified by the City Treasurer and/or other authorized signatories of the City Government of Victorias.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	City Employee or his/her authorized representative.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification of Net Pay • Loan Application Form 	<ul style="list-style-type: none"> • Office of the City Treasurer • HRMO/Web Portal of the Institution (downloadable forms)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the designated Administrative Assistant and submit requirements.	1. Administrative Assistant accepts and reviews the submitted forms.	None	30 minutes	HAZEL BINUA <i>Admin. Asst. II</i> <i>(Clerk IV)</i>
2. Wait for the certification of Loan Application Form.	2. City Treasurer certifies the Loan Application Form.			MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i>
	3. Administrative Assistant releases the certified Loan Application Form to employee.			HAZEL BINUA <i>Admin. Asst. II</i> <i>(Clerk IV)</i>
	Total:	None	30 minutes	RHEA MAE VIEJO <i>Admin. Aide III</i> <i>(Clerk I)</i>



3. Processing and Payment of Various Payrolls thru Cash Advance of Treasury Disbursing Officers

ABOUT THE SERVICE

All government financial transactions shall be governed by the fundamental principles under Section 4 of P.D. No. 1445 and all other promulgated accounting and auditing rules and regulations by the Commission on Audit.

Cash advances are granted to Designated Disbursing Officers for a legally authorized specific purpose such as payroll fund for salaries, wages, allowances, honoraria, financial assistance, and other similar expenses.

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Designated Disbursing Officers

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • General Requirements for All Types of Disbursement (based on COA Cir. No. 2012-001 dated June 14, 2012): <ol style="list-style-type: none"> 1. Certificate of Availability of Funds issued by the City Accountant; 2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials; 3. Legality of transaction and conformity with laws, rules or regulations; 4. Approval of expenditure by Head of Office or his authorized representative; 5. Sufficient and relevant documents to establish validity of claim. • For Processing of Cash Advance: <ol style="list-style-type: none"> a. Duly certified Disbursement Voucher (DV) by the City Accountant with supporting documents. • For Releasing of Cash: <ol style="list-style-type: none"> b. Government issued ID / Cedula of Payee c. Daily Time Record, if applicable d. Special Power of Attorney (SPA) in case of Payee's Representative 	<ul style="list-style-type: none"> •



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the City Accountant Staff submits duly certified DV and its supporting documents to Treasury.	Treasury Staff receives and logs to record tracking book the duly certified DV and its supporting documents and forwards the same to Treasury Administrative Section.	None	3 minutes	Treasury Processing Section JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i> KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>
	2. Receives DV and its supporting documents for certification of the availability of fund by the City Treasurer.		2 minutes	Treasury Admin. Section HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i>
	3. Reviews documents and signs to certify the DV, if in order. Otherwise, documents are returned to the concerned office to complete compliance of the requirements.		15 minutes	MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i> HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i>



	4. Logs certified DVs to record tracking book and forwards the same with its supporting documents to Office of the City Mayor/ City Vice Mayor/ City Administrator for approval of payment.		10 minutes	Treasury Processing Section JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i> KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>
5. Office of the City Mayor/ City Vice Mayor/ City Administrator receives DV and its supporting documents from Treasury.	City Mayor/ City Vice Mayor/ City Administrator signs DV for approval of payment and returns documents to Treasury.		<i>(Processing time is determined by the responsible Office)</i>	Office of the City Mayor or Office of the City Administrator
6. Signed DV is returned by the Office of the City Mayor/ City Vice Mayor/ City Administrator to the Treasury for check issuance.	Receives completely signed DV valid for payment and prepares check.		15 minutes	Treasury Processing Section JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i> KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>
	7. Logs DV with details of issued check to record tracking book and forwards the same to Office of the City Mayor/ City Vice Mayor/ City Administrator for signing of check.		10 minutes	
8. Office of the City Mayor/ City Vice Mayor/ City Administrator receives DV with check and its supporting documents from Treasury.	City Mayor/ City Vice Mayor/ City Administrator signs check;		<i>(Processing time is determined by the responsible Office)</i>	Office of the City Mayor or Office of the City Administrator



<p>9. Office of the City Mayor/ City Vice Mayor/ City Administrator forwards DV with check and its supporting documents to Accounting Office.</p>	<p>Office of the City Accountant receives documents and prepares Journal Entry Voucher (JEV).</p>		<p><i>(Processing time is determined by the responsible Office)</i></p>	<p>Office of the City Accountant</p>
<p>10. Office of the City Accountant forwards DV, check, and all other supporting documents with issued JEV to Treasury Administrative</p>	<p>Treasury receives and reviews the completeness of all forwarded documents and endorse the same to City Treasurer for signing of check.</p>		<p>10 minutes</p>	<p>Treasury Admin Section HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i> MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i></p>
	<p>11. Treasury logs details of the same documents to record tracking book and forwards to Accounting Office.</p>		<p>5 minutes</p>	<p>HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i></p>
<p>12. Office of the City Accountant receives DV with check and its supporting documents from Treasury Staff.</p>	<p>Office of the City Accountant scans all the documents and prepares Accountant's Advice.</p>		<p><i>(Processing time is determined by the responsible Office)</i></p>	<p>Office of the City Accountant</p>
	<p>13. Accountant's Advice is forwarded to bank and receives back "Bank Received" copies.</p>			



<p>14. Office of the City Accountant delivers Accountant's Advice and all other documents to Treasury Administrative Section.</p>	<p>Treasury receives all documents and Accountant's Advice; Check is released to the Designated Disbursing Officer.</p>	<p>10 minutes</p>	<p>Treasury Admin Section HAZEL BINUA <i>Admin. Asst. II</i> <i>(Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III</i> <i>(Clerk I)</i></p>
	<p>15. Designated Disbursing Officer makes encashment to bank.</p>	<p>Within 2 to 3 hours</p>	<p>MONINA BENIT <i>Admin. Asst. VI</i> <i>(Computer Op. III)</i> ELIZABETH JURIDICO <i>Admin. Asst. I</i> <i>(Bookbinder III)</i></p>



16. Client approaches the Designated Disbursing Officer and presents the necessary requirements to claim the cash.	Designated Disbursing Officer validates the necessary requirements and information presented by the payee.		15 minutes	MONINA BENIT <i>Admin. Asst. VI (Computer Op. III)</i> ELIZABETH JURIDICO <i>Admin. Asst. I (Bookbinder III)</i>
	If compliant, Disbursing Officer will require payee to sign the payroll.			
	Disbursing Officer validates the signature and release cash to payee.			
	Total:	None	4 hours, 35 mins. per transaction	for Treasury Office only



4. Processing and Disbursement of Funds for Payment to Suppliers, Contractors, and All Other Expenditures

ABOUT THE SERVICE

All government financial transactions shall be governed by the fundamental principles under Section 4 of P.D. No. 1445 and all other promulgated accounting and auditing rules and regulations by the Commission on Audit.

Office or Division:	Office of the City Treasurer
Classification:	Complex
Type of Transaction:	
Who may avail:	

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • General Requirements for All Types of Disbursement (based on COA Cir. No. 2012-001 dated June 14, 2012): <ol style="list-style-type: none"> 1. Certificate of Availability of Funds issued by the City Accountant; 2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials; 3. Legality of transaction and conformity with laws, rules or regulations; 4. Approval of expenditure by Head of Office or his authorized representative; 5. Sufficient and relevant documents to establish validity of claim. • For Processing of Disbursement: <ol style="list-style-type: none"> a. Duly certified Disbursement Voucher (DV) by the City Accountant with supporting documents. • For Releasing of Check: <ol style="list-style-type: none"> b. Government issued ID of Claimant c. Official Receipt/Collection Receipt d. Special Power of Attorney (SPA) in case of Payee's Representative 	<ul style="list-style-type: none"> •



