



CITY GOVERNMENT OF PUERTO PRINCESA

CITIZEN'S CHARTER

Revised March 2022



MESSAGE

“Without goals, and plans to reach them, you are like a ship that has set sail with no destination” – Fitzhugh Dodson

This Citizen’s Charter is a compilation of the mandate, service standards and commitment of the officials, employees and workers of the City Government of Puerto Princesa with a pledge to provide fast, efficient, convenient and reliable public service to all the Puerto Princesans, tourists and guests.

Pursuant to Republic Act No. 11032, otherwise known as the *“Ease of Doing Business and Efficient Government Service Delivery Act of 2018”*, this guideline aims to inform our clients the services we provide, the requirements for such and the processing time for each transaction. We are pleased to inform our constituents, that we have streamlined our services to make it easier and more client-friendly.

To my co-public servants in the City Government, I appeal to all of you, to please let us inculcate in our hearts our sworn duties to the people and to the government. Let us always be reminded that we are here not only to work but more so to serve. It will be most appreciated if we will do our tasks not only with diligence and efficiency but most especially with sincere hearts and compassion.

Let us all strive to give our best in everything we do and let this be our compass as we set sail in our goal to achieve our ultimate vision to improve the quality of life of every Puerto Princesans.

LUCILO R. BAYRON
City Mayor



I. Mandate:

The Local Government Code of 1991 explicitly stated under Sections 15, 16 and 17 that every local government unit as a body politic representing the inhabitants of its territory and a political subdivision of the national government shall exercise powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserved the comfort and convenience of their inhabitants. Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them.

Working within the parameters of the mandate under the Local Government Code, the City Government of Puerto Princesa has been an effective conduit through which national policies are effectively implemented. It enjoys local autonomy which enables it to respond to immediate needs of the locality and attain its desired character and magnitude of development as a self-reliant community.



II. Vision:

A most livable City demonstrating a proper balance between development and environment with inclusive economic growth, inhabited by self-reliant, empowered, and compassionate citizenry.

III. Mission:

An enabling organization of servant leaders sharing and working together for the well-being of Puerto Princesans through participatory, transparent and accountable governance.

IV. Service Pledge:

WE, the officials and employees of the CITY GOVERNMENT OF PUERTO PRINCESA in compliance with RA 11032 (Ease of Doing Business and Efficient Government Service Delivery) do hereby commit to deliver quality public service as promised in the Citizen's Charter. Specifically, we will:

Loyally perform our sworn duty of treating our clients equally without discrimination;

Respectfully serve with excellence from Monday to Friday 8:00 AM to 5:00 PM without noon break;

Be Accountable to the people by wearing prescribed uniforms and identification, not dealing with and tolerating fixers, providing assistance and complaint desk and act immediately on complaints;



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OFFICE OF THE CITY MAYOR (Administrative Division)

External Services



1. Approval of Disbursement Vouchers

To provide necessary procedures in the approval of Disbursement Vouchers for regular and other expenditures of the City Government of Puerto Princesa

Office/Division:	CMO – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (DV) 2. Necessary requirements depending on the type of disbursement transaction		Transmitted by City Treasurer’s Office Provided by concerned offices of the City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit DV and its supporting documents	1. Receive the DV transmitted by the City Treasurer’s Office	None	2 minutes	(Office of the City Administrator)
	1.1 Review the completeness of supporting documents	None	1 hour	(concerned staff of the City Administrator’s Office)
	1.2 Countersign Box C of the DV	None	5 minutes	City Administrator or Assistant City Administrator
	1.3 Transmit DV & supporting documents to the Office of the City Mayor	None	3 minutes	(concerned staff of the City Administrator’s Office)
	1.4 Approve Box C of the DV	None	20 minutes	City Mayor
	1.5 Transmit back to the Office of the City Administrator	None	5 minutes	(Personal Staff of the City Mayor)
2. Receive the duly approved DV and its supporting documents	2. Release the duly DV and its supporting documents	None	2 minutes	(City Treasurer’s Office/concerned staff of the City Administrator)
TOTAL:		None	1 hour & 40 minutes	
END OF TRANSACTION				



2. Issuance of Executive Order

To provide necessary procedures in the preparation, drafting and issuance of Executive Order by the Local Chief Executive/City Mayor of Puerto Princesa.

Office/Division:	CMO – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All concerned offices or agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Direct/instruct the drafting of Executive Order	None	2 minutes	City Mayor or City Administrator
	2. Prepare and draft necessary EO	None	1 day	(Office of the City Administrator or City Legal Office)
	3. Review and initial the drafted EO	None	30 minutes	City Administrator
	4. Approve/sign the final draft of EO	None	20 minutes	City Mayor
5. Receive copy of EO	5. Indicate number and distribute copy of EO to concerned officials or offices	None	1 day	(Staff of the Office of the City Administrator)
TOTAL:		NONE	2 days & 52 minutes	
END OF TRANSACTION				



3. Issuance/Securing Mayor's Clearance

To provide necessary procedures in securing Mayor's Clearance for all job seekers in the City of Puerto Princesa

Office/Division:	CMO – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance 2. Fiscal Clearance 3. Judge Clearance 4. Official Receipt		Concerned barangay of applicant Office of the City Prosecutor Office of the City Judge City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1 Receive and validate the requirements	100.00	5 minutes	(Office of the City Administrator)
	1.2 Prepare the necessary clearance	None	5 minutes	(Concerned staff of City Administrator's Office)
	1.3 Approve/sign the clearance under authority of the City Mayor	None	20 minutes	City Administrator or Assistant City Administrator
2. Receive the duly approved clearance	2. Release the duly approved clearance	None	2 minutes	(Concerned staff of City Administrator's Office)
TOTAL:		NONE	32 minutes	
END OF TRANSACTION				



**OFFICE OF THE CITY MAYOR
(BAC Secretariat & Procurement
Planning Division)

External Services**



1. Consolidation of Annual Procurement Plan (APP) including Indicative APP and APP-CSE

To provide necessary procedures in the Execution of Procurement Contract either thru Public Bidding or thru Alternative Mode

Office/Division:	CMO –BAC Secretariat & Procurement Planning Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Operating and New Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Procurement Monitoring Plan (PMP) from End User		1. Downloadable on GPPB Website (gppb.gov.ph) or at BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End user submit Project Procurement Monitoring Plan (PPMP)	1.1 Accept and record purchase request	None	3 minutes	Administrative Aide IV
	1.2 Check, review and verify completeness of data and requirements – items specifications, etc.	None	10 minutes	Administrative Aide VI/ Administrative Officer IV
	1.3 Consolidate PPMP into APP, Indicative APP and APP-CSE	None	15 days	Administrative Officer IV
	1.4 Review and finalize consolidated PPMP into APP, Indicative APP and APP-CSE	None	1 hour	Supervising Administrative Officer
	1.5 Signing and approval of APP, Indicative APP and APP-CSE	None	2 days	BAC, Head of the Procuring Entity
TOTAL:		NONE	17 days	
END OF TRANSACTION				



2. Execution of Procurement Contract

To provide necessary procedures in the Execution of Procurement Contract either thru Public Bidding or thru Alternative Mode

Office/Division:	CMO –BAC Secretariat & Procurement Planning Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Operating and New Businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
	1. Preparation of contract and/or purchase order	None	15 minutes	Administrative Assistant II/ Administrative Aide IV
	2. Transmit contract/purchase order for signing and approval of Head of the Procuring Entity (HOPE)	None	10 minutes	Administrative Aide IV
	3. Signing and approval	None	2 days	City Administrator, HOPE
	4. Accept and record duly signed contract and/or purchase order	None	3 minutes	Administrative Aide IV
	5. Notarization of Purchase Order/Contract	Based on Attorneys' Rate	1 day	City Legal Office/Attorney
	6. Preparation of notice to proceed (NTP)	None	10 minutes	Administrative Assistant II/ Administrative Aide IV
	7. Transmittal of Notice to Proceed to City Administrator's Office for signing	None	10 minutes	Administrative Aide IV
	8. Signing and approval	None	1 day	City Administrator
	9. Accept and record duly signed notice to proceed	None	3 minutes	Administrative Aide IV
	10. Issuance of notice to proceed	None	5 minutes	Supervising Administrative Officer
TOTAL:		NONE	5 days	
END OF TRANSACTION				



3. Procurement thru Alternative Mode

To provide necessary procedures in the Procurement conducted by the Bids and Awards Committee (BAC) of Puerto Princesa City

Office/Division:	CMO –BAC Secretariat & Procurement Planning Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Operating and New Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procuring Office/End User: 1. Purchase Requests 2. PPMP 3. Job Order/Pre Inspection Report Bidders/Suppliers/Contractors 3. Valid Mayor’s Permit 4. PhilGEPS Registration Number 5. Latest Income Tax Return (ITR) 6. Omnibus Sworn Statement (OSS)		To be accomplished by the procuring office/end user. PPC Business and Licensing Office PhilGEPS Website Bureau of Internal Revenue Could be downloaded at GPPB website (www.gppb.gov.ph) or BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procuring Office/End User submit Purchase Request (PR)	1. Accept and record purchase request	None	3 minutes	Administrative Aide IV
2. Procuring Office/End User submit signed and approved Program of Works, Plans/Drawings or Designs and Approved Budget for the Contract (ABC) from City Engineering Office	2.1 Accept and record project title indicated on the POW	None	3 minutes	Administrative Aide IV
	2.2 Check review and verify completeness of data and requirements –	None	3 minutes	Administrative Aide VI



	items specified in accordance with submitted PPMP			
	2.3 Certifies PR in accordance with PPMP	None	1 minute	Supervising Administrative Officer
	2.4 Transmit PRs to City Administrator's Office for approval and to City Budget Office for budget appropriation.	None	3 minutes	Administrative Aide IV
	2.5 Approval and budget appropriation of PR	None	5 days	City Administrator's Office, City Budget Office
	2.6 Accept and record of approved PR with budget allocation from City Budget Office	None	3 minutes	Administrative Aide IV
	2.7 Segregate PRs according to ABC, ABC above 1M endorse to assigned person for posting – public bidding; ABC 1M and below endorse to assigned person for posting – alternative mode of procurement	None	3 minutes	Administrative Aide IV
	2.8 Segregate Program of Works according to ABC, ABC above 1M endorse to assigned person for posting –	None	3 minutes	Administrative Aide IV



	public bidding; ABC 1M and below endorse to assigned person for posting – alternative mode of procurement			
	2.9 Alternative Mode of Procurement - Schedule date and posting of procurement opportunities	None	15 minutes	Administrative Assistant II
	2.10 Preparation of Invitation to Bid	None	15 minutes	Administrative Assistant II
	2.11 Preparation of Request for Price Quotation	None	20 minutes	Administrative Assistant II
	2.12 Posting of procurement opportunities at PhilGEPS website	None	10 minutes (Posting of bid opportunity minimum of 3 days)	Administrative Assistant II
	2.13 Posting of Procurement opportunities at conspicuous places	None	15 minutes	Administrative Assistant II
	2.14 Posting of Procurement opportunities at LGU website	None	15 minutes	Administrative Assistant II
	2.15 Distribution of RFQ's to qualified suppliers	None	3 days	Supervising Administrative Officer/ Administrative Assistant II /Administrative Aide VI)
3. Qualified supplier submits filled-up RFQ in a sealed and marked envelop	3.1 Stamped received envelop submitted	None	3 minutes	Administrative Aide IV/ Administrative Assistant II



	3.2 Opening of submitted bids/quotation	None	1 day	BAC, BAC TWG to be assisted by BAC Secretariat/ Supervising Administrative Officer
	3.3 Preparation/ draft BAC resolution	None	10 minutes (1 hour before meeting)	Administrative Aide IV
	3.4 Recommend for award of contract lowest/single responsive quotation	None	1 day	BAC
	3.5 Signing and approval	None	1 day	HOPE
	3.6 Accept and record duly signed BAC resolution	None	3 minutes	Administrative Aide IV
TOTAL:		NONE	14 days	
END OF TRANSACTION				



4. Procurement thru Public Bidding

To provide necessary procedures in the Procurement conducted by the Bids and Awards Committee (BAC) of Puerto Princesa City

Office/Division:	CMO –BAC Secretariat & Procurement Planning Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Operating and New Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procuring Office/End User: 1. Purchase Requests 2. PPMP 3. Job Order/Pre Inspection Report Bidders/Suppliers/Contractors 1. Philippine Bidding Document (PBD)		To be accomplished by the procuring office/end user. BAC Secretariat Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Procuring Office/End User submit Purchase Request (PR)	1. Accept and record purchase request	None	3 minutes	Administrative Aide IV
2. Procuring Office/End User submit signed and approved Program of Works, Plans/Drawings or Designs and Approved Budget for the Contract (ABC) from City Engineering Office	2.1 Accept and record project title indicated on the POW	None	3 minutes	Administrative Aide IV
	2.2 Check review and verify completeness of data and requirements – items specified in accordance with submitted PPMP	None	5 minutes	Administrative Aide VI
	2.3 Certifies PR in accordance with PPMP	None	1 minute	Supervising Administrative Officer



	2.4 Transmit PRs to City Administrator's Office for approval and to City Budget Office for budget appropriation.	None	3 minutes	Administrative Aide IV
	2.5 Approval and budget appropriation of PR	None	5 days	City Administrator's Office , City Budget Office
	2.6 Accept and record of approved PR with budget allocation from City Budget Office	None	3 minutes	Administrative Aide IV
	2.7 Segregate PRs according to ABC, ABC above 1M endorse to assigned person for posting – public bidding; ABC 1M and below endorse to assigned person for posting – alternative mode of procurement	None	3 minutes	Administrative Aide IV
	2.8 Segregate Program of Works according to ABC, ABC above 1M endorse to assigned person for posting – public bidding; ABC 1M and below endorse to assigned person for posting – alternative mode of procurement	None	3 minutes	Administrative Aide IV
	2.9 Public Bidding - Schedule date and posting of procurement opportunities	None	15 minutes	Administrative Officer V
	2.10 Preparation of Invitation to Bid	None	15 minutes	Administrative Officer V
	2.11 Preparation of Philippine Bidding Documents	None	60 minutes	Supervising Administrative Officer / Administrative Officer V
	2.12 Posting of procurement opportunities at	None	10 minutes (Posting of Bid	Administrative Officer V



	PhilGEPS website		Opportunity minimum of 21 days)	
	2.13 Posting of Procurement opportunities at conspicuous places	None	15 minutes	Administrative Aide IV
	2.14 Posting of Procurement opportunities at LGU website	None	15 minutes	Administrative Aide IV
	2.15 Sale and Distribution of PBD to qualified suppliers /contractor's	Refer to ITB posted for price/rate of Bidding Documents	10 minutes (Until last day or 21 st day of posting)	Supervising Administrative Officer / Administrative Officer V
3. Qualified suppliers submit bids in a marked and sealed envelope	3.1 Stamped received envelop submitted	None	3 minutes	Administrative Assistant II/ Administrative Aide IV
	3.2 Opening of submitted bids	None	1 day	BAC, BAC TWG to be assisted by BAC Secretariat/ Supervising Administrative Officer
	3.3 Transmit opened and rated lowest calculated bid(s) to BAC TWG for Post Qualification and Bid Evaluation	None	10 minutes	Administrative Aide VI
	3.4 Post Qualification and Bid Evaluation of Bids	None	Maximum of 45 days (depending on the complexity of post qualification process)	BAC TWG
	3.5 Prepare/draft BAC Resolution	None	10 minutes (1 hour before meeting)	Supervising Administrative Officer/ Administrative Assistant II/ Administrative Aide IV
	3.6 Recommend for award of contract lowest/single responsive quotation	None	1 day	BAC



	3.7 Signing and approval	None	1 day	HOPE
	3.8 Accept and record duly signed BAC resolution	None	3 minutes	Administrative Aide IV
	3.9 Preparation of Notice of Award	None	10 minutes	Administrative Aide IV
	3.10 Transmit Notice of Award to City Administrator's Office for signing	None	10 minutes	Administrative Aide IV
	3.11 Signing and approval	None	1 day	City Administrator's Office
	3.12 Accept and record duly signed notice of award	None	3 minutes	Administrative Aide IV
	TOTAL:	Refer to ITB posted for price/rate of Bidding Documents	76 days	
END OF TRANSACTION				



5. Monitoring and Contract Management

To provide necessary procedures in Monitoring and Contract Management either thru Public Bidding or thru Alternative Mode

Office/Division:		CMO –BAC Secretariat & Procurement Planning Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Operating and New Businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
	1. Posting of necessary notices, awards and updates to PhilGEPs website upon receipt of Notice to Proceed/Purchase Order of the supplier/ contractor	None	30 minutes	Administrative Assistant III
	2. Transmit Purchase Order/Notice to Proceed duly signed and receipt of supplier to City GSO for Inspection and acceptance of Goods	None	15 minutes	Administrative Aide IV
	3. Inspection and Acceptance of delivered services and/or goods from supplier	None	14 days (depending on complexity of inspection and delivery period of goods/ services)	City GSO
	4. Receive and record duly signed and accomplished Inspection and Acceptance of delivered services and/or goods from City GSO	None	10 minutes	Administrative Aide IV
	5. Review of duly accomplished bidding documents from City GSO and attachment of necessary documents	None	1 hour	Administrative Officer IV / Administrative Assistant III
	6. Review of duly accomplished bidding documents of infrastructure projects upon receipt of NTP and compliance of	None	1 hour	Administrative Officer IV/ Administrative Assistant III



	necessary supporting documents			
	7. Transmit reviewed and duly accomplished bidding documents to Accounting Office for processing of payment	None	15 minutes	Administrative Aide VI/ Administrative Assistant III
TOTAL:		NONE	15 days	
END OF TRANSACTION				



**OFFICE OF THE CITY MAYOR
(Business Permits and Licensing Division)**

External Services



1. Issuance of Certification

To provide necessary procedures in the issuance of various type of Certification. No Registered Business in the City, With Existing Mayor's Permit, and Mayor's Permit is under Process, and Actual date of Cease Operation.

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		To be provided by applicant/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive and record letter request	None	3 minutes	Admin Officer I
2. Proceed to CTO, tender payment, and receive the OR	2. Receive payment and issue official receipt	(Varying amount)	5 minutes	(Cashier City Treasurer's Office)
3. Present the OR to the BPLO	3.1 Validate the OR, encode and print certification	None	3 minutes	Admin Officer I
	3.2 Sign certification	None	3 minutes	Information Officer IV
4. Receive the certificate	4. Release approved certification	None	2 minutes	Admin Aide IV
TOTAL:		(Varying amount)	16 minutes	
END OF TRANSACTION				



2. Issuance of Certified Xeroxed/True Copy of Mayor's Permit, Certificate of Number and Motorboat Operator's License

To provide necessary procedures in the issuance of Certified Xeroxed/True Copy of: Mayor's Permit, Certificate of Number, and Motorboat Operator's License (MBOL) operating in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		To be provided by applicant/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive and record letter request	None	3 minutes	Admin Officer I
2. Proceed to CTO, tender payment, and receive the OR	2. Receive payment and issue official receipt	200.00	5 minutes	(Cashier City Treasurer's Office)
3. Present the OR to the BPLO	3.1 Validate the OR & subject for approval the request for research	None	2 minutes	Admin Officer I
	3.2. Approve request for research	None	2 minutes	Information Officer IV
	3.3 Research for the document to be certified	None	6 minutes	Admin Officer I
	3.4 Sign the document duly certified	None	2 minutes	Information Officer IV
4. Receive the document duly certified	4. Release document duly certified	None	2 minutes	Admin Officer I
TOTAL:		Php200.00	22 minutes	
END OF TRANSACTION				



3. Issuance of Mayor's Permit for New Business and Business Permit Renewal

To provide necessary procedures in applying for and issuance of Mayor's Permit for **New Businesses** and Business Permit **Renewal** in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Operating and New Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Business Permit Application Form 2. Barangay Clearance 3. Previous Mayor's Permit (for renewal) 4. DTI Registration or SEC Registration or CDA Registration 5. Contract of Lease (if business owner is a lessee) 6. Locational Clearance 7. Sanitary Permit/Health Card 8. Zoning Conformance 9. Land Tax Clearance 10. Fire Safety Clearance 11. SSS Clearance 12. PhilHealth Clearance 13. PAG-IBIG Clearance 14. Other requirements based on business category 		<ol style="list-style-type: none"> 1. Provided by office, accomplished by client 2. Barangay where business is located 3. To be provided by applicant 4. Kanegosyo Center, Old City Hall 5. SEC Office, National Capital Region 6. Second Floor, Old City Hall 7. To be provided by the applicant if business owner is a lessee 8. City Planning and Development Office 9. City Health Office 10. City Planning and Development Office 11. City Treasurer's Office 12. Bureau of Fire Protection 13. Eastville City Walk, San Pedro 3rd Floor, NCCC Mall 14. National Highway, San Jose (please see BOSS brochure) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form together with the requirements	1.1 Verify completeness of data and requirements	None	3 minutes	Licensing Officer III Licensing Officer I
	1.2 Encode entries to the	None	3 minutes	Admin Officer I Admin Asst III



	computer			License Inspector II License Inspector I
	1.3 Forward application for assessment	None	2 minutes	
2. Receive notice of billing	2. Assess application and issue billing (business tax)	None	5 minutes	(Assessor Business Tax)
3. Proceed to the Cashier, pay the fees and charges and receive official receipt	3. Receive payment and issue official receipt	(varying amount)	5 minutes	(Cashier City Treasurer's Office)
4. Proceed to the BPLO and present official receipt and all other documents	4.1 Receive the official receipt and all other documents	None	1 minute	Licensing Officer III Licensing Officer II
	4.2 Printing of business permit	None	2 minutes	Licensing Officer II Admin Aide IV
	4.3 Sorting of documents	None	2 minutes	Admin Aide IV
	4.4 Approval of permit	None	5 minutes	Information Officer IV
5. Receive approved business permit	5. Releasing approved business permit	None	5 minutes	Admin Aide IV
TOTAL:		(varying amount)	36 minutes	
END OF TRANSACTION				



4. Issuance of Motorized Tricycle Operator’s Permit (MTO) Sticker

To provide necessary procedures in the issuance of Motorized Tricycle Operator’s Permit (MTO) Sticker in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Tricycle Franchise Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated Tricycle Franchise 2. Barangay Clearance 3. Community Tax Certificate (cedula)		Franchising Division, SP Barangay where applicant is residing City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit all requirements and await further instructions	1. Check requirements, encode if complete, and instruct client to proceed to CTO	None	5 minutes	Licensing Officer III/ Licensing Officer II/ Licensing Officer I/ Admin Officer I/ License Inspector II
2. Proceed to CTO, tender payment, and receive the OR	2. Receive payment and issue official receipt	(Varying amount)	5 minutes	(Cashier City Treasurer’s Office)
3. Present the OR to the BPLO together with all other requirements	3.1 Validate the OR and all documents and forward to sorting	None	4 minutes	
	3.2 Sorting of documents and attach approval form and sticker	None	5 minutes	Admin Aide IV
	3.3 Approve and sign the form	None	3 minutes	Information Officer IV
4. Receive the sticker by acknowledging in the logbook	4. Release of sticker	None	2 minutes	Admin Aide IV
TOTAL:		(Varying amount)	25 minutes	
END OF TRANSACTION				



5. Issuance of Occupational Permit (Profession)

To provide necessary procedures in applying and issuance of Occupational Permit (Profession) in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community Tax Certificate (cedula) 3. Fiscal Clearance 4. Judge Clearance 5. Police Clearance 6. TESDA Certificate (if applicable) 7. Health Clearance 8. Mayor's Clearance 		<ol style="list-style-type: none"> 1. Barangay where applicant is residing 2. City Treasurer's Office 3. City Fiscal Office, Justice Hall 4. City Judge, Justice Hall 5. PNP Station, Old City Hall 6. TESDA, PPSAT Compound, Sta. Monica, PPC 7. City Health Office 8. City Mayor's Office, New City Hall Bldg 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Treasurer's Office, present requirements and tender payment	1. Assess billing, issue official receipt, and return documents to client	(Varying amount)	3 minutes	(Cashier City Treasurer's Office)
2. Proceed to BPLO Occupational Unit and present OR together with the requirements	2.1 Check documents, encode data, print permit and forward for sorting	None	10 minutes	Admin Officer I Licensing Officer III
	2.2 Sort documents and forward for approval	None	5 minutes	Admin Aide IV
	2.3 Approval of permit	None	3 minutes	Information Officer IV
3. Receive the permit by acknowledging in the logbook	3. Release of approved permit	None	2 minutes	Admin Aide IV
TOTAL:		(Varying amount)	23 minutes	
END OF TRANSACTION				



6. Issuance of Special Permit for Caroling

To provide necessary procedures in the issuance of Special Permit in conducting Caroling in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All interested to conduct caroling			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		To be provided by applicant/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive request and encode Permit/Certification	None	5 minutes	Licensing Officer III/ Licensing Officer II/ Licensing Officer I/ Admin Officer I/ License Inspector II
2. Proceed to CTO, tender payment, and receive the OR	2. Receive payment and issue official receipt	(Varying amount)	5 minutes	(Cashier City Treasurer's Office)
3. Present the OR to the BPLO	3.1 Validate the OR and all documents, attached permit and cause sorting	None	3 minutes	Admin Aide IV
	3.2 Approve and initial the permit	None	3 minutes	Information Officer IV
4. Receive the Special Permit by acknowledging in the logbook	4. Release of permit	None	2 minutes	Admin Aide IV
TOTAL:		(Varying amount)	18 minutes	
END OF TRANSACTION				



7. Registration of Motorized Fishing Boat/Issuance of Motorboat Operators License

To provide necessary procedures in registering Motorized Fishing Boat and issuance of Motorboat Operators License in the City of Puerto Princesa

Office/Division:	CMO – Permits and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Owners and Operators of Motorized Fishing Boat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance 2. Community Tax Certificate (cedula) 3. Certificate of Number 4. Operator's License (MBOL)		1. Barangay where applicant is residing 2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and await further instructions	1. Check requirements, encode if complete, and instruct client to proceed to CTO	None	5 minutes	Admin Asst III License Inspector I Licensing Officer I
2. Proceed to CTO, tender payment, and receive the OR	2. Receive payment and issue official receipt	(Varying amount)	5 minutes	(Cashier City Treasurer's Office)
3. Present the OR to the BPLO together with all other requirements	3.1 Validate the OR and all documents and print the permit	None	5 minutes	Licensing Officer I / License Inspector II
	3.2 Sorting of documents	None	5 minutes	Admin Aide IV
	3.3 Approval of permit	None	3 minutes	Information Officer IV
4. Receive the permit by acknowledging in the logbook	4. Release of approved permit	None	2 minutes	Admin Aide IV
TOTAL:		(Varying amount)	25 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY MAYOR (Community Affairs Division)

External Services



1. Drafting of Appointments of Barangay Officials

To provide office procedures in assisting barangay officials coming from the sixty-six (66) component barangays of Puerto Princesa City in the drafting of appointment papers of appointed barangay officials

Office/Division:	CMO – Community Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Barangay Resolution endorsing the appointment of chosen constituent for the vacant position		Provided by office, accomplished by client Provided by concerned barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Receive the request form	None	2 minutes	Community Affairs Asst. II
2. Present resolution endorsing the appointment	2.1 Approve the request	None	3 minutes	Community Affairs Officer IV
	2.2 Prepare the appointment documents	None	10 minutes	(Personnel assigned to the concerned barangay)
3. Receive the requested document	3. Record and release the documents	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	17 minutes	
END OF TRANSACTION				



2. Drafting of Barangay Resolutions/Ordinances

To provide office procedures in assisting barangay officials (elected and appointed) coming from the sixty-six (66) component barangays of Puerto Princesa City in the drafting of barangay resolutions and ordinances

Office/Division:	CMO – Community Affairs Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Minutes of Meeting		Provided by office, accomplished by client Provided by requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Receive the request form	None	2 minutes	Community Affairs Asst. II
2. Present Minutes of Meeting of the barangay council	2.1 Approve the request	None	3 minutes	Community Affairs Officer IV
	2.2 Prepare/ draft resolution or ordinance needed	None	3 days	(Personnel assigned to the concerned barangay)
3. Receive the draft resolution or ordinance	3. Record and release the drafted document	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	3 days & 7 minutes	
END OF TRANSACTION				



3. Drafting of Letter Request

To provide office procedures in assisting barangay officials (elected and appointed) coming from the sixty-six (66) component barangays of Puerto Princesa City in drafting/ preparing letters and other official correspondence

Office/Division:	CMO – Community Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Provided by office, accomplished by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1.1 Receive the request form	None	2 minutes	Community Affairs Asst. II
	1.2 Approve the request	None	3 minutes	Community Affairs Officer IV
	1.3 Prepare/draft necessary letter/ correspondence	None	10 minutes	(Personnel assigned to the concerned barangay)
2. Receive the draft letter/ correspondence	2. Record and release the draft letter	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	17 minutes	
END OF TRANSACTION				



4. Issuance of Certificate of Appearance

To provide office procedures in the issuance of Certificate of Appearance for visiting/ appearing barangay officials (elected and appointed) coming from the sixty-six (66) component barangays of Puerto Princesa City

Office/Division:	CMO – Community Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Concerned barangay of visiting official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Receive the request form	None	2 minutes	Community Affairs Asst. II
2. Log-in/present the logbook of the concerned official	2.1 Verify the logbook and prepare the Certificate	None	5 minutes	(Personnel assigned to the concerned barangay)
	2.2 Approve request and sign the Certificate	None	3 minutes	Community Affairs Officer IV
3. Receive the requested Certificate	3. Record and release the Certificate	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	12 minutes	
END OF TRANSACTION				



5. Preparation of City Aid Documents (Letter Request, Vouchers, Obligation Requests)

To provide office procedures in assisting barangay officials coming from the sixty-six (66) component barangays of Puerto Princesa City in the preparation of all relating documents (letter request, disbursement vouchers and obligation requests) to City Aid granted to barangays

Office/Division:	CMO – Community Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Provided by office, accomplished by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1.1 Receive the request form	None	2 minutes	Community Affairs Asst. II
	1.2 Approve the request	None	3 minutes	Community Affairs Officer IV
	1.3 Prepare all necessary documents re: City Aid	None	8 minutes	(Personnel assigned to the concerned barangay)
2. Receive the requested document	2. Record and release the document	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	15 minutes	
END OF TRANSACTION				



6. Preparation of Travel Order of Barangay Officials outside City Jurisdiction

To provide office procedures in assisting barangay officials coming from the sixty-six (66) component barangays of Puerto Princesa City in the preparation of travel order of barangay officials outside the City jurisdiction.

Office/Division:	CMO – Community Affairs Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Letter Invitation from local or national government agency or accredited private institution for seminar, training or convention		Provided by office, accomplished by client Provided by concerned barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1. Receive the request form	None	2 minutes	Community Affairs Asst. II
2. Present the letter-invitation	2.1 Approve the request	None	3 minutes	Community Affairs Officer IV
	2.2 Prepare the travel order	None	8 minutes	(Personnel assigned to the concerned barangay)
3. Receive the requested document	3. Record and release the document	None	2 minutes	Community Affairs Asst. II/ Admin Aide III
TOTAL:		NONE	15 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY MAYOR (Disaster Risk Reduction and Management (DRRM) Division)

External Services



1. Addressing Emergency Response Call

To provide necessary procedures in addressing all Emergency Response Calls referred to the Disaster Risk Reduction and Management (DRRM) Division, Office of the City Mayor, City of Puerto Princesa

Office/Division:	CMO – DRRM Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(calls validated by 911 Emergency Call Center)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Make necessary preparation (vehicle, donning of PPE, and equipment)	None	3 minutes	Duty Personnel/ Emergency Team
	2. Dispatch Emergency Team	None	2 minutes	Duty Personnel/ Communication Equipment Operators
TOTAL:		NONE	5 minutes	
END OF TRANSACTION				



2. Provision of Emergency Response and Other Service for Disaster Management

Establishing necessary procedures in providing Emergency Response and Other Services (provision of food and non-food items) for Disaster Management rendered by the Disaster Risk Reduction and Management (DRRM) Division, Office of the City Mayor, City of Puerto Princesa

Office/Division:	CMO – DRRM Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Incident Log 2. Dispatch Slip 3. Verified List of affected families or individuals 4. Mission Order			1. Issued by Office 2. Issued by Office 3. City Social Welfare and Development Office 4. Issued by Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive call and collect pertinent information	None	2 minutes	Duty Personnel
	2. Issue dispatch order to the responding team	None	2 minutes	Duty Personnel
	3. Render appropriate assistance	None	[Emergency Response: immediate Provision of Food & NFI: upon receipt of validated list of affected families or individuals]	CDRRMO Response Team
	4. Gather documentation (incident report, RDANA)	None	[immediate for incidents or emergencies, right after the calamity or when safe for RDANA Team]	Responder Team Leader, Rapid Damage and Need Assessment (RDANA) Team Leader
TOTAL:		NONE	Varies	
END OF TRANSACTION				



3. Request for DRRM Data

To provide necessary procedures in handling requests for Data catered by the Disaster Risk Reduction and Management (DRRM) Division, Office of the City Mayor, City of Puerto Princesa

Office/Division:	CMO – DRRM Division			
Classification:	Simple/Complex			
Type of Transaction:	G2G – Government to Government/G 2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request indicative of the purpose (academic/scientific research, attachment to plans, official documentation/report of government agencies) and timeframe		1. To be provided by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and other necessary requirements	1.1 Receive and evaluate request and forward to concerned section	None	5 minutes	Duty Personnel/ Receiving Clerk
	1.2 Process requested data	None	1 to 5 days	LDRRM Officer III
2. Receive requested data	2. Release data requested	None	5 minutes	Duty Personnel/ Releasing Personnel
TOTAL:		NONE	1 day & 10mins/ 5 days & 10mins	
END OF TRANSACTION				



4. Request for HOAI/Hazard Safety Certification

To provide necessary procedures in requesting for HOAI/Hazard Safety Certification being catered by the Disaster Risk Reduction and Management (DRRM) Division, Office of the City Mayor, City of Puerto Princesa

Office/Division:	CMO – DRRM Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All homeowners association/residence of City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Subdivision Plan with vicinity map 3. Timeframe (community orientation)		To be provided by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and other necessary requirements	1.1 Receive and evaluate request and forward to Division Head	None	3 minutes	Duty Personnel/ Receiving Clerk
	1.2 Assigned personnel to conduct site inspection	None	2 minutes	LDRRM Officer IV
2. Assist DRRM Personnel during site inspection	2.1 Conduct site inspection and mapping	None	1 day	Planning Section
	2.2 Generate necessary hazard maps, certification with recommendations	[if applicable]	1 day	Planning Section
3. Attend community orientation	3. Conduct community orientation	None	1 day	LDRRM Officer III
4. Receive certification	4. Issue certification	None	5 minutes	Duty Personnel/ Releasing Clerk
TOTAL:		Varies	3 days & 10 minutes	
END OF TRANSACTION				



5. Request for Training and Technical Assistance

To provide necessary procedures in requesting for training and technical assistance being catered by the Disaster Risk Reduction and Management (DRRM) Division, Office of the City Mayor, City of Puerto Princesa

Office/Division:	CMO – DRRM Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All component barangays and other concerned organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Training Assistance:</p> <p>1. Letter request indicative of type of activity, barangay name, total number of participants, tentative schedule of activity, coordinating/assisting agencies or partners, counterpart & other requirements</p> <p>For Technical Assistance:</p> <p>2. Letter request indicating type of program/project/activity, location, timeframe, coordinating/assisting agencies or partners, counterpart & other requirements</p>		<p>To be provided by requesting party</p> <p>To be provided by requesting party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit letter request and other necessary requirements	1.1 Receive and evaluate request and forward to concerned section	None	3 minutes	Duty Personnel/ Receiving Clerk
	1.2 Assigned resource persons	None	2 minutes	LDRRM Officer IV
2. Undergo training	2. Conduct training or technical assistance	None	(depending on the timeframe)	LDRRM Officer III
3. Receive Certificate of Training	3. Issue certificate of training	None	5 minutes	Duty Personnel/ Releasing Clerk
TOTAL:		NONE	(varying time)	
END OF TRANSACTION				



OFFICE OF THE CITY MAYOR (Housing Development Division)

External Services



1. Contract Signing

To provide necessary procedures in the signing of Contract (*Bilihan na may Pasubaling Kasunduan*) for all beneficiaries of all the Housing Projects of the City of Puerto Princesa.

Office/Division:	CMO – Housing Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All beneficiaries of the City Housing Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HDD Form 11 (<i>Bilihan na may Pasubaling Kasunduan</i>) 2. Valid IDs of the client(s)		1. Provided and accomplished by office, to be signed by client 2. To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear before the office, if married, both spouses must appear	1. Check client's name in the Data Base	None	3 minutes	Housing and Homesite Regulation Asst.
2. Present valid ID(s) of client(s)	2. Prepare the Contract (HDD Form 11)	None	10 minutes	Housing and Homesite Regulation Asst.
3. Sign the Contract	3. Assist in the signing of Contract	None	5 minutes	Housing and Homesite Regulation Asst.
4. Proceed to Legal Office	4. Subject Contract for notarization	None	2 hours	(City Legal Office)
5. Proceed back to City Housing Office & present notarized Contract	5. Sort notarized Contract	None	5 minutes	Housing and Homesite Regulation Asst.
6. Receive the client's copy of the Contract	6. Provide client copy of the Contract	None	2 minutes	Housing and Homesite Regulation Asst.
TOTAL:		NONE	2 hours & 25 minutes	
END OF TRANSACTION				



2. Issuance of Housing Certification

To provide necessary procedures in the issuance of Certification for utility line connection (electric and water) and for other purposes relating to all Housing Projects of the City of Puerto Princesa, and to include those securing certification for No Landholding

Office/Division:	CMO – Housing Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HDD Form 05 (Client Information Sheet)		1. Provided by office, accomplished by client		
2. HDD Form 08 (Inspection of Structure)		2. Provided by office, accomplished by client		
3. Official Receipts (payments of monthly amortizations)		3. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit request for Certification	1.1 Receive request	None	3 minutes	Admin Asst I
	1.2 Check client’s name in the Data Base	None	3 minutes	Admin Asst I
2. Accomplished HDD Form 05 and HDD Form 08	2. Assists in accomplishing the HDD Forms	None	1 hour	Draftsman III/ Housing and Homesite Regulation Asst.
3. Present ORs or update amortization payment	3. Record ORs or direct client to update payment	(varying amount)	10 minutes or 1 hour	(Cashier, City Treasurer’s Office)
4. Proceed to Cashier, CTO and tender fee for certification	4. Receive payment and issue OR	100.00	10 minutes	(Cashier, City Treasurer’s Office)
5. Present OR (certification fee) to the City Housing Office	5. Prepare the certification	None	10 minutes	Admin Asst I



6. Receive and sign the duplicate copy of certification issued	6. Release the requested certification	None	5 minutes	Admin Asst I
TOTAL:		Varying Amount	1hr & 41mins/ 2hrs & 31mins	
END OF TRANSACTION				



**OFFICE OF THE CITY MAYOR
(Public Assistance and Welfare Office
Division)**

External Services



1. Granting of Burial Assistance

To provide necessary procedures of the Public Assistance and Welfare Office (PAWO), Office of the City Mayor, in the granting of **Burial Assistance** for indigent residents of the City of Puerto Princesa

Office/Division:	CMO – Public Assistance and Welfare Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All indigent residents of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter to the Mayor 2. Death Certificate (certified photocopy) 3. Barangay certificate of indigence 4. Valid ID (photocopy)		1. To be provided by client 2. City Civil Registrar 3. Concerned barangay of client 4. To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Verify completeness of data and requirements	None	3 minutes	Executive Asst I
	1.2 Forward request to the Mayor for approval	None	3 minutes	Executive Asst IV
	1.3 Approve request	None	2 minutes	City Mayor
	1.4 Process documents for assistance	None	1 day	Executive Asst IV/ Executive Asst I
2. Receive assistance	2. Release assistance	None	5 minutes	Executive Asst IV/ Executive Asst I
TOTAL:		NONE	1 day & 13 minutes	
END OF TRANSACTION				



2. Granting of Livelihood Assistance

To provide necessary procedures of the Public Assistance and Welfare Office (PAWO), Office of the City Mayor, in the granting of **Livelihood Assistance** for indigent residents of the City of Puerto Princesa

Office/Division:	CMO – Public Assistance and Welfare Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All indigent residents of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter to the Mayor Business Proposal Barangay Business Permit Barangay certificate of indigence Valid ID (photocopy) 		<ol style="list-style-type: none"> To be provided by client To be provided by client Concerned barangay of client Concerned barangay of client To be provided by client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Verify completeness of data and requirements	None	3 minutes	Executive Asst I
	1.2 Forward request to the Mayor for approval	None	3 minutes	Executive Asst IV
	1.3 Approve request	None	2 minutes	City Mayor
	1.4 Process documents for assistance	None	1 day	Executive Asst IV/ Executive Asst I
2. Receive assistance	2. Release assistance	None	5 minutes	Executive Asst IV/ Executive Asst I
TOTAL:		NONE	1 day & 13 minutes	
END OF TRANSACTION				



3. Granting of Medical Assistance

To provide necessary procedures of the Public Assistance and Welfare Office (PAWO), Office of the City Mayor, in the granting of **Medical Assistance** for indigent residents of the City of Puerto Princesa.

Office/Division:	CMO – Public Assistance and Welfare Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All indigent residents of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter to the Mayor 2. Medical/Clinical Abstract (certified photocopy) 3. Hospital Bill (certified photocopy) 4. Certificate of Confinement (certified photocopy)		1. To be provided by client 2. Attending physician of client 3. Hospital of confinement of client 4. Hospital of confinement of client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Verify completeness of data and requirements	None	3 minutes	Executive Asst I
	1.2 Forward request to the Mayor for approval	None	3 minutes	Executive Asst IV
	1.3 Approve request	None	2 minutes	City Mayor
	1.4 Process documents for assistance	None	1 day	Executive Asst IV/ Executive Asst I
2. Receive assistance	2. Release assistance	None	5 minutes	Executive Asst IV/ Executive Asst I
TOTAL:		NONE	1 day & 13 minutes	
END OF TRANSACTION				



4. Granting of Transportation Assistance

To provide necessary procedures of the Public Assistance and Welfare Office (PAWO), Office of the City Mayor, in the granting of **Transportation Assistance** for indigent residents of the City of Puerto Princesa.

Office/Division:	CMO – Public Assistance and Welfare Office				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All indigent residents of Puerto Princesa City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter to the Mayor 2. Copy of Ticket 3. Barangay certificate of indigence 4. Valid ID (photocopy)			1. To be provided by client 2. Concerned airline or shipping line company 3. Concerned barangay of client 4. To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements	1.1 Verify completeness of data and requirements	None	3 minutes	Executive Asst I	
	1.2 Forward request to the Mayor for approval	None	3 minutes	Executive Asst IV	
	1.3 Approve request	None	2 minutes	City Mayor	
	1.4 Process documents for assistance	None	1 day	Executive Asst IV/ Executive Asst I	
2. Receive assistance	2. Release assistance	None	5 minutes	Executive Asst IV/ Executive Asst I	
TOTAL:		NONE	1 day & 13 minutes		
END OF TRANSACTION					



**OFFICE OF THE CITY MAYOR
(Public Employment Services Division)**

External Services



1. Labor Market Information –Accreditation of Company (for Licensed Placement Agencies)

To provide accreditation mechanism for Licensed Placement Agencies situated and operating in the City of Puerto Princesa

Office/Division:	CMO –Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Licensed Placement Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company Profile 2. SEC Registration 3. TIN 4. Mayor's Permit 5. POEA License 6. Approved Job Orders with Balances		1. Prepared/submitted by applying Agency 2. Securities and Exchange Commission 3. Bureau of Internal Revenue 4. PPC Business and Licensing Office 5. Philippine Overseas Employment Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent with documentary requirements	1.1 Evaluate submitted documents	None	30 minutes	Labor and Employment Asst/ Manpower Development Asst/ Senior Labor & Employment Officer
	1.2 Approve the registration	None	10 minutes	Supervising Labor and Employment Officer
TOTAL:		NONE	40 minutes	
END OF TRANSACTION				



2. Career Guidance and Counseling

To provide a guidance and counseling mechanism for job-seekers and privately-employed individuals in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SRS Form 2. Resume'/Bio-data 3. School credentials 4. Certificate of Employment 5. Letter request (for career guidance)		1. Provided by office, accomplished by applicant 2. To be submitted by applicant 3. To be submitted by applicant 4. Current employer of applicant 5. To be submitted by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Manpower registration (for counseling)	1. Interview the applicant	None	3 minutes	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Attend the counseling	2.1 Counsel the applicant	None	1 hour	Senior Labor & Employment Officer/ Labor and Employment Asst
	2.2 Initiate referral	None	3 minutes	
3. Submit request and fill-up SRS Form (for career guidance)	3.1 Coordinate with DepEd (for career guidance schedule)	None	4 hours	Senior Labor & Employment Officer/ Labor and Employment Asst
	3.2 Prepare Order upon approval of DepEd		5 minutes	
	3.3 Approve Office Order		1 minute	
4 Attend Career Guidance	4 Conduct career information guidance	None	4 hours/ session	Senior Labor & Employment Officer/ Labor and Employment Asst
TOTAL:		NONE	9hrs & 12mins	
END OF TRANSACTION				



3. Implementation of Tulong Panghanapbuhay para sa mga Disadvantaged and Displaced Workers (TUPAD)

To provide, in coordination with the DOLE, a work-assistance program for disadvantaged and displaced workers in the City of Puerto Princesa

Office/Division:		CMO – Employment Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All disadvantaged and displaced workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data Information Sheet		1. Provided by office, accomplished by applicant		
2. Acknowledgment Receipt of PPE		2. Provided by office, accomplished by applicant		
3. Valid ID		3. To be submitted by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-out forms/Data Information Sheet	1.1 Check the completeness and accuracy of entry	None	5 minutes	Senior Labor & Employment Officer/ Labor and Employment Asst
	1.2 Submit to the DOLE the List of Beneficiaries, Work Program, Letter of Intent	None	10 minutes	
2. Attend orientation and receive Personal Protective Equipment (PPE)	2. Conduct orientation and release PPE	None	2 hours	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/ Labor and Employment Asst
3. Render 10-day work	3. Monitor work done of beneficiaries	None	8 hours	Senior Labor & Employment Officer/ Labor and Employment Asst
4. Submit Daily Time Record (DTR) and picture documentation	4. Receive DTR and picture documentation	None	5 minutes	



5. Present ID and Claim salary	6. Release of salary	None	3 minutes	
TOTAL:		NONE	10 hours & 23 minutes	
END OF TRANSACTION				



4. Jobstart Program Implementation – Internship of Jobstarters

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa.

Office/Division:		CMO – Employment Services Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All (Jobstarters)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Internship Program		Employer of jobstarter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check submitted documents	None	10 minutes	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Undergo internship phase in the employers	2. Monitor the progress of internship		3 months	
3. Secure proof of completion of the internship	3. Issue certificate	None	30 minutes	
TOTAL:		NONE	3 months & 40 minutes	
END OF TRANSACTION				



5. Jobstart Program Implementation – Life Skills Training (LST) and Graduation

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (photocopy) 2. Bio-data 3. Barangay Certification 4. 1 pc 2"x2" ID Picture 5. SRS Form		1. Philippine Statistics Authority 2. To be provided by applicant 3. Concerned barangay of applicant 4. To be provided by applicant 5. Provided by office, accomplished by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and evaluate submitted documents	None	15 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/
	1.2 Check the duly filled-up SRS Form	None	15 minutes	
2. Attend 10-day LST	2. Arrange preparations and Facilitate LST	None	10 days	
TOTAL:		NONE	10days & 30mins	
END OF TRANSACTION				



6. Jobstart Program Implementation – Online Registration

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (photocopy) 2. Bio-data 3. Barangay Certification 4. 1 pc 2"x2" ID Picture 5. SRS Form		1. Philippine Statistics Authority 2. To be provided by applicant 3. Concerned barangay of applicant 4. To be provided by applicant 5. Provided by office, accomplished by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receive and evaluate submitted documents	None	15 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/
2. Fill-up SRS Form	2. Check the duly filled-up SRS Form	None	15 minutes	
TOTAL:		NONE	30 minutes	
END OF TRANSACTION				



7. Jobstart Program Implementation – Online Skills Assessment

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (photocopy) 2. Bio-data 3. Barangay Certification 4. 1 pc 2"x2" ID Picture 5. SRS Form		1. Philippine Statistics Authority 2. To be provided by applicant 3. Concerned barangay of applicant 4. To be provided by applicant 5. Provided by office, accomplished by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and evaluate submitted documents	None	15 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/
	1.2 Check the duly filled-up SRS Form	None	15 minutes	
2. Take online skills assessment	2. Assist/guide jobstarters	None	3 hours	
TOTAL:		NONE	3hrs & 30mins	
END OF TRANSACTION				



8. Jobstart Program Implementation – Orientation on Jobstart

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate (photocopy) 2. Bio-data 3. Barangay Certification 4. 1 pc 2"x2" ID Picture 5. SRS Form 		<ol style="list-style-type: none"> 1. Philippine Statistics Authority 2. To be provided by applicant 3. Concerned barangay of applicant 4. To be provided by applicant 5. Provided by office, accomplished by applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and evaluate submitted documents	None	15 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/
	1.2 Check the duly filled-up SRS Form	None	15 minutes	
2. Attend orientation	2. Conduct orientation on Jobstart	None	15 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/ Supervising Labor and Employment Officer
TOTAL:		NONE	45 minutes	
END OF TRANSACTION				



9. Jobstart Program Implementation – Employers’ Interview of Jobstarters

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa.

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume’ 2. School Records		1. To be provided by applicant 2. To be provided by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose employers where they want to apply	1. Assist jobstarters	None	15 minutes	Manpower Dev’t Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/ Supervising Labor and Employment Officer
2. Bring necessary documents	2. Organize job fair	None	1 day	
TOTAL:		NONE	1day & 15mins	
END OF TRANSACTION				



10. Jobstart Program Implementation – Matching/Referrals of Jobstarters to Employers

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume' 2. School Records		1. To be provided by applicant 2. To be provided by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Evaluate qualifications of jobstarters	None	10 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/ Supervising Labor and Employment Officer
	1.2 Refer jobstarters to employers for interview/selec tion process	None	15 minutes	
TOTAL:		NONE	25 minutes	
END OF TRANSACTION				



11. Jobstart Program Implementation – Technical Training of Jobstarters in the Employers

To provide adequate skills training and other necessary assistance for jobstarters in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Jobstarters)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Training Plan		1. Employer of jobstarter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check submitted documents	None	10 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst/ Supervising Labor and Employment Officer
2. Undergo technical training based on approved training plan	2. Monitor the progress of training	None	3 months	
3. Secure proof of completion of the technical training	3. Issue certificate	None	30 minutes	
TOTAL:		NONE	3 months & 40 minutes	
END OF TRANSACTION				



12. Manpower Enhancement Program

To provide, in coordination with TESDA and DOLE, a capability building and enhancement program for job-seekers residents of the City of Puerto Princesa.

Office/Division:		CMO – Employment Services Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Local Job-seekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Trainee's Profile 2. Duly accomplished SRS Form		Provided by office, accomplished by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-up the Trainee's Profile and submit documents	1.1 Evaluate submitted documents and identify needed training	None	5 days	Supervising Labor and Employment Officer
	1.2 Prepare training proposal	None	1 day	Supervising Labor and Employment Officer / Senior Labor & Employment Officer
	1.3 Coordinate with TESDA/ DOLE regarding training	None	1 day	Senior Labor & Employment Officer/ Labor and Employment Asst
	1.4 Disseminate information re: proposed training	None	5 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Attend training	2. Assist in the training proper	None	(depending on the number of days of training)	Senior Labor & Employment Officer/ Labor and Employment Asst
TOTAL:		NONE	Varies	
END OF TRANSACTION				



13. Overseas Filipino Workers' (OFWs') Help Desk

To provide necessary help and assistance to OFWs and their families in the City of Puerto Princesa.

Office/Division:		CMO – Employment Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All OFWs and their family members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-out in the logbook	1. Check accuracy of entry in the logbook	None	2 minutes	Senior Labor & Employment Officer/ Labor and Employment Asst
2. Submit letter in connection with the assistance being sought	2.1 Receive the letter	None	2 minutes	
	2.2 Interview the OFW or his/her family member	None	20 minutes	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/Labor and Employment Asst
	2.3 Refer the OFW/family member to appropriate agency, if needed. Provide referral letter	None	10 minutes	Senior Labor & Employment Officer/ Labor and Employment Asst
3. Provide feedback to the City PESO results of referral	3.1 Call the agency where the client had been referred	None	10 minutes	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/ Labor and Employment Asst
	3.2 Update the client on the feedback of agency concerned	None	5 minutes	
TOTAL:		NONE	49 minutes	
END OF TRANSACTION				



14. Referral and Placement – Referral of Job Applicants for Job Placement

To provide referral service to job seekers for job placement in several business establishments situated and operating in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip		To be provided by the Office (CMO – Employment Services Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for referral slip	1. Provide referral slip to job seeker and give final instructions	None	5 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Proceed to the referred employer		None		
TOTAL:		NONE	5 minutes	
END OF TRANSACTION				



15. Referral and Placement – Jobs Fair

To provide opportunities to job-seekers in finding job, and assistance to business companies and entities in recruiting necessary manpower in their operation in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen & G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration 2. TIN 3. Approved Job Orders 4. Public Notice 5. Flyers 6. Job Vacancy Form		1. DTI or DOLE 2. Bureau of Internal Revenue 3. To be submitted by business entities 4. To be submitted by business entities 5. To be submitted by business entities 6. To be submitted by business entities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Invite employers	None	3 days	Supervising Labor and Employment Officer
	1.2 Disseminate information/ Line-up and screen applicants	None	(upon organization to Jobs Fair proper)	Manpower Dev't Asst / Senior Labor & Employment Officer/
2. Join in the Jobs Fair	2. Assist in Jobs Fair	None	1 day or as requested	Labor and Employment Asst
TOTAL:		NONE	7 days	
END OF TRANSACTION				



16. Referral and Placement –Recruitment Activity (Local)

To provide registration mechanism to Placement Agencies operating in the City of Puerto Princesa, and the necessary assistance during recruitment for local employment

Office/Division:	CMO – Employment Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Placement Agencies for Local Employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration 2. TIN 3. Letter Request 4. Employer's Registration Form 5. List of Vacancies 6. Terminal Report		2. Bureau of Internal Revenue 3. To be submitted by placement agency 4. Provided by office & accomplished by agency 5. To be submitted by placement agency 6. To be submitted by placement agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPON- SIBLE
1. Submit letter request, requirements and the company's job vacancies and qualification of their manpower requirements	1. Validate submitted documents	None	1 hour	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Receive No Objection Certificate (NOC)	2.1 Issue No Objection Certificate	None	1 hour	Supervising Labor and Employment Officer
	2.2 Disseminate information/ Line-up and screen applicants	None	(from date of NOC to date of recruitment)	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
3. Conduct Recruitment	3. Assist in recruitment	None	1 day or as required	Labor and Employment Asst
4. Submit Terminal Report	4. Certify Terminal Report	None	1 hour	Supervising Labor and Employment Officer
TOTAL:		NONE	8 days & 3 hrs	
END OF TRANSACTION				



17. Referral and Placement – Special Recruitment Activity (Overseas)

To provide registration mechanism to Placement Agencies operating in the City of Puerto Princesa, and the necessary assistance during recruitment for overseas employment

Office/Division:	CMO – Employment Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Placement Agencies for Overseas Employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration 2. TIN 3. Letter of Intent 4. Approved Job Orders & Vacancies 5. Approved SRA (upon receipt of NOC) 6. Terminal Report (upon recruitment)		1. DOLE 2. Bureau of Internal Revenue 3. To be submitted by placement agency 4. DOLE 5. POEA 6. To be submitted by placement agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and documentary requirements	1. Validate submitted documents	None	1 day	Manpower Dev't Asst / Senior Labor & Employment Officer
2. Receive No Objection Certificate (NOC)	2. Issue No Objection Certificate	None	1 hour	Supervising Labor and Employment Officer
3. Apply for Special Recruitment Authority with POEA	3.1 Disseminate information	None	1 week or as required	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
	3.2 Line-up and screen applicants	None	(from date of NOC to date of recruitment)	
4. Conduct Recruitment	4. Assist in recruitment	None	1 day or as required	
5. Submit Terminal Report	5. Certify Terminal Report	None	1 hour	Supervising Labor and Employment Officer
TOTAL:		NONE	9 days & 2 hrs	
END OF TRANSACTION				



18. Labor Market Information –Registration of Job Applicants and Job Matching

To establish a registry of job-seekers in the City of Puerto Princesa, and to provide a job-matching mechanism

Office/Division:	CMO –Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Resume'/Bio-data 2. School credentials 3. Licenses (PRC, Driver's License, etc.) 4. Certificates of Employment 5. Certificates of Training 6. SRS Form 7. Barangay Clearance 		<ol style="list-style-type: none"> 1. Prepared/submitted by applicant 2. School graduated 3. Concerned agency 4. Previous employer(s) 5. To be submitted by applicant 6. Provided by office 7. Concerned barangay of applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register at Applicants' Logbook	1. Interview and evaluate the applicant	None	5 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Fill-up Manpower Skills Registry form		None		(Applicant)
3. Submit documentary requirements	3.1 Check/validate submitted documents	None	2 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
	3.2 Advise applicant to select from the available job vacancy	None	2 minutes	
4. Select from available job vacancies posted at job vacancy corner and inform the	4. Match the applicants to job vacancies available	None	5 minutes	



responsible person				
TOTAL:		NONE	14 minutes	
END OF TRANSACTION				



19. Labor Market Information – Registration of Job Vacancies (Local)

To assist Local Employers in the advertisement of job opportunities and vacancies in their business establishment(s) situated and operating in the City of Puerto Princesa

Office/Division:	CMO – Employment Services Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Local Businesses/Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Employer's Registration Form (ERF)		Provided by the Office (CMO – Employment Services Division) and filled-up by the Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-up ERF to register the company's job vacancies and qualifications of their manpower requirements	1.1 Check the data on ERF	None	3 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
	1.2 Approve the registration	None	1 minute	Supervising Labor and Employment Officer
	1.3 Prepare job vacancy for posting to job vacancy corner	None	10 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
TOTAL:		NONE	14 minutes	
END OF TRANSACTION				



20. Special Credit Assistance for OFWs

To provide a lending program mechanism for departing Overseas Filipino Workers (OFWs) residing in the City of Puerto Princesa

Office/Division:	CMO –Employment Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Departing Overseas Filipino Workers (OFWs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. SCAO Form 2. Bio-data 3. Barangay Certificate 4. CSWD Certificate 5. Medical Certificate 6. Job Order 7. Passport 8. Residence Certificate 9. NBI Clearance 10. Sketch of Residence 11. Certificate of Employment 12. Pay Slip 13. Form 2316 14. Special Power of Attorney 15. Loan Documents 16. Proof of Deployment 17. Overseas Employment Certificate 18. POEA Official Receipt 19. Passport with Visa 20. Employment Contract 21. Air Ticket 		<ol style="list-style-type: none"> 1. Provided by Office, accomplished by applicant 2. Provided by applicant 3. Concerned barangay of applicant 4. CSWD Office, Puerto Princesa City 5. CHO, PPC or any accredited doctor 6. Employer of the applicant 7. Department of Foreign Affairs 8. Treasurer, Puerto Princesa City 9. National Bureau of Investigation 10. Provided by applicant 11. Employer of applicant 12. Employer of applicant 13. Provided by office 14. Provided by applicant 15. (to be executed upon approval of the loan) 16. (to be provided by applicant upon loan release) 17. (to be provided by applicant upon loan release) 18. (to be provided by applicant upon loan release) 19. (to be provided by applicant upon loan release) 20. (to be provided by applicant upon loan release) 21. (to be provided by applicant upon loan release) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application and submit documentary requirements	Evaluate and verify submitted documents	None	1 day	Senior Labor & Employment Officer/ Labor and Employment Asst
2. Undergo, together with co-maker, interview and briefing	Conduct interview/credit investigation	None	1 day	



	Approve the loan	3% of loan approved	1 hour	Supervising Labor and Employment Officer
	Prepare/process the DV for the loan	None	3 days	Senior Labor & Employment Officer/ Labor and Employment Asst
3. Claim loan proceeds	Monitor loan processing and releasing	None	1 hour	
4. Pay loan	Collect payments and provide OR thereof	None	8 minutes	
	Issue notice to delinquent borrower	1% penalty/month	10 minutes	
	Collect monthly payments	None	1 hour	
	Remit collection	None	1 hour	
TOTAL:		3% (loan)	5days & 4hrs	
END OF TRANSACTION				



21. Special Program for Employment of Students (SPES)

To provide an special employment mechanism for underprivileged students (15 to 30 years old) residing in the City of Puerto Princesa

Office/Division:	CMO –Employment Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Underprivileged Students (15 years old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bio-data/BC 2. School Certificate with general average 3. Barangay Certificate of Indigence. For OSY, include in the certificate that applicant is Out-of-School youth 4. Residence Certificate 5. SRS Form 6. SPES Form 2 & 2-B		1. Provided by applicant 2. Current school of applicant 3. Concerned barangay of applicant 4. Treasurer, Puerto Princesa City 5. Provided by office 6. Provided by office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit Bio-data	Receive Bio-data	None	1 minute	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
2. Report for Interview	Interview and screen applicant	None	5 minutes	
	Selection and notify qualified applicants	None	5 minutes	
3. Submit other requirements, if qualified	Evaluate documents	None	10 minutes	
4. Sign SPES Form 2 Form 2-B	Prepare and Issue Assignment Order	None	5 minutes	
5. Report to place of assignment	Monitor assigned SPES	None	1 day	
	Check DTR	None	2 minutes	



	Prepare Job Order Contract	None	5 minutes	Senior Labor & Employment Officer/ Labor and Employment Asst
	Prepare SPES IDs	None	5 minutes	
	Final checking of submitted documents	None	20 minutes	
	Sign as witness on SPES Form 2-B	None	1 minute	Supervising Labor and Employment Officer
	Prepare payroll – 60% of SPES salary	None	5 days	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
	Prepare transmittal & submit to DOLE for 40% salary counterpart	None	30 minutes	Supervising Labor and Employment Officer / Senior Labor & Employment Officer/ Labor and Employment Asst
6. Claim salary	Make announcement re: schedule of payment of salary from the City (60%) & from the DOLE (40%)	None	5 minutes	Manpower Dev't Asst / Senior Labor & Employment Officer/ Labor and Employment Asst
TOTAL:		NONE	6days & 2hrs	
END OF TRANSACTION				



OFFICE OF THE CITY MAYOR (Administrative Division)

Internal Services



1. Approval of Application for Leave

To provide necessary procedures in the approval of Application for Leave by regular employees of the City Government of Puerto Princesa

Office/Division:	CMO – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Regular Plantilla Personnel of the CGPP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Leave Application		1. Provided by employee		
2. Other requirements depending on the type of leave application		2. Provided by employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish leave application and submit to HRMO	Receive application and certify leave balances	None	2 minutes	(Human Resource Management Office)
	Forward leave application to the Office of the Mayor	None	5 minutes	(Human Resource Management Office)
	Receive leave application and verify supporting documents	None	2 minutes	(Office of the Mayor thru Office of the City Administrator)
	Approve leave application, if application is less than 30 days	None	20 minutes	(City Administrator or Assistant City Administrator)
	Approve leave application, if application is more than 30 days	None	(20 minutes)	City Mayor
	Transmit back to the HRMO approved application	None	5 minutes	(Office of the City Administrator)
2. Receive duly approved leave application	Release duly approved leave application	None	2 minutes	(employee-applicant/HRMO)
TOTAL:		NONE	36 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY MAYOR (Old Public Market)

External Services



1. Issuance of Market Clearance

For the purpose of promoting proper management and to provide our clients with orderly, efficient and organize in securing Market Clearance, the CMO- Public Market had set a standard to follow in delivery of these Front line Services, as well as to govern the levy or imposition of fees and charges in securing Business Permits.

Office/Division:	CMO - OLD PUBLIC MARKET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Registered/ Transient Vendors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Old Mayor's Permit			1. Registered Vendors of old Public Market	
2. Barangay Clearance			2. Barangay Tagumpay Ppc.	
3. Clearance from Samahan			3. Office of the Samahan, Public Market	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Give the request form to the client	None	2 minutes	Assessments Clerk
2. Submit complete documents	2. Receive and check the required documents and check its completeness	None	2 minutes	Assessments Clerk
3..Give the complete documents to the encoder	3. Verify/check the list of registered vendors for encoding	None	3 minutes	Records Section/Clerk
4. Wait for inspection of the stall	4. Conduct actual inspection on the stated stall area and the documents will be signed by the inspector	None	8 minutes	Inspector
5. Wait for the verification of Outstanding Accounts	5. Verify the outstanding accounts for payment	None	3 minutes	Admin Aide III



6. Pay the corresponding fees at treasurer's office	6. Assist the client for payment at the treasurer's office	100	3 minutes	Treasurer's Personnel
7. Wait for the documents to be signed	7. Approve and affix signature on the Market Clearance	None	2 minutes	Acting Market Superintendent
8. Receive the documents	8. Release the documents and affix signature of the claimant	None	2 minutes	Clerk
TOTAL:		P100	25 mins	
END OF TRANSACTION				



2. Request for Job Order

To provide our clients an orderly and organized in performing basic services. A client may request Job Order before any repair/constructions be made and shall pay corresponding fees.

Office/Division:	CMO - OLD PUBLIC MARKET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Registered/ Transient Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Old Public Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Give the request form to the client	None	2 minutes	Assessments Clerk
2. Wait for the inspection of the stall	2. Conduct actual inspection on the stall to be repaired	None	8 minutes	Admin. Aide III
3. Pay the corresponding fees at treasurer's office	3. Payment for Job Order fee	200	3 minutes	Treasurer's Personnel
4. Wait for the approval of request	4. affix signature	None	2 minutes	Admin. Aide VI
5. Receive the document	5. Release the document	None	1 minute	Clerk
TOTAL:		P 200	16 mins	
END OF TRANSACTION				



3. Request for Re-connection Fee

In case of non- payment of Electric Bills, clients are responsible to pay past due accounts and Re- connection fee.

Office/Division:	CMO - OLD PUBLIC MARKET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Registered/ Transient Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Old Public Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Give the request form to the client	None	3 minutes	Assessments Clerk
2. Wait for verification of an outstanding Account	2. Verify the outstanding account	None	3 minutes	Admin Aide III
3. Pay the corresponding fees at treasurer's office	3. Payment for the Past due accounts and re-connection fee	100.00	3 minutes	Treasurer's Personnel
4. Wait for the approval of request	4. Affix signature for approval	None	2 minutes	Admin. Aide VI
5. Receive the approved document	5. Release the approved document	None	1 minute	Clerk
TOTAL:		P 100	12 mins	
END OF TRANSACTION				



4. Issuance of Certification

Each client may request for the issuance of certification proving their identity as Registered/Transient Vendor based on the records of CMO- Public Market Office

Office/Division :	CMO - OLD PUBLIC MARKET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Registered/ Transient Vendors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Give the request form to the client	None	2 minutes	Assessments Clerk
2. Wait for encoding	2. Encode the necessary Certification as requested	None	5 minutes	Clerk
3. Pay the corresponding fees at treasurer's office	3. Assist the client for payment at the treasurer's office	200	3 minutes	Treasurer's Personnel
4. Wait for the approval of request	4. Affix signature for approval	None	2 minutes	Admin. Aide VI
5. Receive the Approved document	5. Release the approved document	None	2 minutes	Assessments Clerk
TOTAL:		P 200	14 mins	
END OF TRANSACTION				



OFFICE OF THE CITY VICE MAYOR

External Services



1. Facilitation of Financial Assistance/ Aid to Individual/Families in Crisis Situation

The City Vice-Mayor's Office aims to facilitate in accessing benefits and privileges and provision of limited assistance to individuals/families of the City of Puerto Princesa who are hampered to function normally because of socio-economic difficulties.

Office or Division	CITY VICE-MAYOR'S OFFICE			
Classification	SIMPLE			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	Residents of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter request addressed to the City Mayor Valid ID (original and 1 photocopy) Barangay Certification for Indigency Cedula (original and 1 photocopy) <p>Additional requirements:</p> <p>For Medical Assistance</p> <ol style="list-style-type: none"> Medical Certificate Clinical Abstract Statement of Account/Hospital Bill Doctor's Prescription/Request <p>For Burial Assistance</p> <ol style="list-style-type: none"> Death Certificate 		<p>Clients</p> <p>Concerned agencies Barangay Barangay</p> <p>Hospital/Doctor Hospital Hospital Doctor</p> <p>Civil Registrar</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit the documents to the City Vice-Mayor's Office	1. Receive the documents/ communications, check the completeness	None	3 minutes	Administrative Aide I/ Security Agent I
2. Wait for action	2. Stamp the documents "RECEIVED", affix initial, date and time and return the file copy to the client	None	3 minutes	Administrative Aide I/ Agent I
	3. Record the documents in the Logbook	None	3 minutes	Administrative Aide I/ Security Agent I



3. Write complete name and sign in the logbook and receive the financial aid	4. Evaluate and validate the submitted requirements	None	30 minutes	Executive Secretary III/ Administrative Officer IV
	5. Release of financial assistance	None	5 minutes	Executive Assistant III/Administrative Officer IV
TOTAL:		None	44 MINUTES	
END OF TRANSACTION				



2. Motorized Tricycle Operator's Permit (MTO) Payment of Annual Regulatory Fees

Issuance of MTO annually is based on existing law and city ordinance to authorize individuals to render public transport in the City of Puerto Princesa.

Office or Division	CITY VICE-MAYOR'S OFFICE – FRANCHISING SECTION			
Classification	COMPLEX			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	All MTO Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter address to the City Vice-Mayor 2. Duly notarized Application form for Franchise 3. Latest 2 x 2 ID 4. Picture of Tricycle Unit 5. Updated Official Receipt (OR) (original with 1 photocopy) 6. Certificate of Registration (CR) (original with 1 photocopy) 7. Barangay Certification (1 original) 8. Updated Residence Certificate/Cedula (original with 1 photocopy) 9. Certificate of Membership (TODA) <p>Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)</p>		<ol style="list-style-type: none"> 1. Client 2. Franchising Section 3. Client 4. Client 5. Land Transportation Office 6. Land Transportation Office 7. Barangay 8. Barangay 9. TODA <p style="text-align: center;">Legal Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV/ Process Server / Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV
2. Fill out the Application Form and have it duly notarized	2. Check completeness of submitted documents	None	5 minutes	Administrative Aide IV/ Process Server/ Administrative



<p>and submit all required documents</p>	<p>3. Record documents in the logbook</p>	<p>None</p>	<p>3 minutes</p>	<p>Officer IV/ Administrative Aide IV/ Process Server/ Administrative Aide IV/ Process Server/ Administrative Officer IV/</p>
<p>3. Proceed to the designated area for the inspection of unit and bring the requirements</p>	<p>4. Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval of applications</p>	<p>None</p>	<p>3 days</p>	<p>Administrative Aide IV/ Process Server/ Administrative Officer IV/</p>
	<p>5. Approval of applications</p>	<p>None</p>	<p>2 hours</p>	<p>Administrative Officer IV</p>
	<p>6. Inspect the tricycle units and make necessary action</p>	<p>None</p>	<p>20 minutes</p>	<p>CTFRB</p>
	<p>7. Record and file data through encoding in the master list of applicants</p>	<p>None</p>	<p>3 minutes</p>	<p>Administrative Assistant I/ Administrative Aide IV/ Administrative Officer IV</p>
	<p>8. Submission to the Sangguniang Panlungsod for the approval of applications</p>	<p>None</p>	<p>1 week</p>	<p>Administrative Officer IV</p>
	<p>9. Approval of applications</p>	<p>None</p>	<p>2 hours</p>	<p>Sangguniang Panlungsod</p>
	<p>10. Assess fees,</p>	<p>None</p>	<p>10 minutes</p>	<p>BPLO Staff</p>



4. Proceed to the Business Permits and Licensing Division for the assessment of fees	review and approve MTOP assessment			
5. Payment at the City Treasurer Office	11. Accept payment and issue official receipt	Certificati on Fee: P150.00 Franchis e Fee:P 400.00	5 minutes	CTO staff
6. Request for issuance of certifications for LTO (Tricycle for Hire)	12. Releasing of certifications	None	3 minutes	Administrative Aide IV/Process Server / Administrative Officer IV
	13. Printing of the Certificate of Franchise	None	3 minutes	Administrative Aide IV/Process Server / Administrative Officer IV
	14. Signing of the Certificate of Franchise	None	5 minutes	Administrative Officer IV
7. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	15. Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney with complete name, date and time of receipt in the logbook and affix signature	None	5 minutes	Administrative Officer IV City Vice-Mayor & Administrative Officer IV Administrative Aide IV/Process Server / Administrative Officer IV
TOTAL:		P 550.00	10 DAYS, 5 HOURS & 5 MINUTES	
END OF TRANSACTION				



3. Renewal of Franchise- Every 3 Years

Renewal of franchise every three (3) years is based on existing law and city ordinance to authorize individuals to render public transport in the City of Puerto Princesa.

Office or Division	CITY VICE-MAYOR'S OFFICE– FRANCHISING SECTION			
Classification	COMPLEX			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	Franchise Holder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly accomplished Application form for Renewal 2. Latest 2 x 2 ID 3. Updated Official Receipt (OR) (original with 1 photocopy) 4. Certificate of Registration (CR) (original with 1 photocopy) 5. Receipt of payment of supervision fee (original with 1 photocopy) 6. Original copy of the Certificate of Franchise 7. Barangay Certification (1 original copy) 8. Updated Residence Certificate/Cedula (original with 1 photocopy) 9. Certificate of Membership (TODA) 10. CTMO Clearance (City Traffic) 11. Official Receipt for prescribed fees 12. Validation/Inspection (original with 1 photocopy) 13. TRIKE Clearance (original with 1 photocopy) <p>Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)</p>			<ol style="list-style-type: none"> 1. Franchising Division 2. Client 3. Land Transportation Office 4. Land Transportation Office 5. City Treasurer's Office 6. Client 7. Barangay 8. Barangay 9. TODA 10. City Traffic Office 11. City Treasurer's Office 12. Franchising Division 13. TRIKE Office <p>Legal Office</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Secure application form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV / Process Server / Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV



2. Fill out the Application Form and submit all required documents	2. Check completeness of submitted documents	None	5 minutes	Administrative Aide IV / Process Server/ Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV
	3. Record documents in the logbook	None	3 minutes	Administrative Aide IV/ Process Server/ Administrative Officer IV
	4. Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for the approval of applications	None	2 weeks	Administrative Officer IV
	5. Approval of applications	None	2 hours	CTFRB
	6. Printing of the Certificate of Franchise	None	3 minutes	Administrative Officer
	7. Signing of the Certificate of Franchise	None	5 minutes	City Vice-Mayor & Administrative Officer IV



<p>3. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature</p>	<p>8. Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide IV / Process Server/ Administrative Officer IV</p>
<p>TOTAL:</p>		<p>NONE</p>	<p>2 WEEKS, 2 HOURS & 23 MINUTES</p>	
<p>END OF TRANSACTION</p>				



4. Service Re-Issuance of Franchise

A copy of the original franchise maybe availed by securing a certified transcript from the Tricycle Franchising Division.

Office or Division	CITY VICE-MAYOR'S OFFICE– FRANCHISING SECTION			
Classification	COMPLEX			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	Franchise Holder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly accomplished Application form for Re-Issuance 2. Latest 2 x 2 ID 3. Updated Official Receipt (OR) (original with photocopy) 4. Certificate of Registration (CR) (original with photocopy) 5. Receipt of payment of supervision fee (original with photocopy) 6. Affidavit of Loss 7. Barangay Certification 8. Updated Residence Certificate/Cedula 9. Certificate of Membership (TODA) 10. CTMO Clearance (City Traffic) 11. Official Receipt for prescribed fees 12. Validation/Inspection (original with photocopy) 13. TRIKE Clearance <p>Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)</p>			<ol style="list-style-type: none"> 1. Franchising Section 2. Client 3. Land Transportation Office 4. Land Transportation Office 5. City Treasurer's Office 6. Lawyer 7. Barangay 8. Barangay 9. TODA 10. City Traffic Office 11. City Treasurer's Office 12. Franchising Division 13. TRIKE Office <p>Legal Office</p>	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV/Process Server / Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV



<p>2. Fill out the Application Form and submit all required documents</p>	<p>2. Check completeness of submitted documents</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide IV/Process Server / Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV</p>
	<p>3. Record documents in the logbook</p>	<p>None</p>	<p>3 minutes</p>	<p>Administrative Aide IV / Process Server</p>
	<p>4. Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval</p>	<p>None</p>	<p>2 weeks</p>	<p>Administrative Officer IV</p>
	<p>5. Approval of applications</p>	<p>None</p>	<p>2 hours</p>	<p>CTFRB</p>
	<p>6. Printing of the Certificate of Franchise</p>	<p>None</p>	<p>3 minutes</p>	<p>Administrative Officer IV</p>
<p>3. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in</p>	<p>7. Signing of the Certificate of Franchise</p>	<p>None</p>	<p>5 minutes</p>	<p>City Vice-Mayor & Administrative Officer IV</p>



<p>the logbook and affix your signature</p>	<p>8. Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide IV / Process Server / Administrative Officer IV</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 WEEKS, 2 HOURS & 25 MINUTES</p>	
<p>END OF TRANSACTION</p>				



5. Application for Substitution of Motorcycle

Application for substitution of unit is granted to operator/s who may change unit and continue to render public transport.

Office or Division	CITY VICE-MAYOR'S OFFICE– FRANCHISING SECTION			
Classification	COMPLEX			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	All Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly accomplished Application form for Substitution 2. Latest 2 x 2 ID 3. Updated Official Receipt (OR) and Certificate of Registration of Old Motorcycle (original with 1 photocopy) 4. Updated Official Receipt (OR) and Certificate of Registration of New Motorcycle (original with 1 photocopy) 5. Receipt of payment of supervision fee (original with photocopy) 6. Original copy of Franchise Certificate 7. Barangay Certification 8. Certificate of Membership (TODA) 9. CTMO Clearance (City Traffic) 10. Official Receipt for prescribed fees 11. Validation/Inspection (original with photocopy) 12. TRIKE Clearance <p>Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)</p>		<ol style="list-style-type: none"> 1. Franchising Division 2. Client 3. Land Transportation Office 4. Land Transportation Office 5. City Treasurer's Office 6. Client 7. Barangay 8. TODA 9. City Traffic Office 10. City Treasurer's Office 11. Franchising Division 12. TRIKE Office <p>Legal Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV / Process Server /Administrative Officer IV/ Administrative



<p>2. Fill out the Application Form and submit all required documents</p>	<p>2. Check all submitted documents</p>	<p>None</p>	<p>5 minutes</p>	<p>Assistant I/ Administrative Aide IV</p> <p>Administrative Aide IV / Process Server / Administrative Officer IV/ Administrative Assistant I/ Administrative Aide IV</p>
<p>3. Proceed to the Business Permits and Licensing Division for the assessment of fees</p>	<p>3. Record documents in the logbook</p>	<p>None</p>	<p>3 minutes</p>	<p>Administrative Aide IV / Process Server</p>
<p>4. Payment at the City Treasurer's Office</p>	<p>4. Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval of applications</p>	<p>None</p>	<p>2 weeks</p>	<p>Administrative Officer IV</p>
<p>3. Proceed to the Business Permits and Licensing Division for the assessment of fees</p>	<p>5. Approval of applications</p>	<p>None</p>	<p>2 hours</p>	<p>CTFRB</p>
<p>3. Proceed to the Business Permits and Licensing Division for the assessment of fees</p>	<p>6. Assess fees, review and approve MTOP assessment</p>	<p>None</p>	<p>10 minutes</p>	<p>BPLO Staff</p>
<p>4. Payment at the City Treasurer's Office</p>	<p>7. Accept payment and issue official receipt</p>	<p>Certification Fee: P100.00 Re-Issuance Fee: P150.00</p>	<p>5 minutes</p>	<p>CTO Staff</p>



6. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	5. Request for issuance of certifications for LTO (Tricycle for Hire)	8. Releasing of certifications	None	3 minutes	Administrative Aide IV /Process Server/ Administrative Assistant I/ Administrative Aide IV
		9. Printing of the Certificate of Franchise	None	3 minutes	Administrative Officer IV
		10. Signing of the Certificate of Franchise	None	5 minutes	City Vice-Mayor& Administrative Officer IV
		11. Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature	None	5 minutes	Administrative Aide IV /Process Server / Administrative Officer IV
TOTAL:			P250.00	2 WEEKS, 2 HOURS & 42 MINUTES	
END OF TRANSACTION					



6. Application for Transfer of Ownership of Franchise

Application for transfer of ownership of franchise is granted to operator/s who may wish to transfer ownership of their unit/s

Office or Division	CITY VICE-MAYOR'S OFFICE– FRANCHISING SECTION			
Classification	COMPLEX			
Type of transaction	G2C (GOVERNMENT TO CLIENT)			
Who may avail	All Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly accomplished Application form for Transfer 2. Latest 2 x 2 ID 3. Updated Official Receipt (OR) (original with 1 photocopy) 4. Official Receipt (OR) (original with 1 photocopy) 5. Receipt of payment of supervision fee (original with photocopy) 6. Barangay Certification 7. Updated Residence Certificate/Cedula (Original with one photocopy) 8. Certificate of Membership (TODA) 9. CTMO Clearance (City Traffic) 10. Official Receipt for prescribed fees 11. Validation/Inspection (original with photocopy) 12. TRIKE Clearance 13. Deed of Sale/Deed of Donation/Extra-Judicial Partition <p>Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)</p>		<ol style="list-style-type: none"> 1. Franchising Division 2. Client 3. Land Transportation Office 4. Land Transportation Office 5. City Treasurer's Office 6. Barangay 7. Barangay 8. TODA 9. City Traffic Office 10. City Treasurer's Office 11. Franchising Division 12. TRIKE Office 13. Attorney <p>Legal Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV/Process Server / Administrative Officer IV/Administrative Assistant I/ Administrative Aide IV



2. Fill out the Application Form and submit all required documents	2. Check completeness of all submitted documents	None	5 minutes	Administrative Aide IV/Process Server / Administrative Officer IV/ Administrative Assistant I/
	3. Record documents in the logbook	None	3 minutes	Administrative Aide IV Administrative Aide IV/Process Server
	4. Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for the approval of applications	None	1 week	Administrative Officer IV
	5. Submission to the Sangguniang Panlungsod for the approval of applications	None	1 week	CTFRB
	6. Approval of application for Transfer of Ownership	None	2 hours	Sangguniang Panlungsod
	7. Assess fees, review and approve MTOP assessment	None	10 minutes	BPLO Staff
3. Proceed to the Business Permits and Licensing Division for the assessment of fees				
4. Payment at the City Treasurer's Office	8. Accept payment and issue official receipt	Certification Fee: P100.00 Transfer Fee:	5 minutes	CTO Staff



5. Request for issuance of certifications for LTO (Tricycle for Hire)	9. Releasing of certifications	P 1,500.00 Donation Fee: P 400.00	None	3 minutes	Administrative Aide IV/Process Server / Administrative Officer IV
	9. Printing of the Certificate of Franchise	None	None	3 minutes	Administrative Officer IV
	10. Signing of the Certificate of Franchise	None	None	5 minutes	City Vice-Mayor Maria Nancy M. Socrates & Administrative Officer IV
	6. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	11. Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature	None	None	5 minutes
TOTAL:		Php 2,000.00	2 WEEKS, 2 HOURS & 42 MINUTES		
END OF TRANSACTION					



7. Processing of Communication

The Office of the City Vice-Mayor performs as the Head Office of the Sangguniang Panlungsod of the City of Puerto Princesa. All pertinent documents and funds under the Legislative Department are subject to the approval of the City Vice-Mayor.

Office or Division		CITY VICE-MAYOR'S OFFICE		
Classification		SIMPLE		
Type of transaction		G2G (GOVERNMENT TO GOVERNMENT); G2C (GOVERNMENT TO CLIENT); G2B (GOVERNMENT TO BUSINESS ENTITY)		
Who may avail		Any Person, Any Employee Of Government Agencies, Local Government Units, Companies Or Institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of any written communication of requesting party		Issuing company, agency, institution or individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents / communications	1. Receive the documents/ communications, check completeness of attachments if any	None	3 minutes	Administrative Aide I
	2. Stamp the documents "RECEIVED", affix initial, date and time and return the file copy to the client	None	3 minutes	Administrative Aide I
	3. Record the documents in the Logbook	None	3 minutes	Administrative Aide I
	4. Forward the documents/ communications to Administrative Section	None	1 minute	Administrative Aide I
	5. Forward the documents/ communications to the City Vice Mayor for her action, comments,	None	3 minutes	Administrative Officer IV/Private Secretary I



2. Inquire/ Follow up letter or request	information and instructions			
	6. Read the documents/communications for action, comments, information and instructions	None	30 minutes	Administrative Officer IV/Private Secretary I
	7. Gather all documents/communications as per instruction of the City Vice Mayor	None	5 minutes per document	Executive Assistant III/ Private Secretary I/ Administrative Officer IV/Security Agent II /Security Agent I/Administrative Aide I
	8. Prepare response/ outgoing communication, if needed as per instructions on the marginal note	None	5 minutes per document	Executive Assistant III/ Private Secretary I/ Administrative Officer IV/Security Agent II /Security Agent I/Administrative Aide I
	9. Attend to the client and inform of action taken	None	5 minutes per document	Executive Assistant III/ Private Secretary I/ Administrative Officer IV/Security Agent II /Security Agent I/Administrative Aide I
TOTAL		NONE	58 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY VICE MAYOR

Internal Services



1. ADMINISTRATIVE SERVICES TO THE LEGISLATIVE DEPARTMENT

The Office of the City Vice-Mayor performs as the Head Office of the Sangguniang Panlungsod of the City Government of Puerto Princesa. All pertinent documents and funds under the Legislative Department are subject to the approval of the City Vice-Mayor.

Office/Division:	CITY VICE MAYOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	LIAISON OFFICERS UNDER THE LEGISLATIVE DEPARTMENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request (3 copies- original, duplicate, triplicate)		1. SP Members Office/Secretariat Office		
2. Disbursement vouchers (3 copies- original, duplicate, triplicate)		2. SP Members Office/Secretariat Office		
3. Purchase request (6 copies- original, duplicate, triplicate, 4 th , 5 th & 6 th)		3. SP Members Office/Secretariat Office		
4. Payrolls (3 copies- original)		4. SP Members Office/Secretariat Office		
5. Cheques (1 copy)		5. City Treasurer's Office		
6. Job Order/Contract of service (2 copies- original)		6. SP Members Office		
7. Travel Order (2 copies- original)				
8. Leave Application (3 copies- original)				
9. Biometrics Exemption (2 copies- original)				
10. Office Order (2 copies- original)				
11. Memorandum Order (2 copies- original)				
12. Administrative Order (2 copies- original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements to the CVMO Receiving Personnel	Receive the required documents and check the completeness	None	3 minutes	Security Agent II/ Administrative Aide IV (Bookbinder II)
	Record documents to Logbook/ Tracking	None	3 minutes	Security Agent I/ Administrative Aide IV



	Forward documents for City Vice-Mayor's signature to the Secretary to the Sangguniang Panlungsod for initial	None	3 minutes	(Bookbinder II)/ Security Agent II/, Administrative Aide IV (Bookbinder II)
2. Signature of the City Vice-Mayor	Review documents and affix initial for City Vice-Mayor's signature	None	5 minutes	Secretary to the Sangguniang Panlungsod
	Review received document/s and forward it to the City Vice- Mayor for her signature	None	5 minute	Administrative Officer IV/ Private Secretary II/ Security Agent II
	Documents to be signed by the City Vice-Mayor	None	5 minutes	City Vice-Mayor II
3. Documents for release	Review signed documents	None	5 minutes	Administrative Officer IV/ Private Secretary II/ Security Agent II
	Release reviewed signed documents	None	3 minutes	Security Agent II/ Administrative Aide IV (Bookbinder II)/ Security Agent I/ Administrative Aide III (Utility Worker II)
TOTAL		None	32 minutes	
END OF TRANSACTION				



2. ADMINISTRATIVE SERVICES TO THE EXECUTIVE DEPARTMENT

Description: In the absence of the City Mayor, the City Vice-Mayor performs as the Head Office of the Executive Department of the City Government of Puerto Princesa. All pertinent documents under the Executive Department are subject to the approval of the Acting City Mayor.

Office/Division:	City Vice-Mayor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	EXECUTIVE DEPARTMENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request (3 copies- original, duplicate, triplicate)		1. Executive Department Offices		
2. Disbursement vouchers (3 copies- original, duplicate, triplicate)		2. Executive Department Offices		
3. Payrolls (3 copies- original)		3. Executive Department Offices		
4. Travel Order (2 copies- original)		4. Executive Department Offices		
5. Leave Application (3 copies- original)		5. Executive Department Offices		
6. Office Order (2 copies- original)		6. City Mayor's Office		
7. Memorandum Order (2 copies- original)		7. City Mayor's Office		
8. Administrative Order (2 copies- original)		8. City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements to the CVMO Receiving Personnel	Receive the required documents and check the completeness	None	3 minutes	Security Agent II/Administrative Aide IV (Bookbinder II)/
	Record documents to Logbook/ Tracking	None	3 minutes	Security Agent I/Aide IV (Bookbinder II)/
	Forward documents for City Vice-Mayor's signature to the Secretary to the Sangguniang Panlungsod for initial		3 minutes	Security Agent I/Administrative Aide IV (Bookbinder II)/ Administrative Aide III (Utility Worker II)/
	Review documents and affix initial for City Vice-Mayor's signature		5 minutes	Secretary to the Sangguniang Panlungsod



2. Signature of the City Vice-Mayor	Review received document/s and forward it to the City Vice- Mayor for her signature	None	5 minutes	Administrative Officer IV/ Private Secretary II/ Security Agent II
	Documents to be signed by the City Vice-Mayor	None	5 minutes	City Vice-Mayor II
	Review signed documents	None	3 minutes	Administrative Officer IV/ Private Secretary II/ Security Agent II
3. Documents for release	Release reviewed signed documents	None	3 minutes	Security Agent I/Administrative Aide IV (Bookbinder II)/ Administrative Aide III (Utility Worker II)/
TOTAL		NONE	32 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY VICE MAYOR

External Services



1. PROCESSING OF COMMUNICATIONS (INTERNAL SERVICES)

The Office of the City Vice-Mayor performs as the Head Office of the Sangguniang Panlungsod of the City of Puerto Princesa. All pertinent documents and funds under the Legislative Department are subject to the approval of the City Vice-Mayor.

Office/Division:	City Vice Mayor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2G (GOVERNMENT TO GOVERNMENT); G2C (GOVERNMENT TO CLIENT); G2B (GOVERNMENT TO BUSINESS ENTITY)			
Who may avail:	Any Person, Any Employee Of Government Agencies, Local Government Units, Companies Or Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s for endorsement <ul style="list-style-type: none"> Letter of intent/request with complete attachment 		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents/ communications	Receive the documents/ communications and check completeness of attachments if any	None	3 minutes	Security Agent II/ Administrative Aide IV (Bookbinder II)/
	Stamp the documents "RECEIVED", affix initial, date and time and return the file copy to the client	None	3 minutes	Security Agent II/ Administrative Aide IV (Bookbinder II)/
	Record the documents in the Logbook/ Tracking	None	3 minutes	Security Agent I/ Administrative Aide IV (Bookbinder II)/
	Forward the documents/ communications to Administrative Section	None	1 minute	Security Agent II/ Administrative Aide IV (Bookbinder II)/
	Forward the documents/ communications to the City Vice-Mayor for her action, comments, information and instructions	None	3 minutes	Administrative Officer IV/ Private Secretary II/ Security Agent II
	Read the documents/ communications for action, comments, information and instructions (marginal note)	None	10 minutes	City Vice-Mayor II



Wait for action	Review recommendation/ action and endorse the document to the concerned person	None	3 minutes	Administrative Officer IV/ Private Secretary II/ Security Agent II
Inquire/Follow up letter or request	Attend to the client, retrieve the submitted letter or request and inform him/her of the action taken	None	3 minutes	Security Agent II/ Administrative Aide IV (Bookbinder II)/
TOTAL		NONE	29 minutes	
END OF TRANSACTION				



2. FACILITATION OF FINANCIAL ASSISTANCE/AID TO INDIVIDUAL/ FAMILIES IN CRISIS SITUATION

The City Vice-Mayor's Office aims to facilitate in accessing benefits and privileges and provision of limited assistance to individuals/families of the City of Puerto Princesa who are hampered to function normally because of socio-economic difficulties.

Office/Division:	CITY VICE MAYOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C (GOVERNMENT TO CLIENT)			
Who may avail:	Residents of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to the City Mayor 2. Valid ID (original and 1 photocopy) 3. Barangay Certification for Indigency 4. Cedula (original and 1 photocopy) Additional requirements: For Medical Assistance 1. Medical Certificate 2. Clinical Abstract 3. Statement of Account/Hospital Bill 4. Doctor's Prescription/Request For Burial Assistance 1. Death Certificate			1. Clients 2. Concerned agencies 3. Barangay 4. Barangay 1. Hospital/Doctor 2. Hospital 3. Hospital 4. Doctor 1. Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the City Vice-Mayor's Office	1.1 Receive the documents/ communications, check the completeness	None	3 minutes	Security Agent I/ Administrative Aide IV (Bookbinder II)/ Private Secretary I/
	1.2 Stamp the documents "RECEIVED", affix initial, date and time and return the file copy to the client	None	3 minutes	Security Agent I/ Administrative Aide IV (Bookbinder II)/ Private Secretary I/
2. Wait for action	2. Record the documents in the Logbook/ Tracking	None	3 minutes	Security Agent I/ Administrative Aide IV (Bookbinder II)/



3. Write complete name and sign in the logbook and receive the financial aid	3.1 Evaluate and validate the submitted requirements	None	3 minutes	Private Secretary I/ Assistant III/ Administrative Officer IV
	3.2 Release of financial assistance	None	5 minutes	Assistant III/ Administrative Officer IV/ Private Secretary I
TOTAL		NONE	44 MINUTES	
END OF TRANSACTION				



3. MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO) PAYMENT OF ANNUAL REGULATORY FEES

Issuance of MTO annually is based on existing law and city ordinance to authorize individuals to render public transport in the City of Puerto

Office/Division:	CITY VICE-MAYOR'S OFFICE – FRANCHISING SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2C (GOVERNMENT TO CLIENT)			
Who may avail:	All MTO Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter address to the City Vice-Mayor		Client		
2. Duly notarized Application form for Franchise		Franchising Section		
3. Latest 2 x 2 ID		Client		
4. Picture of Tricycle Unit		Client		
5. Updated Official Receipt (OR) (original with 1 photocopy)		Client		
6. Certificate of Registration (CR) (original with 1 photocopy)		Land Transportation Office		
7. Barangay Certification (1 original)		Barangay		
8. Updated Residence Certificate/Cedula (original with 1 photocopy)		Barangay		
9. Certificate of Membership (TODA)		TODA		
10. Additional requirement for Non-owner: Special Power of Attorney (1 copy-original)		Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV
2. Fill up the Application Form and have it duly notarized and submit all required documents	2. Check completeness of submitted documents	None	5 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV
	2.1 Record documents in the logbook	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Pocess Server
3. Proceed to the designated area for the inspection of unit and bring the	3.1 Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval of	None	5 minutes	Administrative Officer IV



requirements	applications			
	3.2 Approval of applications	None	3 minutes	CTFRB
	3.3 Inspect the tricycle units and make necessary action	None	3 days	Administrative Assistant I
	3.4 Record and file data through encoding in the master list of applicants	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV
	3.5 Submission to the Sangguniang Panlungsod for the approval of applications	None	1 week	Sangguniang Panlungsod Members
	3.6 Approval of applications	None	2 hours	
4. Proceed to the Business Permits and Licensing Division for the assessment of fees	4. Assess fees, review and approve MTOP assessment	None	10 minutes	BPLO Staff
5. Payment at the City Treasurer Office	5. Accept payment and issue official receipt	Certification Fee: P 150.00 Franchise Fee: P 400.00	5 minutes	CTO staff
6. Request for issuance of certifications for LTO (Tricycle for Hire)	6. Releasing of certifications	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV
7. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	7. Printing of the Certificate of Franchise	None	3 minutes	Administrative Officer IV
	7.1 Signing of the Certificate of Franchise	None	5 minutes	City Vice-Mayor II & Administrative Officer IV



	7.2 Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney with complete name, date and time of receipt in the logbook and affix signature	None	5 minutes	Administrative Aide IV (Bookbinder II)/ Process Server
TOTAL		P 550. 00	10 DAYS, 3 HOURS & 10 MINUTES	
END OF TRANSACTION				



4. SERVICE NAME: RENEWAL OF FRANCHISE-EVERY THREE (3) YEARS

The renewal of franchise every three (3) years is based on existing law and city ordinance to authorize individuals to render public transport in the City of Puerto Princesa.

Office/Division:	CITY VICE MAYOR'S OFFICE-FRANCHISING SECTION
Classification:	COMPLEX
Type of Transaction:	G2C (GOVERNMENT TO CLIENT)
Who may avail:	Franchise holder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application form for Renewal	Franchising Division
2. Latest 2 x 2 ID	Client
3. Updated Official Receipt (OR) (original with 1 photocopy)	Land Transportation Office
4. Certificate of Registration (CR) (original with 1 photocopy)	Land Transportation Office
5. Receipt of payment of supervision fee (original with 1 photocopy)	City Treasurer's Office
6. Original copy of the Certificate of Franchise	Client
7. Barangay Certification (1 original copy)	Barangay
8. Updated Residence Certificate/Cedula (original with photocopy)	Barangay
9. Certificate of Membership (TODA)	TODA
10. CTMO Clearance (City Traffic)	City Traffic Office
11. Official Receipt for prescribed fees	City Treasurer's Office
12. Validation/Inspection (original with 1 photocopy)	Franchising Division
13. TRIKE Clearance (original with 1 photocopy)	TRIKE Office
Additional requirement for Non-owner: 14. Special Power of Attorney (1 copy-original)	Legal Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Franchising Section	1. Provide application form with requirements	None	3 minutes	Administrative Aide IV (Bookbinder II)/ ,Process Server/ ,Administrative Officer IV/ Administrative Assistant I
2. Fill up the Application Form and submit all required documents	2.1 Check completeness of submitted documents	None	5 minutes	Administrative Aide IV (Bookbinder II)/ ,Process Server/ ,Administrative Officer IV/ Administrative Assistant I/



	2.2 Record documents in the logbook	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server
	2.3 Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval	None	2 weeks	Administrative Officer IV
	2.4 Approval of applications	None	2 hours	CTFRB
3. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	3.1 Printing of the Certificate of Franchise	None	5 minutes	City Vice-Mayor II & Administrative Officer IV
	3.2 Signing of the Certificate of Franchise	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV
	3.3 Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature	None	5 minutes	
TOTAL		NONE	2 weeks, 2 hours and 24 minutes	
END OF TRANSACTION				



5. SERVICE NAME: APPLICATION FOR SUBSTITUTION OF MOTORCYCLE

Application for substitution of unit is granted to operator/s who may change unit and continue to render public transport services.

Office/Division:	CITY VICE-MAYOR'S OFFICE-FRANCHISING SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2C (GOVERNMENT TO CLIENT)			
Who may avail:	All franchise holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application form for Substitution		Franchising Division		
2. Latest 2 x 2 ID		Client		
3. Updated Official Receipt (OR) and Certificate of Registration of Old Motorcycle (original with 1 photocopy)		Land Transportation Office		
4. Updated Official Receipt (OR) and Certificate of Registration of New Motorcycle (original with 1 photocopy)		Land Transportation Office		
5. Receipt of payment of supervision fee (original with photocopy)		City Treasurer's Office		
6. Original copy of Franchise Certificate		Client		
7. Barangay Certification		Barangay		
8. Certificate of Membership (TODA)		TODA		
9. CTMO Clearance (City Traffic)		City Traffic Office		
10. Official Receipt for prescribed fees		City Treasurer's Office		
11. Validation/Inspection (original with photocopy)		Franchising Division		
12. TRIKE Clearance		TRIKE Office		
Additional requirement for Non-owner: 1. Special Power of Attorney (1 copy-original)		Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Franchising Section	Provide application form with requirements	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/ Administrative Officer IV/ Administrative Assistant I
2. Fill up the Application Form and submit all	Check all submitted documents	None	5 minutes	Administrative Aide IV (Bookbinder II)/ Process Server/



required documents				Administrative Officer IV/ Administrative Assistant I
3. Proceed to the Business Permits and Licensing Division for the assessment of fees	3.1 Record documents in the logbook	None	3 minutes	Administrative Aide IV (Bookbinder II)/ Process Server
	3.2 Submission to the City Tricycle Franchising and Regulatory Board (CTFRB) for approval of applications	None	2 weeks	Administrative Officer IV
	3.3 Approval of applications	None	2 hours	Sangguniang Panlungsod
	3.4 Assess fees, review and approve MTOP assessment	None	10 minutes	BPLO Staff
4. Payment at the City Treasurer's Office	4. Accept payment and issue official receipt	Certification Fee: P100 Transfer Fee: 1,500 Donation Fee: 400	5 minutes	CTO Staff
5. Request for issuance of certifications for LTO (Tricycle for Hire)	5.1 Releasing of certifications	None	3 minutes	Administrative Aide IV (Bookbinder II)/Process Server
	5.2 Printing of the Certificate of Franchise	None	3 minutes	Administrative Officer IV
	5.3 Signing of the Certificate of Franchise	None	5 minutes	City Vice-Mayor II & Administrative Officer IV
6. Go back to the Franchising Section to receive the Certificate of Franchise. Write complete name, date and time of receipt in the logbook and affix your signature	Record and release the Certificate of Franchise to holder or to his authorized representative with Special Power of Attorney and ask the claimant to write complete name, date and time of receipt in the logbook and affix signature	None	5 minutes	Administrative Aide IV / Process Server / Administrative Officer IV
TOTAL		Php 2,000	2 weeks, 2 hours & 42 minutes	
END OF TRANSACTION				



OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

External Services



1. Endorsement for PCSD/DENR Clearance

Endorsement shall refer to the Sangguniang Panlungsod resolution favorably endorsing the project or activity to be implemented within the City of Puerto Princesa addressed to concerned offices/agencies such as the Palawan Council for Sustainable Development (PCSD); the Department of Environment and Natural Resources – Community Environment and Natural Resources Office (DENR-CENRO), and TIEZA, among others.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2b- Government To Business Entity			
Who may avail:	Business entities with initiated projects or activities seeking for endorsement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Proponent		
2. Project proposal				
3. Sketch Map		City Assessor's Office		
4. Barangay Resolution/Endorsement		Barangay		
5. Locational Clearance		City Zoning		
6. ECAN/PAMB/DCEPC Resolution		City Planning		
7. Photocopy of Title		LRA		
8. IEE		Proponent/ Legal Profession		
9. City ENRO Certification		City ENRO		
10. Fire Endorsement/ Certification (Except Quarries)		Bureau of Fire Protection		
11. Special Power of Attorney (If necessary)				
12. *For renewal: additional certificate of non-violation from the PCSD and the DENR		PCSD and DENR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
Sign in the Client logbook in the SP Receiving Counter	1.1 Give the logbook to the client	a. Acetylene Plant/Oxygen Refilling Station – ₱ 2,000.00 b. Almaciga Resin – ₱ 1,000.00 c. Botanical Garden/ Butterfly Garden/Farm – ₱ 1,000.00 d. Car Showroom and Service Center – ₱ 5,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
Submit letter of Endorsement from the City ENRO with complete documentary requirements to the Receiving Officer.	2.1 Receive the required documents and check its completeness.	e. Collection of Stalagmite for Study – ₱ 5,000.00 f. Collection of Crystals for Study – ₱ 5,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Submit the documents	g. Construction of Commercial Building/ Center/Convention	3 minutes	<i>Administrative Officer V (Records Officer III)</i>



	to the Secretary to the Sangguniang Panlungsod	Center – ₱ 5,000.00		III)
	2.3 Approve the inclusion the item in the agenda of the next regular session	h. Eco-Trail/Tourism Project/Eco-Camp – ₱ 3,000.00 i. Funeral/Internment Parlor/ Memorial Parks - ₱ 5,000.00 j. Gasoline Stations – ₱ 10,000.00 k. Hotel/Condotel – ₱ 5,000.00	5 minutes	Secretary to the Sangguniang Panlungsod
3. Wait for the conduct of the Regular Session	3.1 Conduct of a regular session	l. Housing Project/Subdivision – ₱ 5,000.00	7days	City Council
	3.2 Endorse the item in its respective committee for committee meeting/public hearing.	m.-Hydro Electric -Facility/ Renewable -Energy/Power Plant/Solar Power - Generation Facility/Waste-to-Energy Facility- ₱10,000.00 n. Ice/Cold Storage Plant – ₱ 5,000.00		City Council
4.Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting	o. Installation of Underground Fiber Optic Cable – ₱ 5,000.00 p. Mountain Quarry- ₱ 15,000.00	4days	Process Servers Messengers
5. Attend the committee meeting/s.	5.1 Conduct committee meeting	q. Water Resort/Park and Other Water/Coastal Development – ₱ 10,000.00 r. Pension House/Lodge/Inn – ₱ 3,000.00	1 day *If necessary another committee meeting may be conducted	Chairperson Committee on Environmental Protection and Natural Resources
	5.2 Prepare Committee Report for approval of the Chairperson	s. Petroleum Depot – ₱ 10,000.00 t. Poultry/Piggery – ₱ 5,000.00 u. Processing Plant/Center – ₱ 3,000.00	2 hours	Legislative Staff Officer III or the Private Secretary of the Committee Chair
	5.3 Submit report for agenda on the next Regular Session	v. Private Timber Land Permit (PTLP) – ₱ 5,000.00 w. Recreation Facility/Race Track –₱ 3,000.00	5 days	Chairperson Committee on Environmental Protection and Natural Resources
6.Wait for approval of the item in the	6.1 Approval of the item in	x. Resort/Restobar/ Wellness/Town House	1 day	City Council



Regular session	the Regular Session	– ₱ 5,000.00		
7. Wait for the finalization of approved resolution.	7.1 Preparation and finalization of approved resolution.	y. Restaurants/Cotte-ges – ₱ 2,000.00 z. Rice/Corn Mills – ₱ 1,000.00 aa. River Quarries – ₱ 15,000.00	10 days	<i>Board Secretary IV</i>
8. Request for a Statement of Assessment Form	8.1 Issue Statement of Assessment for payment of Endorsement Fee	bb. Rock Crushing Plant – ₱10,000.00 cc. SIFMA/FLAgT/Bathing Establishment/Foreshore Lease Agreement – ₱ 5,000.00 dd. Super	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
9. Fill out the Statement of Assessment Form	9.1 Indicate the amount to be paid in the assessment form.	Markets/Department Store/Mall – ₱ 10,000.00 ee. Telecommunication (per application)- ₱ 10,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
11. Present the Official Receipt to the Releasing Officer.	11.1 Verify the Official Receipt	ff. Zipline/Canopy Walk – ₱ 2,000.00 gg. Others not specified - herein ₱ 1,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
Release the Resolution			3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	TOTAL:	As specified above	Max of 90 days upon receipt of letter request with complete documents	
END OF TRANSACTION				



2. Approval of Exclusive Fishery Privilege

For purposes of promoting further the proper management, conservation, development, protection and utilization of the city water and coastal resources, the City Government shall regulate the catching of fish and gathering of other aquatic resources. In the grant of fishery privileges to erect fish corrals, oyster, mussels or other aquatic beds or bangus fry areas, the duly registered organization and cooperatives of marginal fishermen shall have preferential rights. This shall govern the levy or imposition of all charges and other fees for the catching of fish and other marine products in the City's inland and offshore water, as well as the rules and regulations for the use of the city water and coastal resources for fishing activities.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2B- Government To Business Entity			
Who may avail:	Business entities/individuals of legal age seeking approval of their Exclusive Fishery Privilege			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<u>New applicant:</u>				
1. Application request			Proponent	
2. Sketch Plan			Proponent	
3. Project proposal			Proponent	
4. ECAN/ DCEPC Board Resolution			City Planning	
5. Locational Map			City Planning	
6. Barangay Resolution			Barangay	
7. Barangay Certification as bona fide resident for at least one year			Barangay	
8. Community Tax Cert.(Cedula)			Barangay Treasurer	
9. If juridical entity (Art. Of Incorporation (Coop/Corp)			Association/ Proponent	
<u>For renewal- Additional requirements:</u>				
1. DTI Certificate			DTI	
2. Registration of Vessel from the Permits & License Div.			Permits & License Division	
3. Mayor's Permit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter	Give the logbook to the client	None	3minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter request with complete documentary requirements to the Receiving Officer.	2.1 Receive the required documents and check its completeness.		3 minutes	<i>Administrative Officer V (Records Officer III)</i>



	2.2 Submit the documents to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Approve the inclusion the item in the agenda of the next regular session		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
3. Wait for the conduct of the Regular Session	3.1 Conduct of a regular session 3.2 Endorse the item in its respective committee for committee meeting/public hearing.		7days	<i>City Council</i>
4.Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4days	<i>Process Servers Messengers</i>
5. Attend the committee meeting/s.	5.1Conducts committee meeting		1 day *If necessary another committee meeting may be conducted	<i>Chairperson Committee on Food, Agriculture & Fisheries</i>
	5.2 Prepare Committee Report for approval of the Chairperson		2 hours	<i>Legislative Staff Officer III or the Private Secretary of the Committee Chair</i>
	5.3 Submit report for agenda on the next Regular Session		5 days	<i>Chairperson Committee on Food, Agriculture & Fisheries</i>
6.Wait for approval of the item in the Regular session	6.1 Approval of the item in the Regular Session		1 day	<i>City Council</i>
7. Wait for the finalization of approved resolution	7.1 Preparation and finalization of approved resolution.		10 days	<i>Board Secretary IV</i>
8.Request for a Statement of Assessment Form	8.1 Issue Statement of Assessment for payment of Endorsement Fee		3 minutes	<i>Administrative Officer V (Records Officer III)</i>



9.Fill in the Statement of Assessment Form	9.1 Indicate the amount to be paid in the assessment form.	Endorsement Fee ₱ 5,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
10.Pay the corresponding fee at the City Treasurers Office	10.1 Wait for the return of the client		As determined by the City Treasurer's Office	<i>Cashier City Treasurer's Office</i>
11. Present the Official Receipt to the Releasing Officer.	11.1 Verify the Official Receipt		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	12. Release the Resolution		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
TOTAL:		₱ 5,000.00	Max of 90 days upon receipt of letter request with complete documents	
END OF TRANSACTION				



3. Reclassification of Land

The Local Government Code of 1991 mandates the Sangguniang Panlungsod to enact ordinances for the general welfare of the city and its inhabitants, generate and maximize the use of businesses and revenues for the development plans, program objectives and priorities of the city with particular attention to agro-industrial development and city-wide growth and progress, and relative thereto, shall reclassify land within the jurisdiction of the City.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Public			
Who may avail:	Business entities/individuals of legal age seeking reclassification of their land			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter			Proponent	
2. Picture of the property				
3. Endorsement from the City Admin/Legal Office			City Admin/Legal	
4. Tax Declaration(Certified by the City Assessor)			City Assessor	
5. Subdivision Plan/Vicinity Map				
6. Tax Clearance			Business Tax	
7. Technical Description			City Assessor	
8. Zoning clearance			Zoning	
9. Photocopy of the Title			LRA	
10. Bgy. Resolution of Indorsement			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter	1.1 Give the logbook to the client		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter request with complete documentary requirements to the Receiving Officer.	2.1 Receive the required documents and check its completeness.		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Submit the documents to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the inclusion the item in the agenda of the next regular		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>



	session			
3.Wait for the conduct of the Regular Session	3.1 Conduct of a regular session 3.2 Endorse the item in its respective committee for committee meeting/public hearing.		7days	<i>City Council</i>
4.Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4 days	<i>Process Servers</i> <i>Messengers</i>
5 Attend the committee meeting/s.	5.1 Conduct committee meeting		1 day *If necessary another committee meeting may be conducted	<i>Chairperson</i> <i>Committee on Landed Estate & Urban Development</i>
	5.2 Prepare Committee Report for approval of the Chairperson		2 hours	<i>Legislative Staff Officer III or the Private Secretary of the Committee Chair</i>
	5.3 Submit report for agenda on the next Regular Session		5 days	<i>Chairperson</i> <i>Committee on Landed Estate & Urban Development</i>
6.Wait for approval of the item in the Regular session	6.1 Approval of the item in the Regular Session		1 day	<i>City Council</i>
7. Wait for the finalization of approved ordinance.	7. 1 Preparation and finalization of approved ordinance.		10 days	<i>Board Secretary IV</i>
8.Wait 15 days after the publication	8.1 Publish the approved ordinance		15 days	<i>Administrative Officer IV</i> <i>(Records Officer III)</i> <i>ERMA P. LOPEZ</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i>
9.Request for a Statement of Assessment Form	9.1 Issue Statement of Assessment for payment of Endorsement Fee		3 minutes	<i>INDIRA B. ALFARO</i> <i>Administrative Officer V</i> <i>(Records Officer III)</i>



10.Fill out the Statement of Assessment Form	10.1 Indicate the amount to be paid in the assessment form.	Secretary's Fee ₱ 5,000.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
11.Pay the corresponding fee at the City Treasurers Office	11.1 Wait for the return of the client		As determined by the City Treasurer's Office	<i>Cashier City Treasurer's Office</i>
12. Present the Official Receipt to the Releasing Officer.	12.1 Verify the Official Receipt		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	13. Release the Ordinance		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	TOTAL:	₱ 5,000.00	Max of 90 days upon receipt of letter request with complete documents	
END OF TRANSACTION				



4. NGOS/POS Accreditation

The Local Government Code of 1991 under Section 108 empowers the Sangguniang Panlungsod to accredit People's Organization (PO) and Non-Governmental Organization (NGO) which are registered within their jurisdiction. The Sangguniang Panlungsod would like to ensure that only legitimate organizations, which are really dedicated to serve the interest and welfare of Puerto Princesa and its constituents, are accredited.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2B- Government To Business Entity			
Who may avail:	People's Organization (PO) and Non-Governmental Organization (NGO)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application form			SP Records	
2. SEC/Coop Cert. of Registration			SEC	
3. Board Resolution			Association	
4. List of current officers and members				
5. Last year's Annual Accomplishment Report				
6. Last year's financial statement				
7. Profile indicating purpose and objective of the organization				
8. Copy of the Minutes of Meeting				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter	1.1 Give the logbook to the client		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter request with complete documentary requirements to the Receiving Officer.	2.1 Receive the required documents and check its completeness.		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Submit the documents to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the inclusion the item in the agenda of the next regular session		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
3.Wait for the conduct of the Regular Session	3.1 Conduct of a regular session		7days	<i>City Council</i>
	3.2 Endorse the item in its			<i>City Council</i>



	respective committee for committee meeting/public hearing.			
4. Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4 days	<i>Process Servers Messengers</i>
5 Attend the committee meeting/s.	5.1 Conduct committee meeting 5.2 Prepare Committee Report for approval of the Chairperson 5.3 Submit report for agenda on the next regular session		1 day *If necessary another committee meeting may be conducted 2 hours 5 days	<i>Chairperson Committee on People's Organization & NGO Affairs Legislative Staff Officer III or the Private Secretary of the Committee Chair Chairperson Committee on People's Organization & NGO Affairs</i>
6. Wait for approval of the item in the Regular session	6.1 Approval of the item in the regular session		1 day	<i>City Council</i>
7. Wait for the finalization of approved resolution.	7.1 Preparation and finalization of approved resolution.		10 days	<i>Board Secretary IV</i>
	12. Deliver resolution to the proponent		1 day	<i>Process Servers Messengers</i>
TOTAL:		NONE	Max of 90 days upon receipt of letter request with complete documents	
END OF TRANSACTION				



5. Acceptance of Deed of Donation/Sale of Property

It shall be the policy of the City Government to exhaust all necessary efforts and legal means to negotiate for the donation from land owners whose lands were traversed by city roads.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2B- Government To Business Entity G2C- Government To Public			
Who may avail:	Business entity or any individual of legal age who is donating parcel of land to the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement			City Legal Office	
2. Draft Deed of Donation/Deed of Sale				
3. Locational Map				
4. Letter of Intent			Proponent	
5. Tax Declaration			City Assessor's Office	
6. Photocopy of TCT/OCT			LRA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter	1.1 Give the logbook to the client	No ne	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter of Endorsement from the City Legal Office with complete documentary requirements	2.1 Receive the required documents and check its completeness.		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Submit the documents to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the inclusion the item in the agenda of the next regular session		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
3. Wait for the conduct of the Regular Session	3.1 Conduct of a regular session		7 days	<i>City Council</i>
	3.2 Endorse the item in its respective committee for committee meeting/public			



	hearing.			
4. Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4 days	<i>Process Servers</i> <i>Messengers</i>
5 Attend the committee meeting/s.	5.1 Conducts committee meeting		1 day *If necessary another committee meeting may be conducted	<i>Chairperson</i> <i>Committee on Legal Matters</i>
	5.2 Prepare Committee Report for approval of the Chairperson		2 hours	<i>Board Secretary III</i> <i>Or Private Secretary of the Committee Chair</i>
	5.3 Submit report for agenda on the next Regular Session		5 days	<i>Chairperson</i> <i>Committee on Legal Matters</i>
6. Wait for approval of the item in the regular session	6.1 Approval of the item in the regular Session		1 day	<i>City Council</i>
7. Wait for the finalization of approved resolution.	7.1 Preparation and finalization of approved resolution.		10 days	<i>Board Secretary IV</i>
	8. Deliver resolution to the proponent		1 day	<i>Process Servers</i> <i>Messengers</i>
TOTAL:		NONE	Max of 90 days upon receipt of letter request with complete documents	
END OF TRANSACTION				



6. Application for E-Games/Bingo Games/E-Bingo/Bingo Boutique/Table Games/Poker

It is the policy of the City Government of Puerto Princesa to protect the social and moral welfare of the community by enacting legislative measure to prescribe guidelines for the operation of games recognized by the Philippine Amusement and Gaming Corporation (PAGCOR) within the territorial jurisdiction of Puerto Princesa.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business entity			
Who may avail:	Owners of E-games/Bingo Games, E-Bingo/Bingo Boutique and Table games/Poker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the City Mayor		Proponent		
2. Endorsement from the City Mayor/City Admin		Office of the City Mayor/City Admin		
3. Barangay Resolution interposing no objection		Barangay		
4. Locational Clearance		City Zoning		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter	1.1 Give the logbook to the client	None	3minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter of intent addressed to the City Mayor and Endorsement from the City Mayor/City Administrator, Barangay Resolution interposing No Objection & Locational Clearance	2.1 Receive the required documents and check its completeness.		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Submit the documents to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the inclusion the item in the agenda of the next regular session		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
3. Wait for the conduct of the Regular Session	3.1 Conduct of a regular session		7 days	<i>City Council</i>
	3.2 Endorse the			<i>City Council</i>



	item in its respective committee for committee meeting/public hearing.			
4.Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4 days	<i>Process Servers</i> <i>Messengers</i>
Attend the committee meeting/s.	5.1 Conduct committee meeting 5.2 Prepare Committee Report for approval of the Chairperson 5.3 Submit report for agenda on the next Regular Session		1 day *If necessary another committee meeting may be conducted 2 hours 5 days	<i>Chairperson Committee on Games & Amusement</i> <i>Legislative Staff Officer III or the Private Secretary of the Committee Chair</i> <i>Chairperson Committee on Games & Amusement</i>
6.Wait for approval of the item in the Regular session	6.1 Approval of the item in the Regular Session		1 day	<i>City Council</i>
7. Wait for the finalization of approved resolution.	7.1 Preparation and finalization of approved resolution.		10 days	<i>Board Secretary IV</i>
8.Request for a Statement of Assessment Form	8.1 Issue Statement of Assessment for payment of Endorsement Fee		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
9.Fill out the Statement of Assessment Form	9.1 Indicate the amount to be paid in the	Endorsement Fee: ₱	3 minutes	<i>Administrative Officer V (Records Officer</i>



	assessment form.	15,000.00		<i>III)</i>
10. Pay the corresponding fee at the City Treasurers Office	10. Wait for the return of the client		As determined by the City Treasurer's Office	<i>Cashier City Treasurer's Office</i>
11. Present the Official Receipt to the Releasing Officer.	11. Verify the Official Receipt		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	12. Release the Resolution		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
TOTAL:		₱ 15,000	Max of 90 days upon receipt of letter request with complete documents	
End of Transaction				