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the City Accountant Staff submits duly certified DV and its supporting documents to Treasury.	1. Treasury Staff receives and logs to record tracking book the duly certified DV and its supporting documents and forwards the same to Treasury Administrative Section.	None	3 minutes	Treasury Processing Section JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i> KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>
	2. Receives DV and its supporting documents for certification of the availability of fund by the City Treasurer.		2 minutes	Treasury Admin. Section HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i>
	3. Reviews documents and signs to certify the DV, if in order. Otherwise, documents are returned to the concerned office to complete compliance of the requirements.		15 minutes	MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i> HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i>
	4. Logs certified DVs to record tracking book and forwards the same with its supporting documents to Office of the City Mayor/ City Vice Mayor/ City Administrator for approval of payment.		10 minutes	JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i> KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>



5. Office of the City Mayor/ City Vice Mayor/ City Administrator receives DV and its supporting documents from Treasury.	5. City Mayor/ City Vice Mayor/ City Administrator signs DV for approval of payment and returns documents to Treasury.		<i>(Processing time is determined by the responsible Office)</i>	Office of the City Mayor or Office of the City Administrator
6. Signed DV is returned by the Office of the City Mayor/ City Vice Mayor/ City Administrator to the Treasury for check issuance.	6. Receives completely signed DV valid for payment and prepares check.		15 minutes	Treasury Processing Section JESSALAIN DEMEGILLO <i>Admin. Aide I (Casual Laborer I)</i>
	Logs DV with details of issued check to record tracking book and forwards the same to Office of the City Mayor/ City Vice Mayor/ City Administrator for signing of check.		10 minutes	KIEZHA MHARIZ SUBEBE <i>Staff in-charge (Laborer I)</i>
7. Office of the City Mayor/ City Vice Mayor/ City Administrator receives DV with check and its supporting documents from Treasury.	City Mayor/ City Vice Mayor/ City Administrator signs check;		<i>(Processing time is determined by the responsible Office)</i>	Office of the City Mayor or Office of the City Administrator
8. Office of the City Mayor/ City Vice Mayor/ City Administrator forwards DV with check and its supporting documents to Accounting Office.	Office of the City Accountant receives documents and prepares Journal Entry Voucher (JEV).		<i>(Processing time is determined by the responsible Office)</i>	Office of the City Accountant



<p>9. Office of the City Accountant forwards DV, check, and all other supporting documents with issued JEV to Treasury Administrative Section.</p>	<p>9. Treasury receives and reviews the completeness of all forwarded documents and endorse the same to City Treasurer for signing of check.</p>		<p>10 minutes</p>	<p>HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i></p> <p>RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i></p> <p>MARIA ROSIELYN D. GUSTILO <i>City Treasurer</i></p>
	<p>10. Treasury logs details of the same documents to record tracking book and forwards to Accounting Office.</p>		<p>5 minutes</p>	<p>TreasuryAdmin Section HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i></p> <p>RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i></p>
<p>11. Office of the City Accountant receives DV with check and its supporting documents from Treasury Staff.</p>	<p>Office of the City Accountant scans all the documents and prepares Accountant's Advice.</p>	<p><i>(Processing time is determined by the responsible Office)</i></p>		<p>Office of the City Accountant</p>
	<p>12. Accountant's Advice is forwarded to bank and receives back "Bank Received" copies.</p>			
<p>13. Office of the City Accountant delivers Accountant's Advice and all other documents to Treasury Administrative Section.</p>	<p>Treasury receives all documents and Accountant's Advice; Check is released to the Designated Disbursing Officer.</p>		<p>10 minutes</p>	<p>TreasuryAdmin Section</p> <p>HAZEL BINUA <i>Admin. Asst. II (Clerk IV)</i></p> <p>RHEA MAE VIEJO <i>Admin. Aide III (Clerk I)</i></p>



14. Client approach the Releasing Officer and present the necessary requirements to claim the check.	Releasing Officer validates the necessary requirements and information presented by the claimant.		15 minutes	HAZEL BINUA <i>Admin. Asst. II</i> <i>(Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III</i> <i>(Clerk I)</i>
	If compliant, Releasing Officer will require the claimant to issue receipt and sign the Disbursement Voucher to acknowledge payment.			TreasuryAdmin Section HAZEL BINUA <i>Admin. Asst. II</i> <i>(Clerk IV)</i> RHEA MAE VIEJO <i>Admin. Aide III</i> <i>(Clerk I)</i>
	Releasing Officer validates the signature and releases the check.			
	Total:	None	1 hour, 35 minutes per transaction	for Treasury Office only



TOURISM SERVICES

External Services



1. Tourist Information/Assistance

ABOUT THE SERVICE

Tourist Information provides information regarding Victorias City's activities, tourist destinations, accommodations, tourist services, trip schedules and other related inquiries.

Office or Division:	City Tourism Development and Promotion Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	Available to Local Tourist, Excursionist, Foreigners, or any person whose inquiry is for leisure or educational purpose.

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May inquire directly at Tourism Dev't and Promotion Office or Call the Office landline 399-3501	1. Employee-in-charge answers inquiries	None	10 minutes	MONICA VILLARIAS <i>Tourism Operations Asst.</i> MARY JOY ANTONETTE LARCE <i>Admin Aide I (Casual Laborer I)</i>
	Total:	None	10 minutes	



2. Issuance of Local Accreditation Certificate

ABOUT THE SERVICE

Issuance of DOT Accreditation Certificate for Primary and Other Tourism Related Establishments in the City is pursuant to the IRR of RA 9593 that requires Primary Tourism Establishment (PTE) and Other Tourism Related Enterprises (TRE) to secure accreditation from the Department of Tourism (DOT) for issuance of license or permit to operate and the DOT Administrative Order 2020-02 that requires the LGU to secure that All Tourism Related Enterprises within its jurisdiction are compliant with the Minimum Public Health Standards for Operation (MPHSO) as required by the DOH.

As such, Tourism Development and Promotion Office, assists the DOT in the physical inspection of the premises prior to the issuance of the Certification that verifies the DOT Accreditation of the Applicant PTE or TRE and their compliance with the Minimum Public Health Standards for Operation prior to the issuance of their License/Permit to Operate by the Local BPLO.

Office or Division:	City Tourism Development and Promotion Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	Available to Primary Tourism Establishments (hotels, resorts, Inns, and other accommodation establishments) and Other Tourism Related Enterprises (restaurants, travel and tours, and tourist transportation service provider)

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Photocopy of DOT Accreditation Certificate • Proof of Monthly Submission of Accommodation data. (For PTE only) 	<ul style="list-style-type: none"> • DOT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to employee-in-charge	1. Employee-in-charge receives requirements	None	3 minutes	MONICA VILLARIAS <i>Tourism Operations Asst.</i> MARY JOY ANTONETTE LARCE <i>Admin Aide I (Casual Laborer I)</i>



<p>2. Verification (Checking of the validity of the DOT Accreditation Certificate; Contacts the DOT Regional Office to verify validity of the certification)</p>	<p>2. Employee-in-charge checks the validity of the DOT Accreditation Certificate; Contacts the DOT Regional Office to verify validity of the certification</p>		<p>30 minutes</p>	<p>MONICA VILLARIAS <i>Tourism Operations Asst.</i></p> <p>MARY JOY ANTONETTE LARCE <i>Admin Aide I (Casual Laborer I)</i></p>
<p>3. Wait for the printing of certificate</p>	<p>3. Employee-in-charge prints certificate</p>		<p>5 minutes</p>	
<p>4. Get Certificate of Validity</p>	<p>4. Employee-in-charge issues Certificate of Validity</p>		<p>5 minutes</p>	<p>MARIAN RICA B. CALSEÑA <i>Supervising Tourism Operations Officer</i></p>
	<p>Total:</p>	<p>Total Corresponding Fee</p>	<p>43 minutes</p>	



3. Reservation and Bookings at Gawahon Ecological Park

ABOUT THE SERVICE

Gawahon Eco-Park offers the following amenities:

Picnic and overnight stay at the cottages: staff house, viewing deck, duplex and executive lodge. It also has swimming pool and multipurpose hall (for seminars and trainings). Tourists can also go on hiking, bird-watching and swimming at the waterfalls area.