7. Filing of Administrative Case Against Barangay Officials and Sangguniang Kabataan Officials

The rules and procedures prescribed pursuant to Sections 60 to 69 of the Local Government Code shall apply to administrative cases filed against elected Barangay Officials and Sangguniang Kabataan Officials of Puerto Princesa City. It shall cover rules and procedures in the investigation of cases, preventive suspension, hearing of the cases, disposition thereof, rights of parties, appeal and enforcement of disciplinary action.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Public			
Who may avail:	Any person of legal age who would like to file administrative case against barangay or SK officials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of the ff:				
1. Verified Complaint		Proponent/Legal Profession		
2. Affidavit of Witness				
3. Certificate of Non-Forum Shopping				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter.	1.1 Give the logbook to the client		3 minutes	<i>INDIRA B. ALFARO Administrative Officer V (Records Officer III)</i>
2. Submit a verified complaint with complete documentary requirements stated above	2.1 Receives complaint and determine the completeness of the document.		5 minutes	<i>STENELIE GRACE B. EBITE, Local Legislative Staff Officer III</i>
3. Fill up the Statement of Assessment Form	3.1 If the complaint is complete with the necessary documents, issue Statement of Assessment Form for payment of Filing Fee.		3 minutes	<i>INDIRA B. ALFARO Administrative Officer V (Records Officer III)</i>
4. Pay the filing fee at the Office of the City Treasurer	4.1 Wait for the return of the proponent	Filing Fee ₱500	As determined by the City Treasurer's Office	<i>Cashier City Treasurer's Office</i>
		*Pauper litigation duly certified as such in accordance with		



		City Ordinance 966 shall be exempted from the payment of filing fee.		
5. Present the official receipt (OR) to SP Receiving Officer	5.1 Verify the OR and include the same to the verified complaint together with necessary documents and submit the same to the Secretary to the Sangguniang Panlungosd	5 minutes	<i>INDIRA B. ALFARO Administrative Officer V (Records Officer III)</i>	
6. Receive summon and submit	5.2 Endorse to the Quasi-Judicial Section	5 minutes	<i>ATTY. PHILIP JEROME J. HILARIO Secretary to the Sangguniang Panlungsod</i>	
	5.3 Authenticate all pertinent documents and cause their entry in the official log book	10 minutes	<i>RIZALDO A. RODRIGUEZ Board Secretary IV</i>	
	5.4 Endorse to the Committee of the Whole	15 minutes	<i>RIZALDO A. RODRIGUEZ Board Secretary IV</i>	
	6.1 Issue summon and require the respondent to submit his verified answer within 15 days from receipt thereof, either by personal service or registered mail	7 days *wait for 15 days for the answer of the Respondent		<i>RIZALDO A. RODRIGUEZ Board Secretary IV</i>
	a. Authenticate all pertinent documents of the answer of the Respondent and cause their entry in the official log book	5 minutes		<i>RIZALDO A. RODRIGUEZ Board Secretary IV</i>
	6.3 Upon receipt of	1 day		<i>RIZALDO A.</i>



	the answer (when the issues are joined) the quasi-judicial section shall submit the complaint and answer to the Committee of the Whole			<i>RODRIGUEZ Board Secretary IV</i>
7. Submit pre-trial brief	7.1 Require Parties to submit Pretrial Brief & set the case for Preliminary Conference		7days *Upon receipt of the Answer	<i>Chairperson Committee of the Whole thru the Secretary to the Sangguniang Panlungsod</i>
8. Receive the Order for submission of Pre-trial Brief/Memorandum & the schedule for Preliminary Conference	8.1 Preparation of the Order 8.2 Serve the Order		1 hour 1 day *Both parties are given 15 days upon receipt of the Order to submit their respective Memoranda, subject to 1 time extension of not more than 15 days	<i>Board Secretary IV Process Servers</i>
9. Receive memorandum from the other party and allowed to submit respective comment on said memorandum	9.1 Wait for the submission of comment		10 days	<i>Board Secretary IV</i>



10. Attend the Preliminary Conference	10.1 Conduct Preliminary Conference		1 day *If a single meeting is not adequate to come to an amicable settlement, another last and final date may be set within 10 days from the 1 st meeting	<i>Chairperson Committee of the Whole thru the Secretary to the Sangguniang Panlungsod</i>
11. Wait for the issuance of the order	11.1 Issuance of an order indicating therein that the case has been settled during the preliminary hearing.		3 days If the case is not settled : The Committee of the Whole shall issue an order terminating the preliminary hearing and require the parties to submit memorandum	<i>Chairperson Committee of the Whole</i>
12. Receive the Order	12.1 Issuance of an order for submission of a memorandum 12.2 Delivery of the Order		*Both parties are given 15 days to submit the memorandum 1 day	<i>Chairperson Committee of the Whole</i> <i>FRANCIS L. OLEGARIO MARIFE V. ABAD Process Servers</i>



13. Submission of the memorandum	13.1 Receive and record the memorandum and endorse the same to the Committee of the Whole 13.2 Render decision		15 minutes 3 days	<i>Board Secretary IV</i> <i>CHAIRPERSON Committee of the Whole</i>
14. Receive the decision	14.1 Serve decision to both parties 14.2 Endorse the Decision to the Chief Executive for execution		1 day	<i>Process Servers</i>
TOTAL:		₱ 500	Max of 90 days upon receipt of the complaint	
END OF TRANSACTION				



8. Request for Official Records & Documents

Every person/entity can request for copies of official records and documents, data and other similar forms of papers provided with fees from the Office of the Secretary to the Sangguniang Panlungsod.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			SP Records	
2. Official Receipt of payment of Secretary's Fee			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1 Sign in the Client logbook in the SP Receiving Counter.	1.1 Give the logbook to the client	a. Photocopy of Documents (not sealed/certified/annotated) – ₱ 10.00/ page	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2, Fill-in Request Form	2.1 Give client Request Form	b. Certified/Sealed/ Annotated Photocopy of Documents – ₱ 20.00/ page	3 minute	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Receive and record the accomplished Request Form & submit for approval	c. .E-Copy/USB Copy (USM/Memory card client expense) – ₱ 100.00/ data	5 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the request	d. Certified copy of the following documents from the Sangguniang Panlungsod:	5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
3. Request for Statement of Assessment Form	3.1 Issue Statement of Assessment for payment of Secretary's Fee	d.1 Codified Ordinances – ₱ 1,000.00/ code d.2 SP Resolutions - ₱ 100.00/	3 minutes	<i>Administrative Officer V (Records Officer III)</i>



4. Pay the Secretary's Fee to the City Treasurers Office	4.1 Wait for the return of the client	resolution d.3 SP Ordinances - ₱ 200.00 for the first 10 pages, ₱ 1.00 for the succeeding pages	As determined by the City Treasurer's Office	<i>Cashier City Treasurer's Office</i>
5. Present Official Receipt to the SP Releasing Officer	4.1 Verify the Official Receipt	e. Computer printed data or document - ₱ 20.00/ page f. Additional Services:	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	5. Retrieve, reproduce & release the documents requested	f.1 Records Verification – ₱ 20.00/ page f.2 Registration of any legal document for record purposes – ₱ 20.00/ page	5 minutes	<i>Administrative Officer V (Records Officer III)</i>
TOTAL:		As specified above	27 minutes	
END OF TRANSACTION				



9. Request for Transcribed or Photocopy of Journal of Proceedings

Every person/entity can request for copies of Journal of Proceedings from the Office of the Secretary to the Sangguniang Panlungsod.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form			SP Records	
2.Official Receipt of payment of Secretary's Fee			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1 Sign in the Client logbook in the SP Receiving Counter.	1.1 Give the logbook to the client	a. Photocopy of Journal of Proceeding (not sealed/certified/annotated) – ₱ 10.00/ page	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Fill-in the Request Form	2.1 Give client Request Form	b.Transcribed copy of Journal of Proceedings duly signed – ₱ 20.00/ page	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Receive and record the accomplished Request Form & submit for approval		5 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the request & endorse to Journal & Minutes Division	c, E-Copy/USB Copy (USM/Memory card client expense) –₱ 100.00/ data d, Certified copy of the following documents from the Sangguniang Panlungsod: d.1 Codified Ordinances – ₱ 1,000.00/ code d.2 SP Resolutions - ₱ 100.00/ resolution d.3 SP Ordinances - ₱ 200.00 for the first 10 pages, ₱1.00 for the succeeding pages	5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
	2.4 Transcribing of Journal of Proceedings.		20 days	<i>Board Secretary IV</i>
3, Request for Statement of Assessment Form	3.1 Issue Statement of Assessment for payment of Secretary's Fee		3 minutes	<i>INDIRA B. ALFARO Administrative Officer V (Records Officer III)</i>
4. Pay the Secretary's Fee to the City Treasurers Office	4.1 Wait for the return of the client		As determined by the City Treasurer's	<i>Cashier City Treasurer's Office</i>



		e. Computer printed data or document - ₱ 20.00/ page f. Additional Services: f.1 Records Verification – ₱ 20.00/ page f.2 Registration of any legal document for record purposes – ₱20.00/ page	Office 3 minutes	<i>Administrative Officer V (Records Officer III)</i>
5. Present Official Receipt to the Releasing Officer	5.1 Verify the Official Receipt			
	6. Release the document requested	None	5 minutes	<i>Administrative Officer V (Records Officer III)</i>
TOTAL:		As specified above	15 days & 27 mins	
END OF TRANSACTION				



10. Issuance of Certifications

Issuance of Certifications by the Office of the Secretary to the Sangguniang Panlungsod provided with fees depending on the certificate to be issued unless there is another law or provisions embodied in the code that governs such issuances.

Office or Division:		Office Of The Secretary To The Sangguniang Panlungsod		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		SP Records		
2. Official Receipt		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter.	1. Give the logbook to the client	a. With/With No Pending Case – ₱ 100.00	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Fill-in Request Form	2.1 Give client Request Form	b. Appearance – NONE	3 minute	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Receive and record the accomplished Request Form & submit for approval	c. Accreditation of NGO, PO, GA - NONE	5 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the request		5 minutes	SECRETARY TO THE SANGGUNIANG PANLUNGSOD
3. Request for Statement of Assessment Form	3. Issue Statement of Assessment for payment of Secretary's Fee		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
4. Pay the Secretary's Fee to the City Treasurers Office	4. Wait for the return of the client		As determined by the Office of the City Treasurer	<i>Cashier City Treasurer's Office</i>
5. Present Official Receipt to the SP Releasing Officer	5. Verify the Official Receipt		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	6. Release the		5 minutes	<i>Administrative</i>



	document requested			Officer V (Records Officer III)
TOTAL:		As specified above	27 minutes	
END OF TRANSACTION				



OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

Internal Services



1. Approval of Barangay Annual/ Supplemental Budget

The Sangguniang Panlungsod is mandated to review barangay budgets to ensure that the provisions of the code on the Local Fiscal Administration are complied with and the authority to disallow the same if the items of appropriation are contrary to or in excess of any of the general limitations or the maximum amount prescribed.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government employee/agency			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proposed Annual/Supplemental Budget			Barangay	
2. Certificate of Availability of Fund (CAF)			City Budget Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter.	a. Give the logbook to the client	None	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit letter/ Endorsement from the City Budget Officer with complete documentary requirement	2.1 Receive and record letter/ Endorsement		3 minute	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Approve the inclusion of the item in the agenda, for endorsement to the concerned committee.		5 minute	<i>Secretary to the Sangguniang Panlungsod</i>
3. Wait for the conduct of the Regular Session	3.1 Conduct of a regular session		7days	<i>City Council</i>
	3.2 Endorse the item in its respective committee for committee meeting/public hearing.			<i>City Council</i>
4. Wait for the notice to attend committee meeting	4.1 Deliver notice to the proponent to attend a committee meeting		4days	<i>Process Servers</i> <i>Messengers</i>



5. Attend the committee meeting/s.	5.1 Conducts committee meeting		1 day *If necessary another committee meeting may be conducted	<i>Chairperson Committee on Games & Amusement</i>
	5.2 Prepare Committee Report for approval of the Chairperson		2 hours	<i>Legislative Staff Officer IV or the Private Secretary of the Committee Chair</i>
	5.3 Submit report for agenda on the next Regular Session		5 days	<i>Chairperson Committee on Games & Amusement</i>
6.Wait for approval of the item in the Regular session	6.1 Approval of the item in the Regular Session		1 day	<i>City Council</i>
7. Wait for the finalization of approved resolution.	7.1 Preparation and finalization of approved resolution		10 days	<i>Board Secretary IV</i>
	Deliver the approved resolution to the proponent		1 day	<i>Process Servers Messengers</i>
TOTAL:		NONE	Max of 90 days upon receipt of the complaint	
End of Transaction				



2. Other Requests (Use of Conference Rooms/ Lobby Area/ Session Hall)

Conference rooms, lobby area and the Session Hall of Sangguniang Panlungsod serve as venue for committee meetings, public hearings and other consultations mostly by the Sangguniang Panlungsod Members; internal clients like other departments could request for the use of the above mentioned venues for their scheduled meetings or other purposes.

Office or Division:	Office Of The Secretary To The Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2G – Government Employee/agency			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		From the Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook in the SP Receiving Counter.	1.1 Give the logbook to the client	None	3 minutes	<i>Administrative Officer V (Records Officer III)</i>
2. Submit request letter.	2.1 Receive and record the request letter		5 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.2 Endorse the request to the Secretary to the Sangguniang Panlungsod		3 minutes	<i>Administrative Officer V (Records Officer III)</i>
	2.3 Approve the request & endorse the request to the Administrative Division		5 minutes	<i>Secretary to the Sangguniang Panlungsod</i>
	3.1 Check the availability and schedule the use of the conference room/ lobby area & Session Hall and inform the proponent of its availability`		5 minutes *Meetings of the SP Committees are given priority in the use of conference rooms, lobby area & Session Hall, hence any other meetings/gatherings may be cancelled any time without due notice when there is a committee meeting	<i>Administrative Officer II (Administrative Officer I)</i>
TOTAL:		None	21 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY ADMINISTRATOR

External Services



1. Issuance of Mayor's Clearance

The Mayor's Clearance certifies that the requesting individual has no pending case filed with the Office of the City Mayor. The said document is necessary for local and foreign job application/employment; enlistment in the different branches of the Armed Forces of the Philippines, Philippine National Police, Philippine Coast Guard; and other similar government agencies; practice of profession; and application for marriage.

Office or Division	Office of the City Administrator			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen/G2G-Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Clearances (Barangay, Judge, Fiscal and Police) Official Receipt issued by the Puerto Princesa City Treasurer's Office Community Tax Certificate (Current Year) 		<ol style="list-style-type: none"> Barangay where the applicant resides; City Court; City Fiscal's Office and the City PNP City Treasurer's Office, Ground Floor, New City Hall Building City Treasurer's Office, Ground Floor, New City Hall Building or Barangay where the applicant resides 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive the documents and prepare the clearance	None	5 minutes	Admin. Aide IV/ Admin. Assist II
2. Register in the Clients' Logbook	2. Validate/ check the clearances submitted		3 minutes	Admin. Aide IV/ Admin. Assist II
3. Sign and stamps thumbprint on the clearance issued.	3. Approve the Clearance			Assistant City Administrator
4. Receive approved Mayor's Clearance	4. Record and release document with dry seal		2 minutes	Admin. Aide IV/ Admin. Assist II
TOTAL:		None	10 minutes	
END OF TRANSACTION				



2. Approval of Special Permits

Special Permits are being issued to those with requests to hang streamers/tarpaulins; use of Mendoza Park; use of Conference Rooms and Atrium, use of City Coliseum; conduct Demo Products; use of City Sports Complex; use of Law Enforcement Training Center; use of City Buses and other government vehicles; construct tomb.

Office or Division	Office of the City Administrator			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen/G2G-Government to Government/G2B-Government to Business Entity			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (hanging of streamers/tarpaulins, use of City Government's facilities and service vehicles)		1. Client		
2. Official Receipt (hanging of streamers/tarpaulins, use of City Government's facilities and tomb construction)		2. City Treasurer's Office, Ground Floor, New City Hall Building		
3. Death Certificate		3. Hospital or City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive/record incoming request	None	3 minutes	Administrative Officer II
2. Wait for the action on the request	2. Prepare the requested permit			
	a. Hang tarpaulin/streamer	a. None	a. 10 minutes	Administrative Officer II
	b. Use of Mendoza Park	b. None	b. 10 minutes	Administrative Officer II
	c. Use of Conference Rooms	c. Ordinance No. 794 s. 2016 (ANNEX "C")	c. 10 minutes	Administrative Officer II
	d. Use of Atrium	d. None	d. 10 minutes	Administrative Officer II



3. Receive the document requested	e. Conduct demo products	e. None	e. 10 minutes	Administrative Officer II
	f. Use of City Sports Complex	f. None	f. 10 minutes	Administrative Officer II
	g. Use of Law Enforcement Training Center	g. None	g. 10 minutes	Administrative Officer II
	h. Use of City Bus	h. None	h. 10 minutes	Administrative Officer II
	i. Tomb construction	i. None	i. 1 week	Administrative Aide IV
	3. Act on the request		5 minutes	City Administrator/ Assistant City Administrator
	4. Release the documents duly acted upon		5 minutes	Administrative Aide IV/ Administrative Officer II
TOTAL:		NONE	a-h: 10 minutes i: 1 week	
END OF TRANSACTION				



3. Approval of Administrative And Financial Documents, And Applications For Business Permit

Administrative Documents are routine documents referring to employees' welfare and benefits. Financial Documents include payment for recurring expenses and procurement documents of the City Government of Puerto Princesa. Business Permits are issued to applicants or different entities operating their business in the City.

Office or Division	Office of the City Administrator			
Classification	Simple			
Type of Transaction	G2G-Government to Government/G2B-Government to Business Entity			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete documents signed by concerned Head of Office		1. Transmitted/submitted by the different offices concerned, HRMO, City Treasurer's Office, and Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with complete attachments	1. Receive, review and record document			
a. Travel Order within and outside the City		a. None	a. 5 minutes	Administrative Aide IV
b. Official Business Authorization Slip		b. None	b. 5 minutes	Administrative Aide IV
c. Application for Leave		c. None	c. 5 minutes	Administrative Aide IV
d. Business Mayor's Permit		d. None	d. 5 minutes	Administrative Aide IV
e. ObR under the CMO		e. None	e. 5 minutes	Administrative Assistant II
f. Disbursement Vouchers for approval		f. None	f. 5 minutes	Administrative Assistant II
g. Monthly(City) Labor Payroll		g. None	g. 5 minutes	Administrative Assistant II
h. Inspection		h. None	h. 5 minutes	Administrative



and Acceptance Report				Assistant II
i. Agency Procurement /Purchase Request		i. None	i. 5 minutes	Administrative Assistant II
j. Notice of Award		j. None	j. 5 minutes	Administrative Assistant II
k. Purchase Order and Contracts and NTP		k. None	k. 5 minutes	Administrative Assistant II
l. BAC Resolution		l. None	l. 5 minutes	Administrative Assistant II
m. Cheques		m. None	m. 5 minutes	Administrative Assistant II
	2. Act on documents		5 minutes	City Administrator/ Assistant City Administrator.
	3. Release documents duly acted upon to concerned offices		5 minutes	Admin. Aide IV/ Admin. Assist. II
TOTAL:		NONE	15 minutes	
END OF TRANSACTION				



<p>marriage, posting, etc.)</p> <p>2. Wait for the action or further instruction</p> <p>3. Receive the acted upon document/request</p>	<p>d. Memorandum Order/ Circular</p> <p>e. Office Order</p> <p>f. Executive Order (simple)</p> <p>g. Executive Order (Complex)</p> <p>h. Memorandum/Letter</p> <p>i. Cover/Transmittal/Indorsement</p> <p>j. Proforma Letter/Memorandum</p> <p>k. Acknowledgement Letter</p> <p>l. Travel/Special Order</p> <p>m. Administrative Order</p> <p>n. Office Order</p> <p>o. Ordinances</p> <p>p. Other certification (Solemnize marriage, posting)</p> <p>4. Approve/sign the request</p> <p>5. Release of requests/documents duly acted upon.</p>		<p>c. 1 day</p> <p>d. 1 day</p> <p>e. 1 day</p> <p>f. 1 day</p> <p>g. 3 days</p> <p>h. 2 days</p> <p>i. 1 hour</p> <p>j. 2 hours</p> <p>k. 2 hours</p> <p>l. 1 hour</p> <p>m. 2 hours</p> <p>n. 1 day</p> <p>o. 10 days</p> <p>p. 1 day-1 week</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Aide IV</p> <p>b.-p. Administrative Officer IV/ Administrative Officer V</p> <p>City Administrator/ Assist. City Administrator</p> <p>Admin. Aide IV/ Admin. Assist. II/ Admin. Officer II</p>
TOTAL:	None	<p>20 minutes plus a. 30 - minutes; b-f- 1 day; g-3 days; h-2 days; i and l-1 hour; j,k,m-2 hours; n-1 day; o-10 days; p-1 day to 1 week</p>		
END OF TRANSACTION				



5. Approval Of Resolutions And Ordinances Adopted Or Enacted By The Sangguniang Panlungsod

Resolutions and Ordinances adopted or enacted by the Sangguniang Panlungsod for consideration and approval of the City Mayor with attestation of the City Administrator.

Office or Division	Office of the City Administrator			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen/G2G-Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copies and complete set of Resolutions and Ordinances adopted or enacted by the Sangguniang Lungsod		1. Office of the Secretary to the Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indorse Resolutions and Ordinances for consideration and approval of the City Mayor	1. Receive/record incoming resolutions and ordinances	None	5 minutes	Administrative Assistant II
	2. Act and/or approve the resolutions or ordinances		8 hours	City Administrator
	3. Attestation		10 minutes	City Administrator
	4. Forward to Mayor's Office		5 minutes	Administrative Assistant II
TOTAL:		None	8 hours and 20 mins.	
END OF TRANSACTION				



OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

External Services



1. Acceptance of Application Letters

Once there is vacancy and upon publication of vacant positions, the Recruitment/Selection/Appointment and Statistics Division is accepting application letters from all walk-in/on-line applicants and City Government employees seeking for employment/ promotion.

Office or Division	Office of the Human Resource Management Office, Recruitment/Selection/Appointment and Statistics Division	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen, G2G- Government to Government	
Who may avail	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Application letters addressed to the City Mayor/Vice mayor(1 receiving copy and 1 office file copy)	Client (Applicant)	
2. CS Form No. 212 Revised 2017 Personal Data Sheet (PDS), duly notarized (1 original, 6 photocopies)	Search at CSC website: www.csc.gov.ph	
3. Work Experience Sheet (1 original copy)	Search at CSC website: www.csc.gov.ph	
4. Transcript of Records (1 certified photocopy)	School/s attended	
5. Certificate of Eligibility (1 photocopy)	<ul style="list-style-type: none"> • Civil Service Field Office Palawan (for Career Service Professional, Subprofessional and under Special Laws Eligibility)- Rafols Road, Brgy. Sta. Monica, Puerto Princesa City • PRC Office (for valid Professional License and Board of Rating)- Robinsons Place Palawan, National Highway, Brgy. San Manuel, Puerto Princesa • Supreme Court of the Philippines(for Bar Rating) - Padre Faura St., corner Taft Avenue, Ermita, Manila • Land Transportation Office (for Driver's License) - Valencia Street, Puerto Princesa City, • PNP Camp Crame (for Security Guard License) –Quezon City, Metro Manila 	
6. Birth Certificate (1 photocopy)	Philippine Statistics Authority Palawan, Malvar Street, Puerto Princesa City	
7. Individual Performance Commitment Rating (IPCR) for two rating period (For promotion)	Respective Office/Agencies	



8. Certificate of Trainings (Conditional, for further verification)	Respective training providers			
9. Certificate of Employment (Conditional, for further verification)	Respective Office/agencies			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
FOR WALK- IN APPLICANTS				
1. Sign in the client log book	1. Give the logbook to the client	None	1 minute	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
2. Submit the application letter and supporting documents	2. Receive application letter and supporting documents and check the completeness of required attachments	None	5 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
3. Wait for receiving copy of Application	3. If the requirements are complete, stamp the application letter of the applicant with the date, time and signature of the In-charge Officer and return the receiving copy of the application letter to the applicant.	None	1 minute	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	3. 1 Inform applicants to wait for further instructions about the schedule of the	None	3 minutes	<i>Supervising Administrative Officer (Human Resource Management</i>



	screening process, if qualified, and on the lacking requirements, if not qualified thru SMS			Officer IV)
	TOTAL:	NONE	12 minutes	
FOR ONLINE APPLICANTS				
1. Send an application letter and supporting documents thru email: hrmoppccity2427@yahoo.com.ph	1. Acknowledge the application receive by the in-charge officer	None	1 minute	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	1.1 Inform the Applicants to submit hard copies of the supporting documents to the Human Resource Management Office – City Government of Puerto Princesa, New City Hall Building, Brgy. Sta. Monica, Puerto Princesa City	None	2 minutes	
2. Submit the application letter and supporting documents in hard copies	2. Inform applicants to wait for further instructions about the schedule of the screening process, if qualified, and on the lacking requirements, if not qualified thru SMS	None	2 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
TOTAL:		NONE	5 minutes	
END OF TRANSACTION				



2. Preparation/ Processing of Appointments

Upon submission of the complete requirements, the Human Resource Management Office will prepare the necessary documents for appointment.

Office or Division	Office of the Human Resource Management Office, Recruitment/Selection/Appointment and Statistics Division	
Classification	Complex	
Type of Transaction	G2C- Government to Citizen, G2G- Government to Government	
Who may avail	Persons appointed to career (1 st and 2 nd level) and non-career Positions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2.1 For Original & Reemployment:		
1. CS Form No. 212 Revised 2017 Personal Data Sheet (PDS), duly notarized (7 original copies)	CSC website: www.csc.gov.ph , HRM Office – City Government of Puerto Princesa	
2. Bgy. Clearance (1 original, 2 certified photocopy)	Respective Bgy. Hall	
3. Police Clearance (1 original, 2 certified photocopy)	PNP website: www.pnpclearance.ph	
4. Judge Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City	
5. Fiscal Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City	
6. Mayor’s Clearance (1 original, 2 certified photocopy)	Office of the City Administrator – City Government of Puerto Princesa	
7. NBI Clearance (1 original, 2 certified photocopy)	NBI Puerto Princesa City	
8. Passport size ID Picture w/out Name tag(6 pieces)	Photo Studio in Puerto Princesa City	
9. Sworn Statement of Assets and Liabilities Net Worth (SALN) (4 original copies)	HRM Office – City Government of Puerto Princesa	
10. Eligibility-certified authenticated copy (3 original copies)	<ul style="list-style-type: none"> • Civil Service Field Office Palawan (for Career Service Professional, Subprofessional and under Special Laws Eligibility)- Rafols Road, Brgy. Sta. Monica, Puerto Princesa City • PRC Office (for valid Professional License and Board of Rating)- Robinsons Place Palawan, National Highway, Brgy. San Manuel, Puerto Princesa 	



	<ul style="list-style-type: none"> • Supreme Court of the Philippines(for Bar Rating) - Padre Faura St., corner Taft Avenue, Ermita, Manila • Land Transportation Office (for Driver's License) - Valencia Street, Puerto Princesa City, • PNP Camp Crame (for Security Guard License) –Quezon City, Metro Manila
11. Documentary stamp (1 pc)	<ul style="list-style-type: none"> • Registry of Deeds - Brgy. Sta. Monica, Puerto Princesa City • Bureau of Internal Revenue – Rizal Avenue, Puerto Princesa City
12. Medical Certificate (3 original copies)	Office of the City Health Officer – City Government of Puerto Princesa
13. Blood Test, (1 original, 2 certified photocopy) 14. Urine Test, (1 original, 2 certified photocopy) 15. Drug Test, (1 original, 2 certified photocopy) 16. Chest X-ray Result, (1 original, 2 certified photocopy)	Office of the City Health Officer or private medical clinics/hospitals
17. Psychological Test (1 original, 2 certified photocopy)	<ul style="list-style-type: none"> • Office of the Student Affairs - Palawan State University, Bgy. Tiniguiban, Puerto Princesa City • Ospital ng Palawan- Malvar Street, Puerto Princesa City
18. Neuropsychiatric Test – <i>for positions which involve the maintenance of peace and order and the protection of life and property</i> (1 original, 2 certified photocopy)	Palawan Medical City/Dr. Archie Yap, Bgy. San Pedro, Puerto Princesa City
19. Transcript of Records – for college, masteral and doctorate graduate or Diploma – for High School or Elementary Graduate (3 certified photocopy)	Schools, Colleges, State Universities attended
20. PSA Birth Certificate (1 original, 2 photocopy) 21. PSA Marriage Contract (1 original, 2 photocopy)	Philippine Statistics Authority – Puerto Princesa City
22. Clearances (money, property ad work-related accountability) (1 original, 2 certified photocopy)	Present/previous employer



23. Court Order of annulment or declaration of nullity of marriage (3 certified photocopy)	Regional Trial Court where the case was filed
24. Decision of administrative/criminal case – for appointee who has been previously found guilty of administrative/criminal case (3 certified photocopy)	Office/Court/Tribunal where decision was issued
25. Work experience sheet (4 original copies)	Search at CSC website: www.csc.gov.ph
2.2 For Promotion And Reappointment:	
1. CS Form No. 212 Revised 2017 Personal Data Sheet (PDS), duly notarized (7 original copies)	CSC website: www.csc.gov.ph , HRM Office – City Government of Puerto Princesa
2. Bgy. Clearance (1 original, 2 certified photocopy)	Respective Bgy. Hall
3. Police Clearance (1 original, 2 certified photocopy)	PNP website: www.pnpclearance.ph
4. Judge Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City
5. Fiscal Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City
6. Mayor’s Clearance (1 original, 2 certified photocopy)	Office of the City Administrator – City Government of Puerto Princesa
7. Passport size ID Picture w/out Name tag(6 pieces)	Photo Studio in Puerto Princesa City
8. Sworn Statement of Assets and Liabilities Net Worth (SALN) (4 original copies)	HRM Office – City Government of Puerto Princesa
9. Eligibility-certified authenticated copy (3 original copies)	<ul style="list-style-type: none"> • Civil Service Field Office Palawan (for Career Service Professional, Subprofessional and under Special Laws Eligibility)- Rafols Road, Brgy. Sta. Monica, Puerto Princesa City • PRC Office (for valid Professional License and Board of Rating)- Robinsons Place Palawan, National Highway, Brgy. San Manuel, Puerto Princesa • Supreme Court of the Philippines(for Bar Rating) - Padre Faura St., corner Taft Avenue, Ermita, Manila • Land Transportation Office (for Driver’s License) - Valencia Street, Puerto Princesa City, • PNP Camp Crame (for Security



	Guard License) –Quezon City, Metro Manila
10. Documentary stamp (1 pc)	<ul style="list-style-type: none"> • Registry of Deeds - Bgy. Sta. Monica, Puerto Princesa City • Bureau of Internal Revenue – Rizal Avenue, Puerto Princesa City
11. Medical Certificate (3 original copies)	Office of the City Health Officer – City Government of Puerto Princesa
12. Drug Test, (1 original, 2 certified photocopy)	Drug testing centers in Puerto Princesa City
13. Neuropsychiatric Test – for positions which involve the maintenance of peace and order and the protection of life and property (1 original, 2 certified photocopy)	Palawan Medical City/Dr. Archie Yap, Bgy. San Pedro, Puerto Princesa City
14. Certification of Performance Rating for 2 rating periods (for promotion only, 4 original copies)	Respective Office, HRMO – City Government of Puerto Princesa
15. Clearances (money, property ad work-related accountability) (1 original, 2 certified photocopy)	Present/previous employer
16. Certification issued by the appointing officer/authority as to when the decision rendered become final and when the penalty imposed had been served – <i>for appointment by promotion of an employee who has been previously found guilty of administrative case for which a penalty of suspension or fine was imposed</i> (3 certified photocopy)	Office of the City Mayor/Office of the City Vice Mayor
17. Work experience sheet (4 original copies)	Search at CSC website: www.csc.gov.ph
18. Justification for 3 - Salary Grade limitation	Respective Office
2.3 For Transfer And Promotion	
1. CS Form No. 212 Revised 2017 Personal Data Sheet (PDS), <i>duly notarized</i> (7 original copies)	CSC website: www.csc.gov.ph , HRM Office – City Government of Puerto Princesa
2. Bgy. Clearance (1 original, 2 certified photocopy)	Respective Bgy. Hall
3. Police Clearance (1 original, 2 certified photocopy)	PNP website: www.pnpclearance.ph
4. Judge Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City



5. Fiscal Clearance (1 original, 2 certified photocopy)	Hall of Justice, Brgy Sta. Monica, Puerto Princesa City
6. Mayor's Clearance (1 original, 2 certified photocopy)	Office of the City Administrator – City Government of Puerto Princesa
7. NBI Clearance (1 original, 2 certified photocopy)	NBI Puerto Princesa City
8. Passport size ID Picture w/out Name tag(6 pieces)	Photo Studio in Puerto Princesa City
9. Sworn Statement of Assets and Liabilities Net Worth (SALN) (4 original copies)	HRM Office – City Government of Puerto Princesa
10. Eligibility-certified authenticated copy (3 original copies)	<ul style="list-style-type: none"> • Civil Service Field Office Palawan(for Career Service Professional, Subprofessional and under Special Laws Eligibility)- Rafols Road, Brgy. Sta. Monica, Puerto Princesa City • PRC Office (for valid Professional License and Board of Rating)- Robinsons Place Palawan, National Highway, Brgy. San Manuel, Puerto Princesa • Supreme Court of the Philippines(for Bar Rating) - Padre Faura St., corner Taft Avenue, Ermita, Manila • Land Transportation Office(for Driver's License) - Valencia Street, Puerto Princesa City, • PNP Camp Crame (for Security Guard License) –Quezon City, Metro Manila
11. Documentary stamp (1 pc)	Registry of Deeds, Bureau of Internal Revenue - Puerto Princesa City
12. Medical Certificate (3 original copies)	Office of the City Health Officer – City Government of Puerto Princesa
13. Blood Test, (1 original, 2 certified photocopy) 14. Urine Test, (1 original, 2 certified photocopy) 15. Drug Test, (1 original, 2 certified photocopy) 16. Chest X-ray Result, (1 original, 2 certified photocopy)	Office of the City Health Officer or private medical clinics/hospitals
17. Psychological Test (1 original, 2 certified photocopy)	Office of the Student Affairs - Palawan State University/Ospital ng Palawan
18. Neuropsychiatric Test – for	Palawan Medical City/Dr. Archie Yap



<i>positions which involve the maintenance of peace and order and the protection of life and property (1 original, 2 certified photocopy)</i>	
19. Transcript of Records – for college graduate or Diploma – for High School or Elementary Graduate (3 certified photocopy)	Schools, Colleges, State Universities attended
20. PSA Birth Certificate (1 original, 2 photocopy) 21. PSA Marriage Contract (1 original, 2 photocopy)	Philippine Statistics Authority – Puerto Princesa City
22. Clearances (money, property ad work-related accountability) (1 original, 2 certified photocopy)	Present/previous employer
23. Certification of Performance Rating for 2 rating periods (for promotion only, 4 original copies)	Present/previous employer
24. Individual Performance Commitment Review (IPCR) Accomplishment for two rating period (1 original copy)	Present/previous employer
25. Approved Transfer (1 original, 2 certified photocopy)	Present/previous employer
26. Service Record (1 original)	Present/previous employer
27. Work experience sheet (4 original copies)	Search at CSC website: www.csc.gov.ph
28. Justification for 3 - Salary Grade limitation	Respective Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the HRMO	1. Receive the required documents and check for its completeness	None	30 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	1.1 Prepare appointment and its supporting documents subject for review	None	4 hours	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	1.2 Check/review the prepared forms and	None	1 hour	<i>Supervising Administrative Officer (Human Resource</i>



	documents needed for the appointment			<i>Management Officer IV)</i>
	1.3 Finalize and print appointment and its supporting documents	None	4 hours	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	1.4 Inform the appointee about the documents for signature through SMS	None	5 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
2. Sign the necessary documents for appointment	3. Give the documents to the appointee for signature	None	5 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	2.1 Forward appointment to City Personnel Officer for signature as to certification of publication	None	5 minutes	<i>CG Department Head (City Personnel Officer)/ CG Assistant Department (Assistant City Personnel Officer)</i>
	2.2 Forward appointment to the appointing officer for signature	None	10 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	2.3 Wait for the issuance of appointment by the Appointing Authority	None	5 days	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	2.4 Inform the appointee that the appointment was already signed by	None	5 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>



	the Appointing Authority			
3. Receive by signing at the back of Appointment	3.2 Give copy of appointment to the appointee	None	15 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	TOTAL	None	6 days, 2 hours and 15 minutes	
END OF TRANSACTION				



3. Human Resource Data and Statistics Services

The human resource data and statistics are given to an office within the city government needing the document for the purpose of using it to accomplish their task.

Office or Division	Office of the Human Resource Management Office, Recruitment/Selection/Appointment and Statistics Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizen			
Who may avail	Government employees/office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceed to the Admin. & Records Division and fill-out the Request Form	Give client Request Form	None	1 minute	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
2. Submit accomplished Request Form to the Admin. & Records Division	Receive and record accomplished request form	None	3 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	Approve the request	None	1 minute	<i>Assistant City Personnel/ City Personnel Officer</i>
	Print the necessary data	None	1 day	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
	Review and sign the printed data	None	5 minutes	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>



3. Receive the requested data	Release the requested data	None	1 minute	<i>Supervising Administrative Officer (Human Resource Management Officer IV)</i>
TOTAL:		None	1 day and 11 minutes	
END OF TRANSACTION				



4. Issuance of Copy of Appointment and Other Pertinent Documents

Upon request of the active and separated employees of the City Government of Puerto Princesa, a photocopy of the subject document from his/her 201 File record is provided for various purposes such as personal file, employment, claims and others.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public) G2G (Government to Government employee)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRMO-Admin. staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	1.1 Receive, record, and route the accomplished Request Form to the Assistant City Personnel Officer then to City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Approve the request	None	1 minute	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	1.3 Locate from 201 file requested documents	None	8 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.4 Photocopy (certify if there is a need to) the requested documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
2. Receive the requested documents	2.1 Release the requested documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	14 minutes	
END OF TRANSACTION				



5. Certifying Photocopy of Personnel and Other Pertinent Documents

The HRMO-Administrative and Records Division or any authorized HRMO personnel certifies photocopied documents which were prepared and issued by the HRMO and other allowed records such as those from the 201 File Folder, DTRs, etc.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public) G2G (Government to Government employee)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Original copy of documents Photocopy of documents to be certified		HRMO-Admin. Staff End-User End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	1.1 Receive, record and route accomplished Request Form together with the photocopy of documents to be certified to the Assistant City Personnel Officer then to the City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Approve the request	None	1 minute	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	1.3 Check the photocopied documents from 201 file	None	8 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.4 Certify the photocopied documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.



2. Receive the requested documents	2.1 Release the certified photocopy of documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	14 minutes	
END OF TRANSACTION				



6. Processing of Incoming Correspondence

Act on various communications and requests received by the Office.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public); G2B (Government to Business Entity) G2G (Government to Government Employee or Other Government Agency)			
Who may avail	Employees of the City Government of Puerto Princesa; Private entities; National Government Agencies; Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy – letter, Memo, Endorsement/ Indorsement, Transmittal Supporting documents, if necessary		Concerned Individual/Office/Department/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach Routing Slip and route documents to the Assistant City Personnel Officer then to the City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Review, evaluate, analyse, and recommend proper action to be undertaken	None	1 day	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	1.3 Prepare necessary documents to grant request or implement given instructions; draft action documents to the Assistant	None	1 day	<i>Supvg. Admin. Officer</i> HRMO-Admin.



City Personnel Officer or to the City Personnel Officer for final consideration/ approval/ signature			
1.4 Approve/sign final action documents	None	5 minutes	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
1.5 Release signed action document to concerned department/ office or concerned entity or concerned agency	None	5 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:	None	2 days and 13 minutes	
END OF TRANSACTION			



7. Technical Assistance in the Review of Statement of Assets, Liabilities and Net Worth (SALN) Forms

Assigned HRMO staff provides technical assistance to employees of the City Government of Puerto Princesa and Barangay and Sangguniang Kabataan Officials of Puerto Princesa City in the review of their respective SALNs in compliance with Republic Act No. 3019 and 6713

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
Who may avail	Employees of the City Government of Puerto Princesa; Barangay and SK Officials of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal of SALN forms Filled-up SALN forms (hard and electronic copy) Certification re: faithful reproductions of original copies (if from barangay)		Concerned Office/Department/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documents to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach the Routing Slip and route the submitted SALN forms to the Assistant City Personnel Officer, then to City Personnel Officer	None	3 minutes	Supvg. Admin. Officer HRMO-Admin.
	1.2 Copy the electronic file of the submitted SALN Forms	None	5 minutes	Supvg. Admin. Officer HRMO-Admin.
	1.3 Sign the Routing Slip and forward the documents to Admin. Division or to the concerned staff	None	5 minutes	Assistant City Personnel Officer HRMO City Personnel Officer HRMO



	1.4 Review SALN forms if properly filled-up based on the guidelines	None	1 day	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.5 Check if the submitted electronic copy is the faithful reproduction of the received original SALNs	None	2 hours	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.6 Return SALN forms if incompletely filled-up and if digital copy is incorrect	None	10 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	1 day, 2 hours and 23 minutes	
END OF TRANSACTION				



8. Issuance of Performance Certification

The Performance Certification is issued to individuals who have a minimum of three (3) months of government service. It states the Performance Management Team (PMT) final calibrated rating.

Office or Division	HRMO – Human Resource Development & Training Division			
Classification	Simple			
Type of Transaction	G2C (Government to Client)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRMO-Admin. Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	1.1 Receive, record, and route the accomplished Request Form to the Assistant City Personnel Officer then to City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Approve the request	None	1 minute	<i>City Personnel Officer/Asst. City Personnel Officer</i> HRMO
	1.3 Encode, proofread, and print the Certification	None	6 minutes	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.4 Review and initial the certificate for signature	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.5 Sign the certificate	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div. <i>City Personnel Officer/Asst. City Personnel Officer</i> HRMO



2. Receive the requested documents	2.1 Release the requested documents	None	1 minute	Supvg. Admin. Officer HRMO-HRD & Training Div.
TOTAL:		None	13 minutes	
END OF TRANSACTION				



9. Certifying Photocopy of Individual Performance Commitment Rating (IPCR)

The HRMO-Human Resource Development & Training Division personnel certifies photocopied documents which were checked, reviewed and calibrated by the Performance Management Team (PMT).

Office or Division	HRMO – Human Resource Development & Training Division			
Classification	Simple			
Type of Transaction	G2C (Government to Client)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Original copy of documents Photocopy of documents to be certified		HRMO-Admin. Staff End-User End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	1.1 Receive, record and route accomplished Request Form together with the photocopy of documents to be certified to the Assistant City Personnel Officer then to the City Personnel Officer	None	3 minutes	Supvg. Admin. Officer HRMO-Admin.
	1.2 Approve the request	None	1 minute	City Personnel Officer/ Asst. City Personnel Officer HRMO
	1.3 Check the photocopied documents from IPCR file	None	8 minutes	Supvg. Admin. Officer HRMO-HRD & Training Div.
	1.4 Certify the photocopied documents	None	1 minute	Supvg. Admin. Officer HRMO-HRD & Training Div.



2. Receive the requested documents	2.1 Release the certified photocopy of documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
TOTAL:		None	14 minutes	
END OF TRANSACTION				



10. Technical Assistance in the Review of Individual Performance Commitment Rating (IPCR)

Assigned HRD- Training Division staff provides technical assistance to employees of the City Government of Puerto Princesa in the review of their respective Individual Performance Commitment Rating (IPCR).

Office or Division	HRMO – Human Resource Development & Training Division			
Classification	Simple			
Type of Transaction	G2C (Government to Client)			
Who may avail	All regular employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Individual Performance Commitment Rating (IPCR)		Concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPON- SIBLE
1. Submit copy of IPCR to the Receiving Area of HRD-Training Division	1.1 Receive IPCR	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.2 Review IPCR if properly filled-up and rated	None	1 hour	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.3 Return IPCR if there are corrections to be made	None	10 minutes	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
TOTAL:		None	1 hour and 3 minutes	
END OF TRANSACTION				



11. Issuance of Training Record

Office or Division	HRMO – Human Resource Development & Training Division			
Classification	Simple			
Type of Transaction	G2C (Government to Client)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		HRMO-Admin. Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach Processing Routing Slip and forward the documents to assigned staff	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Approve the request	None	1 minute	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	1.3 Encode, proofread, and print the Certification	None	10 minutes	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.4 Review and initial the certificate for signature	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
	1.5 Sign the certificate	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
3. Receive the requested documents	3.1 Release the requested documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-HRD & Training Div.
TOTAL:		None	17 minutes	
END OF TRANSACTION				



OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

Internal Services



1. Issuance of Copy of Appointment and Other Pertinent Documents

Upon request of the active and separated employees of the City Government of Puerto Princesa, a photocopy of the subject document from his/her 201 File record is provided for various purposes such as personal file, employment, claims and others.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public) G2G (Government to Government employee)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRMO-Admin. staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	4.1 Receive, record, and route the accomplished Request Form to the Assistant City Personnel Officer then to City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	4.2 Approve the request	None	1 minute	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	4.3 Locate from 201 file requested documents	None	8 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	4.4 Photocopy (certify if there is a need to) the requested documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
5. Receive the requested documents	5.1 Release the requested documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	14 minutes	
END OF TRANSACTION				



2. Certifying Photocopy of Personnel and Other Pertinent Documents

The HRMO-Administrative and Records Division or any authorized HRMO personnel certifies photocopied documents which were prepared and issued by the HRMO and other allowed records such as those from the 201 File Folder, DTRs, etc.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public) G2G (Government to Government employee)			
Who may avail	All regular employees of the City Government of Puerto Princesa (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRMO-Admin. Staff		
Original copy of documents		End-User		
Photocopy of documents to be certified		End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-up and submit the Request Form to the Receiving Area of Admin. & Records Division	3.1 Receive, record and route accomplished Request Form together with the photocopy of documents to be certified to the Assistant City Personnel Officer then to the City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	3.2 Approve the request	None	1 minute	<i>City Personnel Officer/ Asst. City Personnel Officer</i> HRMO
	3.3 Check the photocopied documents from 201 file	None	8 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	3.4 Certify the photocopied documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
4. Receive the requested documents	4.1 Release the certified photocopy of documents	None	1 minute	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	14 minutes	
END OF TRANSACTION				



3. Processing of Incoming Correspondence

Act on various communications and requests received by the Office.

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2C (Government to Public); G2B (Government to Business Entity) G2G (Government to Government Employee or Other Government Agency)			
Who may avail	Employees of the City Government of Puerto Princesa; Private entities; National Government Agencies; Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy – letter, Memo, Endorsement/ Indorsement, Transmittal Supporting documents, if necessary		Concerned Individual/Office/Department/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach Routing Slip and route documents to the Assistant City Personnel Officer then to the City Personnel Officer	None	3 minutes	Supvg. Admin. Officer HRMO-Admin.
	1.2 Review, evaluate, analyse, and recommend proper action to be undertaken	None	1 day	City Personnel Officer/ Asst. City Personnel Officer HRMO
	1.3 Prepare necessary documents to grant request or implement given instructions; draft action documents to the Assistant City Personnel Officer or to the City Personnel Officer for final consideration/ approval/ signature	None	1 day	Supvg. Admin. Officer HRMO-Admin.



	1.4 Approve/sign final action documents	None	5 minutes	<i>City Personnel Officer/ Asst. City Personnel Officer HRMO</i>
	1.5 Release signed action document to concerned department/ office or concerned entity or concerned agency	None	5 minutes	<i>Supvg. Admin. Officer HRMO-Admin.</i>
TOTAL:		None	2 days and 13 minutes	
END OF TRANSACTION				



4. Technical Assistance in the Review of Statement of Assets, Liabilities and Net Worth (SALN) Forms

Assigned HRMO staff provides technical assistance to employees of the City Government of Puerto Princesa and Barangay and Sangguniang Kabataan Officials of Puerto Princesa City in the review of their respective SALNs in compliance with Republic Act No. 3019 and 6713

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Government Employees and other Government Entity)			
Who may avail	Employees of the City Government of Puerto Princesa; Barangay and SK Officials of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal of SALN forms Filled-up SALN forms (hard and electronic copy) Certification re: faithful reproductions of original copies (if from barangay)		Concerned Office/Department/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
2. Submit all the documents to the Receiving Area of Admin. & Records Division	2.1 Receive, record, attach the Routing Slip and route the submitted SALN forms to the Assistant City Personnel Officer, then to City Personnel Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	2.2 Copy the electronic file of the submitted SALN Forms	None	5 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	2.3 Sign the Routing Slip and forward the documents to Admin. Division or to the concerned staff	None	5 minutes	<i>Assistant City Personnel Officer</i> HRMO <i>City Personnel Officer</i> HRMO
	2.4 Review SALN forms if properly filled-	None	1 day	<i>Supvg. Admin. Officer</i> HRMO-Admin.



	up based on the guidelines			
	2.5 Check if the submitted electronic copy is the faithful reproduction of the received original SALNs	None	2 hours	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	2.6 Return SALN forms if incompletely filled-up and if digital copy is incorrect	None	10 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	1 day, 2 hours and 23 minutes	
END OF TRANSACTION				



5. Processing of Financial Documents

Evaluate and verify the claims of employees for:

5.1 Salaries, monetization of leave, terminal leave, and step increment

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All regular employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Voucher/Payroll and Obligation Requests, with necessary attachments		Concerned Office/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the documents to the Receiving Area of Admin. & Records Division	2.1 Receive, record, attach Processing Routing Slip and forward the documents to assigned staff	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	2.2 Review and check the completeness of supporting documents and signatories of the voucher/payroll	None	5 minutes (for simple vouchers) 20 minutes (for payrolls)	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	2.3 Forward the reviewed/ checked voucher/ payroll to the Office of the City Budget Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	11 minutes (for vouchers) 26 minutes (for payroll)	
END OF TRANSACTION				



5.2 Loyalty Bonus, Clothing Allowance, Mid-Year and Year-End Bonus

Office or Division	HRMO – Administrative and Records Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All regular employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Voucher/Payroll and Obligation Requests, with necessary attachments		Concerned Office/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach Processing Routing Slip and forward the documents to assigned staff	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Review and check the completeness of supporting documents and signatories of the voucher/payroll	None	5 minutes (for simple vouchers) 20 minutes (for payrolls)	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.3 Sign the reviewed/ checked voucher/ payroll	None	5 minutes	<i>Assistant City Personnel Officer</i> HRMO <i>City Personnel Officer</i> HRMO
	1.4 Forward the signed financial documents to Office of the City Budget Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	16 minutes (for vouchers) 31 minutes (for payroll)	
END OF TRANSACTION				



5.3 Productivity Incentive Bonus

Office or Division		HRMO – Administrative and Records Division		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		All regular employees of the City Government of Puerto Princesa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Voucher/Payroll and Obligation Requests, with necessary attachments		Concerned Office/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Receiving Area of Admin. & Records Division	1.1 Receive, record, attach Processing Routing Slip and forward the documents to assigned staff	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
	1.2 Verify if the claimant/s is/are in the list of qualified personnel to receive the bonus	None	5 minutes (for simple vouchers) 20 minutes (for payrolls)	<i>Supvg. Admin. Officer</i> HRMO-Human Resource Development and Training Division
	1.3 Sign the reviewed/ checked voucher/ payroll	None	5 minutes	<i>Assistant City Personnel Officer</i> HRMO <i>City Personnel Officer</i> HRMO
	1.4 Forward the signed financial documents to Office of the City Budget Officer	None	3 minutes	<i>Supvg. Admin. Officer</i> HRMO-Admin.
TOTAL:		None	16 minutes (for vouchers) 31 minutes (for payroll)	
END OF TRANSACTION				



6. Service Record

This is the record of services rendered by the employees in the City Government of Puerto Princesa.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Present or former employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Request Form 2. Official Receipt		1. HRMO-Frontline Officers 2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form	1. Receive and record Accomplished Request form and Official Receipt	P 100.00	1 minute	SAO HRMO-Administrative Division
2. Pay the corresponding Certification Fee at the City Treasurer's Office	2. Approve the request		1 minute	City Personnel Officer/Asst. CPO
	2.1. Encode, proofread and print the Service Record		5 minutes	SAO HRMO-EWBD
	2.2. Review and initial the service record		1 minute	SAO HRMO-EWBD
3. Receive the Service Record	2.3. Sign the Service Record		1 minute	City Personnel Officer/Asst. CPO
	3. Release the signed Service Record		1 minute	SAO HRMO-EWBD
TOTAL:		P 100.00	10minutes	
END OF TRANSACTION				

*SAO-Supervising Administrative Officer



7. Certificate of Employment and Compensation

A certification issued to employees, stating their position, Office, nature of appointment and the remunerations they receive from the City Government of Puerto Princesa.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Request Form 2. Official Receipt		1. HRMO-Frontline Officers 2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill up Request Form	1. Receive and record Accomplished Request form and Official Receipt	P 100.00	1 minute	SAO HRMO-Administrative Division
2. Pay the corresponding Certification Fee at the City Treasurer's Office	2. Approve the request		1 minute	City Personnel Officer/Asst. CPO
	2.2. Encode, proofread and print the Certificate of Employment and Compensation (COE)		5 minutes	SAO HRMO-EWBD
	2.3. Review and initial the COE		1 minute	SAO HRMO-EWBD
	2.4. Sign the COE		1 minute	City Personnel Officer/Asst. CPO
3. Receive the COE	3. Release the signed COE		1 minute	SAO HRMO-EWB
TOTAL		P 100.00	10minutes	
END OF TRANSACTION				

*SAO-Supervising Administrative Officer



8. Letter of Introduction

A certification issued to newly appointed employees of the City Government of Puerto Princesa for opening of their payroll account.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Request Form		1. HRMO-Frontline Officers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill up Request Form	1. Receive and record Accomplished Request form	None	1 minute	SAO HRMO-Administrative Division
	1.2. Approve the request		1 minute	City Personnel Officer/Asst. CPO
	1.3. Encode, proofread and print the Letter of Introduction (LOI)		5 minutes	SAO HRMO-EWBD
	1.4. Review and initial the LOI		1 minute	SAO HRMO-EWBD
	1.5. Sign the LOI		1 minute	City Personnel Officer/Asst. CPO
2. Receive the LOI	2. Release the signed LOI		1 minute	SAO HRMO-EWB
TOTAL		None	10minutes	
END OF TRANSACTION				



9. Processing of Application for Sick Leave

Sick leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his/her immediate family.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Medical Certificate (for SL exceeding 6 days)		1. Printable through the HR Information System 2. City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3 minutes	SAO HRMO-EWB
	1.6. Receive and Sort application for leave duly approved by the		1 minute	SAO HRMO-EWB
2. Receive approved				



application for sick leave	CMO/City Admin 2. Release approved application for leave		1 minute	SAO HRMO-EWB
TOTAL		None	20minutes	
END OF TRANSACTION				



10. Processing of Application for Vacation/Special Leave

Vacation leave refers to leave of absence granted to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service.

Special leave privileges refer to leave of absence which officials and employees may avail of for a maximum of three (3) days annually over and above the vacation, sick, maternity and paternity leaves to mark personal milestones and/or attend to filial and domestic responsibilities.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave		1. Printable through the HR Information System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City		3minutes	SAO HRMO-EWB



2. Receive approved application for vacation/special leave	Mayor/City Administrator			
	1.6. Receive and Sort application for leave duly approved by the CMO/City Admin		1minute	SAO HRMO-EWB
	2. Release approved application for leave		1 minute	SAO HRMO-EWB
TOTAL		None	20minutes	
END OF TRANSACTION				



11. Processing of Application for Maternity/ Paternity Leave

Maternity leave refers to leave of absence granted to female government employees legally entitled thereto in addition to vacation and sick leave. The primary intent of granting maternity leave is to extend working mothers some measure of financial help and to provide her a period of rest and recuperation in connection with her pregnancy.

Paternity leave refers to the privilege granted to a married male employee allowing him not to report for work seven (7) days while continuing to earn the compensation therefor, on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after childbirth as the case may be and assist in caring for his newborn child.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
For Maternity Leave 1. Application for Leave 2. Clearances 3. Medical Certificate indicating expected date of delivery For Paternity Leave 1. Application for Leave 2. Photocopy of Birth Certificate of the Child 3. Marriage Contract		1. Printable through the HR Information System 2. Office, GSO, Accounting, Treasurer, Legal 3. Attending Physician 1. Printable through the HR Information System 2. Hospital/Birthing Home 3. PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head and clearances/supporting documents to HRMO-EWBD	1. Receive, evaluate and record accomplished leave application	Clearances GSO- P100.00 Accounting-P 100.00 Treasurer -P 100.00	3 minutes	SAO HRMO-EWB
	1.2. Process leave application	Legal- P 50.00	10minutes	SAO HRMO-EWB
	1.3. Review and initial processed		1minute	SAO HRMO-EWB



2. Receive approved application for leave	application for leave before approval of the Asst. CPO/CPO			
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3minutes	SAO HRMO-EWB
	1.6. Receive and Sort application for leave duly approved by the CMO/City Admin		1minute	SAO HRMO-EWB
	2. Release approved application for leave			
TOTAL		P 350.00	20 minutes	
END OF TRANSACTION				



12. Processing of Application for Solo-Parental Leave

Solo-parental leave refers to leave benefits granted to a solo parent to enable him/her to perform parental duties and responsibilities where physical presence is required.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Photocopy of Solo Parent I.D. (Front and Back)		1. Printable through the HR Information System 2. CSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head and supporting documents to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3minutes	SAO HRMO-EWB



2. Receive approved application for solo-parental leave	1.6. Receive and Sort application for leave duly approved by the CMO/City Admin		1minute	SAO HRMO-EWB
	2. Release approved application for leave		1minute	SAO HRMO-EWB
TOTAL		None	20 minutes	
END OF TRANSACTION				



13. Processing of Application for Monetization Leave

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his/her request without actually going on leave.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Letter Request Approved by the City Mayor for 50% monetization 3. Waiver of funds for more than 10 days monetization leave		1. Printable through the HR Information System 2. CMO 3. Employees of the same department as the applicant who will not avail of their 10 days monetization leave		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3minutes	SAO HRMO-EWB



2. Receive approved application for leave	1.6. Receive and Sort application for leave duly approved by the CMO/City Admin		1 minute	SAO HRMO-EWB
	2. Release approved application for leave		1 minute	SAO HRMO-EWB
TOTAL		NONE	20 minutes	
END OF TRANSACTION				



14. Processing of Application for Study Leave

Study leave is a time off from work not exceeding six (6) months with pay for qualified officials and employees to help them prepare for their board or bar examinations or to help them complete their master's degree. For completion of master's degree, the leave shall not exceed four (4) months.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Letter Request Approved by the City Mayor 3. Service Obligation Contract		1. Printable through the HR Information System 2. CMO 3. City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3minutes	SAO HRMO-EWB
	1. 6. Receive and Sort application for		1 minute	SAO HRMO-EWB



2. Receive approved application for study leave	leave duly approved by the CMO/City Admin 2. Release approved application for leave		1 minute	SAO HRMO-EWB
TOTAL		NONE	20 minutes	
END OF TRANSACTION				



15. Processing of Application for Compensatory Leave

Compensatory leave refers to the use of compensatory overtime credit or the accrued number of hours an employee earns as a result of services rendered beyond regular working hours, and/or those rendered on Saturdays, Sundays, Holidays or scheduled says off without the benefit of overtime pay.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Photocopy of Approved Office Order, DTR, COC approved by the Department Head		1. Printable through the HR Information System 2. Respective Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	None	3 minutes	SAO HRMO-EWB
	1.2. Process leave application		10minutes	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator		3minutes	SAO HRMO-EWB
	1.6. Receive and Sort application for leave duly		1 minute	SAO HRMO-EWB



2. Receive approved application for compensatory leave	approved by the CMO/City Admin 2. Release approved application for leave		1minute	SAO HRMO-EWB
TOTAL		None	20 minutes	
END OF TRANSACTION				



16. Processing of Application for Terminal Leave

Terminal leave refers to money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/voluntary separation.