Office or Division:	City Tourism Development and Promotion Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Reservation and booking at the City Tourism Development and Promotion Office (for day tour and overnight stay). Payment of fee before check-in. 	<ul style="list-style-type: none"> City Tourism Dev't. And Promotion Office City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or visit the Office of the City Tourism Development and Promotion Office and check availability of facilities	1. Employee in-charge checks availability of facilities	None	5 minutes	MONICA VILLARIAS <i>Tourism Operations Asst.</i> SHARMINE OROCIO <i>Admin Aide I (Casual Laborer I)</i>
2. Secure booking slip Secure booking slip specifying the date of booking and facilities to be used. NOTE: Bookings / reservations should be confirmed at least three (3) days before the scheduled date. Unconfirmed reservations / bookings are given to other clients who want to book on the same date.	2. Employee in-charge computes total fees	None	5 minutes	



<p>3. Payment of fees at the CTO</p> <p>Get copy of booking slip with computation of fees from employee in-charge and proceed to Treasurer's Office for payment. Get your OR.</p>	<p>3. Employee in-charge releases booking slip with computation of fees to client</p>	<p>ENTRANCE AND RENTAL FEES</p> <p>Environmental Fee - P 50.00</p> <p>Adult P 40.00/person Children P 30.00/person</p> <p>Motorcycle P 30.00/unit Tricycle P 30.00/unit Light Vehicle P 40.00/unit Bus/Truck P 50.00/unit Bicycles/ Pedicabs P 20.00/unit</p> <p>Bath House Fee</p> <p>Swimming Pool Adult - P 70.00/ person Children (below 5 y/o) - P 50.00/child</p> <p>Villas, Rooms and Cottages</p> <p>Staff House P 2,500.00/night Viewing Deck Villa P 3,500.00/day Duplex Rooms P 2,500.00/day Multi-Purpose Hall P 2,500.00/4hrs. Mayor's Lodge P 2,250.00</p>		<p>City Treasurer's Office</p>
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		<p>Miscellaneous Fee</p> <p>Table P 50.00/piece/day</p> <p>Chair P 20.00/piece/day</p> <p>Extra Foam P 100.00</p> <p>Extra Pillow P 60.00/piece/day</p> <p>Extra Blanket P 60.00/piece/day</p> <p>Extra Towel P 60.00/piece/day</p> <p>Camping Tent Good for 2 - P 150.00/day</p> <p>Good for 4 - P 300.00/day</p> <p>Binoculars P 300.00/day</p> <p>Tour Guide - P 100.00/person</p> <p>*Bird guide/Trek guide - P 250.00/ person</p> <p>*Bird watching and photography - P 300.00/person</p> <p>*Mountain trekking and waterfalls trailing - P 300.00/ person</p> <p>*Mountain tour and camp person - P 300.00</p> <p>*Photoshoot (group of 5) - P 1,000.00</p>		
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4. Leave a copy of booking slip and O.R. to City Tourism Development and Promotion Office to be noted by the person-in-charge	4. Note copy of booking slip and O.R.	None	5 minutes	<p>MONICA VILLARIAS <i>Tourism Operations Asst.</i></p> <p>SHARMINE OROCIO <i>Admin Aide I (Casual Laborer I)</i></p>
5. Submit O.R. and duplicate copy of Booking Slip to Gawahon Office Staff	5. Inform Gawahon Office Staff of the booking made		5 minutes	<p>JONALYN MAGBANUA <i>Staff in-charge/ Gawahon Staff</i></p>
	Total:	Total Corresponding Fee	20 minutes	



HOUSING SERVICES

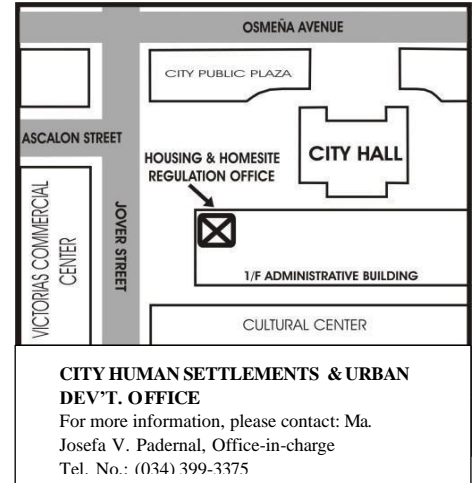
External Services



1. Application for Pag-IBIG-Facilitated Housing in City Housing Project

ABOUT THE SERVICE

CHSUD, in coordination with DHSUD, Pag-IBIG fund, and other relevant national and local housing agencies, endeavors to provide government employees and Pag-IBIG members who belong to informal settler families (ISFs).



Office or Division:	City Human Settlements & Urban Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Government Employees, Pag-IBIG members who are ISFs

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of No Real Property • Certificate of Net Pay OR any other proof of income • Pag-IBIG MID Number • Photocopy of valid ID with specimen signature 	<ul style="list-style-type: none"> • City Assessor's Office • Employing Agency • Pag-IBIG

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested applicant submits all requirements	The housing staff shall: 1. Receive and inspects all submitted documents	None	5 minutes	MICHILLE ALBA/ ROSELYN BALLEZA <i>Admin. Aide I (Casual Laborer I)</i>
	2. Enter all needed information in the CHSUD database and required Pag-IBIG form/s		5 minutes	JESTER FERRARIS <i>Staff in-charge</i>
	3. CHSUD files the application into the proper client category folder for reference upon establishment of the new housing project		5 minutes	MICHILLE ALBA/ ROSELYN BALLEZA <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	None	15 minutes	



2. Validation and Verification of Socialized Housing Program Beneficiaries

ABOUT THE SERVICE

CHSUD, in accordance with the provisions of Section 16 of RA 7279, makes sure that only qualified beneficiaries of the various socialized housing programs of the City are availing of this benefit.

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Socialized Housing Beneficiaries and/or Occupants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in CHSUD Concern Form with identifying information and ALL details and circumstances surrounding their concern	The housing staff shall: 1. Inspect submitted documents	None	5 minutes	EDILBERTO GULIPATAN <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
	2. Preliminary interview and verification in housing master list		10 minutes	JOSE REMO PULGADO / WILLIAM BARNUEVO <i>Admin. Aide I</i> <i>(Casual Laborer I)</i> DONA DOLOROSA <i>Admin. Aide I</i>
	3. Endorse client and summary of details to in-charge of Office for final verification interview		15 minutes	MA. JOSEFA V. PADERNAL <i>Executive Asst. IV/</i> <i>ICO-CHSUD</i>
	Total:	None	30 minutes	

Matters which require the discretion and decision of the Local Housing Board are filed and then presented to the Local Housing Board for final decision. Schedule of LHB meetings are upon discretion of LHB.



3. Property Transfer Services for Socialized Housing Beneficiaries Established by Previous Administrations

(before or under former Mayors Remedios Bantug and/or Severo Palanca)

ABOUT THE SERVICE

CHSUD facilitates the purchase of residential real property of the City by residents in accordance with the provisions of RA 7279.

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Copy of Lot Award or Title 	<ul style="list-style-type: none"> City Treasurer's Office for the Title City Housing Office for the Lot Award

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Lot Assignment under their name for verification in master list of beneficiaries	The housing staff shall: 1. Inspect the Certificate of Lot Assignment and compare with master list of beneficiaries and their allotted lot areas	P 50.00 for Security Seal	10 minutes	JINKY ABANCIO <i>Admin. Aide I (Casual Laborer I)</i>
	2. Compute the total cost of the allocated lot per square meter		5 minutes	MA. RENA PARCON <i>Admin. Aide II (Bookbinder I)</i>
	3. Fill out and print Order of Payment to be presented to the City Treasurer to commence payment		5 minutes	MA. RENA PARCON <i>Admin. Aide II (Bookbinder I)</i> Initial: ANNA ROSELLA ARCEO <i>Executive Assistant III</i> Signature: MA. JOSEFA V. PADERNAL ICO-CHSUD
2. Submit required documents for drafting of Deed of Sale:	4. Prepare Deed of Sale in favor of the beneficiary		3 working days	JOYLYN BAYABAN <i>Admin. Aide IV (Bookbinder II)</i>



<ul style="list-style-type: none"> • Photocopy of receipts • Certificate of Full Payment • HOA Certificate • Photocopy of ID 				JINKY ABANCIO <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
3. Sign Deed of Sale and attach competent proof of identity	5. Facilitate signing of Deed of Sale by City Mayor		12 working days	MA. JOSEFA V. PADERNAL <i>Executive Asst. IV/</i> <i>ICO-CHSUD</i>
	6. Facilitate notarization with City Legal Office		3 working days	JINKY ABANCIO <i>Admin. Aide I</i> <i>(Casual Laborer I)</i>
4. Receive copy of Certificate of Title for the purchased property under the name of the City	5. Facilitate reproduction of copy of Certificate of Title with the City Treasury		2 working days	MA. RENA PARCON <i>Admin. Aide II</i> <i>(Bookbinder I)</i>
	Total:		20 working days and 20 minutes	
<p><i>Period of time between payment of property and submission of documents for preparation of Deed of Sale may vary from one client to another as this depends on the client's capacity to pay.</i></p>				



4. Property Transfer Services for Socialized Housing Beneficiaries Established by Previous Administrations

ABOUT THE SERVICE

CHSUD facilitates the purchase of residential real property of the City by residents in accordance with the provisions of RA 7279.