Office or Division	HRMO-Employees Welfare and Benefits Division			
Classification	Complex			
Type of Transaction	G2G- Government to Government			
Who may avail	Employees of the City Government of Puerto Princesa			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Application for Leave 2. Service Record, Photocopy of Appointment 3. Clearances 4. Affidavit of Undertaking 5. SALN as of Last Day of Service		1. Printable through the HR Information System 2. HRMO 3. Fiscal, Department, GSO, Accounting, Treasurer, Legal 4. City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit leave application duly approved by the Department Head to HRMO-EWBD	1. Receive and record accomplished leave application	Clearances: Fiscal-50.00 GSO-100.00 Accounting-100.00 Treasurer-100.00 Legal-50.00	3 minutes	SAO HRMO-EWB
	1.2. Process leave application	Affidavit of Undertaking - 150.00	7 days	SAO HRMO-EWB
	1.3. Review and initial processed application for leave before approval of the Asst. CPO/CPO		1minute	SAO HRMO-EWB
	1.4. Approve application for leave by the Asst. CPO/CPO		1minute	Asst. City Personnel Officer/City Personnel Officer
	1.5. Forward processed application for leave for approval of the City Mayor/City Administrator			3 minutes



2. Receive approved application for leave	1.6. Receive and Sort application for leave duly approved by the CMO/City		1 minute	SAO HRMO-EWB
	2. Release approved application for leave		1 minute	SAO HRMO-EWB
TOTAL		P 500.00	7 days and 10 minutes	
END OF TRANSACTION				



17. Processing of Financial Claims

This refers to preparation of vouchers/payrolls for financial claims of employees such as Maternity Leave Benefits, Monetization of Leave, Terminal Leave, Step Increment, Loyalty Cash Bonus, First Salary and Last Salary.

Office or Division	HRMO-Employees Welfare and Benefits Division	
Classification	Simple	
Type of Transaction	G2G- Government to Government	
Who may avail	Employees of the City Government of Puerto Princesa	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Maternity Leave Benefits <ol style="list-style-type: none"> 1. Approved Maternity Leave 2. Certified true copy of Medical Certificate 3. Certified True Copy of Clearances (GSO, Accounting, Treasurer, Legal) 2. Monetization Leave <ol style="list-style-type: none"> 1. Approved Monetization Leave 2. Letter Request duly approved by the Head of Agency (for more than 10 days Monetization Leave) 3. Waiver of Funds (for more than 10 days Monetization Leave) 3. Terminal Leave <ol style="list-style-type: none"> 1. Approved Terminal Leave 2. Service Record 3. Certified True Copy of Appointment 4. Copy of Clearances (GSO, Accounting, Treasurer, Legal) 5. SALN 6. Computation of Terminal Leave Benefits duly signed by the Accountant 7. Affidavit of Undertaking 4. Step Increment <ol style="list-style-type: none"> 1. Notice of Step Increment 5. Loyalty Cash Bonus <ol style="list-style-type: none"> 1. Notice of Loyalty Cash Bonus 2. Service Record 6. First Salary <ol style="list-style-type: none"> 1. Copy of Approved Appointment 2. Oath of Office 3. Certificate of Assumption 4. SALN 5. Approved DTR 	<ol style="list-style-type: none"> 1. HRMO 2. Attending Doctor 3. GSO, Accounting, Treasurer, Legal <ol style="list-style-type: none"> 1. HRMO 2. CMO 3. Employees of same Department of the applicant who will not avail of their 10 days Monetization Leave <ol style="list-style-type: none"> 1. HRMO 2. HRMO 3. HRMO 4. GSO, Accounting, Treasurer, Legal 5. HRMO 6. HRMO 7. City Legal Office <ol style="list-style-type: none"> 1. HRMO <ol style="list-style-type: none"> 1. HRMO 2. HRMO <ol style="list-style-type: none"> 1. HRMO 2. HRMO 3. HRMO 4. HRMO 5. Concerned Department



7. Last Salary 1. Clearances (GSO, Accounting, Treasurer, Legal) 2. Approved DTR		1. GSO, Accounting, Treasurer, Legal 2. Concerned Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the required documents at HRMO-EWBD	1. Receive documents	None	1 minute	SAO HRMO-EWB
	1.2. Prepare voucher/payroll of claim		8 minutes	SAO HRMO-EWB
	1.3. Release voucher/payroll to HRMO-Admin Division for checking		1 minute	SAO HRMO-EWB
TOTAL		None	10 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR

External Services



1. Provide Mapping Services

Office or Division:	Office of the City Planning and Development Coordinator/ Geographic Information System Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request (1 copy/original)			From Clientele	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill-up the GIS Digital data request form or submit the letter of request	1. Receive and record the GIS form or the letter of request	None	10 minutes	Information Technology Officer I
1.1. Respond to the inquiry of the service provider	1.1. Review and Assess the request whether simple or complex mapping	None	10 minutes	
1.2. Receive the requested mapping service	1.2 Provide and submit the requested mapping service	None		
	1.2.1 Simple Mapping	None	1 day	
	1.2.3 Complex Mapping	None	20 Days	
Total		None	21 Days and 20 minutes	
END OF TRANSACTION				



2. Conduct Field Validation and Global Positioning System (GPS) Surveying

This Mapping method will provide individuals needing assistant to conduct ocular inspection, GPS survey and site validation of requested location. Digital and Printed map with information related to actual survey will be issued to affirm the validity of information.

Office or Division:	Office of the City Planning and Development Coordinator/ Geographic Information System Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 Copy/Original)		From Clientele		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request	1. Receive and record the letter of request	None	10 minutes	Information Technology Officer I
	2. Review and assess the letter of request	None	10 minutes	
2. Receive the requested GIS Data and Map	2. Conduct and provide GIS data and Map	None	6 Days	
Total		None	6 days 20 Minutes	
END OF TRANSACTION				



3. Conduct Field Validation and Global Positioning System Survey

Office or Division	Research, Evaluation and Statistics Division, OCPDC			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 Copy/Original)			1. From Clientele	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit the letter request.	1. Received and record the letter of request.	None	10 Minutes	Project Evaluation Officer IV
2. Respond to the inquiry of the service provider	2. Review and assess the letter of request whether Simple or Complex Research	None	10 Minutes	
3. Receive the requested research	3. Conduct, prepare and submit the requested research:	None		
	3.1. Complex research	None	7 Days	
	3.2. Highly Technical Research	None	20 Days	
Total		None	27 Days and 20 minutes	
END OF TRANSACTION				



4. Conduct of Special Research

Office or Division	Research, Evaluation and Statistics Division, OCPDC			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 Copy/Original)			1. From Clientele	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request.	1. Receive and record the letter of request.	None	10 Minutes	Project Evaluation Officer IV
2. Respond to the inquiry of the service provider	2. Review and assess the letter of request whether Simple or Complex Research	None	10 Minutes	
3. Receive the requested research	3. Provide the requested data and/or information	None	20 Minutes	
Total		None	40 Minutes	
END OF TRANSACTION				



OFFICE OF THE CITY CIVIL REGISTRAR

External Services



1. Registration of Certificate of Live Birth (on time registration)

As a state policy, the system mandates the basic and compulsory registration of all vital events (birth, marriage, death) and the accompanying changes in the civil status of every Filipino citizen. Reglementary period of registration is within 30 days after the occurrence of the vital event.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) photocopies of Marriage contract (if parents are married). 2. Three (3) Properly filled up Affidavit to Use the Surname of the Father (if parents are not married). 3. Payment			1. Local Civil Registry Office, Philippine Statistics Office 2. Local Civil Registry Office, hospital, birthing home	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Present prepared Certificate of Live Birth (COLB)	1. Receive and check completeness of documents submitted	None	1 minute	Admin. Aide IV, Registration Officer II, Asst. Registration Officer, Admin. Asst. I
	1.1. Type name/s of approving signatories and date	None	2 minutes	Admin. Aide IV, Registration Officer II, Asst. Registration Officer, Admin. Asst. I
	1.2 Assign Registry No.	None	2 minutes	Admin. Aide IV
2. Payment (for not married parents only)	2. Issue official receipt	Php300.00	5 minutes	Registration Officer I
	2.1. Register the Affidavit to Use the Surname of the Father (AUSF) in the Book of Legal Instruments if	None	5 minutes	Supervising Tourism Operations Officer



	applicable			
	2.3 Prepare the Certificate of Registration of the AUSF if applicable	None	2 minutes	Registration Officer II, Asst. Registration Officer, Admin. Asst. I
	2.4. Review and affix signature/s for approval.	None	2 minutes	City Civil Registrar
3. Receive the registered owner's copy of Certificate of Live Birth	3. Release registered owner's copy to client.	None	2 minutes	Admin. Aide IV, Registration Officer II, Asst. Registration Officer, Admin. Asst. I
TOTAL		Php300.00	27 minutes	
END OF TRANSACTION				



2. Registration of Certificate of Live Birth (delayed registration)

Reglementary period of registration of births is within 30 dates after the occurrence of the vital event. Registration beyond the reglementary period shall be treated as delayed registration.

Office or Division	Office of the City Civil Registrar			
Classification	Complex			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA Negative 2. Supporting documents (choose any two): - Certificate of Marriage(if parents are married) - Baptismal Certificate - School Records - Immunization Record - Voter's Affidavit, Philhealth MDR, Postal Id., - - Passport, Service record, COLB of children, 3. Valid id's 4.Properly filled up Affidavit to Use the Surname of the Father and Sworn Attestation (if parents are not married). 5. Marriage Contract of parents (if applicable) **submit two(2) photocopies of supporting documents.		Philippine Statistics Authority Local Civil Registry Office, Philippine Statistics Authority Church where baptism transpired School attended Clinic, Hospital Philhealth Office, Philippine Post Office, Department of Foreign Affairs, Department of Education, Employer Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office, Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present filled up info sheet, 3 copies of completely signed Certificate of Live Birth form and other requirements.	1. Receive and check completeness of documents submitted	None	1 minute	Admin. Aide IV,Registration Officer II,Asst. Registration Officer, Admin. Asst. I
2. Payment (for AUSF only).	2. Issue official receipt	Php300.00	1 minute	Registration Officer I
3. Submit to frontliner	3. Collate and turn-over to person in charge for preparation	None		Admin. Aide IV,



	3.1 Subject to Posting for ten(10) days	None	10 days	Admin. Asst. I
	3.2 Encode Certificate of Live Birth after ten(10) days posting period	None	5 minutes	Registration Officer II, Admin. Asst. I
	3.3 Review and assign registry number.	None	2 minutes	Admin. Aide IV,
	3.4 Register the Affidavit to Use the Surname of the Father in the Book of Legal Instruments if applicable	None	2 minutes	Supervising Tourism Operations Officer
	3.5. Prepare the Certificate of Registration for the AUSF if applicable	None	2 minutes	Registration Officer II,Asst. Registration Officer, Admin. Asst. I
	3.6. Review and affix signature as approval.	None	2 minutes	City Civil Registrar
4. Receive the registered owner's copy of Certificate of Live Birth	4. Release registered owner's copy to client.	None	2 minutes	Admin. Aide IV,Registration Officer II,Asst. Registration Officer, Admin. Asst. I
TOTAL		Php300.00	10 days and 15 minutes	
END OF TRANSACTION				



3. Out of Town Birth Registration

Out-of-town reporting occurs when the certificate 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 vital event occurred and where it should be registered

Office or Division	Office of the City Civil Registrar			
Classification	Highly Technical Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA negative certification 2.Local Civil Registrar negative certification 3.At least two supporting documents with consistent birth date and birthplace: <ul style="list-style-type: none"> ○ Baptismal Certificate ○ Postal ID ○ Voter’s Certification (COMELEC) ○ Philhealth MDR, Birth record of children/brothers/ sisters ○ SSS Records, ○ SALN ○ Marriage Certificate ○ Passport ○ Form 137-E (School Record) ○ Immunization Record, etc. ○ Valid id’s 4. Affidavit of affiant for out of town delayed registration. 5.Affidavit of 2 dis-interested persons for out of town delayed registration 6.MF 102 **submit two(2) photocopies of supporting documents.		Philippine Statistics Authority Local Civil Registry of the place where the vital event occurred. Church where baptism transpired Philippine Post Office Commission on Election Office Philhealth Office, Local Civil Registry Office Social Security System, Bureau of Internal Revenue Local Civil Registry Office, Philippine Statistics Authority Department of Foreign Affairs School attended Clinic, hospital Executed before a notary public. Executed before a notary public. Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE



1. Submit PSA negative certification and other supporting documents	1. Accept, and review birth application	None	20 minutes	Registration Officer II
	1.1 Prepare Birth certificate, transmittal and envelope	None	20 minutes	Registration Officer II
	1.2 Approval	None	10 minutes	City Civil Registrar
2. Payment	2. Issue receipt for payment	Php100.00	5 minutes	Registration Officer i
	2.1. Release to client prepared COLB for mailing to concerned LCR.	None	5 minutes	Registration Officer II
3. Mail prepared docs.	3. Wait for the arrival of the returned/acted documents.	None	60 days	Registration Officer II
4. Follow up after two (2) months after mailing	4. Inform client of the result of his/her birth application and release documents	None	10 minutes	Registration Officer II
TOTAL		Php100.00	61 days and 10 minutes	
END OF TRANSACTION				



4. Legitimation

Legitimation is a process where a child out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of his/her parents.

Office or Division	Office of the City Civil Registrar			
Classification	Complex Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Certificate (PSA copy) 2. Advisory of Marriages (CRS-5) of both parents 3. Joint Affid. of Legitimation 4. Death certificate of the spouse if either of the parents is already dead (PSA copy) 5. Birth certificate of the child to be legitimated (PSA copy) **submit two(2) photocopies of supporting documents and original copy of the legal instrument.		Philippine Statistics Authority Philippine Statistics Authority Executed before a notary public. Philippine Statistics Authority Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and examine the documents submitted	None	30 minutes	Registration Officer II
2. Payment of required fees	2. Issue Official receipt	Php300.00	5 minutes	Registration Officer I
	2.1 Enter/record the Legal Instrument in the Register of Legal Instruments	None	5 minutes	Supervising Tourism Operations Officer
	2.2 Prepare annotation on the Certificate of Live Birth and corresponding indorsement to PSA	None	3 days and 10 minutes	Registration Officer II
	2.3 Approval of documents	None	5 minutes	City Civil Registrar



3. Receive the owner's copy	3. Release of owner's copy and indorsement for submission to PSA.	None	5 minutes	Registration Officer II
TOTAL		Php 300.00	3 days and 1 hour	
END OF TRANSACTION				



5. Acknowledgement and Affidavit to Use the Surname of the Father

Acknowledgement of a child is the act of declaring legally that a child is his own, either voluntarily or compulsorily. Affidavit to Use the Surname of the Father (AUSF) is an affidavit to be executed in order to use the surname of the father. Both are registrable documents.

Office or Division	Office of the City Civil Registrar			
Classification	Complex Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Acknowledgement 2. Affidavit to Use the Surname of the Father Sworn attestation, if applicable 3. Certificate of Live Birth of the child, 4. Baptismal Record, 5. School card, 6. valid id's of parents **submit two(2) photocopies of supporting documents and original copy of the legal instrument.		Executed before a notary public. Local Civil Registry Office Local Civil Registry Office Philippine Statistics Authority Church where baptism transpired School attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and examine the documents submitted	None	30 minutes	Registration Officer II
2. Payment of required fees	2. Issue official receipt	Php600.00	5 minutes	Registration Officer II
	2.1 Enter/record the Legal Instrument in the Register of Legal Instruments	None	5 minutes	Supervising Tourism Operations Officer
	2.2 Prepare annotation on the Certificate of Live Birth and corresponding indorsement to PSA	None	3 days and 10 minutes	Registration Officer II



	2.3 Approval of prepared documents	None	5 minutes	City Civil Registrar
3. Receive the owner's copy	3. Release of owner's copy and indorsement for submission to PSA	None	5 minutes	Registration Officer II
TOTAL		Php 600.00	3 days and 1 hour	
END OF TRANSACTION				



6. Registration of Death Certificate

Death - the permanent disappearance of all evidence of life at any time after live birth has taken place. As a state policy, the system mandates the basic and compulsory registration of all vital events (birth, marriage, death) and the accompanying changes in the civil status of every Filipino citizen. Reglementary period of registration is within 30 dates after the occurrence of the vital event.

Office or Division	Office of the City Civil Registrar			
Classification	Complex Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Certificate of Death (MF 103)			City Health Office, Hospital	
2. Affidavit for delayed registration (if applicable)			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit accomplished Death Certificate Form	1. Receive and review the document	None	5 minutes	Registration Officer 1
	1.1 Post the document (if delayed)	None	10 days	Registration Officer 1
	1.2. Record and register the document	None	5 minutes	Registration Officer 1
2..Pay burial permit fee	2. Issue burial permit	100.00	5 minutes	Registration Officer 1
	2.1. Review and assign registry number	None	5 minutes	Registration Officer 1
	2.2 Approval	None	5 minutes	Registration Officer 1, City Civil Registrar
3. Receive owner's copy	3. Release to client owner's copy.	None	5 minutes	Registration Officer 1
TOTAL		Php100.00	30 mintes if on time registration 10 days and 30 mintes if delayed registration	
END OF TRANSACTION				



7. Issuance of Marriage License

Marriage License is an official document issued by the Local Civil Registrar giving authority to the applicants to marry one another.

Office or Division	Office of the City Civil Registrar			
Classification	Complex Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth 2. Certificate of Legal Capacity (for foreigners) 3. Death certificate of deceased spouse (for widows) 4. Certificate of No Marriage (CENOMAR), 5. Residence Certificates 6. Pre-Marriage Counseling certificate (for step 11 and 12) **submit two(2) photocopies of supporting documents and original copy		Philippine Statistics Authority Embassy Philippine Statistics Authority Philippine Statistics Authority City Treasurer's Office City Health Office- POPCOM, City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Marriage License	2. Prepare the application for Marriage License	None	30 minutes	Administrative Aide VI
	2.1 Record the application	None	5 minutes	Administrative Aide VI
3. Sign the prepared application form	3. Check the signatures of applicants	None	5 minutes	Administrative Aide VI
	3.1 Sign the accomplished application form	None	5 minutes	City Civil Registrar
4. Pay the processing fee	4.1 Issue receipt for payment	400.00	5 minutes	Registration Officer 1
	4.2 Prepare Notice for Posting	None	10 minutes	Administrative Aide VI
	4.3 Post the Notice	None	10 days	Administrative Aide VI
5..Receive the approved Marriage	5..Issue approved Marriage License	None	5 minutes	City Civil Registrar



License				
TOTAL		Php400.00	10 days and 65 minutes	
END OF TRANSACTION				



8. Registration of Certificate of Marriage

Marriage – is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life

As a state policy, the system mandates the basic and compulsory registration of all vital events (birth, marriage, death) and the accompanying changes in the civil status of every Filipino citizen.

Office or Division	Office of the City Civil Registrar			
Classification	Complex Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Marriage (MF 97) 2. Affidavit for delayed registration (if applicable) **submit three(3) photocopies of supporting documents and original copy		Solemnizing Officer Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit filled-up Certificate of Marriage Form	1. Receive, review and record the document for registration	None	10 minutes	Asst. Registration Officer
	1.1 Post the documents (if delayed registration)	None	10 days	Asst. Registration Officer
	1.2 Sign the certificate	None	5 minutes	City Civil Registrar
2. Receive the registered owner's copy of Certificate of Marriage	2. Release owner's copy of registered Certificate of Marriage	None	5 minutes	Asst. Registration Officer
	TOTAL	None	10 days and 30 minutes if delayed registration. 30 minutes if on time registration.	
END OF TRANSACTION				



9. Petition for Correction of Clerical Error pursuant to RA 9048

RA 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change the first name or nickname in the civil register **without need of a judicial order.**

Office or Division	Office of the City Civil Registrar			
Classification	Highly Technical transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Birth, Marriage and Death Certificate to be corrected (PSA and LCR copy)</p> <p>2. Any three (3) of the following documentary evidences which may show the correct entry:</p> <ul style="list-style-type: none"> • Baptismal certificate • School records • Employment records • Voter Certificate • GSIS or SSS record • Land title • Insurance policy • Medical records • Business record • Marriage Contract • Birth certificate of children • Birth certificate of brothers/sisters <p>3. Valid id's (drivers license, government id's) **submit three(3) photocopies of supporting documents and original copy</p>		<p>Philippine Statistics Authority Local Civil Registry of the place where the vital event occurred.</p> <p>Church where baptism transpired School Employer Commission on Election Office Social Security Office, Government Service Insurance System Registry of Deeds Insurance Offices Hospitals, Clinics</p> <p>Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.. Submit the requirements for correction of clerical errors	1. Give checklists of documents submitted	None	5 minutes	Asst. Registration Officer
	1.2. Examine the requirements as	None	10 minutes	Asst. Registration



	to completeness and correctness.			Officer
2. Pay the processing fee	2. Issue receipt for payment	Filing fee - 1,000.00 Service fee (Migrant petition) – 500.00	5 minutes	Registration Officer 1
	2.1 Receive the petition upon payment by the petitioner of prescribed fees	None	5 minutes	Asst. Registration Officer
	2.2 Prepare the “Notice of Posting” and post in the bulletin board	None	10 days posting	Asst. Registration Officer
	2.3. Act on the petition and render a decision after the completion of the prescribed ten (10) days posting period.	None	30 minutes	City Civil Registrar
	2.4 Transmit a copy of the decision on the petition for affirmation to the Office of the Civil Registrar General – Legal Department within 5 days	None	30 minutes	Asst. Registration Officer
3.. Receive and submit the indorsement to PSA	3.. Upon receipt from the Civil Registrar General (four months), annotate the document, and prepare indorsement for PSA	None	30 minutes	Asst. Registration Officer
TOTAL		Php1,500.00	10 days , 1 hour and 55 minutes	
END OF TRANSACTION				



10. Petition for Correction of Clerical Error Pursuant to RA 10172 (Sex, Birth month and Birthdate).

Office or Division	Office of the City Civil Registrar			
Classification	Highly Technical transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document to be corrected (LCRO and OCRG copy) 2.Any three (3) of the following documentary evidences which may show the correct entry: - Earliest School Records - Medical Records - Baptismal Records - NBI and Police Clearance - Employers' Clearanc 3. Medical Certification issued by an affiliated government physician 4.Should be published in a newspaper of general circulation **submit three(3) photocopies of supporting documents and original copy		Local Civil Registry copy, Philippine Statistics Authority . School Hospitals, Clinics Church where baptism transpired Police Station, National Bureau of Investigation Employer Government Physician Newspaper agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the petition and requirements for correction on sex and day and month of birth.	1. Give checklists of documents submitted	None	5 minutes	Asst. Registration Officer
	1.1Examine the requirements as to completeness and correctness	None	20 minutes	Asst. Registration Officer
2. Pay the processing fee	2. Issue receipt for payment	Filing Fee - 3,000.00 Publication fee – 2,500.00 Service Fee for Migrant	5 minutes	Registration Officer 1



		petition – 1,000.00		
	2.1.Receive the petition upon payment by the petitioner of the prescribed fees	None	10 minutes	Asst. Registration Officer
	2.2.Prepare the “Notice of Posting” and post in the bulletin board	None	10 consecutive days	Asst. Registration Officer
	2.3 Act on the petition and render a decision after the completion of the prescribed posting period.	None	20 minutes	City Civil Registrar
	2.4.Transmit a copy of the decision on the petition for affirmation to the Office of the Civil Registrar General – Legal Department within 5 days	None	20 minutes	Asst. Registration Officer
3. Receive and submit the indorsement to PSA	3..Upon receipt from the Civil Registrar General (four months), annotate the document, and prepare indorsement for PSA	None	20 minutes	Asst. Registration Officer
TOTAL		Php6,500.00	10 days and 1 hour and 40 minutes	
END OF TRANSACTION				



11. Petition for Correction of Clerical Error Pursuant to RA 10172 (Sex, Birth month and Birthdate).

Office or Division	Office of the City Civil Registrar			
Classification	Highly Technical Application			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document to be corrected (LCRO and OCRG copy) 2.Any three (3) of the following documentary evidences which may show the correct entry: - Earliest School Records - Medical Records - Baptismal Records - NBI and Police Clearance - Employers' Clearance 3. Medical Certification issued by an affiliated government physician 4.Should be published in a newspaper of general circulation **submit three(3) photocopies of supporting documents and original copy		Local Civil Registry copy, Philippine Statistics Authority . School Hospitals, Clinics Church where baptism transpired Police Station, National Bureau of Investigation Employer Government Physician Newspaper agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the petition and requirements for correction on sex and day and month of birth.	1. Give checklists of documents submitted	None	10 minutes	Asst. Registration Officer
	1.1 Examine the requirements as to completeness and correctness	None	10 minutes	Asst. Registration Officer
2..Pay the corresponding processing fee	2. Receive the petition upon payment by the petitioner of the prescribed fees	Filing Fee - 3,000.00 Publication fee – 2,500.00 Service Fee for Migrant petition – 1,000.00	5 minutes	Asst. Registration Officer



	2.1 Prepare the "Notice of Posting" and post in the bulletin board	None	10 days	Asst. Registration Officer
	2.3 Act on the petition and render a decision after the completion of the prescribed posting period.	None	20 minutes	City Civil Registrar
	2.4 Transmit a copy of the decision on the petition for affirmation to the Office of the Civil Registrar General – Legal Department within 5 days	None	20 minutes	Asst. Registration Officer
3. Receive and submit the indorsement to PSA	3. Upon receipt from the Civil Registrar General (two months), annotate the document, and prepare indorsement for PSA	None	20 minutes	Asst. Registration Officer
TOTAL		Php6,500.00	10 days and 1 hour and 35 minutes	
END OF TRANSACTION				



12. Petition for Change of First Name Pursuant to RA 9048

RA 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.

Office or Division	Office of the City Civil Registrar			
Classification	Highly Technical Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate to be corrected (PSA & LCR copy) 2. Any three (3) of the following documentary evidences which may show the correct entry: <ul style="list-style-type: none"> • Baptismal certificate • School records • Employment records • Voter Certificate • GSIS or SSS record • Land title • Insurance policy • Medical records • Business record • Marriage Contract • Birth certificate of children • Birth certificate of brothers/sisters • Valid id's (drivers license, government id's) 3. Certificate of Employment with no pending administrative case (for employed) 4. Affid. of No employment (if not employed) 5. NBI clearance (must indicate A.K.A.) 6. Police Clearance (must indicate A.K.A.) submit three(3) photocopies of supporting documents and original copy		Local Civil Registry copy, Philippine Statistics Authority . Church where baptism transpired School Employer Commission on Election Social Security System, Government Service Insurance System Registry of Deeds Insurance Offices Hospitals, Clinics Business agencies Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Employer Notary Public National Bureau of Investigation Philippine National Police		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the petition including the requirements	1. Provide the list of required documents to support the petition	None	10 minutes	Asst. Registration Officer
2. Submit documents required together with the petition	2. Examine the petition and documents submitted	None	10 minutes	Asst. Registration Officer
3. Pay the processing fee	3. Issue receipt for payment	400.00	5 minutes	Registration Officer 1
	3.1. Receive the petition upon payment of prescribed fees	Filing fee 3,000.00 Publication fee – 1,500.00 Service Fee for migrant petition – 1,000.00	5 minutes	Asst. Registration Officer
	3.4. Post the petition in the bulletin board	None	10 consecutive days	Asst. Registration Officer
	3.5 Publish the petition in a newspaper of general circulation	None	once a week for two consecutive weeks	Asst. Registration Officer
	3.6 After the prescribed period of publication, act on the petition and render a decision	None	10 minutes	City Civil Registrar
	3.7 Transmit a copy of the decision together with the records of the proceedings to the Office of the Civil Registrar General within 5 days	None	10 minutes	Asst. Registration Officer



4..Receive the copy of the decision	4. Upon receipt from OCRG decision (2 months) annotate the document and prepare indorsement for PSA	None	10 minutes	Asst. Registration Officer
TOTAL		Php5,900.00	24 days and 1 hour	
END OF TRANSACTION				



13. Authentication/ Certification of Civil Registry Documents

It is the process where the original civil registry document is mass-produced and requested to be “certified” or “authenticated” for purposes

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopies copy of civil registry document to be authenticated.		Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONS-IBLE
1. Fill-up request form	2.Receive the accomplished request form	None	2 minutes	Registration Officer II,Asst. Registration Officer, Admin. Asst., Admin. Aide IV
	2.1.Prepare the certification	None	10 minutes	Registration Officer II,Asst. Registration Officer, Admin. Asst., Admin. Aide IV
	2.2 Certify / authenticate the document	None	5 minutes	City Civil Registrar
3.Pay the prescribed fee and receive the requested document	3.Issue receipt as proof of payment and release the document	100.00	10 minutes	Registration Officer 1
TOTAL		Php100.00	27 minutes	
END OF TRANSACTION				

of proving authenticity .



14. Registration of Court Decrees/Orders

Court decree (CD) is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certified True Copies of Court Decision		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.Accept documents submitted	300.00	20 minutes	Asst. Registration Officer
	1.1 Prepare the Certificate of Registration and Certificate of Authenticity	None	20 minutes	Asst. Registration Officer
	1.2 Approval	None	20 minutes	City Civil Registrar
	1.3 Release to client and file	None	20 minutes	Asst. Registration Officer
TOTAL		Php300.00	40 minutes	
END OF TRANSACTION				



15. Adoption

It is the legal process of taking a person as his own child.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Certified True Copies of Court Decision and 2.Certificate of Finality.			Court	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Court Order, Certificate of Finality and Certificate of Live Birth prior to adoption and Certificate of Marriage	1. Record in the Book of Court Orders/ Decrees	None	10 minutes	Asst. Registration Officer
	1.1 Prepare the amended Certificate of Live Birth and prepare the certified true copies of the amended Certificate of Live Birth	None	30 minutes	Asst. Registration Officer
	1.2. Prepare indorsement to be submitted by client for PSA	None	30 minutes	Asst. Registration Officer
	1.3 Approval	None	10 minutes	City Civil Registrar
2. Receive and submit the indorsement to PSA	2. Release the indorsement	None	5 minutes	Asst. Registration Officer
	TOTAL	None	1 hour and 25 minutes	
END OF TRANSACTION				



16. Annulment of Marriage

It is the judicial process by which a voidable marriage is declared null and void.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certified True Copies of Court Decision		Court		
2.Certificate of Finality		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit Court Order, Certificate of Finality and Certificate of Marriage	1.Record in the Book of Court Orders/ Decrees	None	20 minutes	Asst. Registration Officer
	1.1 Annotate the Certificate of Marriage by decree of annulment	None	20 minutes	Asst. Registration Officer
2. Pay the processing fee	2. Issue receipt for payment	300.00	5 minutes	Registration Officer 1
	2.1 Prepare indorsement to be submitted by client to PSA	None	20 minutes	Asst. Registration Officer
	2.2 Approval	None	5 minutes	City Civil Registrar
3. Receive and submit the indorsement to PSA	3. Release the indorsement	None	20 minutes	Asst. Registration Officer
TOTAL		Php300.00	1 hour and 30 minutes	
END OF TRANSACTION				



17. Presumptive Death

A court decree that declares that a spouse is presumed dead if he had been absent for four consecutive years and the spouse present had a well founded belief that the absent spouse was already dead.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certified True Copies of Court Decision and 2.Certificate of Finality		Court Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit Court Order, Certificate of Finality and Certificate of Marriage	1.Record in the Book of Court Orders/ Decrees	None	20 minutes	Asst. Registration Officer
2.Pay the processing fee	2. Issue receipt for payment	300.00	5 minutes	Registration Officer 1
	2.1 Annotate the Certificate of Marriage by decree of presumptive death	None	20 minutes	Asst. Registration Officer
	2.2 Prepare indorsement to be submitted by client for PSA	None	20 minutes	Asst. Registration Officer
	2.3 Approval	None	5 minutes	City Civil Registrar
3. Receive and submit the indorsement to PSA	4. Release the indorsement	None	10 minutes	Asst. Registration Officer
Total		Php300.00	1 hour and 20 minutes	
END OF TRANSACTION				



18. Requests /Verifications (for out of town births)

“Requests or verifications” for availability of existing records in concerned local civil registry offices is a critical step prior to delayed registration in order to minimize double registration.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA Negative certification, 2.LCR copy (if available)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Present Negative PSA birth certification	1.Prepare “Requests” and envelope	None	20 minutes	Admin. Aide III
2. Pay required fees	2.Issue official receipt	100.00	5 minutes	Registration Officer 1
	2.1.Approval	None	5 minutes	City Civil Registrar
3. Received and mail	2.2 Release to client for mailing	None	5 minutes	Admin. Aide III
TOTAL		Php100.00	35 minutes	
END OF TRANSACTION				



19. Indorsements

For the purpose of ensuring that records of the local civil registry office and the Philippine Statistics Authority are consistent especially for processes involving legal instruments, indorsements is the key.

It is also the remedy when the intention is to make clearer blurred entries especially in PSA issued documents as well as civil registry documents which were issued negative record in PSA and positive in the local civil registry.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. PSA negative certifications or blurred PSA copy of documents or documents in need of indorsements. 2. PSA issued COLB subject for legitimation, acknowledgement or AUSF. 3. Advisory on Marriages of both parents. 4. Supplemental Affidavit of Legitimation 5. Joint Affid. of Legitimation 6. Marriage Contract- PSA copy 7. Affidavit of Admission of Paternity 		<ol style="list-style-type: none"> 1. Philippine Statistics Authority 2. Philippine Statistics Authority 3. Philippine Statistics Authority 4. Executed by the parents before a notary public 5. Executed by the parents before a notary public 6. Philippine Statistics Authority 7. Executed by the father before a notary public. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit PSA negative certifications or blurred PSA copy of documents or documents in need of indorsement	1. Evaluate documents submitted and compare with file in the archive	None	20 minutes	Registration Officer li
	1.1 Require other supporting documents if necessary	None	5 minutes	Registration Officer II



	1.2 Prepare the indorsement	None	20 minutes	Registration Officer II
	1.3 Approval	None	10 minutes	City Civil Registrar
2. Pay required fees	2. Issue official receipt	100.00	5 minutes	Registration Officer I
3. Received the indorsement	2.1 Release and give instructions for disposition of the indorsement	None	10 minutes	Registration Officer II
TOTAL		Php100.00	1 hour and 10 minutes	
END OF TRANSACTION				



20. Piecemeal Indorsements

It is when a newly registered civil registry document (birth, marriage, foundling, death) is requested to be submitted to Philippine Statistics Authority (PSA) in advance, way ahead of other documents registered for the same month solely for the purpose of securing a PSA copy of the same document in roughly 3 weeks' time.

Office or Division	Office of the City Civil Registrar			
Classification	Simple Transaction			
Type of Transaction	G2C – for government services whose client is the transacting public			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA negative certifications or blurred PSA copy of documents or documents in need of indorsements. 2.PSA issued COLB subject for legitimation, acknowledgement or AUSF. 3.Advisory on Marriages of both parents. Supplemental Affidavit of Legitimation 4.Joint Affid. of Legitimation 5.Marriage Contract- PSA copy 6.Affid of Admission of Paternity		Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Executed by the parents before a notary public Executed by the parents before a notary public Philippine Statistics Authority Executed by the father before a notary public.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit PSA negative certifications or blurred PSA copy of documents or documents in need of indorsement	1. Evaluate documents submitted and compare with file in the archive	None	Three (3) days	City Civil Registrar
	1.1 Require other supporting documents if necessary	None		City Civil Registrar



	1.2 Prepare the indorsement	None		City Civil Registrar
	1.3 Approval	None		City Civil Registrar
2. Pay required fees	2. Issue official receipt	100.00		City Civil Registrar
	2.1 Release and give instructions for mailing	None		City Civil Registrar
TOTAL		Php100.00	Three (3) days	
END OF TRANSACTION				



OFFICE OF THE GENERAL SERVICES OFFICER

Internal Services



1. ISSUANCE OF CLEARANCES

1.1 Issuance of Certificate of Clearance

(Leave Application beyond 30 days, Maternity Leave and Travel Abroad)

The Office of the City General Services Officer issues Property Clearance to employees for their Leave Application beyond 30 days, Maternity Leave and Travel Abroad. Clearance is issued to show that the client has been cleared for all Property Accountabilities.

Office or Division:	Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Clearance Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
Office Clearance (1 Original)		Office of the Requesting Employee		
Official Receipt (1 Original)		City Treasurer's Office		
Acknowledgement Receipt		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the Request for Clearance Form completely	1. Give the Request form to the client	None	5 minutes	Administrative Aide IV
2. Submit the Accomplished form to Records Section	Check if request form is completely filled up	None	3 minutes	Administrative Aide IV
	Record the request and assign control number, forward the request to the Supervising Administrative Officer/Acting City GSO for action	None	3 minutes	Administrative Aide IV / Administrative Aide IV
	Act and provide instructions and return the request to the Records Section	None	3 minutes	City GSO/ Supervising Administrative Officer



	Retrieve all MR/PAR/ICS/ARE, photocopy and stamp with “Certified Photocopy from Original File”	None	15 minutes	Administrative Aide IV / Administrative Aide IV / Administrative Aide VI
3. Receive the documents with stamped “Certified Photocopy from the Original File”	Endorse the documents stamped with “Certified Photocopy from the Original File” to the Requesting Employee	None	3 minutes	Supervising Administrative Officer
3.1 Using the AR Form transfer temporarily all properties to co-worker	Give the AR Form to be filled up by the temporary receiver of the property	None	5 minutes	Supervising Administrative Officer
3.2 Pays the corresponding Certification Fee to the City Treasurer’s Office	3.2 Advise the requesting employee to pay certification fee to the City Treasurer’s Office	₱100.00	5 minutes	Office of the City Treasurer
4. Submit all the requirements to the Records Officer (Official Receipt, Office Clearance, Signed Acknowledgement Receipt)	2. Check the authenticity of the required documents submitted by the requesting employee	None	3 minutes	Supervising Administrative Officer
	Prepare three (3) copies of Property Clearance and recommend approval to the City GSO by affixing initials	None	5 minutes	Supervising Administrative Officer
	Forward the Clearance to the Secretary for recording and final approval of the Acting City GSO	None	2 minutes	Supervising Administrative Officer
	Receive and Record the Clearance and forward the Clearance to the Acting City GSO for signature	None	3 minutes	Supervising Administrative Officer
	Approve/Sign the Clearance and forward it to the Secretary	None	3 minutes	City GSO
	Receive and return the Approved Clearance to the Records Section	None	3 minutes	Supervising Administrative Officer
5. Receive the Approved Clearance and sign in the logbook	3. Seal all original copies of Approved Clearance and release two (2)	None	4 minutes	Supervising Administrative Officer



	original copies to the requesting employee, secure duplicate copy as Office file *Make sure that he/she affix his/her signature in the logbook upon receipt of the Clearance			
	TOTAL:	₱ 100.00	1 hour and 6 minutes	
END OF TRANSACTION				



1.2 Issuance of Certificate of Clearance (Retirement, Resignation, Transfer of Office, End of Term and Last Salary)

The Office of the City General Services Officer issues Property Clearance to employees for their Retirement, Resignation, Transfer of Office, End of Term and Last Salary. Clearance is issued to show that the client has been cleared for all Property Accountabilities.

Office or Division:	Supply and Property Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	City Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Clearance Form			City General Services Office	
Office Clearance (1 Original)			Office of the Requesting Employee	
Official Receipt (1 Original)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Request for Clearance Form completely	1. Give the Request form to the client	None	5 minutes	Supervising Administrative Officer
2. Submit the Accomplished form to Records Section	2. Check if request form is completely filled up	None	3 minutes	Supervising Administrative Officer
	2.1 Record the request and assign control number and forward the request to the Supervising Administrative Officer/Acting City GSO for action	None	3 minutes	Supervising Administrative Officer
	2.2 Act and provide instructions and return the request to the Records Section	None	5 minutes	City GSO
	2.3 Retrieve all MR/PAR/ICS/ARE, photocopy each document and stamp with "Certified Photocopy from original file" and endorse the documents to the Supply Officer.	None	15 minutes	Supervising Administrative Officer



3. Present/make available all the properties under his/her custody.	3. Conduct physical inventory of properties under the custody of requesting employee	None	15 minutes	Supervising Administrative Officer
3.1 If serviceable , transfer property to co-worker	3.1 Prepare transfer of PAR/ICS to other employee, print sticker/label and attach to the property	None	20 minutes	Supervising Administrative Officer
3.2 If unserviceable , return to GSO	3.2 Receive and store property to GSO warehouse	None	20 minutes	Supervising Administrative Officer
4. Pay the corresponding Certification Fee to the City Treasurer's Office	4. Advise the requesting employee to pay certification fee to the City Treasurer's Office	₱100.00	5 minutes	Office of the City Treasurer
5. Submit all the requirements to the Records Officer (Official Receipt, Office Clearance)	5. Check the authenticity and completeness of the required documents submitted by the requesting employee	None	3 minutes	Supervising Administrative Officer
	5.1 Prepare four (4) original copies of Property Clearance for retirement and End of Term and two (2) original copies for Resignation, recommend approval by affixing initials	None	5 minutes	Supervising Administrative Officer
	5.2 Forward the Clearance to the Secretary for recording and final approval of the Acting City GSO	None	3 minutes	Supervising Administrative Officer
	5.3 Receive and Record the Clearance and forward the Clearance to the Acting City GSO for signature	None	3 minutes	Supervising Administrative Officer
	5.4 Sign/Approve the Clearance and forward it to the Secretary	None	3 minutes	City GSO
	5.5 Receive and return the Approved Clearance to	None	2 minutes	Supervising Administrative



	the Records Section			Officer
6. Receive the Approved Clearance and sign at the logbook	<p>6. Seal all original copies of Approved Clearance and give/issue three (3) original copies to the requesting employee for retirement and End of term purposes and one (1) copy of Clearance for Resignation purpose and keep the remaining one (1) copy as Office file including the request form</p> <p>*Make sure that he/she affix his/her signature to the logbook upon receipt of the Clearance</p>	None	4 minutes	Supervising Administrative Officer
	TOTAL:	₱ 100.00	1 hour and 54 minutes	



2. Transfer of Property Accountability

The transfer of accountability for government property may occur and be requested to the City General Services if the property is transferred from one accountable officer to another or from an outgoing officer to his successor.

A request for copy of request for Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) is available in the Receiving Counter and shall be filled –up to be acted by the authorized officer.

Office:/Division	City General Services Office, Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who May Avail:	All Government Employees who are Custodian of City Government properties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form duly signed by the Head of Office or Administrative Officer		City General Services Office, Receiving Clerk		
Appropriate Driver's License				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form for copy of PAR/ICS * Be sure all information needed are supplied	1. Receive, check and forward request to the General Services Officer for action	None	3 minutes	City GSO
	2. Act on the request and endorse to Records Section	None	3 minutes	City GSO
	3. Retrieve original copy of PAR/ICS from office file and forward it to encoder	None	3 minutes	Supervising Administrative Officer
2. Sign newly generated PAR/ICS *new end user	4. Generate transfer of property accountability in the database, print new PAR/ICS (2 copies) and update sticker or label	None	3 minutes	Supervising Administrative Officer
	6. Review the document and sticker and recommend approval of transfer to the GSO by affixing initials	None	3 minutes	Supervising Administrative Officer
	7. Approve the document and forward to the	None	5 minutes	City GSO



	releasing clerk			
3. Receive End – Users copy and sign at the logbook	<p>8. Conduct physical inventory of property, attach sticker/label and have the new custodian sign in the new PAR/ICS.</p> <p>* Be sure to give the End – Users copy to the new accountable Officer and Return the Office File for filing</p>	None	5 minutes	Supervising Administrative Officer
	TOTAL:	NONE	25 minutes	
END OF TRANSACTION				



3. Inspection of Unserviceable Equipment

The WMR is used to report all waste materials previously taken up in the books of accounts as assets or in his/her custody so that they may be properly disposed of and derecognized from the books.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Written Request	Office of the Requesting Employee			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Written Request	1. The assigned Officer receives and records the request	None	3 minutes	Supervising Administrative Officer
2. Agree on the date of inspection	2. The GSO or duly authorized representative acts on the request and releases to the assigned officer.	None	2 minutes	City GSO
3. Submit and ensure availability of equipment subject for inspection	3. The assigned officer will inform the client on the date of inspection on the requested item.	None	5 minutes	City GSO
	3.1 The assigned officer inspects the item as to its specification and condition.	None	3 minutes per item	City GSO
	3.2 After the inspection, the assigned officer submits written request and inspection report to the In-charge on Records for the cancellation of Property Acknowledgement Receipt (PAR) and updating of Property Card.	None	3 minutes	City GSO



<p>4. The client receives the photocopy of PAR stamped with UNSERVICEABLE and “certified photocopy from original file”</p>	<p>4. The In-Charge on Records will retrieve the original PAR of item for cancellation and stamps it with unserviceable mark.</p>	<p>None</p>	<p>5 minutes per item</p>	<p>City GSO</p>
	<p>4.1 The PAR stamp with unserviceable mark is then photocopied and stamp with “certified photocopy from original file” and be released to the end-user.</p>	<p>None</p>	<p>2 minutes per item</p>	<p>City GSO</p>
	<p>5. The Records Office updates the Property Card and together with the original PAR it will be encoded in the Inventory and Inspection Report of Unserviceable Property and submit one (1) copy to the Committee on Disposal of Government Properties.</p>	<p>None</p>	<p>5 minutes per item</p>	<p>City GSO</p>
<p>TOTAL:</p>		<p>None</p>	<p>28 minutes</p>	
<p>END OF TRANSACTION</p>				



4. Repair and Maintenance of Government Property, Plant and Equipment

4.1 Repair and/or installation of water connections.

The repair or replacement and installation services of all water connections are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.	None	3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	None	3 minutes	Labor General Foreman
	4. The Plumber will go to the requesting Office to check the repair/replacement that will be done or estimate the materials that will be used.	None	10 minutes	Labor General Foreman
	4.1 Fill-up the request form to withdraw the materials to be used from the Storekeeper of City GSO.	None	3 minutes	Labor General Foreman
	5. The Storekeeper will process the approval of request of materials.	None	5 minutes	Supervising Administrative Officer



	6. The GSO or duly authorized representative will act on the request.	None	5 minutes	City GSO
	7. The Storekeeper will release the requested materials from the storage room.	None	5 minutes	Supervising Administrative Officer
	8. The Plumber will receive the requested materials.	None	3 minutes	Labor General Foreman
	8.1 Return to the requesting Office for the repair/replacement/installation of water connections.		1 day	Labor General Foreman
	8.2 Testing of connection and supply of facility.		30 minutes	Labor General Foreman
2. The client will receive and sign the Workdone Report.	8.3 Submit Workdone Report to the requesting Officer for signature.		3 minutes	Labor General Foreman
	8.4 The Work done Report will be submitted to the Labor General Foreman for filing purposes.		3 minutes	Labor General Foreman
	9. The Labor General Foreman will receive the Workdone Report and file.	None	3 minutes	Labor General Foreman
	TOTAL:	None	1 day, 1 hour and 22 minutes	
END OF TRANSACTION				



4.2 Repair and/or installation of electrical connections.

The repair or replacement and installation services of all electrical connections are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	NONE	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		3 minutes	
	2. The GSO or duly authorized representative will act on the request.	NONE	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	NONE	3 minutes	Labor General Foreman
	4. The Electrician will go to the requesting Office to check the repair/replacement that will be done or estimate the materials that will be used.	NONE	15 minutes	Labor General Foreman
	4.1 Fill-up the request form to withdraw the materials to be used from the Storekeeper of City GSO.		3 minutes	Supervising Administrative Officer



	5. The Storekeeper will process the approval of request of materials.	NONE	3 minutes	City GSO
	6. The GSO or duly authorized representative will act on the request.	NONE	3 minutes	Supervising Administrative Officer
	7. Upon approval, the Storekeeper will release the requested materials to the storage room.	NONE	5 minutes	Labor General Foreman
	8. The Electrician will receive the requested materials.	NONE	3 minutes	Labor General Foreman
	8.1 Return to the requesting Office for the repair/replacement of electrical connections.		3 hours	Labor General Foreman
2. The client will receive and sign the Workdone Report of Electrician.	8.2 Test the connections and supply of facility.	NONE	15 minutes	Labor General Foreman
	9. Submit Workdone Report to the requesting Officer for signature.	NONE	3 minutes	Labor General Foreman
	10. The Workdone Report will be submitted to the Labor General Foreman for filing purposes.	NONE	3 minutes	Labor General Foreman
	11. The Labor General Foreman will receive the Workdone Report and file.	NONE	3 minutes	Labor General Foreman
	TOTAL:	None	4 hours and 8 minutes	
END OF TRANSACTION				



4.3 Repair or replacement of parts of furniture and fixtures.

The repair or replacement of parts of furniture and fixtures such as flush door, door knobs, cabinet, ceiling, dividers, wooden chairs and tables, bulletin board, wooden podium, etc. are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.	None	3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	None	3 minutes	Labor General Foreman
	4. The Carpenter will go to the requesting Office to check the repair/replacement that will be done or the materials that will be used.	None	15 minutes	Labor General Foreman
	4.1 Fill-up the request form to withdraw the materials to be used from the Storekeeper of City GSO.		3 minutes	Labor General Foreman



	5. The Storekeeper will process the approval of request of materials.	None	3 minutes	Labor General Foreman
	6. The GSO or duly authorized representative will approve the request.	None	3 minutes	City GSO
	7. The Storekeeper will withdraw the requested materials to the storage room.	None	5 minutes	Labor General Foreman
	8. The Carpenter will receive the requested materials.	None	3 minutes	Labor General Foreman
	8.1 Return to the requesting Office for the repair/replacement of furniture and fixtures.		3 hours	Labor General Foreman
2. The client will receive and sign the Work done Report.	8.2 Submit the Work done Report to the requesting Officer for signature.		3 minutes	Labor General Foreman
	8.3 Submit the Work done Report to the Labor General Foreman for filing purposes.		3 minutes	Labor General Foreman
	9. The Labor General Foreman will receive the Work done Report and file.	None	3 minutes	Labor General Foreman
	TOTAL:	None	3 hours and 53 minutes	
END OF TRANSACTION				



4.4 Repair or replacement of parts of air-conditioning unit.

The repair or replacement services of all air-conditioning units are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	None	3 minutes	Labor General Foreman
	4. The Technician will go to the requesting Office to check the repair/replacement that will be done or estimate the materials that will be used.	None	15 minutes	Labor General Foreman
	4.1 Fill-up the request form to withdraw the materials to be used to the Storekeeper of City GSO.		3 minutes	Supervising Administrative Officer



	5. The Storekeeper will process the approval of requested materials.	None	3 minutes	Supervising Administrative Officer
	6. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	7. The Storekeeper will withdraw the requested materials to the storage room.	None	3 minutes	Labor General Foreman
	8. The Technician will receive the requested materials.	None	3 minutes	Labor General Foreman
	8.1 Return to the requesting Office for the repair/replacement of air-conditioning unit.		3 hours	Labor General Foreman
	8.2 Testing of air-conditioning unit.		2 hours	Labor General Foreman
2. The client will receive and sign the Workdone Report.	8.3 Submit the Workdone Report to the requesting Officer for signature.		3 minutes	Labor General Foreman
	8.4 Submit the Workdone Report to the Labor General Foreman for filing purposes.		3 minutes	Labor General Foreman
	9. The Labor General Foreman will receive the Workdone Report and file.	None	3 minutes	Labor General Foreman
	TOTAL:	None	5 hours and 51 minutes	
END OF TRANSACTION				



4. 5 Maintenance of air-conditioning unit.

The cleaning services of all air-conditioning units are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.	None	3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	None	3 minutes	Labor General Foreman
	4. The Technician will go to the requesting Office for the cleaning of air-conditioning unit.	None	3 hours	Labor General Foreman
	4.1 Testing of air-conditioning unit.	None	2 hours	Labor General Foreman
2. The client will receive and sign the Workdone Report.	4.2 Submit Workdone Report to the requesting Officer for signature.	None	3 minutes	Labor General Foreman



	4.3 The Workdone Report will be given to the Labor General Foreman for filing purposes.	None	3 minutes	Labor General Foreman
	5. The Labor General Foreman will receive the Workdone Report and file.	None	3 minutes	Labor General Foreman
	TOTAL:	None	5 hours and 21 minutes	

END OF TRANSACTION



5. Provision of General Services

5.1 Fabrication of furniture and fixtures.

The fabrication of all furniture and fixtures such as cabinet, dividers, wooden chairs and tables, bulletin board, wooden podium, etc. are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request or submission of materials to this Office.

Office or Division:	General Utility Services Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
Design or lay-out		Requesting Office		
Materials to be used		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form and all requirements	1. The assigned Officer will receive the accomplished request form or written request and check the completeness of requirements.	None	5 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		2 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	2 minutes	City GSO
	3. The Labor General Foreman will schedule the request.		2 minutes	Labor General Foreman
	4. The Carpenter will go to the requesting Office to check the area, lay-	None	20 minutes	Labor General Foreman



	out and estimate the materials that will be used.			
2. The client will receive the list of material to be used.	4.1 The List of Material to be used will be given to the client.	None	10 minutes	Labor General Foreman
3. The client will provide the necessary material.	4.2 Check and receive the necessary materials.		3 minutes	Labor General Foreman
	4.3 Prepare the fabrication of furniture and fixtures including painting and varnishing.		5 days	Labor General Foreman
4. The client will receive the fabricated furniture and fixtures	4.4 Submit the fabricated furniture and fixtures to the requesting Office.		5 minutes	Labor General Foreman
	4.5 Submit the Work done Report to the requesting Officer for signature.		3 minutes	Labor General Foreman
	4.6 Submit the Work done Report to the Labor General Foreman for filing purposes.		3 minutes	Labor General Foreman
5. The client will receive and sign the Work done Report.	5. The Labor General Foreman will receive the Work done Report and file.	None	3 minutes	Labor General Foreman
	TOTAL:	None	5 days, 1 hour and 4 minutes	
END OF TRANSACTION				



5.2 Installation of brand new air-conditioning unit.

The installation services of air-conditioning units are open to all Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa upon request to this Office.

Office or Division:	General Utility Services Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or duly accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
	3. Upon approval, the Labor General Foreman will schedule the request.	None	3 minutes	Labor General Foreman
	4. The Technician will go to the requesting Office to check the area and estimate the air-conditioning unit that will be used.	None	10 minutes	Labor General Foreman
	4.1 Fill-up the request form to get the materials to be used from the Storekeeper of City GSO.		3 minutes	Labor General Foreman



	5. The Storekeeper will process the approval of requested materials.	None	3 minutes	Supervising Administrative Officer
	6. The GSO or duly authorized representative will act on the request.	None	3 minutes	Supervising Administrative Officer
	7. The Storekeeper will withdraw the requested materials to the storage room.	None	5 minutes	City GSO
	8. The Technician will receive the requested materials.	None	3 minutes	Labor General Foreman
	8.1 Return to the requesting Office for the installation of air-conditioning unit.		2 days	Labor General Foreman
2. The client will receive and sign the Work done Report.	8.2 Testing of air-conditioning unit.		2 hours	Labor General Foreman
	8.3 Submit the Work done Report to the requesting Officer for signature.		3 minutes	Labor General Foreman
	8.4 Submit the Work done Report to the Labor General Foreman for filing purposes.		3 minutes	Labor General Foreman
	9. The Labor General Foreman will receive the Work done Report and file.		3 minutes	Labor General Foreman
	TOTAL:	None	2 days, 2 hours and 43 minutes	
END OF TRANSACTION				



5.3 Provision of Tables, Chairs, Tent, Extension Wire, Ladder, etc.

This Office provides tables, chairs, tents, extension wire, ladder, table cloth for all City Government activities, meetings, and other special events.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
Borrower's Slip		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
Gatepass		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request or accomplished request form	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		2 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will check the availability of item and approve the request.	None	4 minutes	City GSO
2. The client will receive and sign the Borrower's Slip and Logbook	3. The assigned Officer will record the request to the logbook and prepare the Borrower's Slip and release to the requesting Officer.	None	5 minutes	Supervising Administrative Officer
3. The client will receive, filled-up and sign the Gate Pass	3.1 Give the Gate Pass to the requesting Officer.		3 minutes	Supervising Administrative Officer



	3.2 Check the filled-up Gate Pass, received and process the approval.		3 minutes	Supervising Administrative Officer
4. The client will submit the accomplished Gate Pass	4. The GSO or duly authorized representative will act on the request.	None	3 minutes	City GSO
5. The client will receive the approved Gate Pass	5. The assigned Officer will release the approved Gate Pass to the requesting Officer.	None	3 minutes	Supervising Administrative Officer
	6. The releasing Officer will be informed and prepared the items being requested.	None	3 minutes	Supervising Administrative Officer
6. The client will go to the place where the items located	7. The assigned Officer will inform the client on the location of items, update the Stock Card and file the Borrower's Slip.	None	5 minutes	Supervising Administrative Officer
7. The client will receive the items	8. The releasing Officer will release the items to the client.	None	5 minutes	Supervising Administrative Officer
8. The client will give the Gate Pass to the Security Guard on duty	9. The Security Guard on duty will checked the Gate Pass and released the item.	None	5 minutes	Supervising Administrative Officer
	10. The releasing Officer will release the Gate Pass to assigned Officer for filing purposes.	None	3 minutes	Supervising Administrative Officer
	11. The assigned Officer will file the Gate Pass.	None	3 minutes	Supervising Administrative Officer
	11.1 Check the record of request and check the completeness of returned item and received.		3 minutes	Supervising Administrative Officer
	11.2 Submit the Borrower's Slip to the client.		3 minutes	Supervising Administrative Officer



9. The client will inform this Office on the return of the item	12. The assigned Officer will check on filed gate pass and receive the returned items.	None	3 minutes	Supervising Administrative Officer
10. The client will receive the Borrower's Slip	13. The assigned Officer will release the Borrower's Slip.	None	3 minutes	Supervising Administrative Officer
TOTAL: END OF TRANSACTION		None	1 hour and 11 minutes	



5.4 Reproduction of Documents thru RISO Machine

A service for reproduction of documents thru RISO Machine is catered by this Office particularly Business and Building Permit Application Forms and other papers requiring mass production.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
Bond Paper		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Written Request and necessary bond paper	1. The assigned Officer will receive the written request and necessary bond paper.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.		3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request and give to the Machine Operator.	None	3 minutes	Violeta M. Dalonos Acting GSO
	3. The Operator will receive and act on request.	None	2 hours	Supervising Administrative Officer
	3.1 Submit to the releasing Officer.		3 minutes	Supervising Administrative Officer
2. The client will receive the reproduced document	4. The releasing Officer will release the requested item to the client.	None	3 minutes	Supervising Administrative Officer
	5. The Operator will file the request.	None	3 minutes	Supervising Administrative Officer
	TOTAL:	None	2 hours and 18 minutes	
END OF TRANSACTION				



5.5 Issuance of Oil and Lubricants

The City Government service vehicles, motorcycles, watercraft and other transportation equipment were given Oil and Lubricants upon request for repair and maintenance purposes.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ALL Departments and Programs/Projects funded and operated by the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		City General Services Office, 3 rd Floor, New City Hall Building, Barangay Sta. Monica, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request Form for Oil and/or Lubricants	1. The assigned Officer will receive the accomplished request form or written request.	None	3 minutes	Supervising Administrative Officer
	1.1 Record and affix number on the request.	None	3 minutes	Supervising Administrative Officer
	2. The GSO or duly authorized representative will act on the request and release to the In-charge of Oil and Lubricants.	None	3 minutes	City GSO
2. The client received the item.	3. The In-charge of Oil and Lubricants will release the requested item to the client.	None	10 minutes	Supervising Administrative Officer
	3.1 File the request.	None	3 minutes	
TOTAL:		None	22 minutes	
END OF TRANSACTION				



OFFICE OF THE GENERAL SERVICES OFFICER

External Services



1. Receipt, Inspection and Acceptance of delivery of Inventory Items and Equipment

Inspection interfaces procurement procedure of the Bids and Awards Committee. Upon receipt of the Purchase Order signed by the Head of the Procuring Entity, suppliers are then expected to deliver their products within the required number of days stated in the Purchase Order.