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Socialized Housing Beneficiaries

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for drafting of Certificate of Lot Assignment and Deed of Sale: <ul style="list-style-type: none"> • Photocopy of receipts from payments in the City Treasury • Certificate of Full Payment • HOA Certificate • Photocopy of ID 	The housing staff shall: 1. Inspect the submitted documents	P 50.00 for Security Seal	10 minutes	JINKY ABANCIO <i>Admin. Aide I (Casual Laborer I)</i>
	2. Compute the total cost of the allocated lot per square meter		5 minutes	MA. RENA PARCON <i>Admin. Aide II (Bookbinder I)</i>
	3. Fill out and print Order of Payment to be presented to the City Treasurer to commence payment		5 minutes	MA. RENA PARCON <i>Admin. Aide II (Bookbinder I)</i> Initial: ANNA ROSELLA ARCEO <i>Executive Assistant III</i> Signature: MA. JOSEFA V. PADERNAL ICO-CHSUD
	4. Prepare Certificate of Lot Assignment and Deed of Sale in favor of the beneficiary		3 working days	JOYLYN BAYABAN <i>Admin. Aide IV (Bookbinder II)</i> JINKY ABANCIO <i>Admin. Aide I (Casual Laborer I)</i>
2. Sign Deed of Sale and attach competent proof of identity	5. Facilitate signing of Deed of Sale by City Mayor		12 working days	MA. JOSEFA V. PADERNAL <i>Executive Asst. IV/ ICO-CHSUD</i>
	6. Facilitate notarization with City Legal Office		3 working days	JINKY ABANCIO <i>Admin. Aide I (Casual Laborer I)</i>
3. Receive copy of Certificate of Title for the purchased	7. Facilitate reproduction of copy of Certificate of Title with the City Treasury		2 working days	MA. RENA PARCON <i>Admin. Aide II (Bookbinder I)</i>



property under the name of the City				
		Total:	20 working days and 20 minutes	
<i>Period of time between payment of property and submission of documents for preparation of Deed of Sale may vary from one client to another as this depends on the client's capacity to pay.</i>				



5. Processing for Water and Electrical Connection in Yolanda Housing Project (Villa Victorias)

ABOUT THE SERVICE

In accordance with various NHA Guidelines in the administration of Yolanda Housing Projects, RA 7279, and other related laws and regulations, CHSUD makes sure that only legitimate beneficiaries of Villa Victorias are eligible for electrical and water connection.

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Socialized Housing Applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified beneficiary submits: <ul style="list-style-type: none"> • HOA Certificate • Barangay Certification • Photocopy of ID 	The housing staff shall: 1. Inspect submitted documents	None	5 minutes	MICHILLE ALBA <i>Admin. Aide I (Casual Laborer I)</i>
	2. Prepare a certification that beneficiary is the current occupant of the housing unit		10 minutes	JOSE REMO PULGADO / WILLIAM BARNUEVO <i>Admin. Aide I (Casual Laborer I)</i>
	3. Prepare the certification for electrical and water connection which will be submitted to NONECO and/or VCWD		10 minutes	ANNA ROSELLA ARCEO <i>Executive Assistant III</i> <i>Approval:</i> MA. JOSEFA V. PADERNAL ICO-CHSUD
Total:	25 minutes			



6. Housing Essential Queries and Concerns

ABOUT THE SERVICE

In accordance with various rules of the CSC, RA 11032, Presidential EO No. 2, s. 2016, and other applicable laws, rules and regulations, CHSUD endeavors to efficiently address concerns and queries regarding housing laws and other related issues within its authority as provided by City EO No. 69, s. 2022.

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Complex to Highly Technical
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All residents of Victorias City, local and national Government Offices, etc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a written inquiry or request to CHSUD, with: <ul style="list-style-type: none"> The name and contact information of the requesting party Valid proof of identification or authorization Reasonable description of the information requested, and the reason for, or purpose of, the request for information 	The housing staff shall: 1. Receive the submitted documents and endorse the same to personnel assigned by In-charge of Office	None	5 minutes	MICHILLE ALBA <i>Admin. Aide I (Casual Laborer I)</i>
	2. Assigned personnel studies the query and prepares a brief of the facts to be presented to the In-charge of Office for further instruction and/or recommendation		3 working days	ANNA ROSELLA ARCEO <i>Executive Assistant III</i> <i>Instruction/ recommendation:</i> MA. JOSEFA V. PADERNAL ICO-CHSUD
	3. In-charge of Office relays instructions and recommended feedback to the query/request to the assigned personnel for preparation of response		5-10 working days	MA. JOSEFA V. PADERNAL ICO-CHSUD <i>Preparation:</i> ANNA ROSELLA ARCEO <i>Executive Assistant III</i>



	<p>4. In-charge of Office finalizes and signs response to query/request and endorses the same to the City Legal Office and/or City Administrator for final recommendation/ approval, in case of highly technical queries/requests</p>		<p>2-5 working days</p>	<p>MA. JOSEFA V. PADERNAL ICO-CHSUD</p>
	<p>Total:</p>		<p>10-20 working days and 5 minutes</p>	



7. Housing Dispute and Violation Resolution

ABOUT THE SERVICE

In accordance with various housing-related rules, City EO No. 69, s. 2022, and relevant dispute resolution laws, CHSUD

Office or Division:	City Human Settlements & Urban Development Office
Classification:	Complex to Highly Technical
Type of Transaction:	G2C
Who may avail:	Victorias City Housing Beneficiaries

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a written complaint / concern with: <ul style="list-style-type: none"> • The name and contact information of the complaining party • Valid proof of identification or authorization • Detailed narrative of complaint / concern, including the specific names, dates, and other information which will help CHSUD address the issue 	The housing staff shall: <ol style="list-style-type: none"> 1. Receive the submitted documents and endorse the same to personnel assigned by In-charge of Office 	None	5 minutes	MICHILLE ALBA <i>Admin. Aide I (Casual Laborer I)</i>
	<ol style="list-style-type: none"> 2. Assigned personnel studies the complaint / concern and prepares a brief of the facts to be presented to the In-charge of Office for further instruction and/or recommendation 		3 working days	ANNA ROSELLA ARCEO <i>Executive Assistant III</i> <i>Instruction/ recommendation: MA. JOSEFA V. PADERNAL ICO-CHSUD</i>
	<ol style="list-style-type: none"> 3. In-charge of Office relays instructions and recommended feedback to the query/request to the assigned personnel for preparation of response 		5-10 working days	MA. JOSEFA V. PADERNAL <i>ICO-CHSUD</i> <i>Preparation: ANNA ROSELLA ARCEO Executive Assistant III</i>
	<ol style="list-style-type: none"> 4. In-charge of Office finalizes and signs response to complaint / concern and endorses the same to the City Legal Office for recommendation to the LHB, in case of 		2-5 working days	MA. JOSEFA V. PADERNAL <i>ICO-CHSUD</i>



	complaints / concerns with highly technical classification			
	Total:		10-20 working days and 5 minutes	
<i>Matters which require the discretion and decision of the Local Housing Board are filed and then presented to the Local Housing Board for final decision. Schedule of LHB meetings is upon discretion of LHB.</i>				



SERVICES FOR VARIOUS GOVERNMENT ASSISTANCE

External Services



1. Processing of Burial Assistance

ABOUT THE SERVICE

To provide burial assistance to constituents during the wake/burial of their departed loved ones. The releasing of cash or in kind is every Friday at the VMO.

Office or Division:	City Vice Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All city residents whose relative just passed away

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter addressed to the City Vice Mayor 	<ul style="list-style-type: none"> c/o constituent/recipient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit valid Death Certificate & Barangay Residency	1. VMO staff receives documents	None	3 minutes	JAYA MAPA/ RONA SIMPRON <i>Staff in-charge</i>
2. Fill-up the Burial Assistance Form	2. VMO staff checks and records the documents		5 minutes	NADINE ANGELI PALO <i>Admin. Aide I (Casual Laborer I)</i>
	Total:	None	8 minutes	



2. Provision of Medical Assistance

ABOUT THE SERVICE

Provide the lowly constituents of Victorias City access to free medicines to relieve the symptoms, pain and suffering of patients to promote good health and prevent ailment of Victoriasanons.

Office or Division:	City Vice Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter addressed to the City Vice Mayor 	<ul style="list-style-type: none"> c/o constituent/recipient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present medical receipt/prescription	1. VMO staff receives documents	None	3 minutes	ROMMEL- RICHTIE DESCALSOTA <i>Admin. Aide III (Clerk I)</i>
2. Fill-up the Medical Assistance Form	2. VMO staff checks and records the documents		5 minutes	LENNY LYN DE OCA <i>Local Legislative Staff Offcr. I</i>
	Total:	None	8 minutes	



3. Processing of Construction Materials

ABOUT THE SERVICE

To facilitate the improvement and maintenance of school premises before the opening of the school year to promote learning and to provide the need for building materials of the unfortunate family or beneficiaries who are affected by disaster/calamity.

Distribution/releasing of construction materials to the recipient are done on site.

Office or Division:	City Vice Mayor's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter addressed to the City Vice Mayor 	<ul style="list-style-type: none"> c/o constituent/recipient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request & Barangay Residency	1. VMO staff receives documents	None	3 minutes	JAYA MAPA/ RONA SIMPRON <i>Staff in-charge</i>
2. Endorsement by the Punong Barangay	2. VMO staff inspects proposed site & prepares the necessary documents		1 hour	NORBERTO NABOS <i>Executive Asst. II</i>
	Total:	None	1 hour, 3 minutes	



4. Provision of Canopy

ABOUT THE SERVICE

To promote constituents with shelter from the heat of the sun and getting wet by rain during the wake and burial of a departed loved one and on certain special occasions.

The canopy is delivered and installed on site.

Office or Division:	City Vice Mayor's Office
Classification:	Simple
Type of Transaction:	G2C,G2G
Who may avail:	All city residents

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Request letter addressed to the City Vice Mayor 	<ul style="list-style-type: none"> c/o constituent/recipient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request by the recipient or youth of the barangay	1. VMO staff receives request letter	None	3 minutes	JAYA MAPA/ RONA SIMPRON <i>Staff in-charge</i>
2. Recommendation by the Punong Barangay	2. VMO staff checks site and records the documents		30 minutes	CHARRY ASUPRE <i>Admin. Aide I (Utility Worker I)</i> NORBERTO NABOS <i>Executive Asst. II</i>
	Total:	None	33 minutes	



OTHER SERVICES

External Services



1. Organizing and Registration of Cooperatives

ABOUT THE SERVICE

This is the main service that the City Cooperative Office offers to group of individuals who wish to form a cooperative. This is in response to the Cooperative Code of 2008 under RA 9520 which is the declared policy of the State to foster the creation and growth of cooperatives as a practical vehicle for promoting self-reliance and harnessing people power towards the attainment of economic development and social justice.

Office or Division:	City Cooperative and Livelihood Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Any National Government Issued ID (Pag-IBIG ID, SSS ID, GSIS UMID, TIN ID, Voters ID, Postal ID) Members must not be less than 15 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested groups must submit a letter to the City Cooperative Office with signature of the members requesting for a PRS (Pre-Registration Seminar) together with the Venue and Schedule of Seminar together with their interim officers.	The coop staff shall: 1. Interview the representative regarding their planned cooperative (Type of Business and Name of proposed cooperative)	*No fee is required on the part of the LGU except in securing a SURETY BOND in an insurance company, registration fee to be paid at CDA Regional Office and mailing fee in submitting the express lane at CDA.	20 minutes	JHIMTONN G. SALVATUNA Admin. Aide III (Clerk I)
	2. The office will send an e-mail to the Cooperative Development Authority (CDA) Regional Director to request for a PRS with reference to the letter submitted		10 minutes	JHIMTONN G. SALVATUNA Admin. Aide III (Clerk I)



	3. Finalization of Schedule and mode of seminar will depend upon the reply of CDA Regional Office.			CDA REGIONAL OFFICE
4. Approval of request for PRS, schedule and mode of Seminar as set by CDA Regional Office as they will be the one to conduct the PRS. MODE OF SEMINAR - WEBINAR - FACE TO FACE	4. The office shall inform the group of the reply of CDA Regional Office		10 minutes	CDA REGIONAL OFFICE
5. Pre-Registration Seminar (PRS)	5. Office will help facilitate for the conduct of PRS and following the minimum health standards set by the IATF		1 day	Coop Staff CDA Regional Office
6. Office will gather the requirements (ID's) needed for the processing of Registration.	6. List all the ID Nos. and type of ID, date and place of issue.		1 day	Coop Staff
7. Online registration at www.cda.gov.ph thru ecoopris	7. Office will ask for the list of individuals who have attended the PRS from CDA and fill up the online registration		1 week	JHIMTONN G. SALVATUNA <i>Admin. Aide III (Clerk I)</i> CDA Regional Office
8. Group will secure a SURETY BOND for the Chairperson and Treasurer	8. Coop Chairperson and Treasurer will be the one to secure this			Insurance Company
9. Printing of Express Lane (3 copies each)	9. Coop Office will print the approved express lane in the online		20 minutes	JHIMTONN G. SALVATUNA <i>Admin. Aide III (Clerk I)</i>



	registration for signature to the founding members			
10. Submission of Express Lane to CDA	10. Office will help facilitate In the mailing of the Express Lane to CDA Regional Office and informing them of the registration fees to be paid to CDA		1 hour	Coop Staff
11. Approval of Registration	11. This will depend on the reply of CDA Regional Office. If approved, the officers of the coop will be the one to get the Registration at the CDA Regional Office in Leganes.			CDA Regional Office
12. Organizational Meeting (Registration was already secured)	12. Office will help facilitate in the organizational meeting of the Cooperative and conduct an election of the regular officers after approval of Registration.		1 day	Coop Staff
	Total:	*No fee is required on the part of the LGU except in securing a SURETY BOND in an insurance company, registration fee to be paid at CDA Regional Office and mailing fee in submitting the express lane at CDA.	1 week, 3 days, 2 hrs.	



2. Requesting for a Pre-Membership Education Seminar (PMES)

ABOUT THE SERVICE

Pre-Membership Education Seminar (P.M.E.S.) is a requirement for coop membership as stated in RA 9520. This will allow the applicant to learn about the organization they are going into and will educate them of their responsibilities and inform them of their benefits of being a cooperative member.