Acceptance is the receipt of delivery of inventory items and equipment, while Inspection is the verification (including testing) of supplies and services (including raw materials and component) to contract requirements, which include applicable drawings, specifications and purchase description. Suppliers shall submit three (3) copies of Delivery Receipt upon delivery of inventory items and equipment.

Office or Division:	City General Services Office / Supply and Property Section
Classification:	Simple
Type of Transaction:	G2B, G2C
Who may avail:	All Suppliers and Project Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form for Inspection	City General Services Office
Approved Copy of Purchase Order (1 certified photocopy)	Bids and Awards Committee Office
Delivery Receipt (1 Original & 2 duplicates)	Supplier
Brochures/Manuals (1 Original)	Supplier
Complete documents of procurement	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. The BAC Office liaison officer will give the documents to the receiving officer.	1. Receive, record and number the documents and forward to the encoder.	None	10 minutes	City GSO
	2. The encoder will record/enter the documents to the system and forward for review of pertinent documents.	None	10 minutes	City GSO
	3. The assigned officer will scrutinize the documents.	None	20 minutes	City GSO
6. BAC Office will receive the document for	3.1 If found incomplete, the	None	5 minutes	City GSO



compliance.	assigned officer will forward the document to the encoder for recording and updating and forward to the BAC Office for compliance.			
	3.2 If complete, the assigned officer will forward to the encoder the document for recording and updating.	None	5 minutes	City GSO
	4. The encoder will forward the document to the City GSO.	None	5 minutes	City GSO
	5. The City GSO will assign Inspector and whom will prepare the Inspection and Acceptance Report (IAR) and forward to the encoder.	None	10 minutes	City GSO
	6. The encoder will update the record and forward document to the assigned officer.	None	5 minutes	City GSO
	7. The assigned officer will prepare five copies of IAR and give to the encoder for updating.	None	20 minutes	City GSO
	8. The encoder will forward the document to the property Inspector for the conduct of inspection and verification of items to the supplier.	None	5 minutes	City GSO
3. Deliver inventory item and equipment preferably within the City Hall premises * Be sure to present three (3) original copies of Delivery Receipt (DR)	9. Based from the Purchase Order and Delivery Receipt, examine and validate delivered inventory items and equipment and receive as to quantity and specifications and sign in the "Received" Portion of the Delivery Receipt and forward	None	2 days	City GSO



	to the encoder.			
	9.1 Countersign in the Inspection and Acceptance Report * Forward all documents to encoders for database registration of PPEs and Supplies and Materials	None	10 minutes	City GSO
4. The end user will sign the PAR / ICS	10. Register PPEs in the database assign to end user *Generate/print appropriate document Property Acknowledgment Receipt (PAR) for PPE and Inventory Custodian Slip (ICS) for supplies and materials and sticker or label	None	5 minutes per entry	City GSO
	11. Review and counter sign in the PAR and ICS * Forward to GSO for approval of issuance of PPEs ad Supplies and Materials	None	5 minutes per entry	City GSO
	12. Sign in the Inspection and Acceptance Report, PAR and/or ICS and forward to releasing Clerk	None	3 minutes per document	City GSO
	13. Attached sticker or label to the PPE and issue to accountable officer or employee together with the End User's copy of PAR and/or ICS.	None	5 minutes per PPE	City GSO
	TOTAL:	None	2 days, 2 hours and 3 minutes	
END OF TRANSACTION				



2. Inspection and Acceptance of Infrastructure Projects including Fabrication and Installation

All completed infrastructures are inspected and geo-tagged to ensure its location and in the preparation of property cards, insurance and mapping. This services interfaces with the services of City Engineering Office and City Accounting Office as a requirement for the final payment of the project (MC 2019-218 & MC 2020-21).

Office or Division:	City General Services Office / Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	All Suppliers and Project Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR INFRASTRUCTURE:				
Certificate of Completion and Acceptance by the City Engineering Office (1 certified photocopy)		City Engineering Office		
Approved Statement of Work Accomplishment (100%) (1 certified photocopy)		City Engineering Office		
Approved plans and specifications (including all variations involved in the reported accomplishment)		City Engineering Office		
Approved Program of Work (1 certified photocopy)		City Engineering Office		
Complete documents of the procurement		City Engineering Office		
FOR FABRICATION AND INSTALLATION:				
Manuals/Brochures (1 original)		Supplier		
Performance Quality Test Results (1 original if available)		Supplier		
Detailed Cost Breakdown (1 certified photocopy)		Supplier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The client will submit all required documents.	1. Receive all documents of Infrastructure project. * Forward all documents to the designated Property Inspector	None	2 minutes	City GSO
	2. Conduct inspection and validation of the property and prepare Inspection and Acceptance (as to completion and location) * Forward all documents to the encoders	None	1 hour *Time varies depending on the location & extent of the project.	City GSO



	3. Register the property in the database and generate Property Acknowledgment Receipt (PAR) and forward to Administrative Officer V for review	None	5 minutes	City GSO
	4. Review and recommend to the GSO the approval of PAR and IAR by affixing initials	None	3 minutes	Supervising Administrative Officer
	5. Approve PAR and IAR and return documents to the Releasing Clerk	None	3 minutes	City GSO
	6. Record and forward PAR and IAR and all attached documents to the Accounting Office for processing of payment	None	5 minutes	City GSO
	TOTAL:	None	1 hour and 18 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY BUDGET OFFICER

Internal Services



1. Request For Documents

1.1 Request for Certification of Availability of Funds

Certification that funds have been duly appropriated/allotted for the purpose it was intended for.

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Letter request		Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit/present letter request (as well as attachments, if any)	1.1 Receive documents (as well as attachments, if any)	None	30 minutes	Administrative Officer II
	1.2 Stamped 'Received' the copy of the client	None		
	1.3. Assign office control number	None		
	1.4. Log/record in the document registry	None		
	1.5. Forward to Dept Head/Asst Dept Head for approval	None		
	1.6. Issue the requested Certification of Availability of Funds	None		
2. Wait for the received/stamped copy of the documents		None		
TOTAL:		NONE	30 Minutes	
END OF TRANSACTION				



1.2 Request for Authentication

Documents are authenticated to show its veracity and authenticity

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Letter request		Office Concerned		
Photocopy of documents to be authenticated (5 copies)		Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit/present letter request, together with Photocopy of documents to be authenticated	1.1 Receive documents (as well as attachments, if any)	none	30 minutes	Administrative Officer II
	1.2 Stamped 'Received' the copy of the client			
	1.3. Assign office control number			
	1.4. Log/record in the document registry			
	1.5. Forward to Dept Head/Asst Dept Head for approval			
	1.6. Authenticate the documents			
2. Wait for the received/stamped copy of the documents as well as the Authenticated Copies		none		
TOTAL:		NONE	30 minutes	
END OF TRANSACTION				



1.3 Request for Copy of Status of Appropriation, Allotment and Obligations (SAAO)

Offices and Program/Project/Activities (PPAs) can track and monitor their expenditures through SAAO.

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Letter request		Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit/present letter request (as well as attachments, if any)	1.1 Receive documents (as well as attachments, if any)	none	30 minutes	Administrative Officer II
	1.2 Stamped 'Received' the copy of the client			
	1.3. Assign office control number			
	1.4. Log/record in the document registry			
	1.5. Forward to Dept Head/Asst Dept Head for approval			
	1.6. Issue the requested Status of Appropriation, Allotment and Obligations (SAAO)			
2. Wait for the received/stamped copy of the documents				
TOTAL:		NONE	30 Minutes	
END OF TRANSACTION				



2. Processing of Obligation Request (ObR)

2.1 Obligation Request (ObR) for Payroll

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. General Payroll		Accounting Office		
3. Approved DTR		HRMO		
4. Approved Leave forms		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	None	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.2 Obligation Request (ObR) for First Salary

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of Voucher with certification of assumption		Office Concerned		
3. Approved DTR		HRMO		
4. Certified true copy of duly approved appointment with complete supporting documents		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	None	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.3 Obligation Request (ObR) for Last Salary

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of Voucher		Office Concerned		
3. Approved DTR		HRMO		
4. Clearance from money, property and accountabilities		GSO, Accounting Office, Legal & Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.4 Obligation Request (ObR) for Salary Voucher (If deleted from payroll)

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of Voucher with certification not included in the General Payroll		Office Concerned		
3. Approved DTR		HRMO		
4. Approved Leave forms		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	None	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.5 Obligation Request (ObR) for Utility Expense Voucher

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of voucher		Office Concerned		
3. Statement of Account		Billing Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.6 Obligation Request (ObR) for Representation and Transportation Allowance (RATA)

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of voucher with certification no government issued vehicle		Office Concerned		
3. Approved DTR		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



2.7 Obligation Request (ObR) for Cash Advance of Travelling Expense Voucher (TEV)

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of voucher with certification no unliquidated Cash advance		Accounting Office		
3. Approved Travel Order		City Administrator's Office		
4. Approved Itinerary of Travel (Appendix A)		Office Concerned		
5. Invitation Letter		Agency Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



3. Procurement of Goods/Services

3.1 Processing of Obligation Request (ObR)

Obligation Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of ObR		Office Concerned		
2. 3 copies of voucher		Accounting Office		
3. Copy of Notice of Award		BAC		
4. 5 copies Duly appropriated and approved Purchase Request (PR/APR)		BAC		
5. Copy of approved Notice to Proceed		BAC		
6. Copy of approved inspection and acceptance report		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit duly signed ObR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



3.2 Processing of Purchase Request (PR)

Purchase Request are processed to certify that there exist available appropriation for the purpose indicated.

Office or Division:	Budget Operation Division & Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 5 copies of Purchase Request (PR/APR)		BAC		
2. Certification of Non-availability/ Price Quotation		DBM-Depot Palawan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed PR, with all other above listed requirements	1. Certify existence of appropriation	none	4 hours	Supervising Administrative Officer
TOTAL:		NONE	4 Hours	
END OF TRANSACTION				



OFFICE OF THE CITY ACCOUNTANT

Internal Services



1. Issuance of Clearance, Service Records Certification

This is requested and issued to individuals which states that he/she has no outstanding monetary obligation in the agency as well as affirm the information contained therein.

Office or Division	Administrative Section			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular, Co-Terminus, Contract of Service and Job Order employee of the City Government and other government instrumentalities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled-up request form – 1 copy 2. Official Receipt - 1 original copy 3. Community Tax Certificate - 1 original copy** **for Clearance certification only		1. Office of the City Accountant - Administrative Receiving/Releasing Section 2. Office of the City Treasurer - Cash Receipt Division 3. Office of the City Treasurer - Cash Receipt Division		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and completely fill up request form at the Office of the City Accountant - Receiving unit	1. Release Request Form	NONE	2 Minutes	City Accountant Assistant City Accountant
2. Pay the necessary fee at the Office of the City Treasurer		Php 100.00/ Request	NONE	Office of the City Accountant
3. Submit request form together with documentary requirements at the Office of the City Accountant - Receiving unit.	3. Received documents and check for completeness	None	5 minutes	City Accountant Assistant City Accountant
	3.1 Verify requisitioner for any outstanding financial	None	5 minutes	Office of the City Accountant



	obligation/account ability. 3.1.1 If not cleared, require him/her to liquidate before the issuance of certification. 3.2 Print Clearance/Service records certification form 3.3 Sign certification form 3.4 Release certification form		5 minutes 15 minutes 2 minutes	
TOTAL:		PHP 100.00	34 minutes	
END OF TRANSACTION				



2. Issuance of Premium Contributions and Loan Payments Certification

This certification contains the detailed information of the employees premium contributions and payments to different remittance agencies (GSIS,HDMF,PHIC) and lending institutions.

Office or Division	Administrative Section			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular, Co-Terminus, Due for Retirement employees of the LGU			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Properly Filled-up request form – 1 copy 2. Official Receipt - 1 original copy		Office of the City Accountant - Administrative Receiving/Releasing Section Office of the City Treasurer - Cash Receipt Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and completely fill up request form at the Office of the City Accountant - Receiving unit	1. Released Request Form	NONE	2 Minutes	City Accountant Assistant City Accountant Office of the City Accountant
2. Pay the necessary fee at the Office of the City Treasurer	3. Received documents and check for completeness	Php 100.00/ Request	None	None
3. Submit request form together with documentary requirements at the Office of the City Accountant - Receiving unit.	3.1 Verify from employee's index card and the corresponding remittance file	None	5 minutes Simple Transaction (active employees) – 2hours Complex	City Accountant Assistant City Accountant Office of the City Accountant



	3.2 Print Certification	None	15 minutes	
	3.3 Sign certification form		2 minutes	
	3.4 Release certification form	None		
	TOTAL:	PHP 100.00	Simple Transaction - 144 Minutes	
END OF TRANSACTION				



3. Processing of Financial Claims and Disbursements of General Fund, Trust Fund and SEF

This is the processing of various financial claims and disbursements under General Fund, Trust Fund and Special Education Fund as to the accuracy of the computation and completeness of supporting documents.

Office or Division	Internal Control Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular, Co-Terminus, Contract of Service, Job Order, Dealers and Contractors			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Revised Documentary Requirements for Common Government Transactions per CoA Circular 2012-001				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of disbursements vouchers and payrolls	1.a) Receive, encode, and record to incoming logbooks the disbursement vouchers and payrolls;	None	10 minutes	City Accountant Assistant City Accountant Office of the City Accountant
	1.b) Assign DV numbers on disbursement vouchers and payrolls;	None	10 minutes	
	2. Verify the accuracy of computation and completeness of supporting documents	None	Simple Transaction Level 1 - 5 Minutes; Level 2 - 10 Minutes;	Supervising Administrative Officer Office of the City Accountant
	2.a) Return of disbursement vouchers and payrolls in case of deficiencies on supporting documents			



	2.b Final review and validation of disbursement vouchers and payrolls	None	Simple Transaction - 5 Minutes;	Supervising Administrative Officer Office of the City Accountant
	3. Indexing of disbursement vouchers and payrolls	None	Payroll- 15 Minutes/sheet; Voucher- 5 Minutes	
	4. Approval of disbursement vouchers and payrolls	None	10 Minutes	
	5. Logout and release of approved disbursement vouchers and payrolls to the City Treasurer's Office	None	30 minutes	
	TOTAL	NONE	Simple Transaction -1 Hour & 30 minutes	
END OF TRANSACTION				



4. Issuance of Premium Contributions and Loan Payments Certification

This certification contains the detailed information of the employees premium contributions and payments to different remittance agencies (GSIS,HDMF,PHIC) and lending institutions.

Office or Division	Administrative Section			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular, Co-Terminus, Due for Retirement employees of the LGU			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Properly Filled-up request form – 1 copy 2. Official Receipt - 1 original copy		Office of the City Accountant - Administrative Receiving/Releasing Section Office of the City Treasurer - Cash Receipt Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Secure and completely fill up request form at the Office of the City Accountant - Receiving unit	1. Released Request Form	NONE	2 Minutes	City Accountant Assistant City Accountant Office of the City Accountant
2. Pay the necessary fee at the Office of the City Treasurer		Php 100.00/ Request	None	None
3. Submit request form together with documentary requirements at the Office of the City Accountant - Receiving unit.	3. Received documents and check for completeness	None	5 minutes	City Accountant Assistant City Accountant Office of the City Accountant
	3.1 Verify from employee's index card and the corresponding remittance file	None	Complex Transaction : (retired 3years and below) – 3 days	
	3.2 Print Certification	None	15 minutes	



	3.3 Sign certification form	None	2 minutes	
	3.4 Release certification form			
	TOTAL:	PHP 100.00	Complex Transaction - 3 days & 24 Minutes	
END OF TRANSACTION				



5. Processing of Financial Claims and Disbursements of General Fund, Trust Fund and SEF

This is the processing of various financial claims and disbursements under General Fund, Trust Fund and Special Education Fund as to the accuracy of the computation and completeness of supporting documents.

Office or Division	Internal Control Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular, Co-Terminus, Contract of Service, Job Order, Dealers and Contractors			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Revised Documentary Requirements for Common Government Transactions per CoA Circular 2012-001				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submission of disbursements vouchers and payrolls	1.a) Receive, encode, and record to incoming logbooks the disbursement vouchers and payrolls;	NONE	10 minutes	City Accountant Assistant City Accountant Office of the City Accountant
	1.b) Assign DV numbers on disbursement vouchers and payrolls;	NONE	10 minutes	
	2. Verify the accuracy of computation and completeness of supporting documents	NONE	Complex Transaction: Level 1 - 30 Minutes; Level 2 - 1 Hour; Level 3 - 4 Hours; Procurement of Goods & Infra Projects - 5 days; Liquidation of Cash Advance	Supervising Administrative Officer Office of the City Accountant



			- 5 days/set	
	2.a) Return of disbursement vouchers and payrolls in case of deficiencies on supporting documents	NONE	NONE	
	2.b Final review and validation of disbursement vouchers and payrolls	NONE	Complex Transaction - 15 Minutes;	
	3. Indexing of disbursement vouchers and payrolls	NONE	Payroll - 15 Minutes/sheet; Voucher - 5 Minutes	Supervising Administrative Officer Office of the City Accountant
	4. Approval of disbursement vouchers and payrolls	NONE	10 Minutes	Supervising Administrative Officer Office of the City Accountant
	5. Logout and release of approved disbursement vouchers and payrolls to the City Treasurer's Office	NONE	30 Minutes	City Accountant Assistant City Accountant Office of the City Accountant
	TOTAL	NONE	Complex Transaction- 6 days & 35 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY TREASURER

External Services



1. Collection of Local Taxes, Fees and Charges

Payment of Community Tax Certificate

Office or Division		CTO – Cash Receipts Division		
Classification		Simple		
Type of Transaction		G2C – Government to Client G2B – Government to Business		
Who May Avail		Individual Taxpayers and Business Corporations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID/NBI Clearance/Police Clearance/Voter's Certification		Respective Government/Non-Government Offices		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceed to Window 8-10 and fill up the pre-encoded form provided then get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present all the necessary requirements for validation and payment.	1. Validate the requirements presented then compute the corresponding Community Tax depending on the declared gross income during the preceding year of the individual taxpayer/corporation, receives payment and issue CTC afterwards.	<p><u>For Individuals</u></p> <p>Basic Community Tax – P5.00</p> <p>Additional Community Tax – P1.00 for every P1,000.00 of gross income during the preceding year and P1.00 for every P1,000.00 aggregate assessed value of real property tax</p> <p>*The additional Individual Community Tax shall in no case exceed P5,000.00</p> <p><u>For Corporations</u></p> <p>Basic Community Tax – P500.00</p> <p>Additional Community Tax – P2.00 for every P5,000.00 of gross income during the preceding year and P2.00 for every</p>	5 minutes	Revenue Collectors



		P5,000.00 aggregate assessed value of real property tax *The additional Individual Community Tax shall in no case exceed P10,000.00		
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



2. Collection of Local Taxes, Fees and Charges

Payment of Local Clearances (Fiscal, Judge & Mayor's Clearance)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Individual Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate Barangay Clearance Police Clearance		City Treasurer's Office/Respective Barangay Hall Respective Barangay Hall PNPCLEARANCE.PH		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present all the necessary requirements for validation and payment.	1. Validate the requirements presented then receive payment and issue Official Receipt afterwards.	<u>Fiscal Clearance</u> P50.00 – for Employment P500.00 – for Firearm Permit P150.00 – for Passport/Visa Application <u>Judge Clearance</u> P50.00 – for Employment P500.00 – for Firearm Permit P150.00 – for Passport/Visa Application <u>Mayor's Clearance</u> P100.00 – for Employment P500.00 – for Firearm Permit	5 minutes per client	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



3. Collection of Local Taxes, Fees and Charges

Payment of Professional Tax Receipt & Occupational Tax Receipt

Office or Division		CTO – Cash Receipts Division		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who May Avail		Individual Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRC ID for PTR Any Valid ID for OTR		Professional Regulation Commission Respective Government & Non-Government Offices		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present all the necessary requirements for validation and payment.	1. Validate the requirements presented then receive payment and issue Official Receipt afterwards.	PTR – P300.00 OTR – P250.00/P275.00 <i>(depending on the Occupation)</i>	5 minutes	Revenue Collectors
TOTAL		As per profession	5 minutes	
END OF TRANSACTION				



4. Collection of Local Taxes, Fees and Charges

Payment of Traffic Violations

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Individual Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic Violation Receipt (TVR)		City Traffic Management Enforcers/Deputized PNP Personnel/PNP Highway Patrol Group		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present the Traffic Violation Receipt for validation and payment.	1. Validate the Traffic Violation Receipt presented then receive payment and issue Official Receipt afterwards.	As prescribed	5 minutes per client	Revenue Collectors
TOTAL		As prescribed	5 minutes	
END OF TRANSACTION				



5. Collection of Local Taxes, Fees and Charges

Payment of Business Taxes

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers and Business Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account – Business Tax		Business Taxes and Fees Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business Taxes and Fees Division for assessment and wait for the Statement of Account once assessed. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present the Statement of Account for validation and payment.	1. Validate the Statement of Account presented then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per Statement of Account	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



6. Collection of Local Taxes, Fees and Charges

Payment of Real Property Taxes

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers and Business Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account – Real Property Tax		Real Property Tax Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceed to Real Property Tax Division for assessment and wait for the Statement of Account once assessed. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present the Statement of Account for validation and payment.	1.Validate the Statement of Account presented then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per Statement of Account	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



7. Collection of Local Taxes, Fees and Charges

Payment of Local Fees and Charges (Assessor Certification Fees, Certification Fees, Medical Fees, Building Fees, Tourism Fees, CENRO Fees, BAC Fees, etc.)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail	Individual Taxpayers, Business Corporations and Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment from respective City Government Offices		Concerned City Government Offices		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to respective City Government Offices and ask for an Order of Payment for the fees and charges you are about to pay. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present the Order of Payment for validation and payment.	1.Validate the Order of Payment presented then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



8. Collection of Local Taxes, Fees and Charges

Payment of Branding Fees, Ownership & Transfer of Ownership Fees

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate Barangay Certification Request Letter		City Treasurer's Office/Respective Barangay Hall Barangay of Residency		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Community Tax Certificate and Barangay Certification as proof of ownership of large cattle, then write a request letter for branding addressed to the City Treasurer. Submit all the necessary requirements for validation and scheduling of branding. Wait for the advise of the assigned revenue collector as to when will be the scheduled branding. Once set, prepare the large cattle/s at the area on the scheduled date for branding assigned by the revenue collector, pay for all the	1. Validate all the requirements presented then schedule the branding of large cattle. Once scheduled, the assigned revenue collector notifies the client 3 days ahead of the scheduled branding. The assigned revenue collector then proceeds to the area and conduct the branding of large cattle, collect branding fees then receive payment and issue official receipts afterwards.	Branding Fee – P100.00 Ownership – P75.00 Transfer of Ownership – P75.00 LDF – P2.00	10 minutes 3 days 30 minutes per branding	Revenue Collectors



necessary branding fees afterwards.				
TOTAL		As per transaction	3 days and 40 minutes	
END OF TRANSACTION				



9. Collection of Fees from Economic Enterprise

Payment of PPUR Entrance Fees & Environmental Fees

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who May Avail	Individual Taxpayers, Travel Agencies and Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID for Walk-In Guests Booking Order for Travel Agencies Approved Request Form for special requests from Government Offices/Non-government Offices		PPUR Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceed to PPUR Booking Office at Mendoza Park, get a queuing number and wait until the queue number appears on the monitor to identify which booking officer will cater, present all the necessary requirements for validation and booking. Once booked, present the issued permit/card to the assigned revenue collector for validation and payment.	1.Ask for the issued permit/card by the booking officer for validation, then compute the total cost of the permit depending on the number of guests. Collect Entrance & Environmental Fees then receive payment and issue official receipts afterwards.	Local/Int'l. Adult – P500.00 Int'l. Minor – P150.00 Local Minor – P100.00 Senior Citizens/PWDs – P400.00 Local Kids 3-12 y/o – P75.00 Environmental Fee – P150.00	10 minutes per transaction	Revenue Collectors
TOTAL		As per transaction	10 minutes	
END OF TRANSACTION				



10. Collection of Fees from Economic Enterprise

Payment of Market Fees – Market Stall Rental & Electricity Bill (OLD MARKET)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Market Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account for Market Stall Rental Billing Statement for Electricity		Old Public Market Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Secure all the billing statements for the month due delivered by the Old Public Market personnel then proceed directly to the City Treasurer's Extension Office at the Old Public Market and present the billing statements to the assigned revenue collector for validation and payment.	1. Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



11. Collection of Fees from Economic Enterprise

Payment of Market Fees – Market Stall Rental, Electricity Bill & Water Bill (NEW MARKET)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Market Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account for Market Stall Rental Billing Statement for Electricity Billing Statement for Water		Old Public Market Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the billing statements for the month due delivered by the New Public Market personnel then proceed directly at the New Public Market Office and present the billing statements to the assigned revenue collector for validation and payment.	1. Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



12. Collection of Fees from Economic Enterprise

Payment of Transshipment Fees (AIRPORT)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	Individual Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Total number of kilos of sea commodities to be shipped		Puerto Princesa International Airport Cargo Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceed to Puerto Princesa International Airport Cargo Office, declare the total number of sea commodities to be shipped and secure all the necessary clearances needed upon payment.	1.Validate the requirements presented then compute for the Transshipment Fees depending on the declared number of kilos of sea commodities to be shipped. Receive payment and issue Official Receipt afterwards.	Total number of kilos of sea commodities X P0.40	5 minutes per transaction	Revenue Collectors
TOTAL		Total number of kilos of sea commodities X P0.40	5 minutes	
END OF TRANSACTION				



13. Collection of Fees from Economic Enterprise

Payment of Stall Rental, Water Bill & Electricity Bill (BAYWALK)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electricity Billing Statement Water Billing Statement Statement of Account for Stall Rental		Baywalk Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Baywalk Management Office and present the billing statements for the month due delivered by the Baywalk Management personnel to the assigned revenue collector upon payment.	1.Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



14. Collection of Fees from Economic Enterprise

Payment of Terminal Fees (PPLTT)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Various Transport Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPLTT Conduction Sticker		Puerto Princesa Land Transportation Terminal Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to PPLTT Booth to secure and pay Terminal Fees and Special Passes before departure from the terminal.	1.Collect terminal fees then receive payment and issue cash tickets/official receipts afterwards.	Van – P60.00 Bus – P90.00 Jeep – P75.00/P50.00 Tricycle – P10.00/day Special Pass – P100.00	5 minutes per transaction	Revenue Collectors
TOTAL		As per vehicle	5 minutes	
END OF TRANSACTION				



15. Collection of Fees from Economic Enterprise

Payment of Space Rental Fees, Stall Rental Fees & Electricity Bill (PPLTT)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Various Transport Groups, Various Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account for Stall/Space Rental Electricity Billing Statement		Puerto Princesa Land Transportation Terminal Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Proceed to New Public Market Office and present the Statement of Account & Billing Statement for the month due delivered by the PPLTT Management personnel to the assigned revenue collector upon payment.	1.Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



16. Collection of Fees from Economic Enterprise

Payment of Fishport Fees (Space Rental, Water Bill, Electricity Bill)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Motorized Boat/Vessel Owners, Various Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account – Space Rental Billing Statement for Water Billing Statement for Electricity		City Fishport Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to City Fishport Management Office and present the Statement of Account & Billing Statement for the month due delivered by the City Fishport Management personnel to the assigned revenue collector upon payment.	1.Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



17. Collection of Fees from Economic Enterprise

Payment of Fishport Fees (Transshipment Fees)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Motorized Boat/Vessel Owners, Various Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Total number of kilos of sea commodities to be shipped		Fishport Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to City Fishport Management Office, declare the total number of sea commodities to be shipped and secure all the necessary clearances needed upon payment.	1.Validate the requirements presented then compute for the Transshipment Fees depending on the declared number of kilos of sea commodities to be shipped. Receive payment and issue Official Receipt afterwards.	Total number of kilos of sea commodities X P0.40	5 minutes per transaction	Revenue Collectors
TOTAL		Total number of kilos of sea commodities X P0.40	5 minutes	
END OF TRANSACTION				



18. Collection of Fees From Economic Enterprise

Payment of Fishport Fees (Wharfage, Berthing, Auxiliary, Entrance, Ice Conveyance, Parking)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Motorized Boat/Vessel Owners, Various Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Fishport Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Fishport Management Office and request for the computation of the total incurred fees and charges for the month as listed by the City Fishport Management personnel. Present the Statement of Account given upon payment to the assigned revenue collector.	1. Validate the statement of account presented then receive payment and issue Official Receipt afterwards.	As per assessment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	5 minutes	
END OF TRANSACTION				



19. Collection of Fees from Economic Enterprise Payment of Slaughter Fees

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers & Various Meat Stall Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance (<i>if large cattle</i>) Ownership/Transfer of Ownership (<i>if large cattle</i>) Production list			Barangay of Residency City Treasurer's Office City Slaughterhouse	
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceed to Slaughterhouse and deliver the hogs/cattle 1 day before their scheduled slaughter for Ante-Mortem. A.) For Walk-in/Outsiders Hogs/cattle owners have to pay the Slaughter fees prior to the release of their slaughtered meat B.) For Market Stall Owners Hogs/cattle owners have to pay the Slaughter fees upon delivery of the slaughtered meat on their respective stalls	1.Validate all the requirements presented then ask for the production list from the Slaughterhouse personnel, collect slaughterhouse fees then receive payment and issue Official Receipt afterwards.	As per assessment	1 day per Ante-Mortem 5 minutes per transaction	Revenue Collectors
TOTAL		As per assessment	1 day & 5 minutes	
END OF TRANSACTION				



20. Collection of Fees from Economic Enterprise - Payment of Space Rental, Electricity Bill & Coliseum Rental (CITY COLISEUM)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Government Offices, Event Organizers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account for Coliseum Rental (<i>per event</i>) Statement of Account for Space Rental Billing Statement for Electricity		City Coliseum Management Office		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Secure all the billing statements for the month due delivered by the City Coliseum Management Office as well as the statement of accounts given in case of special events. 2. Proceed to City Treasurer's Office and get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present all the necessary requirements for validation and payment.	1. Ask for the billing statements then receive payment and issue Official Receipt afterwards.	As per assess- ment	5 minutes per billing statement	Revenue Collectors
TOTAL		As per assess- ment	5 minutes	
END OF TRANSACTION				



21. Collection of Local Taxes, Fees And Charges

Payment for Calibration and Sealing of Weights and Measures (*per Gas Station and/or Unit of Measuring Instrument*)

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers, Business Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment from Business Taxes and Fees Division (BTD)		City Treasurer's Office – Business Taxes and Fees Division (BTD)		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPON-SIBLE
1.Proceed to Business Taxes and Fees Division to request for calibration/re-calibration & sealing of Weights and Measures or bring the Weights and Measure unit/s to the BTD for calibration. Ask for an Order of Payment for the fees and charges you are about to pay. Get a queuing number from the Security Guard on duty. Wait until the queue number appears on the monitor to identify which window will cater (Window 11-21). Present the Order of Payment for validation and payment.	1.Validate the Order of Payment presented then receive payment and issue Official Receipt afterwards.	As per assessment plus P100.00 Certification Fee	5 minutes per transaction	Revenue Collectors
TOTAL		As per Order of Payment plus P100.00	5 minutes	
END OF TRANSACTION				



22. Collection of Fees From Economic Enterprise

Payment of City Housing and Urban Development Amortization

Office or Division	CTO – Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Individual Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Beneficiary's Individual Payment Form Waiver of Rights <i>(if not the actual owner)</i>		City Housing and Urban Development Office		
CLIENT STEP/S	AGENCY ACTION/S	FEEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Proceed to City Housing and Urban Development Office for verification of lots. Once verified, proceed to City Treasurer's Office (Window 19) and present the Beneficiary's Individual Payment Form given by the City Housing and Urban Development Office for computation of the amortization. Present all the necessary requirements needed for validation and payment.	1.Ask for the Beneficiary's Individual Payment Form, compute for the amortization of lot then receive payment and issue Official Receipt afterwards.	As per assess-ment	5 minutes per transaction	Revenue Collectors
TOTAL		As per assess-ment	5 minutes	
END OF TRANSACTION				



23. Assessment/Computation of Business Taxes, Fees and Charges

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who May Avail	Business Owners/Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated and pre-encoded Business Permit Application Form (New/Renew)		Business Permit & Licensing Division of the City Mayor's Office (BOSS Room)		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Receives encoded Application Form with Assessment or billing statement from the releasing staff of BTD for payment. <i>(Proceeds to the approving officer, if advised, for interview or validation of capital investment/gross sales declared if deemed necessary)</i>	1. <i>(With pre-encoded application forwarded from CMO-BPL Division to the backroom service provider-Business Taxes & Fees Division, G/F BOSS Area.)-</i> Checks & encodes gross sales or Capital Investment declared by the taxpayer & provides print out of assessment or billing for approval. <i>(Advises client to proceed to the approving officer for interview/validation if deemed necessary).</i>	N/A	10 minutes per client	Local Treasury Operations Officer III, Local Treasury Operations Officer II (3), Local Treasury Operations Assistant (2) , Administrative Aide IV, Ticket Checker (2)
	2. Approves assessment or billing for business taxes, fees and charges payables, releases same to client for payment.	Per systems-generated Assessment or Billing of business taxes, fees & other charges.	5 minutes per assessment	Local Treasury Operations Officer IV, Local Treasury Operations Officer III, Local Treasury Operations Officer II (2)
TOTAL		Per Order of Payment	15 Minutes	
END OF TRANSACTION				



24. Issuance of Certification/clearance for Payment/Non-payment of Business Taxes & Fees

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client G2B – Government to Business			
Who May Avail	Business Owners/Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form/letter		CTO-Business Taxes & Fees Division/Taxpayer		
2. copy of latest mayor's permit (<i>if necessary</i>)		Business Owner/Requesting Client		
3. O.R./s or any proof of payment of needed fee/s.		Business owner or CTO-Cash Receipts Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceeds to BOSS Backroom-Business Taxes & Fees Division for verification of business status and/or delinquencies	1. Checks as to business status or whether business taxes & fees are paid or not paid.	Per Billing or printed assessment plus P100.00 cert. fee.	10 minutes per client	Local Treasury Operations Officer III, Local Treasury Operations Officer II (3), Local Treasury Operations Assistant (2), Administrative Aide IV (2) , Ticket Checker (2) & other frontline Service providers
2. <i>Client proceeds to CTO-Cash & Receipts Division for payment/issuance of O.R. & return to BTD for Issuance of Clearance or Certification.</i>				<i>(To be done by CTO-Cash & Receipts Division)</i>
3. Presents O.R. of payment to BTD for issuance of Clearance or Certification.	2. Types, approves and issues Clearance/certification.	N/A	10 minutes per cert.	Local Treasury Operations Officer IV, Local Treasury Operations Officer III, Local Treasury Operations Officer II



				(3), Local Treasury Operations Assistant, Administrative Aide IV, Ticket Checker (2)
TOTAL		Per Order of Payment plus P100.00	20 Minutes	
END OF TRANSACTION				



25. Calibration & Sealing of Weights & Measures (per Gas Station and/or Unit of Measuring Instrument)

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who May Avail	Business Establishments using weights & measures, Gasoline Station owners & concerned consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for field calibration		Client or concerned stakeholder		
2. Approved Field Pass/Office Order of calibrating officer or staff/s		CTO-Admin Division		
3. Weights & measures brought in the office for calibration.		Client or concerned stakeholder		
4. O.R./ proof of payment of needed fee/s		Business owner or CTO-Cash Receipts Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceeds to BTD to request for calibration/re-calibration & sealing of Weights & measures or brings weights and measure unit/s to the BTD for calibration.	1. Calibrates weights & measures per request or per Office Order & issues Order of Payment for Calibration, sealing & cert. fee. of compliant instrument/gas dispenser/s; and/or Confiscates/marks defective & issues confiscation form & violation ticket to owner of defective unit/s.	Per capacity assessment for calibration & sealing fee plus P100.00 cert. fee; and/or Penalty per assessment based on the degree of violation committed.	10 minutes per measuring instrument; 30 minutes per Gas pump.	Local Treasury Operations Assistants, Administrative Aide IV, Ticket Checker (3) & other assigned staff
2. <i>Client proceeds to CTO-Cash Receipts Division for payment/issuance of Official Receipt (O.R.).</i>				<i>(To be done by CTO-Cash & Receipts Division)</i>
3. Returns to BTD, presents O.R. for calibration/seali	2. Seals, stickers & issues certification or clearance for Compliant/accurat	N/A	10 minutes per certification or clearance	Local Treasury Operations Officer IV, Local Treasury



ng fee and issuance of Clearance or Certification of accuracy & compliance to set standards.	e weights & measures.			Operations Officer III, Local Treasury Operations Assistant, Administrative Aide IV, Ticket Checker & other Assigned Staff
TOTAL		Per Order of Payment plus P100.00	20/40 Minutes per measuring unit/gas pump	
END OF TRANSACTION				



26. Facilitation/ Processing of Business Closure or Retirement

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Complex			
Type of Transaction	G2B – Government to Business			
Who May Avail	Business owners applying for closure or retirement of business establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (3 copies)		Client or concerned stakeholder		
2. Bgy. Cert. of closed/cessation of operation (3 copies)		Bgy. where business is located		
3. Orig. copy of latest Business Permit with 2 photocopies		Business owner		
4. Certified Statement or valid proof of gross sales		BIR/Company Accountant or Finance Officer/Bookkeeper		
5. O.R.s or any Proof of Payment of tax full payment and Certification Fee		Business owner and/or CTO-Cash Receipts Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submits to BTM letter of Intent, Bgy. Cert. of closed/stopped of operation, Business Plate, Orig. copy of latest mayor's permit & Statement of Gross Sales.	1. Facilitates & evaluates completeness of documents submitted & advise the client to wait for a text or call in 3 to 5 days upon conduct of on-site/actual inspection.	N/A	10 minutes per client	Local Treasury Operations Assistant, Administrative Aide IV, Ticket Checker (4) & other Frontline Service Providers
	2. Conducts on-site/actual inspection of establishment for closure or retirement for verification and veracity of client's declarations.	N/A	6 office days (per aggregated applicants for the week)	Local Treasury Operations Assistant, Administrative Aide IV, Ticket Checker (5) & other assigned staff
2. Returns to BTM for processing and encoding of retirement upon receipt of advice or text of the	3. Provides assessment or billing of unpaid balance of business taxes & fees & tax payable	Per assessment or billing based on updated	10 minutes per client	Local Treasury Operations Officer III, Local Treasury Operations Officer II (3), Local Treasury



inspecting officer/staff of the result or findings on inspection conducted.	upon retirement, if applicable.	status of taxes and fees payables plus P100.00 cert. fee.		Operations Assistant (2), Administrative Aide IV, Ticket Checker (2)
3. Client proceeds to CTO-Cash & Receipts Division for payment/issuance of O.R. for business closure & cert. fee.				(To be done by CTO-Cash & Receipts Division)
4. Returns to CTO-BTD (BOSS Room) upon payment and presents O.R. for the preparation of Certification for Business Closure/Retirement. (To be advised, thru call or text, to return upon signature of the certification for closure by the authorized officer)	4. Prepares Certification of Business Closure or Retirement, for signature of the City Treasurer & CTO-Admin forwards same to the CMO for approval. (advises client to wait for a text or call to return)	N/A	10 minutes per client (takes 3-5 office days in CTO-Admin & CMO depending on availability of authorized officer to approved)	Local Treasury Operations Officer IV, Local Treasury Operations III, Local Treasury Operations Officer II (3), Local Treasury Operations Assistant, Administrative Aide IV
5. Returns to BTB upon advice & claims certification for business closure/retirement.	5. Releases/issues approved certification of closure upon transmittal from the CMO.	N/A	10 minutes per application	Local Treasury Operations Assistant, Administrative Aide IV, Ticket Checker (5) & other frontline service providers
TOTAL		Per Order of Payment plus P100.00	6 office days & 40 minutes	
END OF TRANSACTION				



27. Registration of Facsimile for Branding of Large Cattles/carabaos

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who May Avail	Owner of Large Cattle/s and/or carabaos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Made facsimile/brand (pre-checked with the BTD)		Owner of facsimile/brand		
2. Owner's Community Tax Certificate (Cedula)		Bgy. of Residency or from CTO-Cash Receipts Div.		
3. O. R. for Registration & Certification Fee		CTO-Cash Receipts Division		
4. Valid I.D. of owner with picture		Any I.D. from recognized institutions		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to BTD with his finished/made facsimile for branding of large cattle (<i>duly reported beforehand from the BTD for verification & checking of possible duplication or similarity of design & size of facsimile with previously registered ones</i>).	1. Re-checks & verifies the facsimile to the Book of Registered Facsimiles for possible similarity or duplication of design & size, accomplishes & facilitates order of payment for registration thereof.	P100.00 for Registration Fee & P100.00 for Certification fee	30 minutes per facsimile or brand	Local Treasury Assistant (2), Administrative Aide IV (2), Ticket Checker (3) & other frontline service providers
2. Client proceeds to CTO-Cash & Receipts Division for payment/issuance of O.R. per order of payment.				(To be done by CTO-Cash & Receipts Division)
3. Returns to BTD upon payment and presents O.R. for the preparation of Registration	2. Types, Approves & Issues Registration Certificate of Facsimile/Brand.	N/A	15 minutes per certificate	Local Treasury Operations Officer IV, Local Treasury Operations Officer III, Local



Certificate of facsimile/brand.				Treasury Operations Officer II (2), Local Treasury Operations Assistant (2), Administrative Aide IV (2), Ticket Checker (3)
TOTAL		P200.00 for Reg. & Cert. Fee.	45 Minutes per application	
END OF TRANSACTION				



28. Application for Barangay Micro Business Enterprises (BMBE) Certificate of Authority

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who May Avail	Business owners applying for BMBE Certificate of Authority			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 copies completely filled-up & Notarized Application Forms		BIR Office or Internet page or from CTO-Business Tax Division		
2. 4 copies 2x2 ID Pictures		Business owner		
3. Orig. copy of Latest Business Permit		Business owner or from BPLO-CMO		
4. O.R. for Registration Fee		CTO-Cash Receipts Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to BTD for filing & submission of Application Form <i>(completely filled up & notarized)</i> & pays Registration Fee.	1. Evaluates/verifies application Forms & compliance of other pre-requisites, gives client order of payment for Reg. Fee.	P1,000.00 Registrati on Fee	30 minutes per application	Local Treasury Operations Officer III, Local Treasury Operations Officer II (3), Local Treasury Operations Assistant, Administrative Aide IV & other frontline Service Providers
2. Pays order of payment to CTO-Cash Receipts Division, returns & presents O.R to BTB.	2. Forwards document with complete attachments to the CTO-Admin Division for drafting of BMBE Certificate of Authority to be signed by the City Treasurer & attestation of the City Mayor. <i>(Advice the client to wait for a text or call in 4-7 days until application is signed by the City Mayor).</i>	N/A	15 Minutes per Certification	Local Treasury Operations Assistant, Administrative Aide IV & other frontline Service Providers



	<i>(CTO-Admin Div. forwards the Complete documents with BMBE Certificate of Authority to the Office of the City Mayor for his Attestation. Same is forwarded back to BTD for release upon approval of the City Mayor.)</i>		<i>(it takes 4-7 days to approve depending on the availability of the Approving Official /City Mayor)</i>	<i>(to be done by CTO-Admin Assigned staff and the CMO-Admin Staff)</i>
3. Claims Approved Application & BMBE Certificate of Authority.	3. Issues BMBE Certificate of Authority with other documents as owner's copies.	N/A	10 minutes per client	Local Treasury Operations Assistant, Administrative Aide IV & other frontline Service Providers
TOTAL		P1,000.00 for Registrati on Fee	55 min. per application	
END OF TRANSACTION				



29. Registration of Admission/Entrance Tickets of Amusement Places, Shows or Concerts

Office or Division	CTO - Business Taxes and Fees Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who May Avail	Business establishment Issuing Admission/Entrance Tickets for a fee for Amusement Performances or Shows (Amusement Places/Cockpits/Concerts/Dramas/Recitals, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Permit of Performance/show promoter		CMO-Puerto Princesa City		
2. Printed Tickets with Serial Numbers & Corresponding Amount per ticket		Business owner/Performance or show promoter		
3. O.R. for Registration Fee		CTO-Cash Receipts Division		
CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. With Special Permit on hand, presents Printed Admission Tickets to the CTO-BTD for Stamping/Registration.	1. Validates the printed tickets number series, amount per ticket & the quantity of tickets presented by the performance/show promoter; Issues order of payment needed incidental to the processes of registration per provisions of the Local Tax Ordinance	Per assessment as provided for by Local Tax Ordinance.	5 minutes per bundle/booklet of tickets of 100 pcs.	Ticket Checker (5) & other frontline service providers
2. Pays order of payment to CTO-Cash Receipts Division, returns & presents O.R to BTD.	2. Stamps & signs tickets, records same to Office's logbook of registered tickets.	N/A	15 minutes per bundle/booklet of tickets of 100 pcs. Each.	Ticket Checker (5) & other frontline service providers



3. Claims duly registered Admission/Entrance Tickets.	3. Issues registered tickets, lets client to receive signs on logbook.	N/A	5 minutes per processing	Ticket Checker (5) & other frontline service providers
TOTAL		Per Order of Payment as assessed.	25 minutes per bundle/booklet	
END OF TRANSACTION				



30. Availment of Accountable Forms by Revenue Collectors, Barangay Treasurers and Other Accountable Officers

Accurately issue or release of stocks upon verification from Treasury Operation Review Division on the existence of Accountable Forms on hand with RIV signed by the Assistant or City Treasurer

Office or Division	Office of the City Treasurer – Treasury Operation Review Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Revenue Collectors and Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unused OR and Official Receipts collected with deposit slip 2. Most recent RCD		1. CTO – Treasury Operation Review Division 1. CTO-Cash Receipts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Present the Request Issue Voucher (RIV) 2. Present most recent RCD 3. Present the outstanding balances of Accountable forms on hand	1. If presented with complete Official Receipts collected with deposit slip and no material balance found. The request will be processed bearing the signatures of the authorized signatories.	400.00 per pad	1 hour	Local Treasury Operations Officers III
TOTAL:		P400.00	1 hour	
END OF TRANSACTION				



31. Acquisition/Procurement of Accountable Forms from National Printing Office or Other Local Government Units

The use of by Local Government Units of computer-generated official receipts and other accountable forms in lieu of the printed forms by National Printing Office shall require the prior approval of the Commission on Audit. The reason for this requirement is to insure that all pertinent information and control features are substantially included on the face of the computer-generated forms.

Office or Division	Office of the City Treasurer – Treasury Operation Review Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	In-charge of Procuring Accountable Forms			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorized Travel Order; 2. Appropriation on the Annual Budget; 3. Cash Availability Certified by City Treasurer		1. National Printing Office or Other Local Government Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1.Prepare the technical specifications for the Accountable Forms; 2.Volume Printing requirement which include among others prevailing standard cost for its printing requirement	1.To determine the Approved Budget for the Contract (ABC) taking into consideration the prevailing standard cost for its printing requirements	To be specified in the Purchase Order	1 week	Local Treasury Operations Officers III as primary and LTOO II as alternate
TOTAL:		To be specified in the Purchase Order	1 week	
END OF TRANSACTION				



32. Cash Examinations of All Accountable Officers

An official receipt is an accountable form held in trust by the Local Treasurer

Office or Division	Office of the City Treasurer – Treasury Operation Review Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Revenue Collectors, Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Cash Examination Order 2.Outstanding Official Receipts on Hand, 3.Cashbook of Collecting Officers, 4. Other Accountabilities		1. City Treasurer/Assistant City Treasurer Possession of the Accountable Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Present the Cash Examination Order to Accountable Officer 2.Conduct procedural cash examination Render Examination Report	1.Supervise Transmittal of Orders 2.Supervise the Examination Submission of Report and Recommendation	None	2 hours	LTOO III, LTOO II, Fiscal Examiner I
TOTAL:		NONE	2 hours	
END OF TRANSACTION				



33. Treasury Operation Management Systems

Treasury Operations Management Systems (TOMS) is one the four major sub component system under the main umbrella the Financial Management Information System (FMIS), a comprehensive system that tackle all the financial aspects of the Local Government Unit (LGU). TOMS is used primarily for treasury operations to ensure cash control, tracking and monitoring of cash status in a day to day government transactions.

Office or Division	Office of the City Treasurer – Treasury Operation Review Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All transactions of the Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completeness of the Supporting document of the Disbursement Vouchers 2. Signature of the City Accountant		From the Accounting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify the availability of Funds 2. Encode Treasury Tracking number	To be signed by the Assistant City Treasurer or City Treasurer	None	30 minutes	LTOO III, LTOO II, Fiscal Examiner I
TOTAL:		None	30 minutes	
END OF TRANSACTION				



34. Issuance Of Checks (Remittances,Dealers, Financial Assistance,Travel Allowance & Other Claims)

Office or Division	Cash Disbursement Division			
Classification	Simple			
Type of Transaction	Issuance Of Checks			
Who may avail	G2C – Government to Client G2B – Government to Business			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher a. Appropriation b. Completeness of the Support Papers c. Availability of Funds d. Approval of the Approving Officers		Office (Cash Disbursement Division) a. City Budget b. City Accounting c. City Treasurer d. CMO/CVMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Prepared voucher for signature of concern signatories/offices.	After the approval of voucher Cash Disbursement will receive/record the vouchers. Log-in/out on system. Issued checks to be signed of City Treasurer & City Administrator.	None	2-3 days	Cashier IV / Cash Clerk II
TOTAL:		NONE	4 days	
END OF TRANSACTION				



35. Payment of Salaries & Wages

Office or Division	Cash Disbursement Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Employees Of City Government (Regular, Contracual, Job-Order & Other Claimants)			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Approved Payrolls 2. Availability of Funds 3. Approved Cash Advances 4. Liquidation of Previous Cash Advances		1. CMO/CVMO 2. City Treasurer's Office 3. City Accounting/City Administrator 4. City Accounting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Check payrolls/vouchers based on listing posted at the windows.	1. Required clients to present cedula or valid ID's upon claiming of their salaries, wages as a proof that they are legitimate claimants.	None	5-10 minutes depending the amount of payrolls and vouchers.	Cashier I Cashier III
2. Claim vouchers or payrolls of salaries, wages, honorarium & other claims.	2. Check the details of signature and cedula number. Pay claimants after affixing signature and cedula, check the legitimacy of claimant.	None		
3. If payrolls is paid thru cash card, wait for posting at the window and claim wages at ATM.	3. Encode & Printing of payrolls included in cash card.	None	1 to 2 days	Cashier I
TOTAL:		NONE	2 days & 10 min.	
END OF TRANSACTION				



36. Payment Of Monthly Obligations, Remittances & Utilities

Office or Division	Cash Disbursement Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2G – Government to Government			
Who may avail	Suppliers (Dealers), Employees (Regular/Contractual/Job-Order), & Other Clients			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher a. Appropriation b. Completeness of the Support Papers c. Availability of Funds d. Approval of the Approving Officers 2. Official Receipt		Office (Cash Disbursement Division) a. City Budget b. City Accounting c. City Treasurer d. CMO/CVMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Prepared voucher for signature of concern signatories/offices.	1.After the approval of voucher Cash Disbursement will receive/record the vouchers. 1.1 Log-in/out on system. 1.2 Issued checks to be signed of City Treasurer & City Administrator.	None	2-3 days	Cashier IV / Cash Clerk II
2.Issued Official receipt upon receiving the payments.	2.Pay/Deliver Monthly Obligations/Remittances (BIR, GSIS, Pag-ibig, Phil.Health, Landbank)		3 to 1 day before the given deadlines	Cashier IV / Cash Clerk II/ Reproduction Machine Operator II
TOTAL:		NONE	6 days	
END OF TRANSACTION				



37. Claiming Of Check / Releasal Of Checks

Office or Division	Cash Disbursement Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2G – Government to Government			
Who may avail	Suppliers (Dealers), Empeoyees (Regular/Contractual/Job-Order), & Other Clients			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. VALID ID 2. OFFICIAL RECEIPT		OFFICE (CASH DISBURSEMENT DIVISION)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1.For Travel Allowance, Financial Assistance, Refund & Other Individual Claims: Present Valid ID, claim vouchers at Window 1 to 6, then.	1.Ask clients regarding their concern or claims, required clients to present their valid ID's as a proof that they are the legitimate claimants. If claimant is legitimate, sign the voucher and logbook, the release the checks.	None	1 to 3 Minutes	Cashier IV / Cash Clerk II
2.For Suppliers/Dealers: Claim Vouchers/checks at Window 1, present official receipt upon claiming.	2.For Suppliers, Ask/required official receipt upon claiming of checks. Check the details on official receipt if corresponds the exact and right amount and details on vouchers.			
TOTAL:		NONE	3 minutes	
END OF TRANSACTION				



38. Issuance of CTC Forms

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail	TAXPAYERS(External clients)			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1.Application form Community Tax Certificate 2.Valid Id		Administrative Division, Windows 8-10		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Go to Windows 8-10 and present a valid ID.	1. After the form is filled up, compute the gross income, and assessed value of real property.	none	5 minutes	Administrative Staff
2. Fill up the Application form for CTC.	2. Form will be signed by the City Treasurer or an authorized representative.			
TOTAL:		none	5 minutes	
END OF TRANSACTION				



39. Issuance of Certification/Clearance For Retirement, Travel Abroad, Leave.

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government			
Who may avail	CGPP Employees			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1.Request Form from Administrative Division. 2. Official Receipt of Clearance fee		Administrative Division, Windows 8-10		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Windows 8-10 and fill up the request form for clearance. 2. Pay the clearance fee at Cash Receipts, windows 11-21.	1.Upon payment and completion of request form, clearance will be prepared and will be signed by the authorized signatories and ready for release.	P 100.00	5 minutes per certification	Administrative Officer III Administrative Aide IV
TOTAL:		P 100.00	5 minutes	
END OF TRANSACTION				



40. Payroll, Vouchers Generation

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government G2C – Government to Client			
Who may avail	CGPP Employees, Suppliers, Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DISBURSEMENT VOUCHERS, PAYROLLS LOGBOOK		Administrative Division, Windows 8-10		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Processing of Payrolls, Vouchers, and other claims will be forwarded by the Accounting Office to City Treasurer's Office- Administrative Division.	1. Upon receipt of the documents from the City Accounting office logbook, it will be encoded in the incoming documents and will be log in the Transaction logger through the FMIS (Financial Management Information System). Turn over to TORU Division for verification.	None	5 minutes per document.	Administrative Officer III Administrative Aide IV Administrative Aide IV Administrative Aide III
TOTAL:		None	5 minutes	
END OF TRANSACTION				



41. Incoming Communication

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government G2C – Government to Client			
Who may avail	CGPP Employees, Taxpayers			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
COMMUNICATION LETTERS LOGBOOK		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to windows 8-10 to forward communication letters addressed to the City Treasurer with regards to their concerns.	1. Incoming communications will be received and recorded and forwarded to the City Treasurer or to other personnel concerned.	none	10 minutes	Administrative Officer III Administrative Aide IV Administrative Aide IV
TOTAL:		None	10 minutes	
END OF TRANSACTION				



42. Issuance of Real Property Tax Billings (Statement of Account)

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Property Owner and either of the following a) Tax receipt of RPT last payment b) Tax Declaration number c) PIN Number (Property Index Number) d) Lot number e) Title Number		Owner's file copy during last payment City Assessors' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Windows 22,23,24,25,26. Fill up the Clients Request Form, attach the requirements needed and submit to staff on duty	1.Process request for SOA	None	5 minutes per tax declaration	Local Treasury Operations Officer IV Local Treasury Operations Officer I Local Treasury Operations Officer II
TOTAL		NONE	5 MINUTES	
END OF TRANSACTION				



43. Issuance of Real Property Tax Clearance

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External and Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1) Tax Clearance fee receipt of 100.00 per tax dec. 2) Real Property Tax last payment receipt 3) Tax declaration number 			Get your Que number from the guard on duty, proceed to windows 11 to 21 for payment Owner's file copy of RPT's last payment City Assessor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present requirements to Windows 22,23,24,25, 26.	1.Process RPT Clearance request	P100.00 clearance fee for each tax dec	5 minutes per tax clearance	Local Treasury Operations Officer IV/ Local Treasury Operations Officer III/ Local Treasury Operations Officer II/ Local Treasury Operations Officer I/ Local Treasury Operations Assistant/ Admin Aide IV
TOTAL		P100.00 clearance fee for each tax dec	5 MINUTES	
END OF TRANSACTION				



44. Issuance of Real Property Tax Clearance for Business Permit

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1) Mayor's Permit Form 2) Real Property Tax last payment receipt 3) Tax declaration number/PIN No. 		At CMO-Business Permit Windows Owner's File Copy during last payment City Assessors' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present requirements to Windows 22,23,24,25,26.	1.Process RPT Tax Clearance for Business Permit	P100.00 Clearance Fee	5 minutes per tax clearance	Local Treasury Operations Officer IV/ Local Treasury Operations Officer III/ Local Treasury Operations Officer II/ Local Treasury Operations Officer I/ Local Treasury Operations Assistant/ Admin Aide IV
TOTAL		P100.00	5 MINUTES	
END OF TRANSACTION				



45. Issuance of Real Property Tax Payment History

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1) Tax Clearance Fee Receipt of 100.00 per page 2) Real Property Tax last payment receipt 3) Tax declaration number 		Get your Que number from the guard on duty and proceed to windows 11 to 21 for payment Owner's File Copy during last payment City Assessors' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present requirements to Windows 22,23,24,25,26.	1.Process request for RPT Tax payment history	P100.00 Clearance Fee PER PAGE	4 hours per tax payment history	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		P100.00 PER PAGE	4 HOURS	
END OF TRANSACTION				



46. Compute/Calculate Transfer Tax Dues

Office or Division		REAL PROPERTY TAX DIVISION		
Classification		SIMPLE		
Type of Transaction		ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)		
Who may avail		ALL/External and Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1) CAR (Certificate Authorizing for Registration) from BIR 2) Tax Declaration latest 3) Deed of Sale/Extra Judicial Agreement 		Issued by BIR City Assessors' Office Lawyer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceed to Windows 22, 23, 24, 25, 26. Fill up the clients request form, attached the requirements needed and submit to RPT Staffs on duty	1. Process request for computation of Transfer Tax	Transfer Tax Fee based on assessment of consideration/ Fair Market Value or Deed of Sale	5 minutes per tax declaration	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		BASED ON ASSESSMENT	5 MINUTES	
END OF TRANSACTION				



47. Served Notices (SOA, NOD, Warrant of Levy, Notice of Levy)

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External & Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Unpaid Real Property Tax Exceeding one year onwards		RPT Division, City Treasurers' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Verify/check from Delinquency listings posted at the City Halls' main lobby and from respective Bgy. Halls and or from RPT Division windows 22, 23, 24, 25, 26, for walk in inquiries	1.Prepare/Generate & served Notices (SOA, NOD, Warrant of Levy, Notice of Levy) 2.Generate from Etracs	None	-10 Notices delivered per day with field pass per personnel -5 minutes per window for walk in inquiries	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	1 DAY/5 MINUTES	
END OF TRANSACTION				



48. Publish Notices and Reports (Notices of Delinquencies, Notice of Sale, Warrant of Levy, Delinquency Reports)

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	COMPLEX			
Type of Transaction	ALL (G to G-Gov't to Gov't., G to C-Gov't to Client, G to B-Gov't. to Business)			
Who may avail	ALL/External & Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) RPT Delinquency Report 2) Notices of Delinquency 3) Warrant of Levy 4) Notice of Sale		Generate from Etracs Generate from Etracs RPT Division RPT Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify/check from windows 22, 23, 24, 25, 26 2. Check Bulletin Board at the City Hall's main lobby and at concerned Bgy Halls'.	1. Verify from Etracs -Notices of Delinquency -Notice of Sale -Delinquency Report -Warrant of Levy Prepare/Generate, Publish & Post all at the City Hall's main lobby and at concerned Bgy. Halls.	None	-posted every 1 st quarter of the year -posted 45 days before the Public Auction date -posted every 1 st quarter of the year -posted 30 days before the public auction day	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	As scheduled	
END OF TRANSACTION				



49. Administrative Remedy Section 257 of LGC

Office or Division		REAL PROPERTY TAX DIVISION		
Classification		COMPLEX		
Type of Transaction		G to C-Gov't to Client, G to B-Gov't. to Business		
Who may avail		External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1) Bidders ID signed by CPA Chairman 2) Official Receipt of Bidders Bond 3) Accomplished Bidders Registration Form 4) Pre BID Conference Attendance 		RPT Division, City Treasurers' Office/ PUBLIC AUCTION Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Inquire from Windows 22, 23, 24, 25, 26/Rela Property Tax Division	2. Assist Public Auction Bidders/ Process BID Documents	P200.00- Bidders ID P2,500.00- BID Documents	30 minutes upon payment	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		P2,700.00	30 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY TREASURER