Office or Division:	City Cooperative and Livelihood Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Victoriasanons

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Cooperative Registration 	<ul style="list-style-type: none"> Cooperative Development Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Pre-Membership Education Seminar (P.M.E.S) Cooperative must submit a letter request to the City Cooperative Office stating the venue and schedule of the conduct of the P.M.E.S.	1. Interview the representative regarding the coops status and details of their request.	None	20 minutes	JHIMTONN G. SALVATUNA <i>Admin. Aide III (Clerk I)</i>
2. Conduct of P.M.E.S	2. Coop Office will conduct the P.M.E.S		10 minutes	JHIMTONN G. SALVATUNA <i>Admin. Aide III (Clerk I)</i> Coop Staff
	Total:	None	30 minutes	

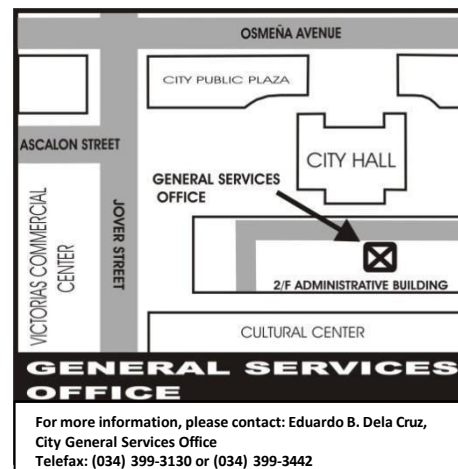


3. Use of Don Alejandro Acuña Yap Quiña Arts & Cultural Center

ABOUT THE SERVICE

The Don Alejandro Acuña Yap Quiña Arts and Cultural Center is supervised by the General Services Office. It offers a spacious venue suitable for any occasion or activity, furnished with an extensive stage, industrial ceiling fans, and wall fans to ensure comfort. Additionally, it is equipped with a sound system, tables and chairs tailored to your needs.

Male and female comfort rooms are also conveniently located inside the facility for the comfort of all patrons.



Office or Division:	General Services Office
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All Victoriasanons and any organization/religious group/leagues/private & business sectors inside or outside the city can avail of the services

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Approved letter request from the Office of the City Mayor 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter request	1. Upon submission, GSO staff shall: 1.1 Provide the ARTA form and information data Sheet 1.2 Read the approved letter 1.3 Check the availability of DAAYQACC 1.4 Prepare Order of Payment 1.5 Submit the Payment Order to the General Services Officer for review and approval	None	10 minutes 5 minutes 10 minutes	GINA CASAÑARES <i>Admin. Aide I</i> MARY JOY JUMBAS <i>Admin. Aide I</i> <i>(Daily Wage Laborer I)</i> MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I</i> <i>(Bookbinder III)</i> ENGR. EDUARDO DE LA CRUZ <i>GSO - Head I</i>



<p>2. Receive Order of Payment (OP)</p> <p>Note: After receipt of OP, proceed to City Treasurer's Office and pay</p>		<ul style="list-style-type: none"> - DAAYQACC Rental (daytime) - P 500.00/hr Electricity Rate - P 250.00/hr Sound System - P 250.00/hr Plastic Chair - P 10.00/chair Folding Table - P 30.00/table Canopy P 200.00/day 	<p>1 minute</p>	<p>MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I (Bookbinder III)</i></p> <p>MARIVIC BUENCUCHILLO <i>Admin. Aide I</i></p>
<p>3. Present Official Receipt (OR)</p>	<p>3. GSO staff checks official receipt, posting of schedule and give instruction to the client</p>	<p>None</p>	<p>15 minutes</p>	<p>MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I (Bookbinder III)</i></p> <p>MARIVIC BUENCUCHILLO <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total Corresponding Fee</p>	<p>41 minutes</p>	



4. Rent/Use of the Victorias City Bus

ABOUT THE SERVICES

The Victorias City Bus is under the supervision of Victorias City General Services Office. The City has two (2) buses available for rent: a larger one capable of accommodating 45 passengers and a smaller one with seating for 37 passengers, including five additional extension seats. All buses are equipped with efficient air conditioning. They are driven by experienced, well-trained drivers to ensure safety during travel.

Office or Division:	General Services Office
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All Victoriasanons and any organization/religious group/leagues/private & business sectors

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Approved letter request from the Office of the City Mayor 	<ul style="list-style-type: none"> c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter request	1. Upon submission, GSO staff shall:	City Bus Rental - P 8,000.00 (fuel excluded)	10 minutes	GINA CASAÑARES <i>Admin. Aide I</i>
	1.1 Provide the ARTA form and information data sheet			MARIVIC BUENCUCHILLO <i>Admin. Aide I</i>
	1.2 Read the approved letter		5 minutes	MARY JOY JUMBAS <i>Admin. Aide I</i> <i>(Daily Wage Laborer I)</i>
	1.3 Check the availability of bus and driver		10 minutes	MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I</i> <i>(Bookbinder III)</i>
	1.4 Prepare Order of Payment and			ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i>
	1.5 Submit the Order of Payment to General Services Officer for review and approval			



<p>2. Receive Order of Payment (OP)</p> <p>Note: After receipt of OP, proceed to City Treasurer's Office and pay</p>			<p>1 minute</p>	<p>MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I (Bookbinder III)</i></p> <p>MARIVIC BUENCUCHILLO <i>Admin. Aide I</i></p>
<p>3. Present Official Receipt (OR)</p>	<p>3. GSO staff checks official receipt, posting of schedule and give instruction to the client</p>	<p>None</p>	<p>15 minutes</p>	<p>MA. LUISA JOSEPHINE PARROCHO <i>Admin. Asst. I (Bookbinder III)</i></p> <p>GINA CASAÑARES <i>Admin. Aide I</i></p>
	<p>Total:</p>	<p>Total Corresponding Fee</p>	<p>41 minutes</p>	



5. Exhumation/Transfer of Cadaver

ABOUT THE SERVICES

Permission to disinter/exhume the bodies or remains of person who died of other than dangerous communicable disease may be granted after such bodies have been buried for a period of three (3) years. Bodies or remains or persons who died of any dangerous communicable disease shall be exhumed after a lapse of five (5) years from burial period.

Transfer of cadaver permit shall be secured from the local health authority of the point of origin. The remains shall be properly embalmed. Transit permit shall also be secured from places where the remains will pass if local ordinances of such places so require. Shipment of remains to and from abroad shall be governed by the rules and regulation of National Quarantine Office.

Office or Division:	General Services Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Victoriasanons and clients from neighboring places who seeks the services

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> • Barangay Clearance for Residency • Death Certificate of Cadaver to be Exhumed • Death Certificate of Cadaver to be Buried • Certification/Clearance from the Parish if location of niche belongs to Roman Catholic Cemetery • Copy of Transfer of Cadaver if cadaver to be buried came from other places 	<ul style="list-style-type: none"> • Respective Barangay Hall • Hospital concerned • City Civil Registrar's Office • Parish Church

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Upon submission, GSO staff shall: 1.1 Provide the ARTA form for the client to fill-out 1.2 Review the completeness of documents 1.3 Prepares Certificate of Exhumation and/or Transfer of Cadaver for signature of City Health Officer 1.4 Issuances of Order	None	10 minutes	MARYJOY JUMBAS <i>Admin. Aide I (Causal Laborer I)</i> EDNA REGATALIO <i>Admin. Assistant II</i>



	of Payment for City Treasurer's Office			
<p>2. Receive Order of Payment (OP) and exhumation Certificate and Transfer of Cadaver Certificate</p> <p>Note: After receipt of OP and Certificate, proceed to:</p> <ol style="list-style-type: none"> 1. City Treasurer's Office and pay 2. City Health Office for signature of exhumation Certificate 		<p>Transfer of Cadaver Fee: P 50.00</p> <p>Exhumation Fee: P 100.00</p> <p>Document Security Seal Fee: P 50.00</p>	1 minute	<p>MARY JOY JUMBAS <i>Admin. Aide I (Causal Laborer I)</i></p> <p>EDNA REGATALIO <i>Admin. Assistant II</i></p>
<p>3. Present Official Receipt and Exhumation Certificate and/or Transfer of Cadaver</p>	<p>3.1 GSO staff checks the official receipt, prepares Certification for Transfer of Cadaver and/or Certificate of Exhumation if requested</p>		3 minutes	<p>MARY JOY JUMBAS <i>Admin. Aide I (Causal Laborer I)</i></p>
	<p>3.2 Forward documents to the GSO Officer for Certificate signature</p>		3 minutes	<p>EDNA REGATALIO <i>Admin. Assistant II</i></p> <p>ENGR. EDUARDO DE LA CRUZ <i>GSO - Head</i></p>
<p>4. Get exhumation Certificate and Transfer of Cadaver</p>	<p>4. GSO staff checks the documents, record, photocopy of the signed certificate and release/s to the client</p>		2 minutes	<p>MARY JOY JUMBAS <i>Admin. Aide I (Causal Laborer I)</i></p> <p>EDNA REGATALIO <i>Admin. Assistant II</i></p>
	Total:	Total Corresponding Fee	19 minutes	



6. Availing of Recreational Facilities (Swimming Pool, Cottages and

Other Amenities)

ABOUT THE SERVICES

Swimming pool, kiddie slides and other amenities are available at the recreational facility located at Kadalag-an Village, Barangay XIII, Victorias City.