Internal Services



1. Request for Office Order/Travel Order

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail	City Treasurer's Office Employees			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Request Form from Administrative Division, City Treasurer's Office.		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division and fill up the request form.	1. Once the form is filled up, prepare the Office Order/Travel Order through the HRIS, encode and print. Affix it with initial by the Immediate Supervisor and signed by the City Treasurer. Forward to City Admin. For approval.	none	10 minutes per office order	Administrative Officer III Administrative Aide IV
TOTAL:		None	10 minutes	
END OF TRANSACTION				



2. Processing of Monthly Daily Time Record

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail	City Treasurer's Office Employees			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1.Request Form from Administrative Division, City Treasurer's Office.		Administrative Division		
2.Logbook of Regular Employees (CTO)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division for the accomplishment of monthly DTR.	1.Upon receipt of the request, DTR will be processed through HRIS(Human Resource Information System), should be signed by the employee and the Immediate Supervisor.	none	10 minutes per DTR	Administrative Officer III Administrative Aide IV
TOTAL:		None	10 minutes	
END OF TRANSACTION				



3. Request for Indorsement/Transmittal

Office or Division	City Treasurer's Office- Administrative Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail	CGPP Employees, Taxpayers			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
As per request of City Treasurer and other Department/Agencies		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for Indorsement, Transmittal and other letters as to reply and compliance for the incoming communications received.	1.After the request is received , letters will be prepared and have it signed by the Authorized personnel.	None	10 minutes	Administrative Officer V Administrative Officer III
TOTAL:		None	10 minutes	
END OF TRANSACTION				



4. Issuance of Real Property Tax Clearance for First Salary

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government			
Who may avail	Internal Clients (Pto. Princesa City Government Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Masterlist of personnel per department 2) Real Property Tax last payment receipt		From your respective Admin Division Owner's File Copy during last payment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements to Real Property Tax Division Windows 22,23,24,25,26.	Process RPT Clearance request for withdrawal of first salary	None	5 minutes per tax clearance for individuals, 4 hours per department	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	5 MINUTES/4 HOURS	
END OF TRANSACTION				



5. Cancellation of Tax Dues/Delinquency

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Request Indorsement from City Assessor 2) List of Assessment roll 3) Cancelled Tax Declaration		City Assessors' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
Submit Indorsement to RPT Division	Cancel/Eliminate from Assessment roll/List of Delinquencies, all request for TD Cancellation	None	5 minutes per tax declaration/ property	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	5 MINUTES	
END OF TRANSACTION				



6. Submission of RPT Reports to City Sangguniang Panlungsod/Accounting Office/COA/BLGF

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1) Certified List of Real Property Tax Delinquency Report 2) Monthly, Quarterly and Annual Report on the Collections of Real Property Classifications 3) Report from Cash Receipts Collection 		RPT Division Cash Receipts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
Received/countersign/ acknowledge RPT Report of Collections	Prepare/ Generate and Submit RPT Reports	None	3 days	Local Treasury Operations Officer IV Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	3 DAYS	
END OF TRANSACTION				



7. Public Auction Reports

Office or Division	REAL PROPERTY TAX DIVISION			
Classification	COMPLEX			
Type of Transaction	G2G – Government to Government			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Auction Proceeding Minutes 2) Auction Sale Reports		RPT Division, City Treasurers' Office/ PUBLIC AUCTION Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
Verify/Inquire from RPT Divison Windows 22, 23, 24, 25, 26	Prepare/ Accomplish Auction Reports	None	1 week after the Public Auction Day	Local Treasury Operations Officer IV Local Treasury Operations Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I Local Treasury Operations Assistant Admin Aide IV
TOTAL		NONE	1 week	
END OF TRANSACTION				



OFFICE OF THE CITY ASSESSOR

External Services



1. Assessment Records Certifications Request:

1.1 Computerized Copy of Tax Declaration

1.2 Photocopy of Tax Declaration

To provide Certified Copies of Tax Declaration, Computerized of Photocopy, to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID& DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form and provide Proof of Payment of Taxes per item on request and submit to attending Certification Front Liner from the Office of the City Assessor	2. Accept only complete request forms with proof of payment of taxes and compute for total certification fee on Order of Payment.	None	2 minutes per item on request	Front Liner Assessment Records Management Division
3. Obtain Order of Payment and	3. Return verified request form with	None	2 minutes per form	Front Liner Assessment



verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	attachments and issue Order of Payment to client and inform client to proceed to payment windows			Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of Payment and accept payment of certification Fee and provide receipt thereof	Php 100 per tax declaration	5 minutes per window transaction	City Treasurers Office
5. Submit receipt of certification fee payment with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare Client Claim Stub.	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1. Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for preparation of certification	None	20 minutes per item on request.	Back Door Assessment Records Management Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Assessment Records Management Division
	6.4. Submit for	None	2 minutes	City Assessor



	signature of the City Assessor or his Assigned Signatory.		per item on request	or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify claim stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100.00	50 Mins	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowe



2. Assessment Records Certifications Request:

2.1 Certification of With or No Improvement

To provide Certification of Status of Land, if With or No Improvement, to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (Receipt or Statement of Account)		2. Owner of Real Property or City Treasurers Office		
3. If portion of Real Property provide Subdivision Plan and Proper Deed of Conveyance		3. Owner of Real Property or Geodetic Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Obtain ClientRequest Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form and provide Proof of Payment of Taxes per item on request and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms with proof of payment of taxes and compute for total certification fee on Order of Payment.	None	2 minutes per item on request	Front Liner Assessment Records Management Division
3. Obtain Order of	3. Return verified	None	2 minutes	Front Liner



Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows		per form	Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1 Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2.1. Forwarded request form to Inspection Team for ocular inspection of Real Property If No improvement prepare ocular inspection report	None	6 days	Inspection Team Building and Machineries Division
	6.2.2. Notify Client of Appraisal and Assessment	None	6 days	Inspection Team Building and Machineries



	Operations performed on newly discovered improvements on real property and extension of time for issuance of request.			Division
	6.3. Forwarded request form with Ocular Inspection Report to Records Room personnel for preparation of certification.	None	20 minutes per item on request.	Records room Assessment Records Management Division
	6.4. Encode to Certification Recording	None	2 minutes per request	Records room Assessment Records Management Division
	6.5. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division



Total	Php 100.00	7 days	
END OF TRANSACTION			

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



3. Assessment Records Certifications Request:

3.1 Certification of With or No Real Property Holdings

To provide Certification of With or No Property Holdings to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If with property and owner: present Valid ID; If with property and trustee: Consent of Owner with entities Valid ID; If with no property: present Valid ID		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form with full names (First Name, Middle Name & Surname) of entities for request of Real Property holdings and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms	None	2 minutes per entity on request	Front Liner Assessment Records Management Division
	2.2 Verify real property holdings of entities on request on Assessment records and compute for total certification fees on Order of Payment.	None	5 minutes per entity on request	Front Liner Assessment Records Management Division
3. Obtain Order of Payment and verified Client Request Form with all Attachments	3. Return verified request form with attachments and issue Order of Payment to client and inform client to	None	2 minutes per form	Front Liner Assessment Records Management Division



from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	proceed to payment windows			
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100 per +30 Php per RPU above the first	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1 Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for preparation of certification.	None	20 minutes per entity on request. + 5 Minutes per RPU discovered	Back Door Assessment Records Management Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Assessment Records Management Division
	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory



7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100 per +30 Php per RPU above the first	50 minutes + 5 minutes per RPU above the first.	
END OF TRANSACTION				



4. Assessment Records Certifications Request:

4.1 Certification of With or No Land Holdings for Lot Application

To provide Certification of With or No Land Holdings to requesting clients for D.A.R requirements for Lot Applicants.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If with property and owner: present Valid ID; If with property and trustee: Consent of Owner with entities Valid ID; If with no property: present Valid ID		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Completed Client Request Form		2. Front Liners of the Office of the City Assessor		
3. Barangay Certification		3. Barangay of Residence		
4. Lot Application Form		4. Application Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form with full names of entities for request of Land Holdings for lot application and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms	None	2 minutes per entity on request	Front Liner Assessment Records Management Division
	2.2 Verify real property holdings of entities on request on Assessment records and compute for	None	5 minutes per entity on request	Front Liner Assessment Records Management Division



	total certification fees on Order of Payment.			
3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100 per +30 Php per RPU above the first	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1 Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for preparation of certification.	None	20 minutes per entity on request + 5 Minutes per RPU above the first	Back Door Assessment Records Management Division
	6.3 Encode to Certification	None	2 minutes per request	Back Door Assessment



	Recording			Records Management Division
	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100 per +30 Php per RPU above the first	50 Minutes + 5 Minutes per RPU above the first	
END OF TRANSACTION				



5. Assessment Records Certifications Request:

5.1 Certification of with or No Land Holdings for DAR purposes

To provide Certification of With or No Land Holdings to requesting clients for D.A.R requirements.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If with property and owner: present Valid ID; If with property and trustee: Consent of Owner with entities Valid ID; If with no property: present Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Completed Client Request Form		2. Front Liners of the Office of the City Assessor		
3. Deed of Conveyance		3. Buyer or Seller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form with full names of entities for request of Land Holdings for DAR purposes and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms	None	2 minutes per entity on request	Front Liner Assessment Records Management Division
	2.2 Verify real property holdings of entities on request on Assessment records and compute for total certification fees on Order of Payment.	None	5 minutes per entity on request	Front Liner Assessment Records Management Division



3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100 per +30 Php per RPU above the first	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1 Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for preparation of certification.	None	20 minutes per entity on request +5 Minutes per RPU above the first	Back Door Assessment Records Management Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Assessment Records



				Management Division
	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
	Total	Php 100 per +30 Php per RPU above the first	50 Minutes + 5 Minutes per RPU above the first	
END OF TRANSACTION				



6. Assessment Records Certifications Request:

6.1 History of Tax Declaration

To provide History of Tax Declaration to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form indicating length of history to be requested and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms and Inform Client that request is for research, forward request to Records Room	None	2 minutes per entity on request	Front Liner Assessment Records Management Division
	2.2 Research and preparation of Order of Payment and return to attending front liner.	None	30 minutes per historical record	Records Room Assessment Records Management Division
3. Obtain Order of Payment and verified Client Request Form	3. Return verified request form with attachments and issue Order of	None	2 minutes per form	Front Liner Assessment Records Management



with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	Payment to client and inform client to proceed to payment windows			Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100 per historical record	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1 Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to Records Room for preparation of certification.	None	20 minutes per historical record up to 1 day per Tax Declaration History subject for Research in Archive	Records Room Assessment Records Management Division
	6.3. Encode to Certification Recording	None	2 minutes per request	Records Room Assessment Records



				Management Division
	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
	Total		Php 100.00 per History	1 Day Per Request
END OF TRANSACTION				



7. Assessment Records Certifications Request:

7.1 Other Special Request

7.1.1 Road Right of Way

7.1.2 State of Tax Declaration

7.1.3 No Issued Tax Declaration

7.1.4 Certification of Historical Land Status

7.1.5 Certification of Sub Classification

7.1.6 Certification of Actual Use

7.1.7 With or No Encumbrance

7.1.8 Others

To provide Special Certifications on Assessment Records to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account) if with Tax Declaration		2. Owner or City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form indicating type of Special Request and	2.1. Accept only complete request forms and prepare of Order of Payment	None	2 minutes per entity on request	Front Liner Assessment Records Management Division



submit to attending Certification Front Liner from the Office of the City Assessor				
3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of payment and accept payment of certification Fee and provide receipt thereof	Php 100 per special certification	5 minutes per window transaction	City Treasurers Office
5. Submit Receipt of payment of certification fees with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare completed Client Claim stub	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office	6.1 Issue Client Claim Stub and inform client of duration of preparation of	None	2 minutes per form	Front Liner Assessment Records Management Division



of the City Assessor and wait for issuance of certification	certification.			
	6.2. Forwarded request to Records Room for research and preparation of certification.	None	4 hours per special certification	Records Room Assessment Records Management Division
	6.3. Encode to Certification Recording	None	2 minutes per request	Records Room Assessment Records Management Division
	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Submit Claim Stub to Release window of the Office of the City Assessor	7. Verify Claim Stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100.00	1 day per request	
END OF TRANSACTION				



8. Request for Cancellation of Tax Declaration

To Cancel Tax Declaration of requesting declarants.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
3. Notarized Letter Request for Cancellation		3. Licensed Notary Public or Attorney		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Cancellation of Tax Declaration to Front Liner of Administrative Section	1. Accept Letter Request and check for completeness of requirements, stamp Received with current date and sign	None	5 Minutes	Front Liner Administrative Section
	1.1 Record letter request and append Client Control Number	None	5 minutes	Front Liner Administrative Section
	1.2 Photocopy letter request and give copy to client	None	2 minutes	Front Liner Administrative Section
2. Receive Client copy of request with Client Control Number	2. Have client receive client copy and inform to that they will be notified of completion of request or to follow up after 3	None	2 minutes	Front Liner Administrative Section



	days.			
	2.2. Submit to City Assessor for approval and assignment	None	2 minutes	Front Liner Administrative Section
	2.3 Approval and Assignment of City Assessor	None	30 minutes	City Assessor
	2.4 Processing of Request by Assigned personnel, notify City Assessor and Administrative Section of completion of request	None	1 day	Assigned Staff for Cancellation, Records Room Assessment Records Management Division
	2.5 Notification of Client of completion of request	None	5 minutes	Administrative Section
Total		None	1 Day	
END OF TRANSACTION				



9. Request for Updating / Correction of Assessment Records

9.1 Name

9.2 Survey No

9.3 Lot No

9.4 Update of Address (for entity only)

9.5 Title Number

To Facilitate client request for correction/ updates on Tax Declaration Information.

Office or Division:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Owner of Real Property or their trustee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted	1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)
2. Proof of Payment of Taxes (receipt, statement of account)	2. Owner or City Treasurers Office
3. Certified Copy of Title if real property is titled or Approved Application if property is untitled.	3. City Register of Deeds or Community Environment and Natural Resource Office
4. Proof of Billing for update of Address	4. Agencies issuing proof of billing address
5. Letter Request	5. Owner of Real Property

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIB LE
1. Submit Letter Request for Updating / Correction of Assessment Records.	1. Accept Letter Request and check for completeness of requirements, stamp Received with current date and sign	None	5 Minutes	Front Liner Administrative Section
	1.1 Record letter request and append Client Control Number	None	5 minutes	Front Liner Administrative Section
	1.2 Photocopy letter request and give copy to client	None	2 minutes	Front Liner Administrative Section
2. Receive Client copy of request with	2. Have client receive client copy and inform to that they will be	None	2 minutes	Front Liner Administrative Section



Client Control Number	notified of completion of request or to follow up after 3 days.			
	2.2. Submit to City Assessor for approval and assignment	None	2 minutes	Front Liner Administrative Section
	2.3 Approval and Assignment of City Assessor	None	30 minutes	City Assessor
	2.4 Processing of Request by Assigned personnel, notify City Assessor and Administrative Section of completion of request	None	1 days	Assigned Staff for Cancellation, Records Room Assessment Records Management Division
	2.5 Notification of Client of completion of request	None	5 minutes	Administrative Section
Total		None	1 Day	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



10. Request for Photocopy of Subdivision

To provide Photocopy of Subdivision plans to requesting clients for their perusal.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form and provide Proof of Payment of Taxes per item on request and submit to attending Certification Front Liner from the Office of the City Assessor	2.1. Accept only complete request forms with proof of payment of taxes and inform Client that request is forwarded to Tax Mapping for research. Forward request to Mapping Room Tax Mapping Division	None	2 minutes per item on request	Front Liner Assessment Records Management Division
	2.2. Verify existence of Subdivision Plan on Mapping	None	30 minutes per subdivision plan	Mapping Room Tax Mapping Division



	Records and prepare Order of Payment and forward to attending front liner			
3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of Payment and accept payment of certification Fee and provide receipt thereof	Php 250 per photocopy of subdivision	5 minutes per window transaction	City Treasurers Office
5. Submit receipt of certification fee payment with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare Client Claim Stub.	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1. Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for preparation of certification	None	1 hour per subdivision plan	Back Door Tax Mapping Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Tax Mapping Division



	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify claim stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
TOTAL		Php 250.00	2 Hrs	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



11. Tax Declaration (New Discovery Land)

To issue new Tax Declarations to Newly Discovered Land Real Properties, for taxation purposes.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2.		A. Register of Deeds or Department of Agrarian Reform		
A. If Titled Property, Original and Photocopy of Title				
B. If Untitled Property				
A. With Approved Application;		• CENRO		
• Original and Photocopy of Approved Application		• CENRO		
• Original and Photocopy of Approved Survey of Lot				
A. Without Approved Application		• Barangay Center where property is located		
• Original and Photocopy of Barangay Certification		• Bureau of Forestry		
• Original and Photocopy of Forestry Permit		• DENR		
• Original and Photocopy of Certification of Alienable and Disposable		• DENR		
• Original and Photocopy of Approved Survey of Lot				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessment Standards and Examination Division Window, and inquire for transactions	1. Front Line Services. Provide Client with Proper Checklist of Requirements and Client	None	10 minutes per client	Front Liner Assessment Standards and Examination Division



	Request Form			
2. Complete Client Request Form and Submit complete Requirements.	2.1 Examine Submitted requirements. Accept only complete request forms with complete requirements.	None	20 minutes per request	Front Liner Assessment Standards and Examination Division
	2.2 Issue Claim Stub and notification of prior to release of document there is a necessary payment of 10 Years Back Taxes to be determined upon completion of Appraisal.	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.3 Submit Request with attached documents for City Assessor Approval	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.4 Approval of Request and Assignment of Appraiser	None	30 minutes	City Assessor
	2.5 Initiate Appraisal on ETRACS as Receiver. Submit for Tax Mapping Review	None	10 minutes	Assigned Appraiser
	2.6 Identify Real Property If parcel unknown; A. Assign Property Index Number and append pertinent information into	None	1 day	Assigned Tax Mapper



	<p>Tax Map Control Roll</p> <p>B. Plot parcel into Land Information System and append pertinent information</p> <p>C. Plot and Sketch parcel into Base Maps.</p> <p>D. Append pertinent Parcel information into ETRACS</p> <p>E. Submit for Tax Mapping Chief Approval</p> <p>if parcel known; A. Update Parcel Information on Tax Map Control Roll</p> <p>B. Update Parcel Information on Land Information System</p> <p>C. Submit for Tax Mapping Chief Approval</p>			
	<p>2.7 if approved by Tax Mapping Chief return to Assigned Appraiser</p> <p>if not approved by Tax Mapping Chief return to Assigned Tax Mapper for review</p>	None	10 minutes	Tax Mapping Chief Approval



	<p>2.7 if within Urban Area, conduct Ocular Inspection and append ocular inspection report to ETRACS.</p> <p>if outside Urban Area proceed with Appraisal</p>	None	1 day	Assigned Appraiser
	<p>2.8 Appraisal of Real Property and append computations to ETRACS</p> <p>submit for Appraisal Chief Approval</p>		2 days	Assigned Appraiser
	<p>2.9 if approved by Appraisal Chief submit for final approval of City Assessor</p> <p>if not approved by Appraisal Chief return to Assigned Appraiser</p>	None	1 hour	Appraisal Chief Land Appraisal Division
	<p>2.10 If approved by City Assessor for Assignment of Printing, pass document to Assessment Standards and Examination Division</p> <p>if not approved by City Assessor return to Assigned Appraiser.</p>	None	1 hour	City Assessor
	2.11 Review and encoding of Transaction by Assessment	None	1 hour	Assessment Standards and Examination Division.



	Standards and Examination Division pass to Printing			
	2.12 Printing of Assessor Approved Tax Declaration, Field Appraisal and Assessment Sheet, and Notice of Assessment	None	30 minutes	Assessment Records Management Division
	2.13 Filing of Printed Office Copy of Tax Declaration Submit Owners Copy, Field Appraisal and Assessment Sheet, and Notice of Assessment to Administrative Records Management Division	None	10 minutes	Assessment Records Management Division
	2.14 Notification of Presentor of completion of Request and reminder of 10 Years Back Taxes to be paid	None	2 minutes	Administrative Records Management Division
	2.15 Filing of Field Appraisal and Assessment Sheet	None	10 minutes	Administrative Records Management Division
3. Payment of 10 Years Back Tax and Receipt of Notice of Assessment	3.1 Release of Tax Declaration upon presentation of receipt of payment of 10 years Back Tax <i>Land Tax</i>	10 Years Back Tax	10 minutes	Administrative Records Management Division



	<i>Division of the City Treasurers Office issues Statement of Account for 10 years Back Tax</i> Presentor Signs Notice of Assessment			
	3.2 Recording and Filing of Signed Notice of Assessment	None	10 minutes	Administrative Records Management Division
Total		Back Taxes computed upon completion of Operation	7 Days	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



12. Tax Declaration (Subdivision Land)

To issue new Tax Declarations to Subdivided Land Real Properties, for taxation purposes.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Title of at least one parcel within the subdivision		2. Register of Deeds or Department of Agrarian Reform		
3. BIR CAR		3. BIR		
4. Tax Clearance and Receipt of payment for Taxes of Mother Lot and other Improvements on it.		4. Land Tax Division City Treasurers Office		
5. Notarized Deed of Conveyance		5. Private Attorney		
6. Approved Subdivision Plan		6. Owner and Private Geodetic Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessment Standards and Examination Division Window, and inquire for transactions	1. Provide Client with Checklist of Requirements and Client Request Form	None	10 minutes per client	Front Liner Assessment Standards and Examination Division
2. Complete Client Request Form and Submit complete Requirements. and waits for Date of Release of records or notification of Completion of request.	2.1 Examine Submitted requirements. Accept only complete request forms with complete requirements.	None	20 minutes per request	Front Liner Assessment Standards and Examination Division
	2.2 Issue Claim Stub	None	5 minutes	Front Liner Assessment Standards and



				Examination Division
	2.3 Submit Request with attached documents for City Assessor Approval	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.4 Approval of Request and Assignment of Appraiser	None	30 minutes	City Assessor
	2.5 Initiate Appraisal on ETRACS as Receiver. Submit for Tax Mapping Review	None	10 minutes	Assigned Appraiser
	2.6 Identify Real Property If parcel unknown; A. Assign Property Index Numbers for new subdivision parcels and append pertinent information into Tax Map Control Roll B. Plot subdivision into Land Information System and append pertinent information C. Plot and Sketch parcel into Base Maps. D. Append pertinent Parcel information into ETRACS E. Submit for Tax Mapping Chief Approval if parcel known;	None	1 day	Assigned Tax Mapper



	<p>A. Assign Property Index Number for new subdivision lots and cancel that for Mother Lot and append pertinent information into Tax Map Control Roll</p> <p>B. Plot subdivision replacing Mother Lot Information on Land Information System and append pertinent information</p> <p>C. Submit for Tax Mapping Chief Approval</p>			
	<p>2.7 if approved by Tax Mapping Chief return to Assigned Appraiser</p> <p>if not approved by Tax Mapping Chief return to Assigned Tax Mapper for review</p>	None	10 minutes	Tax Mapping Chief Approval
	<p>2.7 if within Urban Area, conduct Ocular Inspection and append ocular inspection report to ETRACS.</p> <p>if outside Urban Area proceed with Appraisal</p>	None	1 day	Assigned Appraiser
	<p>2.8 Appraisal of Real Property and append computations to ETRACS</p> <p>submit for Appraisal Chief Approval</p>	None	4 days	Assigned Appraiser



	<p>2.9 if approved by Appraisal Chief submit for final approval of City Assessor</p> <p>if not approved by Appraisal Chief return to Assigned Appraiser</p>	None	1 hour	Appraisal Chief Land Appraisal Division
	<p>2.10 If approved by City Assessor for Assignment of Printing, pass document to Assessment Standards and Examination Division</p> <p>if not approved by City Assessor return to Assigned Appraiser.</p>	None	1 hour	City Assessor
	<p>2.11 Review and encoding of Transaction by Assessment Standards and Examination Division</p> <p>pass to Printing</p>	None	1 hour	Assessment Standards and Examination Division.
	<p>2.12 Printing of Assessor Approved Tax Declaration, Field Appraisal and Assessment Sheet, and Notice of Assessment</p>	None	30 minutes	Assessment Records Management Division
	<p>2.13 Filing of Printed Office Copy of Tax Declaration</p> <p>Submit Owners Copy, Field Appraisal and Assessment Sheet, and Notice of Assessment to</p>	None	10 minutes	Assessment Records Management Division



	Administrative Records Management Division			
	2.14 Notification of Presentor of completion of Request and reminder of 10 Years Back Taxes to be paid	None	2 minutes	Administrative Records Management Division
	2.15 Filing of Field Appraisal and Assessment Sheet	None	10 minutes	Administrative Records Management Division
3. Receipt of Owners Copies of Tax Declaration and Notice of Assessment for each parcel of subdivision	3.1 Release of Tax Declaration Presentor Signs Notice of Assessment	None	10 minutes	Administrative Records Management Division
	3.2 Recording and Filing of Signed Notice of Assessment	None	10 minutes	Administrative Records Management Division
TOTAL		NONE	7 Days	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



13. Tax Declaration (Re Assessment Land)

To issue new Tax Declarations for Real Properties subject for Re-Assessment, for taxation purposes.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Notarized Letter Request for Re-Assessment		2. Owner or Representative with Consent		
3. Tax Clearance and Receipt of payment for Taxes of Mother Lot and other Improvements on it.		3. Land Tax Division City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceed to Assessment Standards and Examination Division Window, and inquire for transactions	1. Provide Client with Checklist of Requirements and Client Request Form	None	10 minutes per client	Front Liner Assessment Standards and Examination Division
2. Complete Client Request Form and Submit complete Requirements. and waits for Date of Release of records or notification of Completion of request..	2.1 Examine Submitted requirements. Accept only complete request forms with complete requirements.	None	20 minutes per request	Front Liner Assessment Standards and Examination Division
	2.2 Issue Claim Stub	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.3 Submit Request with attached	None	5 minutes	Front Liner Assessment Standards and



	documents for City Assessor Approval			Examination Division
	2.4 Approval of Request and Assignment of Appraiser	None	30 minutes	City Assessor
	2.5 Initiate Appraisal on ETRACS as Receiver. Submit for Tax Mapping Review	None	10 minutes	Assigned Appraiser
	2.6 Identify Real Property and submit for Tax Mapping Chief Approval	None	30 minutes	Assigned Tax Mapper
	2.7 if approved by Tax Mapping Chief return to Assigned Appraiser if not approved by Tax Mapping Chief return to Assigned Tax Mapper for review	None	10 minutes	Tax Mapping Chief Approval
	2.7 if within Urban Area, conduct Ocular Inspection and append ocular inspection report to ETRACS. if outside Urban Area proceed with Appraisal	None	1 day	Assigned Appraiser
	2.8 Appraisal of Real Property and append computations to ETRACS submit for Appraisal Chief Approval	None	4 days	Assigned Appraiser



	<p>2.9 if approved by Appraisal Chief submit for final approval of City Assessor</p> <p>if not approved by Appraisal Chief return to Assigned Appraiser</p>	None	1 hour	Appraisal Chief Land Appraisal Division
	<p>2.10 If approved by City Assessor for Assignment of Printing, pass document to Assessment Standards and Examination Division</p> <p>if not approved by City Assessor return to Assigned Appraiser.</p>	None	1 hour	City Assessor
	<p>2.11 Review and encoding of Transaction by Assessment Standards and Examination Division</p> <p>pass to Printing</p>	None	1 hour	Assessment Standards and Examination Division.
	<p>2.12 Printing of Assessor Approved Tax Declaration, Field Appraisal and Assessment Sheet, and Notice of Assessment</p>	None	30 minutes	Assessment Records Management Division
	<p>2.13 Filing of Printed Office Copy of Tax Declaration</p> <p>Submit Owners Copy, Field Appraisal and Assessment</p>	None	10 minutes	Assessment Records Management Division



	Sheet, and Notice of Assessment to Administrative Records Management Division			
	2.14 Notification of Presentor of completion of Request and reminder of 10 Years Back Taxes to be paid	None	2 minutes	Administrative Records Management Division
	2.15 Filing of Field Appraisal and Assessment Sheet	None	10 minutes	Administrative Records Management Division
3. Receipt of Owners Copies of Tax Declaration and Notice of Assessment for each parcel of subdivision	3.1 Release of Tax Declaration Presentor Signs Notice of Assessment	None	10 minutes	Administrative Records Management Division
	3.2 Recording and Filing of Signed Notice of Assessment	None	10 minutes	Administrative Records Management Division
TOTAL		NONE	7 Days	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



14. Tax Declaration (New Discovery of Improvement)

To issue new Tax Declarations for Improvements on Land Real Properties, for taxation purposes.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Approved Permits		2. City Engineering Office/ City Building Official		
3. Tax Clearance and Receipt of payment for Taxes of Mother Lot and other Improvements on it.		3. Land Tax Division City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Assessment Standards and Examination Division Window, and inquire for transactions	1. Front Line Services. Provide Client with Proper Checklist of Requirements and Client Request Form	None	10 minutes per client	Front Liner Assessment Standards and Examination Division
2. Complete Client Request Form and Submit complete Requirements. and waits for Date of Release of records or notification of Completion of request.	2.1 Examine Submitted requirements. Accept only complete request forms with complete requirements.	None	20 minutes per request	Front Liner Assessment Standards and Examination Division
	2.2 Issue Claim Stub	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.3 Submit Request with attached documents for	None	5 minutes	Front Liner Assessment Standards and Examination



	City Assessor Approval			Division
	2.4 Approval of Request and Assignment of Appraiser	None	30 minutes	City Assessor
	2.5 Initiate Appraisal on ETRACS as Receiver	None	10 minutes	Assigned Appraiser
	2.6 conduct Ocular Inspection and append ocular inspection report to ETRACS.	None	1 day	Assigned Tax Mapper
	2.7 Appraisal of Real Property and append computations to ETRACS submit for Appraisal Chief Approval	None	4 days	Assigned Appraiser
	2.8 if approved by Appraisal Chief submit for final approval of City Assessor if not approved by Appraisal Chief return to Assigned Appraiser	None	1 hour	Appraisal Chief Land Appraisal Division
	2.9 If approved by City Assessor for Assignment of Printing, pass document to Assessment Standards and Examination Division if not approved by City Assessor return to Assigned	None	1 hour	City Assessor



	Appraiser.			
	2.10 Review and encoding of Transaction by Assessment Standards and Examination Division pass to Printing	None	1 hour	Assessment Standards and Examination Division.
	2.11 Printing of Assessor Approved Tax Declaration, Field Appraisal and Assessment Sheet, and Notice of Assessment	None	30 minutes	Assessment Records Management Division
	2.12 Filing of Printed Office Copy of Tax Declaration Submit Owners Copy, Field Appraisal and Assessment Sheet, and Notice of Assessment to Administrative Records Management Division	None	10 minutes	Assessment Records Management Division
	2.13 Notification of Presentor of completion of Request and reminder of 10 Years Back Taxes to be paid	None	2 minutes	Administrative Records Management Division
	2.14 Filing of Field Appraisal and Assessment Sheet	None	10 minutes	Administrative Records Management Division



3. Receipt of Tax Declaration and Receipt of Notice of Assessment	3.1 Release of Tax Declaration Presentor Signs Notice of Assessment	None	10 minutes	Administrative Records Management Division
	3.2 Recording and Filing of Signed Notice of Assessment	None	10 minutes	Administrative Records Management Division
TOTAL		NONE	7 Days	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



15. Tax Declaration (Re-Assessment / Depreciation of Improvements)

To issue new Tax Declarations for Improvements on Land Real Properties subject for Re-Assessment or Depreciation, for taxation purposes.

Office or Division:	Office of the City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID & DFA (Bearing Photograph, Signature, Address of Owner)		
2. Notarized Letter Request for Re-Assessment		2. Owner or Representative with Consent		
3. Tax Clearance and Receipt of payment for Taxes of Mother Lot and other Improvements on it.		3. Land Tax Division City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIB LE
1. Proceed to Assessment Standards and Examination Division Window, and inquire for transactions	1. Front Line Services. Provide Client with Proper Checklist of Requirements and Client Request Form	None	10 minutes per client	Front Liner Assessment Standards and Examination Division
2. Complete Client Request Form and Submit complete Requirements. and waits for Date of Release of records or notification of Completion of request.	2.1 Examine Submitted requirements. Accept only complete request forms with complete requirements.	None	20 minutes per request	Front Liner Assessment Standards and Examination Division
	2.2 Issue Claim Stub	None	5 minutes	Front Liner Assessment Standards and Examination Division
	2.3 Submit	None	5 minutes	Front Liner



	Request with attached documents for City Assessor Approval			Assessment Standards and Examination Division
	2.4 Approval of Request and Assignment of Appraiser	None	30 minutes	City Assessor
	2.5 Initiate Appraisal on ETRACS as Receiver	None	10 minutes	Assigned Appraiser
	2.6 conduct Ocular Inspection and append ocular inspection report to ETRACS.	None	1 day	Assigned Tax Mapper
	2.7 Appraisal of Real Property and append computations to ETRACS submit for Appraisal Chief Approval	None	5 days	Assigned Appraiser
	2.8 if approved by Appraisal Chief submit for final approval of City Assessor if not approved by Appraisal Chief return to Assigned Appraiser	None	1 hour	Appraisal Chief Land Appraisal Division
	2.9 If approved by City Assessor for Assignment of Printing, pass document to Assessment Standards and Examination Division if not approved by City Assessor return to Assigned	None	1 hour	City Assessor



	Appraiser.			
	2.10 Review and encoding of Transaction by Assessment Standards and Examination Division pass to Printing	None	1 hour	Assessment Standards and Examination Division.
	2.11 Printing of Assessor Approved Tax Declaration, Field Appraisal and Assessment Sheet, and Notice of Assessment	None	30 minutes	Assessment Records Management Division
	2.12 Filing of Printed Office Copy of Tax Declaration Submit Owners Copy, Field Appraisal and Assessment Sheet, and Notice of Assessment to Administrative Records Management Division	None	10 minutes	Assessment Records Management Division
	2.13 Notification of Presentor of completion of Request and reminder of 10 Years Back Taxes to be paid	None	2 minutes	Administrative Records Management Division
	2.14 Filing of Field Appraisal and Assessment Sheet	None	10 minutes	Administrative Records Management Division
3. Receipt of Tax Declaration and Receipt of Notice of Assessment	3.1 Release of Tax Declaration Presentor Signs Notice of	None	10 minutes	Administrative Records Management Division



	Assessment			
	3.2 Recording and Filing of Signed Notice of Assessment	None	10 minutes	Administrative Records Management Division
TOTAL		NONE	7 Days	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



16. Assessment Records Request:

16. 1 Annotation of Encumbrances (Adverse Claim, Waiver, Deed of Conveyance, Mortgages, Bail Bond, ETC.)

To annotate encumbrances on Tax Declarations as per client request.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID& DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
3. Notarized Document of Encumbrance (Adverse Claim, Waiver, Deed of Conveyance, Mortgages, ETC.)		3. Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form and provide Proof of Payment of Taxes per item on request and submit to attending Certification Front Liner from the Office of the City Assessor	2. Accept only complete request forms with proof of payment of taxes and compute for total certification fee on Order of Payment.	None	2 minutes per item on request	Front Liner Assessment Records Management Division



3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of Payment and accept payment of certification Fee and provide receipt thereof	Php 100 per annotation	5 minutes per window transaction	City Treasurers Office
5. Submit receipt of certification fee payment with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare Client Claim Stub.	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1. Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for verification of submitted information and processing of Annotation	None	1 hour per item on request.	Back Door Assessment Records Management Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Assessment Records Management Division
	6.4. Submit for	None	2 minutes	City Assessor or



	signature of the City Assessor or his Assigned Signatory.		per item on request	Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify claim stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100.00	90 Minutes	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



17. Assessment Records Request:

17. 1 Cancellation of Annotation of Encumbrances (Adverse Claim, Waiver, Deed of Conveyance, Mortgages, Bail Bond, ETC.)

To cancel or remove annotations on Tax Declarations as per client request.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Owner of Real Property or their trustee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If owner: present Valid ID If not owner: Consent of Owner with Owners Valid ID * Proper Deed of Conveyance is accepted		1. Agencies that Provide Valid IDs or Owner of Real Property Valid ID: LTO, GSIS, BIR, PHILPOST, PRC, SSS, OFFICE ID& DFA (Bearing Photograph, Signature, Address of Owner)		
2. Proof of Payment of Taxes (receipt, statement of account)		2. Owner or City Treasurers Office		
3. Notarized Document of Cancelation of Encumbrance (Adverse Claim, Waiver, Deed of Conveyance, Mortgages, ETC.)		3. Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Obtain Client Request Form from attending Certification Front Liner from the Office of the City Assessor.	1. Inquire about request and check if client is owner: if yes, proceed; If not, require consent of owner with valid ID.	None	2 minutes per client	Certification Front Liner Assessment Records Management Division
2. Complete Client Request Form and provide Proof of Payment of Taxes per item on request and submit to attending Certification Front Liner from the Office of the City	2. Accept only complete request forms with proof of payment of taxes and compute for total certification fee on Order of Payment.	None	2 minutes per item on request	Front Liner Assessment Records Management Division



Assessor				
3. Obtain Order of Payment and verified Client Request Form with all Attachments from attending Certification Front Liner from the Office of the City Assessor and to proceed to City Treasurer payment windows.	3. Return verified request form with attachments and issue Order of Payment to client and inform client to proceed to payment windows	None	2 minutes per form	Front Liner Assessment Records Management Division
4. Bring Order of Payment to City Treasurers Office for payment of Certification Fee	4. City Treasurer will verify Order of Payment and accept payment of certification Fee and provide receipt thereof	Php 100 per annotation	5 minutes per window transaction	City Treasurers Office
5. Submit receipt of certification fee payment with attached verified Client Request Form to attending Front Liner from the Office of the City Assessor.	5. Verify Receipt and Request form and append client control number on request form, prepare Client Claim Stub.	None	3 minutes per form	Front Liner Assessment Records Management Division
6. Obtain Claim Stub From attending Front Liner from the Office of the City Assessor and wait for issuance of certification	6.1. Issue Client Claim Stub and inform client of duration of preparation of certification.	None	2 minutes per form	Front Liner Assessment Records Management Division
	6.2. Forwarded request to back door personnel for verification of submitted information and processing of cacellation	None	1 hour per item on request.	Back Door Assessment Records Management Division
	6.3 Encode to Certification Recording	None	2 minutes per request	Back Door Assessment Records Management Division



	6.4. Submit for signature of the City Assessor or his Assigned Signatory.	None	2 minutes per item on request	City Assessor or Assigned Signatory
7. Present Claim Stub to Release window of the Office of the City Assessor	7. Verify claim stub with proper request form.	None	3 minutes	Releasing Assessment Records Management Division
8. Sign on Release Area of Client Request Form and claim certification and receipt.	8.1 Append Office seal on certification to be issued, and have Client sign on release area of request form and release certification with receipt.	None	3 minutes	Releasing Assessment Records Management Division
	8.2 Record Released and File Request form and Attachments	None	3 minutes	Releasing Assessment Records Management Division
Total		Php 100.00	90 Minutes	
END OF TRANSACTION				

Note:

City Assessor will require Proof of Payment of Taxes prior to Acceptance of Requests

City Treasurer will require updated payment of taxes if delinquent, partial payment is allowed.



OFFICE OF THE CITY INFORMATION OFFICER

External Services



1. Provision of Audio-Visual Information Materials

Providing services , sets of equipment and materials needed by the requesting client.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to transacting public			
Who may avail:	Public and private offices and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/ Letter of Request		Administrative Section of CIO/ Letter from the Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Fill up request forms or Submit Letter of request	1. Accept request forms or the letter of request. 1.1 Approval of request 1.2 Furnish the materials requested: 1.3 If printed materials, printing it from files	None	3 minutes 5 minutes	IO II, In-Charge of incoming communications CIO or any authorized staff IOII, IOI, Asst. IO concerned staff from admin. section
2.Furnish any saving device for recorded materials	2. if recorded materials, copy to the saving device handed by the client	None	10 minutes	Asst. IO Computer Operator or any concerned staff from the technical section
3. Sign receipt in the receiving book.	3. Give the requested information materials to the client.	None	2 minutes	IO II or any staff from Admin. Section.
TOTAL:		None	20 minutes	
END OF TRANSACTION				



2. Placement Of LED Video Wall Ads

Placing of paid/requested advertisements of both private and public groups for display in the LED VIDEO Wall.

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Public and private offices/individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ads Placement Forms/ Letter of Request		From the Admin. Section/ Letter from the Requesting end		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Make a phone call or a personal inquiry on the process.	1. Explain the processes and the conditions in ads placement	None	5 minutes	Asst. IO
2. If conforms with the regulations: a). Submit letter of request and or; b). Fill up ads placement form	2. a). Log in the letter, submit it to the CIO/any designated staff for directive. b). Furnish ad placement form to the client.	None	2 minutes	Asst. IO, CIO or the designated staff
3. Provide copy of the Ads material	3. Measures the materials; inform the client on the length and the amount to be paid.	None	5 minutes	Asst. IO Computer Operator
4. Sign the 2 sheets of contract. Pay the bill to the City Treasurer	4. Prepare the 2 sheets of contract; have it sign by the client. Submit the form to the CIO/or any designated staff for approval.	P3/ per second (payment varies according to length)	10 minutes	Asst. IO or the designated staff
5. Receive one copy the contract	5. File the contract; schedule the uploading of the material to the Led Video Wall.	None	2 minutes	Asst. IO Computer Operator
TOTAL :		As per length	24 minutes	
END OF TRANSACTION				



3. Concierge Services

Information desks in the lobby of city hall buildings that provide basic information needed by the clients.

Office or Division:		City Information Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to the transacting public		
Who may avail:		Public and Private entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SINGTIME	PERSONS RESPONSIBLE
For Walk In Clients: a. Approach the on duty desk officer and ask him/her the information you want to know. b. Make a call through the landline number(048)7178034, 7178000	a. Take note of the inquiry and politely provide the reply. b. Take the call and politely reply of the data/ information being asked.	None	a.5 minutes b.3 minutes	IO I IO III Admin. Aide III Admin Aide V Admin Aide VI IO II IO I Assistant IOs Other designated staff
TOTAL :		None	For walk-in: 5 minutes For telephone call- 3 minutes	
END OF TRANSACTION				



4. Issuance of Tarpaulin Streamers/Banners

Management of advertisement tarpaulins/banners/streamers placements in conspicuous areas of the city.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to the transacting public			
Who may avail:	Public and Private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Installation Contract/ Letter of Request		Administrative Section / Letter from the requesting end		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSONS RESPON- SIBLE
1. Inquire on the processes and regulations	1. Explain the processes and regulations	None	5 minutes	IO II or any designated staff
2. If conforms with the processes and regulations: a. Bring the materials for checking	2. Check the number, length and width of the materials.	None	2 minutes	IO II or any designated staff
3. Pay the bill to the City Treasurer's Office. Sign 3 sheets of contract form	3. Inform the amount to be paid, prepare the 3 copies of contract and have it sign by the client and approval of the CIO/designated staff.	P100 Per week per lay- out	5 minutes	IO II or any designated staff
4. Get two copies of the contract for personal copy and the other one for submission to the Oplan Linis	4. Give 2 copies of contract to the client. Mark the code at the back of the tarpaulin material, the date covered for installation and the signature of the officer.	None	20 minutes	IO II or any designated staff
5. Bring one contract copy to the Oplan Linis for their file for monitoring.	5. File contract for reference.	None	5 minutes	IO II or any designated staff
TOTAL:		P100 Per week per lay- out	37 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY INFORMATION OFFICER

Internal Services



1. Request of Information Office Services (Event Facilitation, Documentation and Technical Assistance on the Operation of AV Equipment (Internal Services))

Provision of services to different city government offices like hosting, technical assistance in sound system and audio-visual equipment installation and operations

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	City government offices/individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Submit letter of request and or fill-up request form	1. Accept the request letter/request form	None	2 minutes	IO II or any staff from Admin. Section
	2. Check the necessary specifics on the availability of services requested	None	2 minutes	IO II or any staff from Admin. Section
	3. Present letter/request form to the CIO for approval/ disapproval	None	5 minutes	CIO, staff from admin. section
	4..Approval /Disapproval of the CIO	None	2 minutes	City Information Officer
Confirmation of the request status	5.Inform the client if approved and disapproved	None	3 minutes	IO II or any admin section staff.
TOTAL :		None	14 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY LEGAL OFFICER

External Services



1. Prosecution And Litigation Of Cases Wherein The Interest Of The City Government Of Puerto Princesa Is Involved

The Office of the City Legal Officer is tasked to represent the City Government in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party, and initiate and prosecute in the interest of the City in any civil action on any bond, lease or other contract upon any breach or violation thereof.

Office/Division:	City Legal Office – Prosecution & Litigation Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Officials and employees of the City of Puerto Princesa in the performance of their official functions and duties; Enforcement & Compliance Division of the City Legal Office; Administrative Inquiry & Investigation Division of the City Legal Office; Enforcement bodies of the City Government of Puerto Princesa in the apprehension for violation of city ordinances.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement/Referral/Investigation Report to support the filing of a case together with all its supporting documents to substantiate the same.		<ul style="list-style-type: none"> a. Administrative Inquiry & Investigation Division of the City Legal Office; b. Enforcement & Compliance Division of the City Legal Office; c. Enforcement bodies of the City Government. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit Indorsement/Referral/Investigation Report together with all its supporting documents	Receipt of copy of the INDORSEMENT or REFERRAL or INVESTIGATION REPORT from the Division with approval of the Head of Office or office concerned and record the same in the database/	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



	logbook			
	Approval and proper routing of the Head of the City Legal Office	None	1 hour	City Legal Officer
	Indorsement to and receipt by the Prosecution & Litigation Division	None	1 hour	Prosecution & Litigation Division
	Review and creation of checklist of necessary documents	None	1 hour	Division Head-Prosecution & Litigation Division
	Case build-up (If not referred by Division or enforcement arm/body) / gathering of additional evidence, including request for lacking /additional documents	None	3 days	Division Head-Prosecution & Litigation Division
	Drafting of the initiatory pleading, answer (in case of defense), other appropriate motion	None	3 days	Division Head-Prosecution & Litigation
	Review of the pleading/answer/ motion	None	1 day	City Legal Officer
	Referred back to the Prosecution & Litigation Division for finalization	None	1 day	Division Head-Prosecution & Litigation



	Incorporation of comments, review of the Head	None	2 days	Division Head-Prosecution & Litigation
	Final Approval	None	1 day	City Legal Officer
	Printing of the pleading, motion, including the reproduction and sorting of all supporting documents	None	1 day	Division Head-Prosecution & Litigation/Legal Assistant/Administrative Aide
	For signature of all lawyers who will appear for/represent the case	None	1 day	Division Head-Prosecution & Litigation, Indorsing/Referring Division, Assistant City Legal Officer, City Legal Officer
	Encoding/entry to the logbook/database	None	10 mins.	Administrative Staff, Records Section & Administrative Division
	Service and Filing of the pleading, motion, and its supporting documents in court	None	1 day	Process Server
	Receipt of the copy stamped as received by the court/other appropriate tribunal or agency, recording in the database/logbook, including	None	1 hour	Records Officer and Head of the Prosecution & Litigation Division



	verifying and double-checking the appropriate filing and submission of all documents in court/tribunal/ Agency.			
	Copy furnish the indorsing/referring Division, enforcement arm/body for file/reference.	None	1 hour	Process Service/Administrative Aide
TOTAL:		NONE	14 days, 5 hours & 30 mins.	
END OF TRANSACTION				



2. Issuance of Certification

The City Legal Office issues Certification of No or With Pending Case to the City Government officials and employees applying for salary loans, travel abroad, maternity leave, terminal leave, retirement, transfer of service, and to owners/operators of tourism-related business applying for the renewal of their Mayor's Permit.

Office/Division:	City Legal Office-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Government Employees & Tourism-Related Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Front Desk, City Legal Office, 3 rd Flr., City Hall Green Bldg.		
2. Official Receipt (original)		Office of the City Treasurer, G/F City Hall Green Bldg.,		
3. Copy of previous Mayor's Permit (applying for renewal only)		Business Permits & Licensing Div., CMO, G/F City Hall Green Bldg.		
4. Logbook		Front Desk, City Legal Office, 3 rd Flr., City Legal Office, City Hall Green Bldg.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure copy of Request Form	1. Require Client to accomplish the form and to pay the required fee at the City Treasurer's Office.	P50.00	20 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
2. Secure the original copy of the Official Receipt (O.R.) and submit to the City Legal Office	2. Check from the records if indeed, client has no case pending before the Office.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
3. Give relevant information when requested by the Admin.	3. Prepare the Certification and secure the approval	None	5 minutes	<i>Administrative Staff,</i> Records Section



Staff.	of the ACLO/CLO Lawyers or SAO.			& Administrative Division
None	4. Record and release the signed Certification to the Client.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
4. Receive approved Certification.	4. Request the client to sign in the logbook.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
TOTAL:		P50.00	31 minutes	
END OF TRANSACTION				



3. Handling of Office Communications

The City Legal Office is tasked to provide appropriate action and attention on all incoming and outgoing communications of the office to ensure efficient and effective delivery of administrative services to the city officials, employees, barangay officials and the public in general.

Office/Division:	City Legal Office-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy with duplicate or photocopy of the communication		Originating Office or Agency (private or public), POs, NGOs, Cooperatives, and all citizens		
2. Supporting papers, if any.		Originating Office or Agency (private or public), POs, NGOs, Cooperatives, and all citizens		
3. Other requirements per Service Specification Checklist.		Division Concerned, City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON/S RESPONSIBLE
1. Submit the communication to the Admin. Staff.	1. Admin. Staff receive the communication, check the related supporting papers, if any, and stamped “RECEIVED” the office and receiving copy of the CLIENT, affixing the initial, date and time of the receipt.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



2. Receive the file copy of the communication.	2. Receiving Officer forward it to the ACLO/CLO.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
None	3. Head of the Office assess and return the communication to Admin. Staff for proper filing, when it does not requires action of the Office.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
None	3.a Head of the Office assign the communication to the Division Head concerned for appropriate action.	None	5 minutes	<i>ACLO/CLO, Head of the Division concerned</i>
None	3.b Division Head concerned will review, assess and advise Admin. Staff as to when the reply/answer to the communication will be released to the client.	None	10 minutes <i>Note: Requestor must see to it that needed documents are completely provided based on the Checklist of Requirements per Service Specification highly technical in nature</i>	<i>Division Head concerned Administrative Staff, Records Section & Administrative Division</i>
None	3.c Admin. Staff advised the client as	None	2 minutes	<i>Administrative Staff,</i>



	instructed by the Head of the Division concerned.			Records Section & Administrative Division
3. Before leaving, Client may opt to give his contact number to the Receiving Officer for better communication .	4. Admin. Staff will now record the details of the communication to the logbook or database indicating the Handling Division responsible to take the necessary action on the communication.	None	3 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
TOTAL:		NONE	26 minutes	
END OF TRANSACTION				



4. Authentication of Documents

The City Legal Office authenticates documents originating from it to prove it to be real, true and genuine.

Office/Division:	City Legal Office-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Admin. Staff, Office of the City Legal Officer, 3 rd Flr., City Hall Green Bldg.		
2. Original copy of contracts, deeds, conveyances, MOAs, JVAs, Legal Opinion and other legal instruments/records needed or purposely for exhibits/attachments to Court pleadings		Records Section, City Legal Office		
3. Client's Logbook		Admin. Staff, City Legal Office, 3 rd Flr., City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON/S RESPONSIBLE
1. Client must secure copy of a Request Form	1. Require Client to accomplish the form.	None	3 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
2. Give relevant data or information, when requested by the Admin. Staff	2. Receive, check/ review, and prepare the document/s needed to be authenticated to be signed by the Admin Staff concerned or the ACLO/CLO..	None	10 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



3. Receive the authenticated document.	3. Request client to sign in the Client's Logbook or to acknowledge receipt of the authenticated document/s.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
TOTAL:		NONE	15 minutes	
END OF TRANSACTION				



5. Filing For Violation Of City Ordinances And Other Relevant Laws, Rules & Regulations Of Local Application.

The Office of the City Legal Officer is tasked to investigate and prosecute violations of all City Ordinances.

Office/Division:	City Legal Office – Enforcement & Compliance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Enforcement arms/apprehending officers of the CGPP (Bantay Gubat, Bantay Dagat, etc.), affected private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the Enforcement Arm/apprehending officers of the CGPP or duly sworn complaint of affected private individuals in triplicate copies;		1. Prepared/submitted by the enforcement arms, apprehending officers or concerned private individual (private complainant).		
2. Supporting documents in the form of <i>Sinumpaang Salaysay</i> /sworn statements, photos, and other pertinent documents/evidence.		2. Produced/submitted by apprehending officers /complainant.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Indorsement/ Referral of a matter, issue or controversy for investigation, or submit duly sworn complaint in case of private complainants.	Receipt of copy of the INDORSEMENT or REFERRAL from concerned offices.	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	Determine sufficiency of the complaint and completeness of the documents to substantiate the	None	1 day	Division Head- Enforcement & Compliance Division



	complaint.			
	If there is a No-Contest Clause under the ordinance and violator is amenable to payment of the penalty as prescribed under the Ordinance, refer the same to the Office of the City Treasurer for payment of an administrative penalty.	None	1 hour	Division Head-Enforcement & Compliance Division
	If (a) the matter is not subject to a Non-contest clause under the Ordinance, or (b) the violator contests the finding of a violation, or (3) fails to comply with recommendations/directives to ensure compliance with the requirements under the Ordinance, prepare for case build-up.	None	10 days	Division Head-Enforcement & Compliance Division
	Referral of the matter to the Prosecution & Litigation Division for the filing of the case for violation of a city ordinance.	None	1 day	Division Head-Enforcement & Compliance Division
TOTAL:		None	12 days, 1 hour & 5mins.	
END OF TRANSACTION				



6. Conduct Of Investigation For Complaints Filed Against City Government Officials/Employees Pursuant To The Revised Rules On Administrative Cases In The Civil Service

The Office of the City Legal Officer is tasked to investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office, and recommend appropriate action to the City Mayor or to the Sanggunian, as the case may be.

Office/Division:	City Legal Office – Investigation & Inquiry Division			
Classification:	HIGHLY- TECHNICAL			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	(a) Office of the City Mayor as Disciplining Authority or his/her duly authorized representative, (b) affected private complainants.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1.a. Complaint in triplicate copies sworn and subscribed by the complainant which should be written in a clear, simple and concise language and in a systematic manner as to apprise the person complained of, of the nature and cause of the accusation against him/her and to enable him/her to intelligently prepare his/her defense or answer/comment (compliant with the prescribed form and substance under the RRACS);</p> <p>1.b. Show Cause Order, if the complainant is the City Mayor or his/her duly authorized representative;</p> <p>2. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any.</p>		<p>1. Prepared/submitted by complainant.</p> <p>2. Produced/submitted by complainant.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of the Complaint to the City Legal Office complete in form and in substance.	Receipt of copy of ADMINISTRATIVE COMPLAINT, duly subscribed under oath, (if not, subject for dismissal)	None	5 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>



	<p>Within five (5) days from receipt of the complaint, the investigating lawyer shall send NOTICE to the person/s complained of / respondent requiring him/her to file Answer/Comment in writing under oath within three (3) days upon receipt of the notice.</p>	None	Within 3 days from receipt of the Notice	Investigating Officer/Division Head of the Division
	Send Invitation Letter to both parties for a conference.	None	30 minutes	Legal Assistant
2. Attend Preliminary Conference	Conduct of Preliminary Conference/ Hearing	None	1 day	Investigating Officer/Division Head of the Division
	Entered into an amicable settlement, if both parties settled amicably and the matter is subject to amicable settlement.	None	1 day	Both parties, the complainant and the person complained of.
	If there is no Amicable Settlement made, a PRELIMINARY INVESTIGATION shall commence not later than five (5) days from receipt of the complaint by the disciplining authority and shall be terminated	None	20 days	Investigating Officer/Division Head of the Division



	within twenty (20) days thereafter.			
	Submission of INVESTIGATION REPORT Within five (5) days from the termination of the preliminary investigation, with recommendation and the complete records of the case to the disciplining authority.	None	5 days	Investigating Officer
TOTAL:		NONE	30 days and 35 mins.	
END OF TRANSACTION				



7. Investigation for Violation Of Tourism Code

The Office of the City Legal Officer is tasked to investigate or cause to be investigated any person, firm or corporation holding any franchise or exercising any public privilege for failure to comply with any term or condition in the grant of such franchise or privilege, recommend appropriate action to the City Mayor or the Sanggunian, as the case may be.

Office/Division:	City Legal Office- Investigation & Inquiry Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	(a) City Tourism Office; (b) affected private individuals/stakeholders upon indorsement of the City Tourism Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from City Tourism Office for Tourism Related Issues; Complaint duly filed by a private individual		1. Prepared/submitted by concerned Offices.or private complainant		
2. Supporting documents to substantiate allegations in the complaint in the form of sworn statements, affidavits, receipts and/or other documentary evidence.		2. Produced/submitted by concerned offices / complainant.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
1. Filing/Indorse- ment of the Complaint to the City Legal Office.	1. Receipt of copy of the INDORSEMENT from the City Tourism Office or complaint sufficient in form and substance from private complainant.	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



	<p>Within five (5) days from receipt of the complaint, the investigating lawyer shall send NOTICE to the person/s complained of / respondent requiring him/her to file Answer/Comment in writing under oath within three (3) days upon receipt of the notice.</p>	None	Within 3 days from receipt of the Notice	Investigating Officer and Process Server
	Prepare Notice to Preliminary Conference addressed to parties concerned.	None	30 minutes	Legal Assistant
Attend Preliminary Conference	Conduct of Preliminary Conference/ Hearing	None	1 day	Investigating Officer/Division Head of the All
	Entered into an amicable settlement, if both parties settled amicably and the matter is subject to amicable settlement.	None	1 day	Both parties, the complainant and the person complained of.
	If there is no Amicable Settlement made, the Investigating Officer shall initiate and conduct the investigation and hearings not later than five (5) days from receipt of the	None	20 days	Investigating Officer/Division Head of the All Division



	termination of the preliminary conference and shall be terminated within twenty (20) days thereafter.			
	Submission of INVESTIGATION REPORT Within five (5) days from the termination of the final investigation, with recommendation to the City Mayor for suspension, cancellation of permit or license, or whatever appropriate sanction that may be imposed under the City Tourism Code.	None	5 days	Investigating Officer/Head of the Administrative Inquiry & Investigation Division
TOTAL:		NONE	30 days and 35 mins.	
END OF TRANSACTION				



8. Investigation For Violation Of National Building Code, Sanitation Code & Other Local Codes

The Office of the City Legal Officer is tasked to investigate and prosecute violations of any laws, rules, and regulations of local application.

Office/Division:	City Legal Office – Investigation & Inquiry Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Office of the Building Official, City Health Office, other Implementing Bodies/Office, private complainants upon indorsement of the appropriate Implementing Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Indorsement from the Office of the Building Official/City Health Office;</p> <p>2. Supporting documents such as but not limited to Notices of Violation, Affidavit of Service and Receipt of such Notices of Violation/ Cease and Desist, photos, and other relevant document to warrant an investigation and/or support the filing of a case.</p>		<p>1. Prepared/submitted by the implementing or concerned Offices upon complaint by a private individual or as a result of inspection .</p> <p>2. Produced/submitted by concerned offices / complainant.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Filing of the Complaint to the City Legal Office.	Receipt of copy of the INDORSEMENT from concerned offices or LETTER COMPLAINT from private individual or implementing, enforcing office/agency.	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	Determine the sufficiency of the complaint and the completeness of the supporting	None	1 day	Division Head of the Inquiry & Investigation



	documents to substantiate the complaint.			
	Send out the Last & Final Notice to Comply with the directive of the Office of the Building Official/City Health Office, copy furnished the office concerned.	None	1 day	Division Head of the Administrative Inquiry & Investigation
	Within ten (10) days (opportunity for the violator to comply with the last notice), if notice of the City Legal Office is left unheeded, prepare for case build-up and referral of the case to Prosecution & Litigation Division for the filing of a case.	None	10 days	Division Head of the Administrative Inquiry & Investigation
	Refer the matter to the Prosecution & Litigation Division together with all the necessary attachments for the filing of the case, copy furnished the office concerned.	None	2 days	Division Head of the Administrative Inquiry & Investigation
	TOTAL:	NONE	14 DAYS & 5 MINS.	
END OF TRANSACTION				



OFFICE OF THE CITY LEGAL OFFICER

Internal Services



1. Rendering Of Legal Opinions, Comments and Recommendations

The Office of the City Legal Officer provides legal opinions, comments and/or recommendations in writing on draft ordinances and resolutions endorsed to it by the Sangguniang Panlungsod, draft executive orders, policies, proposals, contracts and various matters involving questions of law as requested by any of the offices of the City Government of Puerto Princesa (CGPP).

Office or Division	City Legal Office - Legal Research Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Office of the City Mayor; Sangguniang Panlungsod, CGPP Offices upon indorsement of the City Mayor/Office of the City Administrator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement or Letter specifically stating the request for legal opinion and providing a detailed background for the request; 2. Supporting documents, if any.			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement or letter requesting for legal opinion to the City Legal Office	1.1 Receive the written request and other relevant documents, sign and stamp it with RECEIVED, and indicate the date of receipt.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
	1.2 Stamp and sign the receiving copy.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
None	1.3 Record the details of the written request in the	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative



	logbook or database and forward it to the City Legal Officer (CLO) or Assistant City Legal Officer (ACLO).			Division
None	1.4 Assess and assign the written request to the Head of the Legal Research Division. Return the written request to the Administrative Officer V.	None	1 day	<i>Assistant City Legal Officer or City Legal Officer</i>
	1.5 Record in the logbook or database the handling division or lawyer.	None	3 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.6 Forward the request and relevant documents to the Head of the Legal Research Division.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
None	<i>If assigned to a legal assistant under supervision of a Division Head</i> 1.7 Forward the documents to the legal assistant with instructions on the	None	10 minutes	<i>Attorney IV Head, Legal Research</i>



	action/s to be taken and how to handle the request.			Division
2. Research and Drafting of the Legal Opinion	2.1 Study the request and conduct legal research	None	2 days	<i>Attorney IV or Legal Assistant II</i> Legal Research Division
	2.2 Draft the legal opinion	None	2 days	<i>Attorney IV or Legal Assistant II</i> Legal Research Division
	<i>If assigned to a legal assistant</i> 2.3 Submit the draft legal opinion to the Head of the Legal Research Division for review		2 minutes	<i>Legal Assistant II</i> Legal Research Division
	2.4 Review the draft legal opinion and return it to the legal researcher for revisions, if any.	None	1 day	<i>Attorney IV</i> Head, Legal Research Division
	2.5 Make the necessary revisions to clear the review comments.	None	1 day	<i>Legal Assistant II</i> Legal Research Division
	2.6 Submit the revised draft legal opinion to the Head of the Legal Research Division.	None	2 minutes	<i>Legal Assistant II</i> Legal Research Division



	2.7 Review the draft legal opinion and submit it to the ACLO/CLO for review	None	2 hours	<i>Attorney IV</i> Head, Legal Research Division
	2.8 Review the draft legal opinion and return it to the Head of the Legal Research Division for revisions, if any.	Nne	1 day	<i>Assistant City Legal Officer or City Legal Officer</i>
	2.9 Make the necessary revisions and finalize the legal opinion	None	1 day	<i>Attorney IV</i> Head, Legal Research Division
	2.10 Submit the draft legal opinion to the ACLO/CLO for final review and approval.	None	2 minutes	<i>Attorney IV</i> Head, Legal Research Division
	2.11 Final review and sign the approved legal opinion	None	1 day	<i>Assistant City Legal Officer or City Legal Officer</i>
	2.12 Forward the signed legal opinion to the Administrative Officer V.	None	2 minutes	<i>Assistant City Legal Officer or City Legal Officer</i>



	2.13 Indicate in the signed Legal Opinion the Legal Opinion No. and record the date of release in the logbook or database.	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
3. Receive the signed legal opinion at the City Legal Office	3.1 Release the signed Legal Opinion to client.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	3.2 File the receiving copy and tag the request in the logbook or database as RELEASED.	None	3 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
TOTAL:		None	10 days and 42 minutes	
END OF TRANSACTION				



2. Providing Legal Assistance – Audit Observation Memorandum (AOM)

The Office of the City Legal Officer provides legal assistance in the drafting of Comment/s to Audit Observation Memoranda (AOM) issued by the Commission on Audit (COA) as requested by any of the offices of the City Government of Puerto Princesa (CGPP).

Office or Division	City Legal Office - Legal Research Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	All CGPP offices/divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Letter requesting for assistance in the drafting of Comment to the AOM; 2. Photocopy of the AOM; 3. Supporting documents, if any.			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter to the City Legal Office	1.1 Receive the endorsement letter and other relevant documents, sign and stamp it with RECEIVED, and indicate the date of receipt.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
	1.2 Stamp and sign the receiving copy.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
None	1.3 Record the details of the endorsement in the logbook or database and forward it to the City	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



	Legal Officer (CLO) or Assistant City Legal Officer (ACLO).			
None	1.4 Assign the endorsement letter to the Head of the Legal Research Division. Return the written request to the Administrative Officer V.	None	30 minutes	<i>Assistant City Legal Officer or City Legal Officer</i>
	1.5 Record in the logbook or database the handling division or lawyer.	None	3 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.6 Forward the request and relevant documents to the Head of the Legal Research Division.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
2. Answer clarificatory questions of the handling lawyer and/or submit additional documents, if requested to the City Legal Office	2.1 Coordinate with the client regarding any clarifications, questions or additional documents needed	None	2 days	<i>Attorney IV or Legal Assistant II Legal Research Division</i>



	2.2 Receive the additional documents requested, sign and stamp it with RECEIVED. Attach the documents to the written request.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	2.3 Study the AOM and relevant documents and conduct legal research	None	2 days	<i>Attorney IV and Legal Assistant II</i> Legal Research Division
	2.4 Draft the Comment	None	1 day	<i>Attorney IV and Legal Assistant II</i> Legal Research Division
	2.5 Submit the draft Comment to the ACLO/CLO for review		2 minutes	<i>Attorney IV</i> Head, Legal Research Division
	2.6 Review the draft Comment and return it to the Head of the Legal Research Division for revisions, if any.	None	2 hours	<i>Assistant City Legal Officer or City Legal Officer</i>
	2.7 Make the necessary revisions and finalize the	None	1 day	<i>Attorney IV</i> Head, Legal Research Division



	Comment.			
	2.8 Submit the draft Comment to the ACLO/CLO for final review and approval.	None	2 minutes	<i>Attorney IV</i> Head, Legal Research Division
	2.9 Review and approve the Comment	None	1 hour	<i>Assistant City Legal Officer or City Legal Officer</i>
	2.10 Forward the Final Comment to the Administrative Officer V (Records Officer III)	None	2 minutes	<i>Assistant City Legal Officer or City Legal Officer</i>
3. Receive the Comment at the City Legal Office	3.1 Release the Comment to client.	None	2 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	3.2 File the receiving copy and tag the request in the logbook or database as RELEASED.	None	3 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
TOTAL:		None	6 days, 3 hours and 55 minutes	
END OF TRANSACTION				



3. Rendering of Legal Service on COA Cases

The Office of the City Legal Officer prepares pleadings such as Appeal Memoranda and Petitions for Review regarding Notices of Disallowance (ND) and Notices of Charge (NC) to be filed with the Commission on Audit (COA) or court as endorsed by any of the offices of the City Government of Puerto Princesa (CGPP).

Office or Division	City Legal Office - Legal Research Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	All CGPP offices/divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Letter requesting for legal services or assistance regarding the ND or NC; 2. Photocopy of the ND/NC with dates of receipt indicated therein; 3. Supporting documents, if any			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter to the City Legal Office	1.1 Receive the endorsement letter and other relevant documents, sign and stamp it with RECEIVED, and indicate the date of receipt.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
	1.2 Stamp and sign the receiving copy.	None	1 minute	<i>Administrative Staff,</i> Records Section & Administrative Division
None	1.3 Record the details of the endorsement in the logbook or database and forward it to the City	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division



	Legal Officer (CLO) or Assistant City Legal Officer (ACLO).			
None	1.4 Assign the endorsement letter to the Head of the Legal Research Division and return it to the Administrative Officer V.	None	1 day	<i>Assistant City Legal Officer or City Legal Officer</i>
	1.5 Record in the logbook or database the handling division or lawyer.	None	3 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.6 Forward the request and relevant documents to the Head of the Legal Research Division.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
Answer clarificatory questions of the handling lawyer and/or submit additional documents, if requested to the City Legal Office	1.7 Coordinate with the client regarding any clarifications, questions or additional documents needed	None	5 days	<i>Attorney IV or Legal Assistant II Legal Research Division</i>



	1.8 Receive the additional documents requested, sign and stamp it with RECEIVED. Attach the documents to the written request.	None	2 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.9 Study the ND/NC and relevant documents and conduct legal research	None	7 days	<i>Attorney IV and Legal Assistant II Legal Research Division</i>
	1.10 Draft the pleading	None	7 days	<i>Attorney IV Head, Legal Research Division</i>
	1.11 Submit the draft pleading to the ACLO/CLO for review	None	2 minutes	<i>Attorney IV Head, Legal Research Division</i>
	1.12 Review the draft pleading and return it to the Head of the Legal Research Division for revisions, if any.	None	3 days	<i>Assistant City Legal Officer or City Legal Officer</i>
	1.13 Make the necessary revisions and finalize the pleading	None	2 days	<i>Attorney IV Head, Legal Research Division</i>



	1.14 Submit the draft pleading to the ACLO/CLO for final review and approval.	None	2 minutes	Attorney IV Head, Legal Research Division
	1.15 Review and approve the pleading	None	1 day	Assistant City Legal Officer or City Legal Officer
	1.16 Forward the Final Pleading to the Administrative Officer V	None	2 minutes	Assistant City Legal Officer or City Legal Officer
2. Receive the Pleading and/or acknowledge receipt thereof	2.1 Release the Pleading to official recipient	None	1 day	Administrative Staff, Records Section & Administrative Division
	2.2 File the receiving copy and tag the request in the logbook or database as RELEASED.	None	3 minutes	Administrative Staff, Records Section & Administrative Division
TOTAL:		None	27 days and 23 minutes*	
End of Transaction				
*This process necessitates an in-depth study on the matter and comprehensive review of relevant laws and issuances depending on the nature of each case. Furthermore, under the COA Revised Rules of Procedure, the period for filing an appeal to the Commission is 180 days.				



4. Conduct of General Investigation

The Office of the City Legal Officer is tasked to initiate and prosecute in the interest of the City Government of Puerto Princesa any civil action on any bond, lease or other contract upon any breach or violation thereof.

Office/Division:	City Legal Office – Enforcement & Compliance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Sangguniang Panlungsod, Office of the City Mayor, Office of the City Administrator, any implementing body/enforcement arm upon indorsement/recommendation of the Office of the City Mayor or City Administrator.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement from the ff.: (a) Sangguniang Panlungsod, (b) Office of the City Mayor, (c) Office of the City Administrator.			1. Prepared/submitted by the implementing or concerned Offices upon complaint by a private individual or as a result of inspection	
2. Supporting documents to aid the conduct of an investigation.			2. Produced/submitted by concerned offices / complainant.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Indorsement/ Referral of a matter, issue or controversy for investigation.	Receipt of copy of the INDORSEMENT or REFERRAL from concerned offices.	None	5 minutes	<i>Administrative Staff,</i> Records Section & Administrative Division
	Prepare notice to answer/comment to the person/entity subject of investigation, if still necessary, copy furnished the indorsing/ referring office concerned.	None	1 day	Division Head- Enforcement & Compliance Division



	Prepare written recommendation to ensure compliance with the law and impose administrative penalty if applicable.	None	3 days	Division Head-Enforcement & Compliance Division
	If person/entity refuses to comply with the written recommendation and pay the imposable penalty, prepare for case build-up.	None	15 days	Division Head-Enforcement & Compliance Division
	Referral of the matter to the Prosecution & Litigation Division for the filing and representation of the case in court, tribunal or appropriate agency.	None	1 day	Division Head-Enforcement & Compliance Division
TOTAL:		None	20 days & 5 mins.	
END OF TRANSACTION				



5. Determination and Drafting of the Appropriate Contract for the Acquisition of Real Properties by the CGPP.

The City Legal Office is tasked to draft ordinances, contracts, bonds, leases and other instruments, involving any interest of the City Government.

Office or Division:	City Legal Office- Enforcement & Compliance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Mayor's Office (CMO) and/or other department proposing the project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Endorsement from CMO/other department attaching the letter-intent from the private individual and the following documents:</p> <p><i>For registered land:</i></p> <ul style="list-style-type: none"> a. certified true copy of title b. tax clearance c. tax declaration d. tax map/vicinity map e. Approved Subdivision Plan, if portion f. Approved Technical Description, if portion g. TIN number of Seller/Donor h. Authority if private individual is not the lot owner <p><i>For unregistered land:</i></p> <ul style="list-style-type: none"> a. DENR certification on land classification b. DENR certification as to the listed claimant c. Barangay certification as to the actual occupant 		<ul style="list-style-type: none"> a. Registry of Deeds b. City Assessor's Office c. City Assessor's Office d. City Assessor's Office e. Seller/Donor f. Seller/Donor g. Seller/Donor h. Seller/Donor a. DENR-CENRO b. DENR-CENRO c. Barangay of the location of the property to be conveyed 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. CMO/ Proponent office endorses the letter intent of the prospective seller/donor	1.1. Receives letter-request	None	5 minutes	Admin Staff
	1.2. Recorded in the record officer's log	None	5 minutes	Records Officer
	1.3. CLO/OIC to route the documents to ECD for initial review of completeness of documents	None	1 hour	CLO/OIC
	1.4. ECD reviews completeness of documents and advise proponent/ private individual of the lacking documents from the registered owner/s.	None	1 day	ECD Head
	1.5. ECD prepares endorsement to City Engineering Office for certification of actual use (if road-right of way) and technical description, if not yet obtained	None	1 hour	ECD Staff; ECD Head



	1.6. ECD prepares endorsement to City Zoning Division to ensure technical requirements under Ord. 560, Ord. 789 and other applicable ordinances, if not yet obtained	None	1 hour	ECD Staff; ECD Head
2. Certification from CED and OCBO endorsed to CLO	2.1. Receive certification from CED and OCBO	None	5 minutes	Admin Staff
3. Proponent to submit additional documents if incomplete	3.1. Receives additional documents	None	5 minutes	Admin Staff



<p>4. Registered owner/ Authorized representative for interview by the ECD Head on the authority to dispose property upon validation of the documents submitted to determine proper contract/s to be executed.</p>	<p>4.1. Determine proper contract/s to be executed, e.g. Deed of Absolute Sale, Deed of Donation, Extra-judicial Settlement of Estate with Deed of Donation/ Absolute Sale for deceased owner/s, Acknowledgment Receipt</p>	<p>None</p>	<p>1 day</p>	<p>ECD Head</p>
	<p>4.2. Prepare the DRAFT contract to be executed.</p>	<p>None</p>	<p>1 day</p>	<p>ECD Staff; ECD Head</p>
	<p>4.3. Prepare endorsement to the City Mayor for request for Sangguniang Panlungsod issuance of authority to the Mayor to sign the appropriate contract</p>	<p>None</p>	<p>1 hour</p>	<p>ECD Staff; ECD Head</p>
<p>5. Resolution authorizing Mayor to sign the contract issued by the Sangguniang Panlungsod</p>	<p>5.1. Resolution from SP received</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Staff</p>



	5.2. Inform registered owner of the schedule of signing the appropriate contract	None	1 hour	ECD Staff; ECD Head
	5.3. Signing of contract by the parties	None	1 hour	ECD Staff; ECD Head
	5.4. Endorse to the CMO the signed contract for signing of the City Mayor	None	1 hour	ECD Staff; ECD Head
	5.5. Endorse to proper office for processing of voucher and transfer of registration of property	None	1 hour	ECD Staff
TOTAL :		NONE	4 days & 25 mins.	
END OF TRANSACTION				



6. Assist in the Preparation and Formulation of Measures/ Policies/Guidelines

The Office of the City Legal Officer is tasked to formulate measures for the consideration of the Sangguniang Panlungsod and provide legal assistance and support to the City Mayor, as the case may be, in carrying out the delivery of basic services and provisions of adequate facilities and review and submit recommendations on ordinances approved and executive orders issued by component units.

Office or Division:	City Legal Office- Enforcement & Compliance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Mayor's Office (CMO) and/or other department proposing the measure/policies/guidelines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from CMO/other department seeking draft of proposed measure/ policies/ guidelines		CMO/other CGPP departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. CMO/ Proponent office endorses the request for draft policies/ guidelines on the proposed measure on a particular subject matter.	1.1. Receives endorsement	None	5 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.2. Recorded in the record officer's log	None	5 minutes	<i>Administrative Staff, Records Section & Administrative Division</i>
	1.3. CLO/OIC to route the documents to ECD	None	1 hour	CLO/OIC



	1.4. Conduct research on the proposed measure taking into consideration any existing national laws and issuances, local ordinances and executive orders, plans and policies, as well as latest jurisprudence	None	3 days	Legal Assistant; ECD Head
	1.5. Compose a draft policy/ guidelines on the proposed measure on the subject matter	None	15 days	Legal Assistant; ECD Head
	1.6. Submit draft proposed measure/ policies/ guidelines to proponent for initial discussion and comments	None	5 days	Legal Assistant; ECD Head
	1.7. Finalize the draft legislation/ local issuance for approval of CLO/OIC	None	5 days	Legal Assistant; ECD Head



	1.8. Endorse the final Draft legislation to proponent for adoption of City Mayor, legislative body, or executive body tasked to enforce a particular mandate.	None	30 minutes	Admin Staff; Legal Assistant; ECD Head
Total:		None	28 days, 1 hour & 40 mins.	
END OF TRANSACTION				



7. Facilitate the Transfer of Registration of the Real Properties Acquired by the City Government

The City Legal Office, in addition to its regular function, is tasked to assist in the transfer of registration of real properties acquired by the City Government.

Office or Division:	City Legal Office- Enforcement & Compliance Division	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	City Mayor's Office (CMO) and/or other department proposing the project	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. Endorsement from CMO/other department attaching the relevant deed of conveyance executed by the City Mayor and the owner of the land:</p> <p><i>For registered land:</i></p> <ol style="list-style-type: none"> a. Deed of Sale/ Deed of Donation/ Extrajudicial Settlement of Estate with Simultaneous Deed of Sale/Donation, other appropriate deed of conveyance b. Acknowledgment Receipt for payment of consideration (for BIR purposes) c. CAR (if seller has already paid appropriate taxes/ applied for exemption thereto) d. Original owner's duplicate copy of title e. Certified true copy of title f. Sangguniang Panlungsod Resolution authorizing the City Mayor to sign the Deed of Conveyance g. Tax clearance h. Tax declaration i. Tax map/vicinity map 		



<ul style="list-style-type: none"> j. Approved Subdivision Plan, if portion k. Approved Technical Description, if portion l. TIN number of Seller/Donor m. Authority (SPA) if private individual is not the lot owner <p><i>For unregistered land, the ff. shall be required in lieu of the title:</i></p> <ul style="list-style-type: none"> a. DENR certification on land classification b. DENR certification as to the listed claimant c. Barangay certification as to the actual occupant 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
CMO/ Proponent office endorses the letter intent of the prospective seller/donor.	1.1. Receives letter-request	None	5 minutes	Admin Staff
	1.2. Recorded in the record officer's log	None	5 minutes	Records Officer
	1.3. CLO/OIC to route the documents to ECD for initial review of completeness of documents	None	1 hour	CLO/OIC
	1.4. ECD reviews completeness of documents and advise proponent/ office concerned of the lacking documents, depending on	None	1 day	ECD Head



	<p>circumstances of the seller/donor and the deed of conveyance executed.</p> <p>1.5. ECD assess the validity and appropriateness of the executed contract and the relevant measures to be done based on the available documents presented, to wit:</p> <p>a. payment of taxes to or application for exemption therefrom in BIR, and the issuance of CAR;</p> <p>b. necessity of DAR Clearance;</p> <p>c. transfer of registration in RD, etc.</p> <p>1.6. Present documents to BIR for payment of Documentary Stamps Tax (for Sale to</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 days</p> <p>3 days</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>ECD Head; ECD Staff</p> <p>ECD Staff; ECD Head</p> <p>ECD Staff</p> <p>ECD Staff</p> <p>ECD Staff</p>
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	CGPP), and ensure that all taxes to be shouldered by the Seller/ Donor are paid.			
	1.7. Receive CAR from BIR	None	1 day	ECD Staff
	1.8. Submit CAR and other requirements to RD	None	1 day	ECD Staff
	1.9. Payment of RD Fees	None	1 day	ECD Staff
	1.10. Receipt of Certificate of Title registered in the name of CGPP	None	1 day	ECD Head; ECD Staff
Total:		NONE	14 days, 2 hours & 20 mins.	
END OF TRANSACTION				



OFFICE OF THE CITY HEALTH OFFICER (Medical Services)

External Services



1. Medical Consultation

Healthcare provider reviews patient's medical history, examines the patient, makes recommendations or advice or professional opinion as to care and treatment.

- a. **Medical Certificate** is a document issued by the physician that attests to the results of a medical examination of a patient issued for school requirements, employment, bond, jail commitment, change of gender purposes, etc.
- b. **Medico Legal** is a case of injury or ailment, etc., in which investigation are essential to fix the responsibility regarding the causation of the injury or ailment.

Office or Division:	City Health Department - Medical Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic))		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
Request letter addressed to the City Health Officer		Philippine National Police; Written/Provided by the requesting party		
Laboratory Result		City Health Department / Other authorized health facilities		
Official Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Secure priority number from the watchman on duty	1. Issue priority number to clients/ patients	None	5 minutes	Watchman City Health Department
2. Proceed to Admission and get the Patient Admission Form and present the referral form if any	2. Interview the patient	None	15 minutes	In-charge Admission Section City Health Department



3.	Present the filled-up Patient Admission Form to the person in-charge of taking vital signs.	3.	Get vital signs of the patient and record in the PAF	None	10 minutes	BHW / Midwife / Nurse
4.	Return to Admission Section and present the updated PAF	4.	Encode the information from the PAF thru the Electronic Medical Record and return it to the client	None	20 minutes	In-charge Admission Section City Health Department
4.	Secure order of payment	4.	Provide order of payment	None	5 minutes	In-charge Admission Section City Health Department
5.	Pay corresponding fee	5.	Collect payment	<p>Php 100.00 (Certiication)</p> <p>Php 80.00 (Medico Legal)</p> <p>*Free for PWD, Jail Commitment, sexual abuse and VAWC cases</p>	5 minutes	Collecting Officer City Treasurer's Office
6.	Proceed to the Doctor's waiting area, present the PAF and official receipt	6.	Review PAF and other documents submitted and refer to the doctor on duty	None	10 minutes	In-charge Administrative Division City Health Department
7.	Seek advice from the Doctor and	7.	Conduct physical examination	None	30 minutes	In-charge Administrative Division



	undergo physical examination	and assessed laboratory results, if available. Request additional laboratory examinations as needed.			City Health Department
8.	If requested by the Doctor, proceed to the Laboratory and/or X-ray section and undergo laboratory and/or x-ray examination	8. Conduct laboratory / x-ray examination as per request of the Doctor	None	2 hours	Medical Technologists and Aides / Radiologic Technologist IV X-ray and Laboratory Section City Health Department
9.	Wait for the result	9. Provide written results of X-ray or Laboratory test and encode results on the Electronic Medical Record	None	15 minutes	Medical Technologists and Aides / Radiologic Technologist IV X-ray and Laboratory Section City Health Department
10.	Return to the Medical Division, present the laboratory result as requested by the Doctor and undergo further examination	10. Review the patient's X-ray / Laboratory result and give advice accordingly	None	15 minutes	Doctors City Health Department
11.	Secure at least two (2) copies of Medical Certificate / Medico Legal	11. Prepare medical certificate or Medico Legal report	None	15 minutes	In-charge Administrative Division City Health Department



report	according to the doctor's diagnosis			
12. If prescription was issued, proceed to the Dispensing Section	12. Provide medicines available according to the prescription	None	10 minutes	In-charge Dispensing Section City Health Department
TOTAL		Php 100.00 (Certiication) Php 80.00 (Medico Legal) *Free for PWD, Jail Commitment, sexual abuse and VAWC cases	4 hours and 35 minutes	
END OF TRANSACTION				



2. Psychiatric Consultation / Examination

Evaluation of the patient's mental health issues, providing prescriptions when needed, and gives recommendation for treatment.

Office or Division:	City Health Department - Medical Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance				
Identification card				
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self/client for initial interview for profiling	1. Interview and profile client	None	15 minutes	Operation on Halfway Home Drop-in Center Staff Division of City Health
2. Undergo Psychological Examination	Conduct Psychological Examination Assess patient about mental health condition (violent, non-violent). Retrieve patient record if available. If patient is violent, secure safe and effective restraint with guardian's consent.	None	1 hour	Medical Officer Medical Section City Health Department
3. If prescription was issued, proceed to dispensing section if the medications are available	3. Provide medicines available according to the prescription	None	5 minutes	Dispensing Section City Health Department
TOTAL		None	1 hour and 20 minutes	
END OF TRANSACTION				



3. Post Mortem Examination

Physician performs external examination to the cadaver to determine the cause of death, for legal purposes.

Office or Division:	City Health Department - Medical Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Philippine National Police		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter to Administrative Division	1. Receive request letter for Post Mortem examination	None	10 minutes	In-charge Administrative Division City Health Department
2. Wait for the update on the Post Mortem Examination	2. Conduct actual Post Mortem examination and document the result	None	2 hours	Doctor Medical Section City Health Department
3. Secure two (2) copies of Post Mortem Report One (1) for Police copy One (1) for Client's copy	3. Prepare Four (4) copies of Post Mortem Report One (1) for Police copy One (1) for Client's copy One (1) for Doctor's copy One (1) for CHO File copy	None	30 minutes	In-charge Administrative Division City Health Department
TOTAL		NONE	2 hours and 40 minutes	
END OF TRANSACTION				



4. Death Certificate Review

Local Health Officer assures completeness, correctness, consistency and clarity of information in the death certificate.

Office or Division:	City Health Department - Medical Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate (4 Original copies)		Hospital (Place of death)		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present four (4) copies of Death Certificate	1. Receive, review and submit four (4) copies of Death Certificate to the Doctor	None	10 minutes	In-charge Administrative Division City Health Department
2. Undergo interview	2. Interview the informant / client and review details (specifically the Medical Certificate part) on the death certificate. 2.1. Sign the Death Certificate if no errors and deficiencies encountered	None	20 minutes	Doctor City Health Department
3. Retrieve Three (3) copies of Death Certificate	3. Return three (3) copies to the client and secure one (1) for CHO File Give further instructions to the client.	None	5 minutes	In-charge Administrative Division City Health Department
TOTAL		None	35 minutes	
END OF TRANSACTION				



5. Vaccination

Vaccination is the administration of a vaccine in order to stimulate the immune system against the microbe, disease, etc.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client,			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance				
Record Card (for follow-up animal bite patients)		City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admission, and fill out the Consent Form for Data Privacy thru Electronic Medical Record (new client) *Proceed to Admission and get the Vital Signs Form (old client)	1. Provide the patient (new) a consent form and interview the patient	None	15 minutes	In-charge Admission Section City Health Department
2. Present the CF or VSF to Admission	2. Get vital signs of the patient and record in the VSF	None	10 minutes	BHW / Midwife / Nurse
3. Proceed to the Doctors waiting area, present CF or VSF and listen to the name being called out (new patients) *Proceed to	3. Receive and review CF or VSF	None	5 minutes	BHW / Midwife / Nurse / Doctors secretary City Health Department



	the Animal Bite Treatment Center / Vaccine Area (old patients)				
4.	Seek advice from the doctor and undergo further examination (for new clients)	4. Conduct consultation and further examination 4.1 Refer to the ABTC or Vaccine Area after consultation	None	30 minutes	Doctor Medical Section City Health Department
5.	Proceed to the Animal Bite Treatment Center / Vaccine Area	5. Gather patients history and assess patient's condition	None	15 minutes	Nurses Animal Bite Treatment Center / Vaccine Area City Health Department
6.	Undergo injection process	6. Give vaccine(s) according to the Doctor's instructions / Record and provide post injection instructions	None	30 minutes	Nurses Animal Bite Treatment Center / Vaccine Area City Health Department
7.	If prescription was issued, proceed to the Dispensing Section	5. Provide medicines available according to the prescription	None	10 minutes	In-charge Dispensing Section City Health Department
TOTAL			None	1 hour and 55 minutes	
END OF TRANSACTION					



OFFICE OF THE CITY HEALTH OFFICER (Administrative Services)

External Services



1. Issuance of Immunization Certificate

Immunization Certificate is a document issued by the Local Health Unit that attests the specific details of vaccinations given to an individual.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Valid identification preferably with date of birth indicated		Patient / Client		
Mother and child booklet		File copy of parents		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Proceed to Maternal Child Care Section for the Record of the client	1. Interview client, search data needed and submit records to Administrative Division	None	20 minutes	Midwives City Health Department
2. Ask for the order of payment for Immunization Certificate	2. Provide order of payment for Immunization Certificate	None	5 minutes	In-charge Administrative Division City Health Department
3. Pay corresponding fee	3. Collect payment	Php 100.00		Collecting Officer City Treasurer's Office
4. Secure Two (2) copies of Immunization Certificate	4. Prepare Three (3) copies of Immunization Certificate Two (2) for client's One (1) for CHO File	None	10 minutes	In-charge Administrative Division City Health Department
TOTAL		Php 100	35 minutes	
END OF TRANSACTION				



2. Issuance of Permit to Transport Cadaver

Permit to transport cadaver is a document issued by the Local Health Unit that allows the transfer of remains of a deceased person from one locality to another.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Local Civil Registrar; Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopy of Death Certificate	1. Received and verify the presented document 1.1 Interview the client for details needed	None	10 minutes	In-charge Administrative Division City Health Department
2. Ask for the order of payment	2. Provide order of payment	None	5 minutes	In-charge Administrative Division City Health Department
3. Pay corresponding fee	3. Collect payment	Php 75.00		Collecting Officer City Treasurer's Office
4. Secure two (2) copies of Permit to Transport Cadaver	4. Prepare three (3) copies of Permit to Transport Cadaver Two (2) for Clients One (1) for CHO Files		15 minutes	Administrative Division City Health Department
TOTAL		Php 75.00	30 minutes	
END OF TRANSACTION				



3. Issuance of Permit to Open Tomb

Permit to transport cadaver is a document issued by the Local Health Unit that allows the excavation of the remains for the purpose of reinterment together with another cadaver or for the purpose of transferring the remains to another cemetery within the locality.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate (Photocopy)		Local Civil Registrar; Philippine Statistics Authority		
Request letter addressed to the City Health Officer		Client prepared letter		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCE S-SING TIME	PERSON RESPONSIBL E
1 Present documentary requirements	1. Received and verify the presented document 1.1 Interview the client for details needed	None	10 minutes	In-charge Administrative Division City Health Department
2 Ask for the order of payment	2. Provide order of payment	None	5 minute	In-charge Administrative Division City Health Department
3 Pay corresponding fee	3. Collect payment	Php 250.00 (Disinter) Php 75.00 (Transfer to other Cemetery) Php 50.00 (Reinter)		Collecting Officer City Treasurer's Office
4 Secure two (2) copies of Permit to Open Tomb	4. Prepare three (3) copies of Permit to Open Tomb Two (2) for Client One (1) for CHO File	None	15 minutes	In-charge Administrative Division City Health Department
TOTAL		Php 250.00 (Disinter)	30 minutes	



	Php 75.00 (Transfer to other Cemetery)	
	Php 50.00 (Reinter)	
END OF TRANSACTION		



4. Issuance of Permit for Tomb Construction / Burial

Burial and Tomb Construction Permit is a document issued to the requesting party by the Local Health Unit that authorizes the burial of the deceased individual upon presented the required documents.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Local Civil Registrar; Philippine Statistics Authority		
Community Tax Certificate (Cedula)		City Treasurer’s Office, Barangay		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Present documentary requirements	1 Received and verify the presented document 1 Interview the client for details needed	None	15 minutes	In-charge Administrative Division City Health Department
2. Ask for the order of payment	2 Provide order of payment	None	5 minutes	In-charge Administrative Division City Health Department
3. Pay corresponding fee	3 Collect payment	New niche Php 1,000.00 (3x7 ft.) Php 800.00 (3 x 5 ft.) Php 500.00 (2x3 ft.) Niche constructed over another Php 200.00 (new)		Collecting Officer City Treasurer’s Office



		Php 500.00 (renewal) Private cemetery Php1,000.00		
4.	Return to Administrative Division - City Health Department and secure copy of Tomb Construction / Burial Permit	4 Prepare Tomb Construction / Burial Permit	None	10 minutes In-charge Administrative Division City Health Department
5.	Proceed to the Cemetery for lot allocation and secure the signature of the Cemetery Caretaker/ In-Charge of the Cemetery	5 Allocate and sketch location of burial lot for the deceased and sign	None	30 minutes City Cemetery Caretaker / In-charge
6.	Return to City Health Department and proceed to Sanitation Section and secure the signature of the Sanitation Inspector (for City Cemetery only)	6 Check location and layout of the proposed tomb construction and sign.	None	15 minutes In-charge Sanitation Section City Health Department
7.	Proceed to Administrative Division to secure signature of the City Health Officer or his duly Authorized Representative	7 Review and ensure that all required documents are properly attached. Sign the permit and give further instructions.	None	15 minutes CHO Authorized Representative Administrative Division City Health Office
TOTAL			New niche Php 1,000.00	1 hour and 30 minutes



	<p>(3x7 ft.)</p> <p>Php 800.00 (3 x 5 ft.)</p> <p>Php 500.00 (2x3 ft.)</p> <p>Niche constructe d over another Php 200.00 (new) Php 500.00 (renewal)</p> <p>Private cemetery Php1,000.0 0</p>	
END OF TRANSACTION		



5. Issuance of Permit for Cremation

Cremation Permit is a document issued to requesting party by the Local Health Unit that authorizes the cremation of the deceased individual upon presented the required documents.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Local Civil Registrar; Philippine Statistics Authority		
Proof of relationship with the deceased such as the following: Marriage Contract (for the spouse) Birth Certificate (if child of the deceased)		Local Civil Registrar, Philippine Statistics Authority		
Request letter addressed to the City Health Officer (if requested by a government agency)		Written by the government agency concern		
Authorization to Cremate the Body (if foreign national)		Department of Foreign Affairs		
Passport (for foreign nationals)		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to documentary requirements	1. Review the submitted documentary requirements	None	10 minutes	In-charge Administrative Division City Health Department
2. Ask for the order of payment	2. Provide order of payment	None	5 minutes	In-charge Administrative Division City Health Department
3. Pay corresponding fee	3. Collect payment	Php 1,000.00		Collecting Officer City Treasurer's Office
4. Return to Administrative Division – City Health Department and secure	4. Prepare Cremation Permit	None	10 minutes	In-charge Administrative Division City Health Department



	copy of Cremation Permit				
5.	Proceed to the Authorized Crematorium and secure the signature of in-charge	5. Verify documents submitted and sign the Cremation Permit	None		In-charge Authorized Crematorium
6.	Proceed to Administrative Division to secure signature of the City Health Officer or his duly Authorized Representative	6. Review and ensure that all required documents are properly attached. Sign the permit and give further instructions.	None	15 minutes	CHO Authorized Representative Administrative Division City Health Office
TOTAL			Php 1,000.00	40 minutes	
END OF TRANSACTION					



6. Issuance of Death Certificate

Death Certificate is an official document signed by the physician, indicating the profile of the deceased and cause, date and place of death.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Immediate family of the Deceased or Authorized Representative				
Dead on Arrival Certificate (if declared DOA)		Hospital		
Barangay Certification of Death		Barangay		
Additional for delayed registration:				
Affidavit of Delayed Registration		Public or Private Attorney		
Affidavit of two disinterested person		Public or Private Attorney		
Certificate of Negative Result		Philippine Statistics Authority		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Present documentary requirements	1. Receive and review submitted documentary requirements Issue Cadaver Profile Form	None	15 minutes	In-charge Administrative Division City Health Department
1. Ask for the order of payment	2. Provide order of payment	None	5 minutes	In-charge Administrative Division City Health Department
2. Pay corresponding fee	3. Collect payment	Php 100.00		Collecting Officer City Treasurer's Office
2. Return to Administrative Division (City Health)	2. Review and forward CPF to the Doctor	None	10 minutes	In-charge Administrative Division City Health



	Department), present Official Receipt and fill-out Cadaver Profile Form				Department
3.	Undergo interview	3. Conduct interview and provide Cause of Death for the cadaver	None	20 minutes	Doctor City Health Department
4.	Secure three (3) Original copies of Death Certificate	4. Prepare and provide four (4) copies of Death Certificate Three (3) for client One (1) for CHO file 4.1 Provide additional instructions for processing of Death Certificate beyond City Health Department	None	20 minutes	In-charge Administrative Division City Health Department
TOTAL			Php 100.00	1 hour and 10 minutes	
END OF TRANSACTION					



7. Issuance of Medical Certificate (Employment to Government Agency)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Official Receipt		City Treasurer's Office		
X-ray Result		City Health Office/Other X-ray Facilities		
Urinalysis Result		City Health Office/Other Laboratory Facilities		
Blood Test Result (CBC)		City Health Office/Other Laboratory Facilities		
Drug Test Result		Drug Testing Center (Private Facilities)		
Psychological/Neurological Test		Private Health Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Order of Payment.	1. Interview the client and check required documents presented, if any.	None	2 minutes	Administrative Division City Health Department
2. Pay corresponding fee.	2. Collect payment as per Order of Payment presented and issue Official Receipt.	Php 100.00 (medical fee)	5 minutes	Collection Officer City Health Department
3. Present Official Receipt.	3. Prepare Medical Certificate.	None	10 minutes	Administrative Division City Health Department
4. Undergo vital statistics for Electronic Medical Records (EMR) and Fill out Consent Form (For New	4. Provide client Consent Form (For New Patient/Client). Interview client and record consultation data through	None	15 minutes	Nurses/ Midwives Admission Section City Health Department



Patient/Client).	EMR.			
5. Secure Physician's signature	5. Evaluate x-ray, urinalysis, blood, drug test and psychological results. Sign and attest the Medical Certificate.	None	10 minutes	Medical Officer City Health Department
TOTAL		Php 100.00	42 minutes	
END OF TRANSACTION				



8. Issuance of Medical Certificate (School Enrollment)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Official Receipt		City Treasurer's Office		
X-ray Result		City Health Office/Other X-ray Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Order of Payment.	1. Interview the client and check required documents presented, if any.	None	2 minutes	Administrative Division City Health Department
2. Pay corresponding fee.	2. Collect payment as per Order of Payment presented and issue Official Receipt.	Php 100.00 (x-ray services)	5 minutes	Collection Officer City Health Department
3. Present Official Receipt.	3. Conduct x-ray examination, notes the Official Receipt for services done and encode/upload x-ray image on system.	None	10 minutes	X-ray Section City Health Department
4. Present Official Receipt (with note from x-ray section)	4. Prepare Medical Certificate.	None	10 minutes	Administrative Division City Health Department
5. Undergo vital statistics for Electronic Medical Records	5. Provide client Consent Form (For New Patient/Client). Interview client	None	15 minutes	Nurses/ Midwives Admission Section City Health



(EMR) and Fill out Consent Form (For New Patient/Client).	and record consultation data through EMR.			Department
6. Secure Physician's signature	6. Evaluate x-ray result. Sign and attest the Medical Certificate.	None	10 minutes	Medical Officer City Health Department
TOTAL		Php 100.00	52 minutes	
END OF TRANSACTION				



9. Issuance of Medical Certificate (Health Certificate Holder- Yellow & Green Card)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Completed and Valid Health Certificate (Yellow & Green Card)		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completed and valid Health Certificate (Yellow & Green Card)	1. Interview the client and check required documents presented. Prepare the Medical Certificate.	None	10 minutes	Administrative Division City Health Department
2. Secure Physician's Signature	2. Sign and attest the Medical Certificate.	None	5 minutes	Medical Officer City Health Department
TOTAL		NONE	15 minutes	
END OF TRANSACTION				



10. Issuance of Medical Certificate (Jail Commitment)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Official Receipt		City Treasurer's Office		
X-ray Result		City Health Office/Other X-ray Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Order of Payment.	1. Interview the client and check required documents presented, if any.	None	2 minutes	Administrative Division City Health Department
2. Pay corresponding fee.	2. Collect payment as per Order of Payment presented and issue Official Receipt.	Php 100.00 (x-ray services)	5 minutes	Collection Officer City Health Department
3. Present Official Receipt.	3. Conduct x-ray examination, notes the Official Receipt for services done and encode/upload x-ray image on system.	None	10 minutes	X-ray Section City Health Department
4. Present Official Receipt (with note from x-ray section)	4. Prepare Medical Certificate.	None	10 minutes	Administrative Division City Health Department
5. Undergo vital statistics for Electronic Medical Records	5. Provide client Consent Form (For New Patient/Client). Interview client	None	15 minutes	Nurses/ Midwives Admission Section City Health



(EMR) and Fill out Consent Form (For New Patient/Client).	and record consultation data through EMR.			Department
6. Secure Physician's signature	6. Evaluate x-ray result. Conduct physical examination. Sign and attest the Medical Certificate.	None	10 minutes	Medical Officer City Health Department
TOTAL		Php 100.00	52 minutes	
END OF TRANSACTION				



11. Issuance of Medical Certificate (Financial Assistance with Diagnosis)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Medical Abstract (Optional)		Health Facilities/Institutions		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Undergo vital statistics for Electronic Medical Records (EMR) and Fill out Consent Form (For New Patient/Client).	1. Provide client Consent Form (For New Patient/Client). Interview client and record consultation data through EMR.	None	15 minutes	Nurses/ Midwives Admission Section City Health Department
2. Submit self for examination/ assessment. Present Medical Abstract (if any).	2. Conduct medical examination/ assessment. Provide Diagnosis.	None	15 minutes	Medical Officer City Health Department
3. Present Diagnosis from medical officer.	3. Prepare Medical Certificate based on the Diagnosis given.	None	10 minutes	Administrative Division City Health Department
2. Secure Physician's Signature	2. Sign and attest the Medical Certificate.	None	5 minutes	Medical Officer City Health Department
TOTAL		NONE	45 minutes	
END OF TRANSACTION				



12. Issuance of Medical Certificate (Leave of Absence)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal Appearance				
Official Receipt			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo vital statistics for Electronic Medical Records (EMR) and Fill out Consent Form (For New Patient/Client).	1. Provide client Consent Form (For New Patient/Client). Interview client and record consultation data through EMR.	None	15 minutes	Nurses/ Midwives Admission Section City Health Department
2. Submit self for examination/ assessment.	2. Conduct medical examination/ assessment. Provide Diagnosis.	None	15 minutes	Medical Officer City Health Department
3. Present Diagnosis from medical officer.	3. Prepare Medical Certificate based on the Diagnosis given.	None	10 minutes	Administrative Division City Health Department
2. Secure Physician's Signature	2. Sign and attest the Medical Certificate.	None	5 minutes	Medical Officer City Health Department
TOTAL		NONE	45 minutes	
END OF TRANSACTION				



13. Issuance of Medical Certificate (Fidelity Bond)

Medical Certificate is a document issued by the physician that attests to the results of medical/laboratory examinations.

Office or Division:	City Health Department – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Official Receipt		City Treasurer's Office		
X-ray Result		City Health Office/Other X-ray Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the Order of Payment.	1. Interview the client and check required documents presented, if any.	None	2 minutes	Administrative Division City Health Department
2. Pay corresponding fee.	2. Collect payment as per Order of Payment presented and issue Official Receipt.	Php 100.00 (x-ray services)	5 minutes	Collection Officer City Health Department
3. Present Official Receipt.	3. Conduct x-ray examination, note the Official Receipt for services done and encode/upload x-ray image on system.	None	10 minutes	X-ray Section City Health Department
4. Present Official Receipt (with note from x-ray section)	4. Prepare Medical Certificate.	None	10 minutes	Administrative Division City Health Department
5. Undergo vital statistics for Electronic Medical Records	5. Provide client Consent Form (For New Patient/Client). Interview client	None	15 minutes	Nurses/ Midwives Admission Section City Health



(EMR) and Fill out Consent Form (For New Patient/Client).	and record consultation data through EMR.			Department
6. Secure Physician's signature	6. Evaluate x-ray result. Conduct physical examination. Sign and attest the Medical Certificate.	None	10 minutes	Medical Officer City Health Department
TOTAL		Php 100.00	52 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY HEALTH OFFICER (Dental Services)

External Services



1. Issuance of Dental Clearance

Dental clearance is a written official endorsement supplied by a dentist stating that the client's oral health is satisfactory and without issues.

Office or Division:	City Health Department – Dental Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic))		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Ask for the Order of Payment for Dental Clearance	1. Provide order of payment for Dental Clearance	None	5 minutes	In-charge Dental Division City Health Department
2. Pay corresponding fee	2. Collect payment	Php 30.00	5 minutes	Collecting Officer City Treasurer's Office
3. Undergo Dental Examination	3. Conduct dental examination, prepare and issue dental clearance	None	20 minutes	Dentist City Health Department
TOTAL		Php 30.00	30 minutes	
END OF TRANSACTION				



2. Provision of Dental Services

- a. **Tooth Extraction** is the removal of tooth/teeth from its socket in the bone performed by the dentist.
 - b. **Oral Prophylaxis** is a procedure done for teeth cleaning that removes tartar and plaque build-up from the surfaces of the teeth as well as those hidden in between and under the gums.
 - c. **Dental Filling** is the repair of minor fractures or decay in the teeth, as a form of restorative dental treatment.
 - d. Dental Consultation and Gum treatment
- Dental consultation** is a non-invasive consultation with the dentist where the client discusses issues, concerns and treatment options regarding his/her oral health.

Office or Division:	City Health Department – Dental Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic))		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Secure priority number from the Watchman on duty	1. Issue priority number to clients / patients	None	2 minutes	Watchman City Health Department
2. Proceed to Dental Division, wait for the number to be called and present the priority number	2. Retrieve priority number and record patient profile	None	10 minutes	In-charge Dental Division City Health Department
3. Undergo dental services	3. Conduct dental services	None	30 minutes	Dentist City Health Department
5. Ask for the Order of	5. Provide order of payment	None	5 minutes	In-charge Dental



Payment for the Dental Service	for the Dental Service			Division City Health Department
6. Pay corresponding fee	6. Collect payment	<p>Tooth Extraction</p> <p>Php 100.00(Adult)</p> <p>Php 75.00 (14 years old and below)</p> <p>Oral Prophylaxis</p> <p>Php 250.00 (Heavy Plaque)</p> <p>Php 175.00 (Medium Plaque)</p> <p>Php 150.00 (Light Plaque)Php 75.00 (14 years old and below)</p> <p>Dental Filling</p> <p>Php 100.00</p>	5 minutes	Collecting Officer City Treasurer's Office
7. If prescription was issued, proceed to the Dispensing Section	7. Provide medicines available according to the prescription	None	10 minutes	Dispensing Section City Health Department
TOTAL		As per service	1 hour and 2 minutes	
END OF TRANSACTION				



**OFFICE OF THE CITY HEALTH OFFICER
(Child Care and Services)
External Services**



1. Immunization

Administration of vaccines for protection against infectious diseases.

Office or Division:	City Health Department – Nursing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Baby booklet		City Health Department		
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic)		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Proceed to Maternal and Child Care Section for the record of the child	1. Received the child booklet and check the ITR and TCL	None	5 minutes	Midwife Nurse BHW Nursing Division City Health Department
2. Wait to be interviewed and get vital signs needed	2. Admit and interview client, search data and record appropriate vaccine to be given at the baby booklet	None	10 minutes	Midwife Nurse BHW Nursing Division City Health Department
3. Proceed to Immunization and avail services	3. Give appropriate vaccine according to guidelines and standard of DOH	None	10 minutes	Midwife Nurse BHW Nursing Division City Health Department



4.	Proceed to waiting area for observation of reaction after immunization	4.	Observe and monitor any untoward reaction before sending home	None	5 minutes	Midwife Nurse BHW Nursing Division City Health Department
TOTAL			NONE		30 minutes	
END OF TRANSACTION						



2. Prenatal Care

Prenatal Care is a preventive healthcare providing regular assessment throughout the course of pregnancy.

Office or Division:	City Health Department – Nursing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Mother and Child booklet		City Health Department		
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic))		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Secure priority number and wait to be called. For new client, provide personal data For old client, present mother and child booklet and submit for self for taking vital signs	1. Give number for old and new clients, provide family serial number, get and fill-out / record on the ITR, birth plan and booklet, vital signs and record.	None	15 minutes	Midwife Nurse BHW Nursing Division City Health Department
2. Subject self for physical assessment and examination (prenatal care)	2. Conduct routine and physical assessment and examination (prenatal care) to client. Administer Tetanus Toxoid immunization and give micronutrient	None	15 minutes	Midwife Nurse BHW Nursing Division City Health Department



		supplementation. Assess client for presence of danger signs.			
3.	Proceed to medical officer and subject self for treatment / management	3. Conduct thorough examination. Refer to laboratory test if needed..	None	15 minutes	Medical Section City Health Department
4.	Undergo laboratory tests as per advised by the medical officer	4. Conduct laboratory tests as per advised by the medical officer.	None	15 minutes	Medical Technologist City Health Department
5.	Return to the medical officer for further assessment based on the laboratory results	5. Conduct assessment based on the laboratory results. If danger signs are present, issue order, instruction, prescription for treatment/ management.	None	15 minutes	Medical Section City Health Department
6.	Go back to the nurse / midwife / BHW on duty and follow subsequent instructions	6. Carry-out medical officer's orders. Give proper instructions, IEC/counselling. Advise client for return visit. Return booklet to client.	None	10 minutes	Midwife Nurse BHW Nursing Division City Health Department
7.	Proceed to the Dispensing Section if prescriptions are issued and medicines are available.	7. Dispense medicines available as per prescription.	None	10 minutes	Dispensing Section City Health Department
TOTAL			NONE	1 hour and 50 minutes	
END OF TRANSACTION					



3. Postnatal Care

Postnatal Care is a preventive healthcare providing regular assessment after pregnancy.

Office or Division:	City Health Department – Nursing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Mother and Child booklet		City Health Department		
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Referral Form (1 original, if referred from other Health Institutions (Hospital, Private Clinic, Barangay Health Center, Satellite Clinic))		Hospital, Private Clinic, Barangay Health Center, Satellite Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Secure priority number and wait to be called. For new client, provide personal data For old client, present mother and child booklet and submit for self for taking vital signs	1. Give number for old and new clients, provide family serial number, get and fill-out / record on the ITR, birth plan and booklet, vital signs and record.	None	15 minutes	Midwife Nurse BHW Nursing Division City Health Department
2. Subject self for physical assessment and examination (postnatal care)	2. Assess the client physically, lochia/discharges and counsel on personal hygiene. Administer iron supplementation and Vitamin A. Conduct counseling on	None	30 minutes	Midwife Nurse BHW Nursing Division City Health Department



	the Exclusive Breastfeeding and Family Planning.			
TOTAL		NONE	45 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY HEALTH OFFICER (Laboratory Services)

External Services



1. Laboratory Examination

Laboratory examination is a test conducted under controlled scientific condition in a laboratory on a specimen taken from a patient.

Office or Division:	City Health Department – Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Physician's laboratory request form 1. General consultation 2. Requirement for employment / promotion and other related transactions		City Health Department; Hospital or Private Physician		
List of Laboratory tests as requirement for employment / promotion / and other related transactions		HR of a business establishment / company / agency / organization / etc.,		
Health Certificate (Food or Non Food Handlers applicant)		City Health Department		
Official Receipt		City Treasurer's Office		
PhilHealth Identification Card (1 original)		Philippine Health Insurance Corporation (PhilHealth)		
Registered in Electronic Medical Record information system		City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirement (s)	1. Check and review if patient is already registered in EMR 1.1 Assess type of laboratory test/s 1.2 Instruct client on proper Collecting of specimen and provide laboratory routing slip	None	15 minutes	In-charge Laboratory Section City Health Department



2. Ask for the Order of Payment for Laboratory examination	2. Provide order of payment for Laboratory Examination	None	5 minutes	In-charge Laboratory Section City Health Department
3. Pay corresponding fee	3. Collect payment	Complete Blood Count Php 100.00 Hemoglobin and Hematocrit Php 50.00 RBC / WBC Count Php 75.00 Platelet Count Php 50.00 Bleeding time / Clotting Time Php 50.00 ABO Blood Typing Php 50.00 Rh blood Typing Php 30.00 Hepatitis B Screening Test (HBsAg) Php 150.00 Syphilis Screening Test (RPR) Php 200.00 HIV Ab Screening Test Php 200.00	5 minutes	Collecting Officer City Treasurer's Office



		<p>Blood Sugar (FBS / RBS) Php 150.00</p> <p>Cholesterol Php 150.00</p> <p>Triglyceride Php 150.00</p> <p>HDL / LDL Php 150.00</p> <p>Uric Acid Php 150.00</p> <p>Blood Urea Nitrogen (BUN) Php 150.00</p> <p>Blood Creatinine Php 150.00</p> <p>Urinalysis Php 100.00</p> <p>Pregnancy Test Php 100.00</p> <p>Fecalysis Php 100.00</p> <p>Gram Stain Php 100.00</p> <p>Spermatozoa Detection in Vaginal Smear Php 250.00</p> <p>Drug Testing Php 250.00</p>				
4.	Fill out and submit	4.	Review and verify filled out	None	10 minutes	In-charge Laboratory



laboratory routing slip	laboratory routing slip. Record data on Logbook.			Section City Health Department
5. Submit specimen / Undergo specimen collection procedure	5. Extract and/or process collected specimen as per standard procedure	None	4 hours	Medical Technologist Laboratory Section City Health Department
6. Secure Laboratory results and sign in releasing logbook	6. Encode Laboratory Result to the EMR. 6.1 Release Laboratory Examination result	None	15 minutes	In-charge Laboratory Section City Health Department
TOTAL		As per service	4 hours and 55 minutes	
END OF TRANSACTION				



2. STI and HIV Testing

The STI and HIV Testing are sets of procedure to detect microorganisms causing infection using different body fluids as specimen.

Office or Division:	City Health Department – Laboratory Section (Social Hygiene Clinic)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Client daily registration logbook		Social Hygiene Clinic – City Health Department		
Individual Client Record		Social Hygiene Clinic – City Health Department		
Official Receipt		City Treasurer’s Office		
Physician’s Request		Medical Officer, City Health Department Private Physician		
DOH Form A		Social Hygiene Clinic – City Health Department		
HIV Treatment Hub Referral Form		Social Hygiene Clinic – City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Fill-out Individual Client Record with the client’s data. 1.1 Assess type of laboratory examination/s needed	None	15 minutes	SHC, Laboratory Section City Health Department
2. Ask for the Order of Payment for Laboratory examination	2. Provide order of payment for Laboratory Examination	None	5 minute	Laboratory Section City Health Department
3. Pay corresponding fee	3. Collect payment	Syphilis Screening Test (RPR)	5 minutes	Collecting Officer City Treasurer’s



		Php 200.00 HIV Ab Screening Test Php200.00 Gram Stain Php 100.00		Office	
4.	For pregnant, TB patients, music assistants, come in on specific day scheduled for their regular check up For walk-in clients, come in during weekdays	4. Conduct group information 4.1 Conduct Individual counselling	None	45 minutes	
5.	Fill-out DOH Form A and sign consent form	5. Get consent of client	None	15 minutes	Medical Technologist SHC, Laboratory Section City Health Department
6.	Proceed to extraction area for blood extraction and testing	6. Extract blood thru venipuncture or finger prick and conduct test	None	5 minutes	SHC, Laboratory Section City Health Department
7.	Submit for external and internal physical examination and Collecting of vaginal / urethral discharge	7. Conduct external and internal physical examination and Collecting of vaginal / urethral discharge	None	15 minutes	SHC, Laboratory Section City Health Department
8.	Claim result on given schedule	8. Release result	None	15 minute	Medical Technologist



	<p>8.1 Dispense drugs with proper instruction on dosage and frequency</p> <p>8.2 Conduct post-counselling and give additional instructions as warranted</p>			SHC, Laboratory Section City Health Department	
10.	For HIV(+) clients, proceed to Red Top Center (HIV Treatment Hub)	10. Prepare referral documents and assist / accompany HIV(+) to be referred/linked to RTC	None	30 minutes	HIV Counselor SHC, Laboratory Section City Health Department
11.	For clients with STI, secure a drug prescription and wait for instruction	11. Prescribed appropriate medicine and instruct patient on the dosage, frequency, duration of treatment	None	10 minutes	Doctor Medical Section City Health Department
TOTAL			As per service	2 hours and 40 minutes	
END OF TRANSACTION					



OFFICE OF THE CITY HEALTH OFFICER (Sanitation Services)

External Services



1. Conduct of Sanitary Inspection to Food Establishment and Public Places

Visual inspection and assessment of safety and risk factors at or near the establishments, identifying appropriate actions to maintain public health.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Mission Order.	None	10 minutes	In-charge Sanitation Section City Health Department
	2. Secure approval of Mission Order from the City Health Officer.	None	5 minutes	City Health Officer City Health Department
1. Business owners to allow Sanitary Inspectors to conduct inspection.	3. Conduct inspection using the Sanitation Inspection Report checklist.	None	1 hour	In-charge Sanitation Section City Health Department
	4. Issue Inspection Report to Business Owner. However, if risk factors are found, Sanitation Order will be provided to the business owners after seven (7)	None	15 minutes	In-charge Sanitation Section City Health Department



	days.			
2. For business owners issued with Sanitary Order, comply within the given time.	5. Conduct second Sanitary Inspection. Issue Inspection Report if sanitary conditions are meet.	None	1 hour	In-charge Sanitation Section City Health Department
TOTAL		None	2 hours and 30 minutes	
END OF TRANSACTION				



2. Issuance of Sanitary Permit (Water Refilling Station)

Sanitary Permit is an official document issued to business owners authorizing the establishment to operate.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Examination Result		DOH accredited Laboratory		
Health Certificates (Yellow Card) of staff		City Health Office		
Inspection Report		City Health Department – Sanitation Division		
Certificate of Potability		City Health Department – Sanitation Division		
Mayor's Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Present documentary requirements.	1. Receive and review documentary requirements.	None	10 minutes	In-charge Sanitation Section City Health Department
2. Secure Sanitary Permit.	2. Prepare and release Sanitary permit.	None	10 minutes	In-charge Sanitation Section City Health Department
3. Secure signature/ approval.	3. Sign/approve Sanitary Permit.	None	5 minutes	Administrative Officer City Health Department
TOTAL		None	25 minutes	
END OF TRANSACTION				



3. Issuance of Sanitary Permit (Food Establishments)

Sanitary Permit is an official document issued to business owners authorizing the establishment to operate.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Examination Result		DOH accredited Laboratory		
Health Certificates (Yellow Card) of Food Handler staff		City Health Office		
Inspection Report		City Health Department – Sanitation Division		
Certificate of Attendance for Food Handler Seminar		City Health Department – Sanitation Division		
Mayor's Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present documentary requirements.	1. Receive and review documentary requirements.	None	10 minutes	In-charge Sanitation Section City Health Department
2 Secure Sanitary Permit.	2. Prepare and release Sanitary permit.	None	10 minutes	In-charge Sanitation Section City Health Department
3 Secure signature/ approval.	3. Sign/approve Sanitary Permit.	None	5 minutes	Administrative Officer City Health Department
TOTAL		None	25 minutes	
END OF TRANSACTION				



4. Issuance of Sanitary Permit (Public Places)

Sanitary Permit is an official document issued to business owners authorizing the establishment to operate.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Examination Result		DOH accredited Laboratory		
Health Certificates of staff		City Health Office		
Inspection Report		City Health Department – Sanitation Division		
Certificate of Pest Control		City Health Department – Sanitation Division		
Mayor's Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements.	1. Receive and review documentary requirements.	None	10 minutes	In-charge Sanitation Section City Health Department
2. Secure Sanitary Permit.	2. Prepare and release Sanitary permit.	None	10 minutes	In-charge Sanitation Section City Health Department
3. Secure signature/ approval.	3. Sign/approve Sanitary Permit.	None	5 minutes	Administrative Officer City Health Department
TOTAL		None	25 minutes	
END OF TRANSACTION				



5. Issuance of Sanitary Permit (Sari-Sari Store and Other Business Establishments)

Sanitary Permit is an official document issued to business owners authorizing the establishment to operate.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements.	1 Receive and review documentary requirements.	None	10 minutes	In-charge Sanitation Section City Health Department
2. Secure Sanitary Permit.	2 Prepare and release Sanitary permit.	None	10 minutes	In-charge Sanitation Section City Health Department
3. Secure signature/ approval.	3 Sign/approve Sanitary Permit.	None	5 minutes	Administrative Officer City Health Department
TOTAL		None	25 minutes	
END OF TRANSACTION				



6. Attendance to Sanitary Complaint

The office investigates complaints with regard to sanitary nuisances.