Office or Division:	Victorias City Resort
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

FEES	
Entrance Fee with swimming pool	80.00 for adults and 50 for children
Canopy	300.00
Pavilion I (Air-conditioned)	5,000.00 for 4 hours, 500.00/hr., in excess of 3hrs.
Pavilion II (former Open Pavilion)	6,500.00 for 4 hours use with aircon
Square Table	50.00
Rectangle Table	100.00
Chairs	20.00
<ul style="list-style-type: none"> • Exclusive use of swimming pools: <ul style="list-style-type: none"> ○ Adult and Kiddie Pool <ul style="list-style-type: none"> ▪ Whole day 8:30 am to 5:00 pm 20,000.00 ▪ Half day 8:30 am to 12:30 pm 10,000.00 ○ Olympic Size Pool <ul style="list-style-type: none"> ▪ Whole day 8:30 am to 5:00 pm 20,000.00 ▪ Half day 8:30 am to 12:30 pm 10,000.00 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of entrance fee Approach the employee-in-charge and pay the entrance fee, swimming pool entrance fee and other fees such as cottage rental, tables, etc.	2. Accommodate/ assist client(s)' needs	See required fees in previous page	5 minutes	PAULO CARLO BALANDRA Admin. Aide I (Laborer I)



<p>2. Issuance of official receipt</p> <p>Ask for an official receipt for the payment of fees</p>			<p>5 minutes</p>	<p>PAULO CARLO BALANDRA <i>Admin. Aide I (Laborer I)</i></p>
<p>3. Other services needed</p> <p>Present the Official Receipt to employee-in-charge who will lead you to cottage(s) assigned and assist your other needs.</p>		<p>None</p>	<p>10 minutes</p>	<p>ROMULO TORRES Lifeguard</p> <p>REYNALDO HERIA Lifeguard</p> <p>ALLAN DOROMAL Lifeguard</p>
	<p>Total:</p>	<p>Total Corresponding Fee</p>	<p>20 minutes</p>	



7. Rental of Pavilions at the Victorias City Sports and Amusement Complex (City Resort)

ABOUT THE SERVICES

Victorias Sports and Amusement Center (VSAC) has two (2) pavilions (air- conditioned and non-air -conditioned) at the City Resort that served as function halls which can accommodate clients who wish to hold events such as weddings, birthdays, anniversaries, seminars or conferences at limited number of persons.

Office or Division:	Victorias City Resort
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-out Reservation Form</p> <p>Approach the employee-in-charge and fill-out the reservation form for the rental of pavilions at the City Resort. The employee-in-charge will assess the needed room of the client.</p>	<p>1. Receive and acknowledge Reservation form</p>	<p>See Required Fees below</p>	<p>10 minutes</p>	<p>MARIAN MAY SILAVA Admin. Asst. II (Public Relations Asst.)</p>
<p>2. Preparation of Quotation</p> <p>After assessing the client's need, the employee-in-charge will prepare the quotation for approval of CEED Head.</p>	<p>2. Explain to client(s) the imposed fees and charges and the terms and conditions of the use of the facility.</p>		<p>15 minutes</p>	
<p>3. Approval of OIC</p> <p>The OIC-City Hotel will approve the quotation prepared.</p>	<p>3. Book the event/activity based on the approved quotation</p>		<p>5 minutes</p>	



<p>4. Payment and Issuance of Official Receipt</p> <p>Approach the employee-in-charge and pay the rental fees based on the approved quotation and claim an Official Receipt to the employee-in-charge.</p>	<p>4. Employee-in-charge issues an Official Receipt based on the approved quotation</p>	<p>* Fee will depend on the type of facility used</p>	<p>15 minutes</p>	<p>MARIAN MAY SILAVA Admin. Asst. II (Public Relations Asst.)</p>
	<p>Total:</p>	<p>Fee will depend on the type of facility used</p>	<p>45 minutes/ property</p>	



8. Rental of Rooms at the Victorias Hotel

ABOUT THE SERVICES

The Victorias Hotel offers accommodation facilities that cater to overnight guests. It has 12 rooms: 2 Suites; 5 Triple Deluxe and; 5 Double Deluxe.

Office or Division:	Victorias City Hotel
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-out Reservation Form</p> <p>Approach the employee-in-charge. Employee-in-charge will check if the room is available and ready to be occupied. The employee-in-charge will require you to fill-out the check-in form for the rental of rooms at the City Hotel.</p>	<p>1. Receive and acknowledge Reservation form</p>	<p>Executive Suite and Family Suite -3,000/night</p>	<p>5 minutes</p>	<p>MARIAN MAY SILAVA <i>Admin. Asst. II</i> <i>(Public Relations Asst.)</i></p>
<p>2. Preparation of Quotation</p> <p>After assessing the client's need, the employee-in-charge will prepare the quotation and will ask the Guest to settle the payment.</p>	<p>2. Explain to client(s) the imposed fees and charges and the House Rules of The Hotel.</p>	<p>Triple Deluxe -2,000/night</p> <p>Double Deluxe -1,600/night</p> <p>Extra Person with Extra Bed -500/night</p>	<p>5 minutes</p>	<p>CAROLE CANLAS <i>Receptionist</i></p>
<p>3. Payment and Issuance of Official Receipt</p> <p>Employee-in-charge will issue a Receipt based on the rate of the room needed of the Guest and additional charges such as Extra Person/Extra Bedding.</p>	<p>3. Issuance of an Official Receipt based on the approved quotation</p>		<p>5 minutes</p>	<p>MARIAN MAY SILAVA <i>Admin. Asst. II</i> <i>(Public Relations Asst.)</i></p>



<p>4. Issuance of Keycard and Assisting the Guest to their Rooms</p> <p>Employee-in-charge will then ask the Guest for Identification Card and will encode it to the system to be able to issue the keycard for their rooms. The Guests will then be assisted to their respective rooms.</p>	<p>4. Issuance of Keycard and Assisting of Guest to their rooms.</p>		<p>5 minutes</p>	<p>MARIAN MAY SILAVA <i>Admin. Asst. II (Public Relations Asst.)</i></p> <p>CAROLE CANLAS <i>Receptionist</i></p> <p>MARK JASPER FRANCO <i>Bell Attendant</i></p>
	<p>Total:</p>	<p>Fee will depend on the type of facility used</p>	<p>20 minutes/ room</p>	



9. Availing of Recreational Facilities at the Victorias Sports and Amusement Complex (City Coliseum)

ABOUT THE SERVICES

The Victorias City Coliseum is established to accommodate local as well as non-local parties and clientele who want to hold, conduct, manage and promote shows, events or any other activity. It may also serve as a centralized venue for special events and activities composed of large number of persons.

Office or Division:	CEED
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Letter of Intent/Application</p> <p>Approach and submit to the Head of Office/ or Employee-In-Charge the letter of intent/application for the use of Victorias Sports and Amusement Center (City Coliseum) facilities. The employee-in-charge will assess the needed facilities of the client.</p>	<p>1. Receive and acknowledge Letter of Intent/ Application</p>	<p>See Required Fees below</p>	<p>10 minutes</p>	<p>JUDY BEATINGO <i>Admin. Aide II</i></p> <p>JOCELYN SELOTARIO <i>Admin. Asst. III (Senior Bookkeeper)</i></p>
<p>2. Preparation of Quotation</p> <p>After assessing the client's need, the employee-in-charge will prepare the quotation for approval of CEED Head.</p>	<p>2. Explain to client(s) the imposed fees and charges and the terms and conditions of the use of the facility.</p>		<p>15 minutes</p>	
<p>3. Approval of CEED Head</p> <p>The CEED Head will approve the quotation prepared.</p>	<p>3. Book the event/activity based on the approved quotation</p>		<p>5 minutes</p>	<p>MARIAN RICA CALSEÑA <i>City Gov't. Asst. Dept. Head I</i></p>



4. Order of Payment After the approved quotation, the client approaches the employee for the issuance of order of payment	4. Issues an Official Receipt based on the approved quotation	* Fee will depend on the type of facility used	15 minutes	MA. EDELYN DURAN <i>Admin. Aide II</i>
5. Payment and Issuance of Receipt	5. Personnel in-charge will prepare the venue and assist other requirements needed by the organizer of the event		20 minutes	DAIMA BAQUIRIZA <i>Admin. Aide I</i>
6. Confirmation of booking upon presentation of official receipt as proof of payment				DAIMA BAQUIRIZA <i>Admin. Aide I</i>
	Total:	Fee will depend on the type of facility used	1 day, 50 minutes	

Fees and charges above quoted shall include:

- Free use of advertisement spaces for posters and informative signs
- Free rehearsal time within a maximum time limit of three (3) hours exclusive of the consumption of power. However, in excess of three (3) hours, a rate of P500.00 per hour shall be charged and power consumption per hour shall be charged accordingly to the above rates.

Reservation Fee/Deposit - There shall be an imposed reservation or deposit fee of fifty percent (50%) of the rental rate or fees to reserve the specified date of event or activity. The said reservation or deposit fee shall be paid by the applicants, organizers or producers two (2) weeks before actual show, event or activity. Failure of the applicant, organizer or producer to pay the said amount shall be a ground to cancel the contract for the use of the City Coliseum.

The applicant, organizer, or producer shall inform the VSAC, Head of any changes or cancellation of the event or activity within seven (7) working days before the actual event or activity; otherwise, twenty-five percent (25%) of the deposit or reservation fee shall be forfeited in favor of the City Government.



Full Payment – Full payment of rental fee, including that of power consumption shall be made not later than three (3) days before the actual or specified event or activity. Otherwise, the City may cancel the contract. The amount paid for the reservation or deposit will be deducted from the total amount of fixed rental.



<i>Name of Imposition</i>	<i>Rate/Day</i>	<i>Power Consumption/ Hour</i>
A. COURT RENTAL		
1. Shows		Non-Aircon
Local	10,000.00	3,500.00
National	20,000.00	3,500.00
International	30,000.00	3,500.00
2. Concerts		
Local	15,000.00	3,500.00
National	30,000.00	3,500.00
International	50,000.00	3,500.00
3. Sportsfests and Tournaments		
Local	10,000.00	3,500.00
National	20,000.00	3,500.00
International	30,000.00	3,500.00
Use of Dug-Outs	Free	250.00
4. Conventions/Seminars	15,000.00	3,500.00
5. Religious and Charitable Activities	10,000.00	3,500.00
B. CONCESSION AREAS		
1. Ground floor	500.00	
2. Second floor	350.00	
C. TRANSIENT/AMBULANT VENDORS	100.00	
D. ADVERTISEMENT/PROMOTIONS		
1. Outside the Sports Complex Building	20.00/sq.m	
2. Inside the Sports Complex Building	30.00/sq.m	
E. ROOM ACCOMMODATION		
1. Air-conditioned Room (Good for 2 pax, max of 4)	1,000.00/day	
2. Dormitory (Good for 24 pax)	200.00/pax	
3. Extra Bed (for extra person)	200.00/bed	
4. Dug-out (Good for 20 pax, without beddings)	2,500.00/day	
F. MULTI-PURPOSE HALLS (MP)		
1. MP Hall A (191 sq.m.)	2,500.00/3hrs.	
2. MP Hall B (300 sq.m.)	3,500.00/3hrs.	
3. MP Hall C (728 sq.m.)	5,000.00/3hrs.	
G. OPEN SPACES		
1. Ground Floor	200.00/sq.m.	
2. Second Floor	100.00/sq.m.	
H. SPORTS HALL		
1. Fitness and Health Center	5,000.00	
2. Bowling Hall and Equipment	20,000.00	



OTHER SERVICES

Internal Services



1. Accommodation of Requests of various Departments/Offices to Use the Facilities/Amenities of the Victorias Sports and Amusement Center (City Coliseum)

ABOUT THE SERVICES

The Victorias Sports and Amusement Center (Victorias City Coliseum) is a facility that can hold shows, festivities, conventions, seminars or trainings conducted by the City Government of Victorias and/or its instrumentalities. Various departments/offices may request upon approval by the City Mayor, to use the facilities/amenities in the conduct of their event/activity.

Office or Division:	CEED
Classification:	Simple
Type of Transaction:	G2C,G2B,G2G
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Letter of Intent/Application</p> <p>Approach and submit to the Head of Office/ or Employee-In-Charge the letter of intent/application for the use of VSAC (City Coliseum) facilities. The employee- in-charge will assess the needed facilities of the client.</p>	<p>1. Receive and acknowledge Letter of Intent/ Application</p>	None	10 minutes	<p>JUDY BEATINGO <i>Admin. Aide II</i></p> <p>JOCELYN SELOTARIO <i>Admin. Asst. III (Senior Bookkeeper)</i></p>
<p>2. Reserve and book event</p>	<p>2. Upon checking availability of the venue, staff in-charge reserve and mark the date of event. Assess the needed requirements as per request by the department/office.</p>		15 minutes	
<p>3. Approval of CEED Head</p> <p>The CEED Head will approve the quotation prepared.</p>	<p>3. Book the event/activity as per approved letter by the City Mayor. Assign staff in-charge to prepare requirements as per request</p>		5 minutes	<p>MARIAN RICA CALSEÑA <i>City Gov't. Asst. Dept. Head I</i></p>
Total:		None	30 minutes	

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Bureau of Fire Protection Office	Yap Quina St., Victorias City	399-2900
City Accounting Office	Victorias City Hall	399-3534/399-2826
City Administrator's Office	Victorias City Hall	399-3686
City Agriculture Office	Victorias City Hall	399-3549
City Assessor's Office	Victorias City Hall	399-2842
City Budget Office	Victorias City Hall	399-3500
City Civil Registrar's Office	Victorias City Hall	399-2992
City Cooperative & Livelihood Office	Victorias City Hall	399-3091
City Economic Ent. & Livelihood Dept.	Victorias Sports and Amusement Center	399-2769
City Engineer's Office	Victorias City Hall	399-3626
City General Services Office	Victorias City Hall	399-3442/ 399-3130
City Health Office	Victorias City Hall	399-3437/ 399-3486
City Hotel	Victorias City Aquatic Center	399-3208
City Housing & Homesite Office	Victorias City Hall	399-3375
City Human Resource Management Office	Victorias City Hall	399-2897
City Legal Office	Victorias City Hall	399-3375
City Library	Victorias City Hall	399-3070
City Mayor's Office	Victorias City Hall	399-3459/ 399-2906
City Business Permits & Licensing Office	Victorias City Hall	399-2816
City Planning & Development Office	Victorias City Hall	399-3443
City Social Welfare & Development Office	Victorias City Hall	399-3483
City Treasurer's Office	Victorias City Hall	399-2998/ 399-2893
City Vice-Mayor's Office	Victorias City Hall	399-2818
Philippine National Police (PNP)	Yap Quina St. Victorias City	399-2819
Public Employment Service Office	Osmena Ave., Victorias City	399-2872
SP Secretariat Office	Victorias City Hall	399-2916
Trade and Tourism Center	Osmena Ave., Victorias City	399-3501
VCENRO	Victorias City Hall	399-3670
Victorias Commercial Center (VCC)	Osmena Ave., Victorias City	399-2877
Victorias Communication & Information Office	Victorias City Hall	399-3627



VICTORIAS CITY HUMAN RESOURCE MANAGEMENT OFFICE
Administrative Building, Victorias City, Negros Occidental 6119
Tel. No. 399-2897 | hrd_victorias_city@yahoo.com