Office or Division:	City Health Department – Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint form		City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Sanitary Complaint form	1. Receive filled-out Sanitary complaint form.	None	10 minutes	Sanitation Section City Health Department
	2. Secure Mission Order/Office Order from the City Health Officer.		30 minutes	City Health Officer City Health Department
	3. Conduct inspection.		2 hours	Sanitation Section City Health Department
	4. Issue Sanitary Order to the respondent if found to be violating the Sanitation Code. Cite in the Sanitary Order the Violations and Recommendations		30 minutes	Sanitation Section City Health Department
	5. Conduct follow-up inspection after the time frame given.		1 hour	Sanitation Section City Health Department
	6. However, for non-compliance, an Endorsement		1 hour	Sanitation Section City Health



	Letter will be made and will be forwarded to the City Legal Office for proper action.			Department/ City Legal Office
TOTAL		None	5 hours and 10 minutes	
END OF TRANSACTION				



7. Issuance of Health Certificate

Health Certificate is a document signed by the government physician attesting that the client is in good health to do a certain type of work.

Office or Division:	City Health Department – Sanitation Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recent 1x1 ID Picture				
Official Receipt (1 original) *Photocopy is accepted if the receipt is named to one person but involved two or more persons.		City Treasurer's Office		
X-ray result		City Health Office/Other X-ray Facilities		
Fecalysis/Stool Result		City Health Office/Other Laboratory Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Pay corresponding fee	1. Collect Payment	Non Food Handler Php 200.00 Food Handler Php 300.00	5 minutes	Collecting Officer City Treasurer's Office
2. Present receipt of health certificates	2. Issue blank Health Certificate and provide instructions	None	10 minutes	In-charge Sanitation Section City Health Department
3. Fill-out the Health Certificate and paste 1x1 ID Picture	3. Review if Health Certificate is properly filled-out	None	10 minutes	In-charge Sanitation Section City Health Department
4. For food handlers, attend food handling seminar on schedule	4. Conduct food handling seminar as scheduled	None	4 hours	In-charge Sanitation Section City Health Department



<p>5. Proceed to the X-Ray Section</p> <p>For food handlers, proceed to the Laboratory for Fecalysis after X-ray</p>	<p>5 Conduct x-ray / laboratory examination and sign the Health Certificate</p>	<p>None</p>	<p>2 hours</p>	<p>Medical Technologists and Aides / Radiologic Technologist IV X-ray and Laboratory Section City Health Department</p>
<p>6. Proceed to Admission, present Health Certificate and fill-out the Consent Form for Data Privacy thru Electronic Medical Record (new client)</p> <p>*Proceed to Admission and get the vital signs form (old client)</p>	<p>6 Provide the client (new) a Consent Form and interview the client</p>	<p>None</p>	<p>15 minutes</p>	<p>In-charge Admission Section City Health Department</p>
<p>7. Present the Consent Form or Vital Signs Form to Window 5</p>	<p>7 Get vital signs of the client and record in the Vital Signs Form</p>	<p>None</p>	<p>10 minutes</p>	<p>BHW / Midwife / Nurse</p>
<p>8. Proceed to the Doctor's waiting area, present the CF or VSF and listen to the name being called out</p>	<p>8 Encode the information from the Forms thru the Electronic Medical Record and forward the forms to the Doctor's secretary</p>	<p>None</p>	<p>15 minutes</p>	<p>In-charge City Health Department</p>



10. Seek advice from the Doctor and undergo further examination	1 Conduct 0 consultation and sign the Health Certificate if there are no anomalies	None	10 minutes	Doctors Medical Section City Health Department
11. Proceed to Sanitation Section for signature	1 Review of 1 Health Certificate properly filled out and signed by authorized personnel from City Health Department	None	10 minutes	In-charge Sanitation Section City Health Department
TOTAL		Non Food Handler Php 200.00 Food Handler Php 300.00	7 hours and 25 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY HEALTH OFFICER (Nutrition Services)

External Services



1. Issuance of Food Commodities for the Underweight Pre-School (UWPS) children and identified Underweight Pregnant

To ensure the health and wellness of Pre-School children and pregnant women, food commodities are provided to the identified underweights and are continuously monitored.

Office or Division:	City Health Department – Nutrition Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form / patient medical record		City Health Department; Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral from Midwife or Medical Officer	1. Receive referral form and record profile	None	10 minutes	In-charge Nutrition Division City Health Department
2. Undergo evaluation process	Interview client for further evaluation	None	15 minutes	In-charge Nutrition Division City Health Department
3. Receive food commodities	3. Identify if the client is underweight, give counseling, give supplementary food and advise for monitoring and for re-issuance of food.	None	10 minutes	In-charge Nutrition Division City Health Department
TOTAL		NONE	35 minutes	
END OF TRANSACTION				



2. Nutrition counseling on proper diet and diet management (adult and children)

- a. Walk-in clients
- b. Parents of underweight / severely underweight / stunted / wasted children

Office or Division:	City Health Department – Nutrition Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance				
Mother and child booklet		File of parents		
Growth Monitoring Chart		File of parents		
Updated / Recent Weight		Barangay Nutrition Scholar		
Record or Referral		Barangay Nutrition Scholar		
Diet prescription if any		Physician		
Client Steps	Agency Action	Fees to Paid	Processing Time	Person Responsible
1. Present concern to the Nutritionist-Dietitian, give pertinent data on health status and vital statistics and / or present the diet prescription given by doctor if any and other documents available	1. Conduct nutrition counselling	None	30 minutes	In-charge Nutrition Division City Health Department
2. Secure diet prescription if needed	2. Prepare and issue Diet Prescription upon client's request 2.1 Refer for Community based services (feeding and growth monitoring)	None	1 hour and 30 minutes	Nutritionist City Health Department
TOTAL		NONE	2 hours	
END OF TRANSACTION				



OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services



1. Acceptance and Recommendation for Financial Aid

Social assessment of walk-in, reach out individuals, families who are in crisis needing financial aid for medical, hospital bill, burial, educational, transportation, food, livelihood, shelter, assistive devices, prosthesis, and recommend cash assistance thereof.

Office or Division	CSWDO - Assistance to Individual in Crisis Situation (AICS)	
Classification	Simple	
Type of transaction	G2C - Government to Client	
Who may avail	<ul style="list-style-type: none"> • Individuals who are in crisis situation • Families who are in crisis situation 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1. Medical Assistance		
1. One (1) Barangay Certificate of Indigency of patient and client (Original)	Barangay Hall	
2. Either of the following: <ul style="list-style-type: none"> • One (1) Medical Certificate (Original or certified true copy) • One (1) Medical Abstract (Original or certified true copy) • One (1) Doctor's prescription (current and original) 	Record Section – Hospital	
	Record Section – Hospital	Clinic / Hospital / Doctor
3. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC, Barangay ID	
4. One (1) Personal Request letter (Original)	Written by client	
1.2. Hospital Bill Assistance		
1. One (1) Barangay Certification of Indigency of patient and client (Original)	Barangay Hall	
2. One (1) Updated Statement of Account (Original or certified true copy)	Billing Section - Hospital	
3. One (1) Updated Promissory Note (Original or certified true copy)	Billing Section - Hospital	
4. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC	
5. One (1) Personal Request letter	Written by client	
1.3. Burial Assistance		
1. One (1) Barangay Certification of Indigency of client (Original)	Barangay Hall	
2. One (1) Death Certificate (Original or certified true copy)	Record Section - Hospital	



5. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC
3. Personal Request letter	Written by client
1.4. Educational Assistance	
1. One (1) Barangay Certification of Indigency of client (Original)	Barangay Hall
2. One (1) College / University ID (Photocopy)	College / University
3. One (1) School certification (Original) <ul style="list-style-type: none"> • Elementary • High School • Senior High School 	School
4. One (1) Statement of Account (Original) or one (1) Registration Form for College/Vocational (Certified true copy)	School / University
5. Personal request letter	Written by client
1.5. Transportation Assistance	
1. One (1) Barangay Certification of Indigency of client (Original)	Barangay Hall
2. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC
3. Personal Request letter	Written by client
1.6 Food Assistance	
1. One (1) Barangay Certification of Indigency of client (Original)	Barangay Hall
2. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC
3. Personal Request letter	Written by client
1.7 Livelihood Assistance	
1. One (1) Barangay Certification of Indigency of client (Original)	Barangay Hall
2. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC
3. Personal Request Letter	Written by client
4. Project Proposal (Simple)	Prepared by client
1.8 Shelter Assistance	
1. Barangay Disaster Risk Reduction Management Council (BDRRMC) Certification indicating: <ul style="list-style-type: none"> • Nature of disaster; and • Date of incident 	Barangay Hall
2. One (1) Valid Government ID (Photocopy)	SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post



		Office, DFA, PRC		
3. One (1) Personal Request letter		Written by client		
4. One (1) Demolition order (with name of affected client)		City Anti – Squatting Office		
5. One (1) Fire Certification		Bureau of Fire Protection Office		
1.9. Other needs				
1. One (1) Barangay Certification of Indigency of client (Original)		Barangay Hall		
2. One (1) Personal letter request		Written by client		
3. One (1) Valid Government ID (Photocopy)		SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in clients logbook (table 1)	Accommodate / entertain and attend to client's need	None	2 minutes	City Social Welfare and Development Officer II
2. Submit request letter (table 1)	Receive and log letter request	None	2 minutes	
2. Submit needed documentary requirements (table 1)	Review documents	None	10 minutes	
3. Cooperate with service provider's worker and disclose important information (table 2)	Interview client and gathering accurate data using General Intake Sheet (GIS)	None	30 minutes	
4. Sign the General Intake Sheet (GIS) (table 2)	Control the documents	None	1 minute	
	Endorsement of client's application to AICS Worker	None	5 minutes	
	Social assessment of client's application	None	2 hours	
	Encoding of KATUNAYAN	None	20 minutes	
	Encoding of Alobs/Voucher	None	20 minutes	
	Endorsement of Voucher to	None	5 minutes	



	Administrative Division			
	Review, countersign, and control of fund	None	10 minutes	
	Posting of Voucher to Aid Monitoring System (AMS)	None	5 minutes	
	Signing of documents	None	5 minutes	
	Out-going of documents	None	5 minutes	
Total		None	4 hours	
END OF TRANSACTION				



2. Issuance Of “Katunayan Or Certification”

A document requested by walk-in client/s, requisite to avail assistance from other Agencies.

Office or Division	CSWDO - Assistance to Individual in Crisis Situation (AICS)				
Classification	Simple				
Type of transaction	G2C - Government to Client				
Who may avail	Individuals or families who are in crisis situation				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
A. Medical Assistance					
1. One (1) Barangay Certificate of Indigency of patient and client (Original)			Barangay Hall		
2. One (1) Valid Government ID (Photocopy)			SSS, GSIS, PhilHealth, LTO, BIR, OWWA, COMELEC, OSCA, Post Office, DFA, PRC, Barangay ID		
3. One (1) Personal Request letter (Original)			Written by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Register in clients logbook in front desk table	Welcome/entertain and attend client's need	None	2 minutes	City Social Welfare and Development Officer II	
2. Submit request letter to front desk officer	Receive letter request	None	2 minutes		
3. Submit needed documentary requirements	Assessment/Review of documents	None	5 minutes		
3. Cooperate with service provider's worker and disclose important information	Interview client and gathering accurate data using General Intake Sheet (GIS)	None	30 minutes		
4. Sign GIS	Control the documents	None	1 minute		
	Preparation/Encoding Katunayan/Certification	None	30 minutes		
	Review and signing of documents	None	5 minutes		
	Out-going of documents	None	5 minutes		
Total		None	1 hour and 20 minutes		
END OF TRANSACTION					



3. Pre-Marriage Counseling

A minimum of three (3) hours session provided to partner applicant applying for marriage, conducted every Thursday of the month 1:00pm - 5:00 pm

Office or Division	CSWDO - Family Strengthening			
Classification	Simple			
Type of transaction	G2C - Government to Client			
Who may avail	Partners whom decided to get married			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Assistance				
1. One (1) Application of Marriage License (original)			City Civil Registrar's Office	
2. One (1) Certificate of Pre-Marriage Orientation (original)			Population Control (PopCon) Office	
3. Filled-up Marriage Expectation Inventory Form (one for each, original)			Population Control (PopCon) Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in PMC logbook in front desk table (table 1)	Welcome/entertain and attend client's need	None	2 minutes	City Social Welfare and Development Officer II
2. Undergo PMC (CSWD counseling room)	Conduct counseling session	None	3 hours	
3. Filling – up of Post Evaluation Form	Collect Post Evaluation Form	None	5 minutes	
	Printing of PMC Certificate	None	15 minutes	
	Signing and issuance of PMC Certificate	None	10 minutes	
Total		None	3 hours and 32 minutes	
END OF TRANSACTION				



4. Issuance of Social Case Study Report

A document requested by walk-in client/s, requisite to avail assistance from other agencies.

Office or Division	CSWDO - Assistance to Individual in Crisis Situation (AICS)			
Classification	Simple			
Type of transaction	G2C - Government to Client			
Who may avail	Indigent individuals/families.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Assistance				
1. One (1) Barangay Certification of Indigency of patient and client (Original)			Barangay Hall	
2. Either of the following: <ul style="list-style-type: none"> One (1) Medical Certificate (Original or certified true copy) One (1) Medical Abstract (Original or certified true copy) Doctor's prescription (current) 			Hospital	
3. One (1) Personal Request letter (Original)			Written by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in clients logbook in front desk table (table 1)	Welcome/entertain and attend client's need	None	2 minutes	City Social Welfare and Development Officer II
2. Submit request letter to front desk officer (table 1)	Receive letter request	None	2 minutes	
3. Submit needed documentary requirements (table 1)	Assessment/Review of documents	None	5 minutes	
4. Cooperate with service provider's worker and disclose important information (table 2)	Interview client and gathering accurate data using General Intake Sheet (GIS)	None	30 minutes	
5. Sign GIS	Control the documents	None	1 minute	
	Endorsement of client's application to	None	5 minutes	



	Social Worker/AICS Worker			
	Social assessment of client's application	None	30 minutes	
	Encoding of Case Study	None	1 hour	
	Review and signing of documents	None	5 minutes	
	Out-going of documents	None	5 minutes	
	Total	None	2 hours and 25 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY AGRICULTURIST

External Services



1. Tractor Service

The tractor service is provided to farmer/s and interested client of Puerto Princesa City for land preparation purpose in farm establishment and development. The City Agriculture Office schedules the tractor service area and identified farmer/s based on agricultural appropriateness and production target.

Office or Division	Extension			
Classification	Complex			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may Avail	1. Individual/s Farmer 2. Rural Based Organization (RBO's) 3. Public and Private institution of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 copy of validation report from Agricultural Extension Worker (AEW)		1. Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents	1. Assess and review the requirement	None	1 hour	Agricultural Extension Worker Assigned
2. Fill up and submit the request form/ letter with complete required documents.	2. Receive and review the request form (ensure the completeness of the data).	None	2 hours	Agricultural Extension Worker Assigned
	2.1. Review and act on the request	None	2 hours	Supervising Agriculturist/ City Agriculturist/Assistant City Agriculturist
	2.2. Prepare and check job order	None	3 hours	Agricultural Extension Worker , Supervising Agriculturist
	2.3 Review and act job order	None	2 hours	City Agriculturist / Assistant City Agriculturist
	2.4 Record and issue approved	None	2 hours	Supervising Agriculturist



	job order			
	2.5 Prepare travel order of tractor operator	None	1 hour	Agricultural Extension Worker, Supervising Agriculturist
	2.6 Deploy farm tractor unit for tractor services	None	1 day	Supervising Agriculturist
3. Assist tractor operator in the conduct of tractor service.	3. Provide tractor services	None	*2 days	Supervising Agriculturist
4. Sign farm tractor service work done and feedback form	4. Give farm tractor service work done form and ensure the signature and feedback of the requestor	None	3 hours	Agricultural Extension Worker Assigned
TOTAL:		None	5 days	
END OF TRANSACTION				
<p>Note: Processing of documents from southwest cluster (Napsan, Simpokan and Bagong Bayan) and northwest cluster barangays (Salvacion, Bahile, Macarascas, Buenavista, Tagabinet, Cabayugan, New Panggangan and Marufinas) will be done at the respective mini city hall.</p> <p>*Depends on current and existing weather condition at the time. **Contract of Service/Job Order</p>				



2. Certification of Existing Fruit Trees

Certification of existing fruit trees is issued to individual/s that he/she has existing fruit trees in the area. Certification is issued to confirm the validity of the trees planted/information/documents.

Office or Division	Office of the City Agriculturist			
Classification	Complex			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may Avail	Public and Private individual/institutions of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. 1 copy barangay certification of no objection for removal of fruit trees 2. 1 photocopy of land title/proof of ownership 3. 1 original copy of Certification of Land Use 4. 1 original copy of Location Map/ Site Map 5. 1 copy of printed photos of fruit trees 6. 1 original copy of Authorization from the owner if Requestor is not the owner 7. 1 copy of official receipt of certification fee 8. 1 copy of validation report from Agricultural Extension Worker (AEW) 		<ol style="list-style-type: none"> 1. Barangay 2. Land Owner 3. Office of the City Planning and Development (OCPDC), Zoning Division 4. City Assessors Office 5. Owner / authorized representative 6. Owner/ authorized representative 7. Office of the City Treasurer 8. Office of the City Agriculturist 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Sign in the Requestor /Client logbook	1. Give the logbook to the client. Give checklist of requirements	None	1 hour	Administrative Aide IV (Clerk II) / Agricultural Extension Worker
2. Submit required documents	2. Assess and review the requirement	None	1 hour	Administrative Aide IV (Clerk II) / Agricultural Extension Worker
3. Fill up and submit request form/letter	3. Receive, review and record submitted request form/letter	None	1 hour	Administrative Aide IV (Clerk II) / Agricultural Extension Worker



	3.1 Conduct and Submit AEW validation report	None	2 days	Agricultural Extension Worker
	3.2 Review and act on the request	None	2 hours	Supervising Agriculturist/ Assistant City Agriculturist City Agriculturist
	3.3 Prepare, review and submit certification of existing fruit trees for approval	None	3 hours	Agricultural Extension Worker / Supervising Agriculturist
	3.4 Review and act on certification of existing fruit trees request	None	1 hour	City Agriculturist / Assistant City Agriculturist
	3.5 Issuance of Certification of existing fruit trees	None	30 minutes	Agricultural Extension Worker
4. Fill up customer Feedback	4. Secure Customer Feedback	None	1 hour	Agricultural Extension Worker
TOTAL:		None	3 days, 2 hours and 30 minutes	
END OF TRANSACTION				



3. Agricultural Extension Assistance Requests (Training, Meeting, Facilitation And Technical Assistance)

Provision of Training, Facilitation, Speakership and Technical Assistance to interested clients both public and private for the purpose of information dissemination and technology adoption to enhance capability and/or increase agricultural productivity.

Office or Division	Extension and Fisheries			
Classification	Complex			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may Avail	Interested Public and Private individuals/institutions of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 copy of validation report from AEW 2. 1 copy of program activity			1. Requestor/Office of the City Agriculturist 2. Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Requestor /Client logbook	1. Give the logbook to the client. Give checklist of requirements	None	1 hour	Administrative Aide IV (Clerk II) / Agricultural Extension Worker
2. Submit the complete required documents	2. Assess and review the requirements	None	1 hour	Administrative Aide IV (Clerk II) / Agricultural Extension Worker
3. Fill up and submit request form /letter	3. Receive, review, record submitted request form /letter	None	30 minutes	Administrative Aide IV (Clerk II)
	3.1 Conduct and submit AEW validation report	None	2 days	Agricultural Extension Worker
	3.2 Review and recommend approval of request	None	1 hour	Supervising Agriculturist
	3.3 Review and act on the request	None	1 hour	City Agriculturist / Assistant City Agriculturist
4. Provide counterpart as	4. Provide/Conduct training, meeting,	None	3 days	Agricultural Extension



per agreement and assist in the conduct of activities	facilitation, speakership and technical assistance			Worker / Supervising Agriculturist/Aquaculturist
5. Fill up customer Feedback	5. Secure Customer Feedback	None	1 hour	Agricultural Extension Worker
TOTAL:		None	5 days, 5 hours and 30 minutes	
END OF TRANSACTION				

Note: Processing of documents from southwest cluster (Napsan, Simpokan and Bagong Bayan) and northwest cluster barangays (Salvacion, Bahile, Macarascas, Buenavista, Tagabinet, Cabayugan, New Pangangan and Marufinas) will be done at the respective mini city hall.



4. Scanning Of Mango Fruits For MPW Detection

Provision of Mango Scanning Service for mango fruits for the control of Mango Pulp Weevil (MPW) based on schedules available.

Office or Division	Extension			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may Avail	Mango Growers/contractor of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farmer/Owner 1. 1 copy of Mango Inspection Report from AEW Contractor 1. 1 copy of affidavit of undertakings 2. 1 copy of mango inspection report of AEW		1. Office of the City Agriculturist 1. Owner/Authorized representative 2. Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Sign in the requestors/client s logbook	1. Give the logbook to the client. Give checklist of requirements	None	1 hour	Administrative Aide IV (Clerk II)
2. Submit the complete required documents	2. Assess and review the requirements submitted	None	1 hour	Administrative Aide IV (Clerk II)
3. Fill up and submit request Form completely	3. Receive, review and record submitted request form and check availability of schedule of the scanning machine	None	2 hours	Administrative Aide IV (Clerk II)
	3.1 Conduct and submit AEW mango inspection report	None	2 days	Agricultural Extension Worker
	3.2 Review and act on mango	None	1 hour	City Agriculturist/ Assistant City



	scanning request			Agriculturist
4. Bring the mango fruits in the Mango Pulp Weevil Detection Center	4. Conduct mango fruit scanning activities	Php* 1.00/kg	Depends on the quantity of mango	Agricultural Extension Worker / Plant Pest Technician**
5. Pay the corresponding fees	5. Accept payment and Issuance of official receipt	Php* 1.00/kg	1 hour	Agricultural Extension Worker
	5.1 Issuance of Mango pulp Weevil (MPW) free Certification	None	1 hour	Agricultural Extension Worker / Plant Pest Technician**
6. Fill up customer Feedback	6. Secure Customer Feedback	None	1 hour	Agricultural Extension Worker
TOTAL:		Per kilogram	3 days	
END OF TRANSACTION				

**Based on Sec. 9 A.03, of the Revised Revenue Code of Puerto Princesa City of 2016, Ordinance No. 794 (Annex "C")*

***Contract of service/Job Order*



5. Agricultural Farm Inputs

Provision of agricultural farm inputs available for crops and fisheries production and/or development.

Office or Division	Extension and Fisheries			
Classification	Complex			
Type of Transaction	G2C – Government to Client, G2G – Government to Government			
Who may Avail	Farmers, fishers and qualified public and private individual/institutions of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 copy of validation report from Agricultural Extension Worker (AEW). 2. Must be enrolled in Fish Registry System (Fish R) if fisher		1. Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the requestors/clients logbook	1. Give the logbook to the client. Give checklist of requirements	None	1 hour	Administrative Aide IV (Clerk II)
2. Fill up and submit request form/letter request. Issuance Form (RIF) and Acknowledgement Receipt (AR) completely	2. Receive, review and record submitted request form.	None	3 hours	Administrative Aide IV (Clerk II)
	2.1 Conduct and submit validation report for review and recommend for action	None	2 days	Supervising Agriculturist/Aquaculturist
	2.2 Review and act on the request	None	2 hours	City Agriculturist / Assistant City Agriculturist
	2.3 Record and issue approved request	None	30 minutes	Administrative Aide IV (Clerk II)



3. Pay and withdraw approved requested inputs	4. Issuance of official receipt and release of approved requested farm Inputs	For planting material: <i>Php* 20 for Seedlings, Php* (50 for clones: rambutan, mangosteen, lanzones & durian, 30 php for other clones)</i> Php* 300/kg for vermi	2 hours <i>Note: Approved request must be claimed within 15 working days from date of approval or else will be forfeited</i>	Farm Foreman
4. Fill up customer Feedback	5. Secure Customer Feedback	None	1 hour	Farm Foreman
TOTAL:		None	3 days, 1 hour and 30 minutes	
END OF TRANSACTION				

Note: Processing of documents from southwest cluster (Napsan, Simpokan and Bagong Bayan) and northwest cluster barangays (Salvacion, Bahile, Macarascas, Buenavista, Tagabinet, Cabayugan, New Panggangan and Marufinas) will be done at the respective mini city hall.

*Based on Sec. 9 A.03, of the Revised Revenue Code of Puerto Princesa City of 2016, Ordinance No. 794 (Annex "C")



OFFICE OF THE CITY VETERINARIAN

External Services



1. Issuance of Permit to Slaughter for Food Animals

Permit to Slaughter/Slaughter Permit must be secured by a client prior to submission of food animals such as hogs, cattle, sheep and goats, to the City Slaughterhouse.

Office or Division	City Veterinary Office – Meat Inspection Service			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Animal Certificate		1. Barangay Hall from where the animal come from.		
2. For Cattle and Carabao				
2.1. Certificate of Ownership of Large Cattle (COLC)		2. City/Municipal Treasurer's Office from where the animal come from.		
2.1. Certificate of Transfer of Large Cattle (CTLC)		3. City/Municipal Treasurer's Office from where the animal come from.		
3. Shipping Permit (Permit to Transport) for animals coming from outside Puerto Princesa.		4. Philippine National Police Station from where the animal come from.		
4. Veterinary Health Certificate		5. Licensed Veterinarian.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit required documents to the Meat Inspector on-Duty at the City Slaughterhouse.	1. The Meat Inspector on-Duty will check and verify the documents submitted.	None	3 minutes	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
2. Present animals to the Meat Inspector on-Duty at the City Slaughterhouse.	2. The Meat Inspector on-duty will conduct ante mortem inspection to the animals submitted for slaughter.	None	5 minutes	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
3. Receive permit to slaughter (slaughter permit) from the Meat	3. The Meat Inspector on-Duty will issue permit to slaughter	None	2 minutes	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros,



Inspector on-Duty at the City Slaughterhouse.	(slaughter permit)			Puerto Princesa City
TOTAL		None	10 minutes	
END OF TRANSACTION				



2. Issuance of Meat Inspection Certificates In The City Slaughterhouse

Meat Inspection Certificate is issued to carcass/es, meat and meat by-products that were inspected and passed fit for human consumption in the City Slaughterhouse.

Office or Division	City Veterinary Office – Meat Inspection Service			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of slaughter fees		1. City Treasurer’s Office– Collecting Officer on-duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt of slaughter fees to Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City.	1. The Meat Inspector on-Duty will check and verify presented Official Receipt.	None	1 minute	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
2. Receive Meat Inspection Certificate from the Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City	2. The CVO-Meat Inspector on-Duty will issue Meat Inspection Certificate.	None	1 minute	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
TOTAL		None	2 minutes	
END OF TRANSACTION				



3. Issuance of Meat Inspection Certificates In The Cold Storage Warehouses/Depots

Meat Inspection Certificate is issued to frozen carcass/es, meat and meat by-products that were inspected and passed fit for human consumption in the Cold Storage Warehouses/Depots.

Office or Division	City Veterinary Office – Meat Inspection Service			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Meat Traders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved product withdrawal form		1. Cold Storage Warehouse/Depot Office – Checker/Releasing personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved withdrawal form to Meat Inspector on-Duty at the Cold Storage Warehouse/Depot Puerto Princesa City.	1. The Meat Inspector on - Duty will check and verify presented product withdrawal form and conduct inspection to the products to be withdrawn.	None	15 minutes	CVO-Meat Inspector on-Duty at the Cold Storage Warehouse, Puerto Princesa City
2. Receive Meat Inspection Certificate from the Meat Inspector on-Duty at the Cold Storage Warehouse/Depot Puerto Princesa City	2. The CVO-Meat Inspector on-Duty will issue Meat Inspection Certificate.	None	1 minute	CVO-Meat Inspector on-Duty at the Cold Storage Warehouse, Puerto Princesa City
TOTAL		None	16 minutes	
END OF TRANSACTION				



4. Issuance of Meat Inspection Certificates

Meat Inspection Certificate is issued to carcass/es, meat and meat by-products that were inspected and passed fit for human consumption.

Office or Division	City Veterinary Office – Meat Inspection Service			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of slaughter fees		1. City Treasurer’s Office– Collecting Officer on-duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Present Official Receipt of slaughter fees to Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City.	1. The Meat Inspector on -Duty will check and verify presented Official Receipt.	None	1 minute	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
1. Receive Meat Inspection Certificate from the Meat Inspector on-Duty at the City Slaughterhouse , Bgy. Tagbueros, Puerto Princesa City	2. The CVO-Meat Inspector on-Duty will issue Meat Inspection Certificate.	None	1 minute	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagbueros, Puerto Princesa City
TOTAL		None	2 minutes	
END OF TRANSACTION				



5. Ante-Mortem/Post-Mortem/Post-Abattoir Inspection

Animals intended to slaughter undergo ante-mortem inspection to see that animals are healthy and free from any sickness and upon slaughtering carcasses are re-inspected to ensure meat/meat parts are fit for human consumption.

Office or Division	City Veterinary Office – Meat Inspection Service			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bring/present livestock/animal		1. Slaughterhouse – City Veterinary Personnel in-charge		
2. Barangay certificate (ownership/origin of animal)		2. Barangay		
3. Credentials (for large animals)		3. Treasurer’s Office		
4. Veterinary health certificate		4. Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present animal	1. Conduct ante-mortem inspection	P 5.00/head	15 mins/head	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City
	a. Animal resting time	None	6 hours	
	b. Conduct post-mortem inspection	None	1 hour	
	c. Carcass inspection	None	1 hour	
2. Receive Meat Inspection Certificate	2. Issuance of meat inspection certificate	None	3 mins/animal slaughtered	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City
	2.1 Issuance of condemnation slip if any	None		
3. Present MIC	3. Conduct of post-abattoir inspection	None	4 hours	CVO-Meat Inspector assigned in monitoring/surveillance
TOTAL		P 5.00/head	12 hours & 18 minutes	
END OF TRANSACTION				



6. Issuance of Meat Handler's License To Meat Establishment Personnel

Meat Handler's License is issued to meat establishment personnel who directly handles fresh, chilled and frozen meat and meat by-products such as butchers, poultry dressers and meat stall employees.

Office or Division	City Veterinary Office – Administrative Section			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	Meat Handler			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay clearance		1. Barangay		
2. Notarized (application form)		2. City Veterinary Office 2.1 Notary Office		
3. Health certificate (Yellow card for food handler)		3. City Health Office		
4. 2 pcs 1x1 ID picture		4. Client		
5. Official receipt (NMIS fee)		5. City Treasurer's Office		
6. Location Map (sketch)		6. Client		
7. Carcass mark (for hogs slaughter)		7. Client		
8. Establishment picture		8. Client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Secure application form	1. Give and instruct client in filling up forms and requirements and proceed to treasurer's office	P 200.00/ meat handlers P 300.00/ meat dealer	30 minutes	CVO-Meat Inspector/Clerk on-Duty at the City Veterinary Office, Old City Hall Building, Sta. Monica, Puerto Princesa City
2. Submit required documents to the Meat Inspector/ Clerk on-Duty	2. The Meat Inspector on - Duty will check and verify submitted documents. 3. Prepare/ process license	None	5 minutes 30 minutes	
3. Attend scheduled orientation	4. Conduct orientation on GHP & GMP	None	4 hours	



for meat handlers				
4. Receive Meat Handlers License & ID	5. 4.Issue meat handler's license & ID	None	10 minutes	
TOTAL		P 500.00	5 hours & 15 minutes	
END OF TRANSACTION				



7. Issuance of Meat Transport Vehicle Accreditation

All vehicles used for the transport of meat/meat products must be inspected and registered to the City Veterinary Office as NMIS guidelines to ensure meat/meat products carrier are appropriate and sanitary.

Office or Division	City Veterinary Office – Administrative Section			
Classification	Complex			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	Meat Handler's/Dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered meat handler's/dealer		1.City Veterinary Office		
2. Photocopy of OR/CR		2.Client		
3. Vehicle picture (front/back/both sides and inside views)		3.Client		
4. Affidavit (if vehicle is not registered to the applicant)		4.Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	1. Give and instruct client in filling up forms	None	5 minutes	CVO-Meat Inspector/Clerk on-Duty at the City Veterinary Office, Old City Hall Building, Sta. Monica, Puerto Princesa City
2. Pay at the treasurer's office	2. Issue official receipt	P 1,000.00		
3. Submit required documents	3. Check and verify submitted documents.	None	10 minutes	
	3.1 Prepare/process license		30 minutes	
	3.2 Submit to Mayor's Office for review and approval		7 days	
4. Receive certificate of accreditation	4. Issue/release certificate of accreditation	None	10 minutes	
TOTAL		P 500.00	7 days and & 55 minutes	
END OF TRANSACTION				



8. Issuance Of Locally Registered Meat Establishment

LRME issuance is required by the National Meat Inspection Service for all cold storages, dressing plants, slaughterhouses and other meat storages are therefore must be registered at the City Veterinary Office as guidelines.

Office or Division	City Veterinary Office – Administrative Section			
Classification	Complex			
Type of Transaction	G2B – Government to Business			
Who may avail	Meat Handler’s Estabshment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay business clearance		1.Barangay		
2. Sanitary permit		2.City Health Office		
3. Mayor’s permit		3.City Licensing Office		
4. Result of bacteriological test		4.City Health Office		
5. Establishment picture (inside/outside view)		5.Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Secure application form	1. Give and instruct client in filling up forms and proceed to treasurer’s office	P 500.00/establishment	30 minutes	CVO-Meat Inspector/Clerk on-Duty at the City Veterinary Office, Old City Hall Building, Sta. Monica, Puerto Princesa City
2. Submit forms with complete requirements	2. Accept complete required documents	None	10 minutes	
	2.1 Prepare/process document	None	30 minutes	
	2.2 Submit to Mayor’s Office for review and approval	None	5 days	
3. Receive certificate of LRME	3. Issue LRME	None	10 minutes	
TOTAL		P 500.00	6 days and & 25 minutes	
END OF TRANSACTION				



9. Animal Health Consultation/Check-Up

The City Veterinary Office works in a variety of ways to protect and improve the health, quality and marketability of our animals. This aims to identify, control, prevent many animal diseases that are prevalent, emerging and re-emerging diseases.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	Simple			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bring/present animal		1. Client		
2. Vaccination certificate/animal record (if needed)		2. Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring/present animal	1. Interview client/record animal & owner details	None	15 minutes	Veterinarian / Technicians
	1.1 Animal consultation/check-up	None	15 minutes (for small) 30 minutes (for large)	
	1.2 Treatment (if needed)	None	15 minutes (for small) 30 minutes (for large)	
	1.3 Vaccination (if needed)	None	15 minutes (for small) 30 minutes (for large)	
	1.4 Deworming (if needed)	None	15 minutes (for small) 30 minutes (for large)	
2. Receive prescription/follow prescription	2. Issue prescription	None	10 minutes	
TOTAL		None	3 hours & 25 minutes	
END OF TRANSACTION				



10. Artificial Insemination

It aims to upgrade livestock breeding and production as well as the adaptation of latest technology and trends in animal raising.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report animal status/condition (via mobile/walk-in)		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Report animal	1. Get LN2 semen @ DA Irawan and proceed to requesting farmer	None	3 hours	Veterinarian / Livestock Inspector / AI Technicians
2. Bring/ present animal	2. Interview client/record animal & owner details	None	15 minutes	
	2.1 Animal check-up & chute preparation	None	1 hour	
	2.2 Perform artificial insemination	None	30 minutes	
	2.3 Perform pregnancy diagnosis (if needed)	None	30 minutes	
TOTAL		None	5 hours & 15 minutes	
END OF TRANSACTION				



11. Livestock Dispersal

This program aims to improve the social and economic welfare of communities by providing upgraded animal stocks particularly the indigent by providing livestock for breeding as well as production in accordance to their capacity to raise (knowledge and location).

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division				
Classification	Complex				
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business				
Who may avail	ALL				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter of intent		1. Client			
2. 1x1 ID picture – 2pcs		2. Client			
3. CTC No. if any		3. Client			
4. Barangay Certificate (for large animal dispersed)		4. Barangay			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter of intent	1. Received/record letter	None	15 minutes	City Veterinarian & CVO personnel in-charge	
	If qualified: upon screening/evaluation	None	1 day		
	1.1 Schedule orientation	None	15 minutes		
	1.2 Conduct orientation	None	4 hours		
	If stock available:				
2. Sign contract	2. Prepare contract documents and for signing	None	20 minutes	City Veterinarian & CVO personnel in-charge	
	2.1. Inspect livestock	None	1 day		
3. Receive animal	2.2 Animal disperse	None	1 day		City Veterinarian & CVO personnel in-charge
TOTAL		None	3 days, 4 hours & 50 minutes		
END OF TRANSACTION					



12. Dog Impounding

In accordance to the City Ordinance 816 and RA 10631 or Anti-Rabies Act, this program aims to eliminate if not lessen stray/feral dogs in the streets of Puerto Princesa.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt		1. City Treasurer's Office		
2. Voluntary surrender form		2. City Veterinary Office		
3. Letter of intent		3. Client/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter for dog catching/ impounding	1. Received/record letter	None	10 minutes	City Veterinarian & Dog pound personnel in-charge
	1.1 Schedule/ planning of activity	None	10 minutes	
	1.2 Conduct stray dog surveillance/ catching/ impounding	None	6 hours	
2. Check/confirm presence of dog at the pound facility	2. Advise client/owner to pay dog impounding fees @ the Treasurer's Office	P 500.00	1 hour	
3. Submit OR at dog pound personnel	3. Received/record receipt	None	10 minutes	
	3.1 Have client sign in the release paper/logbook	None	5 minutes	
	3.2 Released the dog	None	15 minutes	
	For unclaimed dogs after three days:			
	3.3 Subject for euthanasia in accordance with PDEA and animal	None	5 minutes/ dog	



	welfare guidelines			
TOTAL		P 500.00	7 hours & 55 minutes	
END OF TRANSACTION				



13. Anti-Rabies Vaccination and Registration

In accordance to the City Ordinance 816 and Anti-Rabies Act of 2014, it is mandatory for dogs and cats to vaccinate against anti-rabies and registered for ownership and responsibility.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bring/present animal		1. Client		
2. Vaccination record		2. Client/City Veterinary Office		
3. Official receipt		3. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring/present animal & vaccination record (if any)	1. Receive and record data	None	10 minutes	Veterinarian / Technician
	1.1 Interview client & check dog/cat as to health status and history	None	10 minutes	
	If qualify: 1.2 Vaccinate dog	None	5 minutes	
2. Proceed to treasurer’s office for registration fee	2. Receive OR and add registration data to file	P 50.00	30 minutes	
	2.1 Have dog tagged	None	5 minutes	
	2.2 Prepare and issue vaccination record	None	10 minutes	
TOTAL		P 50.00	1 hour & 10 minutes	
END OF TRANSACTION				



14. Issuance Of Veterinary Health Certificate

In compliance to the Memorandum of the Bureau of Animal Industry and transportation requirements, animals intended to travel must secure veterinary health certificate and fit to travel.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bring/present animal		1. Client		
2. Certificate of BAI Registration (for avian)		2. BAI		
3. Official receipt		3. City Treasurer's Office		
4. Vaccination record (for dog/cat)		4. Client		
5. Barangay certificate (for livestock)		5. Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring/present animal & records	1. Received/record animal data	None	10 minutes	Veterinarian / Technician / Admin. Staff
	1.1 Check-up animal status and interview client/owner for history	None	15 minutes	
2. Pay at the treasurer's office	2. Prepare certificate and signed	P 200.00	30 minutes	
	2.1 Issue certificate	None	10 minutes	
TOTAL		P 200.00	1 hour & 5 minutes	
END OF TRANSACTION				



15. Home Services

It pertains to those cases that clients are unable to bring their animals for physical check-up/treatment of the veterinarian especially for large animals in remote barangays.

Office or Division	City Veterinary Office – Animal Disease & Surveillance Division			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report animal case		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSI BLE
1. Report animal case (via walk-in/mobile/radio com)	1. Receive/record/ refer reported case to veterinarian	None	10 minutes	Veterinarian / Technician / Admin. Staff
	1.1 Veterinarian instruction to livestock inspector/technician for treatment/action	None	10 minutes	
	1.2 Prepare needed supplies/zoologies & travel order	None	30 minutes	
	1.3 Travel time	None	2 hours	
2. Present animal	2. Assess animal health status and condition	None	15 minutes	
	2.1 Treatment & instruction for further remedy	None	30 minutes	
TOTAL		None	3 hours & 35 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES OFFICER

External Services



1. Endorsement for Tree Cutting Permit

Certification / endorsement is being issued as a requirement for the issuance of tree cutting permit from the DENR.

Office or Division	CITY ENRO - FOREST MANAGEMENT SERVICES DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	Government and private individuals or groups who want to develop their properties/ lands, lots, and whose planted trees within their jurisdiction poses danger, hazard and threat to people and properties or will be affected by the development of the area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Request Letter ➤ Barangay Resolution/Clearance ➤ Photocopy of the Original Certificate of Title (OCT) or Transfer of Certificate of Title (TCT) of the land where the tree/s subject for cutting is/are located ➤ Official Receipt (OR) of Certification Fee 		<ol style="list-style-type: none"> 1. Applicant 2. Concerned Barangay 3. From the legitimate owner of the property / lot 4. City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete attachments or endorsement letter from DENR-CENRO, requesting the Office for clearance, comments and recommendation	1.1 Receive and check the completeness, then register in the logbook properly the request letter from the applicant or endorsement letter from DENR -CENRO	None	15 Minutes	Admin Officer V
	1.2 If all documents are complete, submit to City	None	5 Minutes	Admin Officer V



	ENRO for his written instruction(s) to concerned personnel			
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Admin Officer V
2. Schedule and agree for inspection	2.1. Agree and fix schedule**	None	15 Minutes	Senior Environmental Management Specialist
	2.2 Conduct actual inspection	None	4 hours	Senior Environmental Management Specialist
	2.3. Prepare and submit inspection report to the City ENRO	None	4 hours	Senior Environmental Management Specialist
	2.4. Review inspection report and write notation	None	1 Hour	City ENR Officer
	2.5 Inform client/ requesting party of the status of their request regardless if approved or disapproved	None	15 minutes	Administrative Officer V
3. If approved, pay the certification fee to the City Treasurer's Office	3.1. Prepare and issue Order of Payment	₱ 1,500.00	5 Minutes	Senior Environmental Management Specialist



	3.2 Prepare certification / endorsement and affix the official receipt number at the lower part of the inspection report	None	1 hour	Senior Environmental Management Specialist
	3.3. Review and sign certification	None	1 Hour	City ENR Officer
4. Receive approved certification	4.1 Record and release certification /endorsement to the client and require him or her to sign in the logbook to serve as proof that the document has been received by the applicant	None	15 Minutes	Administrative Officer V
5. Submit the certification and endorsement to DENR-CENRO	5.1 Guide the applicant on next step specifically on acquiring tree cutting permit from DENR-CENRO	None	30 minutes	Senior Environmental Management Specialist
TOTAL		₱ 1,500.00	1day, 5 hours and 45 minutes	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.

** Schedule of inspection will depend on the availability of both the client and the City ENRO personnel.



2. Issuance of Endorsement/Certification for Commercial Establishments/Projects Operation

Certification / endorsement is being issued as a requirement for the issuance of Strategic Environmental Plan (SEP) Clearance, Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) prior to operation of establishments which has environmental impacts.

Office or Division	CITY ENRO - ENVIRONMENTAL MANAGEMENT SERVICES DIVISION	
Classification	COMPLEX	
Type of Transaction	G2G – Government to Government G2B – Government to Business	
Who may avail	1. Government agencies 2. Private and corporate individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PLEASE SUBMIT ALL REQUIREMENTS IN CHRONOLOGICAL ORDER.		
A. For Environmental Compliance Certificate (ECC):		
1. Letter request for Endorsement		➤ Letter by Proponent
2. Initial Environmental Examination (IEE) Checklist with the following attachment:		
a. Panoramic View (continuous photography of the project site and adjoining properties)		➤ Proponent
b. Locational Clearance		➤ Office of the City Building Official
c. Approved Vicinity / Location Map and Site Development Plan duly signed by licensed engineer		➤ Office of the City Building Official
d. Approved Road, Drainage Lay-Out duly signed by licensed engineer		➤ Office of the City Building Official
e. Approved Design of 3 Chambered Septic Tank duly signed by licensed engineer		➤ Office of the City Building Official
f. TCT /OCT (Land Title) or Any Tenurial Instrument		➤ Proponent
g. Barangay Resolution Endorsing the Project		➤ Concerned Barangay Council
h. Urban Forestry Program		➤ Office of the City Environment and Natural Resources Officer
i. Affidavit Of Undertaking (AOU)		➤ Proponent
3. Official Receipt (OR) of Certification Fee		➤ City Treasurer's Office



B. For Certificate of Non-Coverage (CNC)				
1. Letter request for Endorsement		➤ Proponent		
2. Project Description with the following attachment:		➤ Proponent		
a. Panoramic View (continuous photography of the project site and adjoining properties)		➤ Proponent		
b. Locational Clearance		➤ Office of the City Building Official		
c. Approved Vicinity / Location Map and Site Development Plan duly signed by professional engineer		➤ Office of the City Building Official		
d. Approved Road, Drainage Lay-Out duly signed by licensed engineer		➤ Office of the City Building Official		
e. Approved Design of 3 Chambered Septic Tank duly signed by licensed engineer		➤ Office of the City Building Official		
f. TCT /OCT (Land Title) or Any Tenurial Instrument		➤ Proponent		
g. Barangay Resolution		➤ Proponent		
h. Urban Forestry Program		➤ Office of the City Environment and Natural Resources Officer		
i. Affidavit of Undertaking (AOU)		➤ Proponent		
3. Official Receipt (OR) of Certification Fee		5. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete requirements	1.1. Receive, check the completeness of the requirements attached in the IEE/EIA/ Report / Project Description, and register properly in the official logbook all the documents submitted	None	15 Minutes	Administrative Officer V
	1.2. If all documents are complete, submit to City ENRO for his written instruction(s) to concerned personnel	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note from the City ENRO to	None	1 Hour	City ENR Officer



	concerned personnel*			
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V
2. Client(s) to agree on scheduled inspection and to provide transportation for the inspectors.	2.1 Call / inform and agree with the client on the schedule for field verification, inspection and assessment of the project applied for	None	30 Minutes	Senior Environmental Management Specialist
3. Join in the field inspection	3.1 Conduct field verification, inspection and assessment of the project applied for	None	1 day	Senior Environmental Management Specialist
	3.2 Prepare and submit Inspection Report a day after inspection except multiple inspection	None	1 day	Senior Environmental Management Specialist
	3.3. Receive and register in the logbook the Inspection Report	None	15 Minutes	Administrative Officer V
	3.4. Forward to City ENRO the Inspection Report for his approval and further instruction	None	5 Minutes	Administrative Officer V
	3.5 Prepare certification and endorsement	None	1 Hour	Senior Environmental Management Specialist
	3.6 Review and sign certification and endorsement	None	1 Hour	City ENR Officer
4. Follow-up the status of the application	4.1 Inform the client about the findings	None	30 Minutes	Senior Environmental Management Specialist



<p>5. Pay the certification fee to the City Treasurer's Office</p>	<p>5.1 Issue Order of Payment for the following projects:</p> <p>a. For ECPs (Environmentally Critical Projects): a.1 Projects cost: P1,000,000.00 below ₱1,500.00 a.2 Projects cost: Over P1,000,000.00 ₱ 2,500.00</p> <p>b. For Projects that are not environmentally critical in nature, but which may cause negative environmental impacts because they are located within Environmentally Critical Areas (ECAs): b.1 Projects cost: P1,000,000 and below ₱1,000.00 b.2 Projects cost: Over P100,000.00 ₱2,200.00</p> <p>c. For Projects intended to directly enhance environmental quality or address existing environmental problems: c.1 Projects cost: P100,000.00 and below ₱300.00 c.2 Projects cost: Over P100,000.00 ₱800.00</p> <p>d. For Projects not falling under the above categories or unlikely to cause adverse environmental impacts: ₱200.00 d.1 Projects cost: P100,000.00 and</p>		<p>5 Minutes</p>	<p>Senior Environmental Management Specialist</p>
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	<i>below</i> d.2 <i>Projects cost: Over</i> <i>P100,000.00</i>	₱500.00		
6. Receive the approved Certification and Endorsement	6.1 Record and release approved Certification and Endorsement to the client and require him or her to sign in the logbook to serve as proof that the document has been received by the applicant	None	15 Minutes	Administrative Officer V
7. Submit the certification and endorsement to Sangguniang Panlungsod	7.1 Guide the applicant on the next step specifically on the acquiring Sangguniang Panlungsod Resolution favorably endorsing the project	None	30 Minutes	Administrative Officer V
TOTAL:		Depends on the type of project stated above	2 days, 5 hours and 45 minutes for single inspection per day	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.



3. Issuance of Endorsement/Certification For Commercial Establishments/Projects Operation

Certification / endorsement is being issued as a requirement for the issuance of Strategic Environmental Plan (SEP) Clearance, Environmental Compliance Certificate(ECC) or Certificate of Non-Coverage (CNC) prior to operation of establishments which has environmental impacts.

Office or Division	CITY ENRO - ENVIRONMENTAL MANAGEMENT SERVICES DIVISION	
Classification	Simple	
Type of Transaction	G2G – Government to Government G2B – Government to Business	
Who may avail	1. Government agencies 2. Private and corporate individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PLEASE SUBMIT ALL REQUIREMENTS IN CHRONOLOGICAL ORDER.		
C. For Environmental Compliance Certificate (ECC):		
1. Letter request for Endorsement	➤ Letter by Proponent	
2. Initial Environmental Examination (IEE) Checklist with the following attachment:		
a. Panoramic View (continuous photography of the project site and adjoining properties)	➤ Proponent	
b. Locational Clearance	➤ Office of the City Building Official	
c. Approved Vicinity / Location Map and Site Development Plan duly signed by licensed engineer	➤ Office of the City Building Official	
d. Approved Road, Drainage Lay-Out duly signed by licensed engineer	➤ Office of the City Building Official	
e. Approved Design of 3 Chambered Septic Tank duly signed by licensed engineer	➤ Office of the City Building Official	
f. TCT /OCT (Land Title) or Any Tenurial Instrument	➤ Proponent	
g. Barangay Resolution Endorsing the Project	➤ Concerned Barangay Council	
h. Urban Forestry Program	➤ Office of the City Environment and Natural Resources Officer	
i. Affidavit Of Undertaking (AOU)	➤ Proponent	
3. Official Receipt (OR) of Certification Fee	➤ City Treasurer's Office	
D. For Certificate of Non-Coverage		



(CNC)				
1. Letter request for Endorsement		➤ Proponent		
2. Project Description with the following attachment:		➤ Proponent		
j. Panoramic View (continuous photography of the project site and adjoining properties)		➤ Proponent		
k. Locational Clearance		➤ Office of the City Building Official		
l. Approved Vicinity / Location Map and Site Development Plan duly signed by professional engineer		➤ Office of the City Building Official		
m. Approved Road, Drainage Lay-Out duly signed by licensed engineer		➤ Office of the City Building Official		
n. Approved Design of 3 Chambered Septic Tank duly signed by licensed engineer		➤ Office of the City Building Official		
o. TCT /OCT (Land Title) or Any Tenurial Instrument		➤ Proponent		
p. Barangay Resolution		➤ Proponent		
q. Urban Forestry Program		➤ Office of the City Environment and Natural Resources Officer		
r. Affidavit of Undertaking (AOU)		➤ Proponent		
3. Official Receipt (OR) of Certification Fee		6. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete requirements	1.1. Receive, check the completeness of the requirements attached in the IEE/EIA/ Report / Project Description, and register properly in the official logbook all the documents submitted	None	15 Minutes	Administrative Officer V
	1.2. If all documents are complete, submit to City ENRO for his written instruction(s) to	None	5 Minutes	Administrative Officer V



	concerned personnel			
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V
2. Client(s) to agree on scheduled inspection and to provide transportation for the inspectors.	2.1 Call / inform and agree with the client on the schedule for field verification, inspection and assessment of the project applied for	None	30 Minutes	Senior Environmental Management Specialist
3. Join in the field inspection	3.1 Conduct field verification, inspection and assessment of the project applied for	None	1 day	Senior Environmental Management Specialist
	3.2 Prepare and submit Inspection Report a day after inspection except multiple inspection	None	1 day	Senior Environmental Management Specialist
	3.3. Receive and register in the logbook the Inspection Report	None	15 Minutes	Administrative Officer V
	3.4. Forward to City ENRO the Inspection Report for his approval and	None	5 Minutes	Administrative Officer V



	further instruction			
	3.5 Prepare certification and endorsement	None	1 Hour	Senior Environmental Management Specialist
	3.6 Review and sign certification and endorsement	None	1 Hour	City ENR Officer
4. Follow-up the status of the application	4.1 Inform the client about the findings	None	30 Minutes	Senior Environmental Management Specialist
5. Pay the certification fee to the City Treasurer's Office	<p>5.1 Issue Order of Payment for the following projects:</p> <p>a. For ECPs (Environmentally Critical Projects):</p> <p>a.1 Projects cost: P1,000,000.00 below P1,500.00</p> <p>a.2 Projects cost: P2,500.00 Over P1,000,000.00</p> <p>b. For Projects that are not environmentally critical in nature, but which may cause negative environmental impacts because they are located within Environmentally Critical Areas (ECAs):</p> <p>b.1 Projects cost: P1,000,000 and below P1,000.00</p> <p>b.2 Projects cost: Over P100,000.00 P2,200.00</p>		5 Minutes	Senior Environmental Management Specialist



	<p>c.For Projects intended to directly enhance environmental quality or address existing environmental problems:</p> <p>c.1 Projects cost: P100,000.00 and below ₱300.00</p> <p>c.2Projects cost: Over P100,000.00 ₱800.00</p> <p>d. For Projects not falling under the above categories or unlikely to cause adverse environmental impacts:</p> <p>d.1 Projects cost: P100,000.00 and below ₱200.00</p> <p>d.2Projects cost: Over P100,000.00 ₱500.00</p>			
6. Receive the approved Certification and Endorsement	6.1 Record and release approved Certification and Endorsement to the client and require him or her to sign in the logbook to serve as proof that the document has been received by the applicant	None	15 Minutes	Administrative Officer V
7. Submit the certification and endorsement to Sangguniang Panlungsod	7.1 Guide the applicant on the next step specifically on the acquiring Sangguniang Panlungsod Resolution favorably endorsing the	None	30 Minutes	Administrative Officer V



	project			
	TOTAL:	Depends on the type of project stated above	2 days, 5 hours and 45 minutes for single inspection per day	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.



4. Provision of Planting Materials of Forest Tree Species

Seedlings of assorted tree species are provided for forest rehabilitation, development and to improve lots / lands.

Office or Division	CITY ENRO - FOREST MANAGEMENT SERVICES DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	Government and private individuals or groups and communities who are interested to rehabilitate/develop timberland/titled land by planting trees.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete Request Form 2. If private, proof of ownership/claim of the area where the seedlings will be planted			1. Office of City ENRO 2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit request letter or duly filled-in Request Form	1.1 Receive and record properly in the logbook the request letter	None	15 Minutes	Administrative Officer V
	1.2 Submit to the City ENRO the request letter for his instruction/ marginal note	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V
	1.5 Inform client/ requesting party of the status of their request regardless if approved or disapproved	None	15 Minutes	Senior Environmental Management Specialist
2.Schedule and	2.1 Agree and fix	None	15 Minutes	Senior



agree for inspection	schedule**			Environmental Management Specialist
3. Join in the field inspection of the land where the seedlings will be planted	3.1 Conduct field inspection and get coordinates of the land where the requested seedlings will be planted	None	4 hours	Senior Environmental Management Specialist
	3.2 Incorporate in the control map the coordinates/ location where the requested seedlings will be planted	None	4 hours	Senior Environmental Management Specialist
4. If approved, inform the Office when to get the requested seedlings	4.1 If request is approved, agree on the date when to get the planting materials	None	15 Minutes	Senior Environmental Management Specialist
5. Sign the logbook	5.1 Record and register in the logbook the quantity of seedlings to be provided, what specific tree species, and where to plant the requested seedlings	None	30 Minutes	Senior Environmental Management Specialist
6. Receive the assorted forest tree seedlings	6.1 Provide seedlings	None	1 hour	Senior Environmental Management Specialist
TOTAL		None	1 day 3 hours and 45 minutes	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.

** Schedule of inspection will depend on the availability of both the client and the City ENRO personnel.



5. Endorsement for Tenurial Instruments

Certification / endorsement is being issued as a requirement for the issuance of Tenurial Instrument.

Office or Division	CITY ENRO - FOREST MANAGEMENT SERVICES DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2B – Government to Business			
Who may avail	private individuals or groups and communities who want to develop projects within areas classified as timberland			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement from DENR-CENRO with attachments 2. Bgy. Resolution endorsing the proposed projects 3. Locational clearance/Zoning Certification 4. Approved Site Development Plan 5. Affidavit of Undertaking			3. DENR-CENRO 4. Concerned Barangay Council 5. Office of the City Building Official 6. Office of the City Building Official 7. Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit request letter and complete requirements	1.1. Receive and check the completeness of the requirements and register properly in the official logbook all the documents submitted	None	30 Minutes	Administrative Officer V
	1.2. Submit to the City ENRO all documents received for his instruction	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note of the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V
	1.5 Review the submitted documents	None	4 hours	Senior Environmental Management Specialist



2. Schedule and agree for inspection	2.1 Call / inform and agree with the client on the schedule for field verification, inspection and assessment of the project applied for	None	15 minutes	Senior Environmental Management Specialist
3. Join in the field inspection	3.1 Conduct field verification, inspection and assessment of the project applied for	None	1 day	Senior Environmental Management Specialist Composite Team's Members
	3.2 Prepare and submit inspection report	None	1 day	Composite Team's Members
	3.3. Receive and register in the logbook the consolidated inspection report	None	15 Minutes	Administrative Officer V
	3.4. Forward to City ENRO the inspection report for his approval and further instruction	None	15 Minutes	Administrative Officer V
	3.5 Review inspection report and write notation	None	1 Hour	City ENR Officer
	3.6 Inform the concerned staff about City ENRO's comments	None	15 Minutes	Administrative Officer V
4. Follow-up the status of the application	4.1 Inform the client about the findings	None	15 Minutes	Senior Environmental Management Specialist
	4.2 Prepare certification and endorsement	None	30 minutes	Senior Environmental Management Specialist
	4.3. Review and sign certification and endorsement	None	1 Hour	City ENR Officer
5. Pay the certification fee to the City	5.1 Issue Order of Payment	For One (1) Hectare Php. 500.00; for	15 minutes	Senior Environmental Management Specialist



Treasurer's Office		Five (5) Hectares Php. 1,000.00; above Five (5) Hectares Php. 1,500.00		
6. Receive the approved certification	6.1 Record and release approved certification /endorsement to the client and require him or her to sign in the logbook to serve as proof that the document has been received by the applicant	None	30 Minutes	Administrative Officer V
	6.2 Forward the endorsement/certification to DENR-CENRO or CMO/Keep receiving copy as proof that the document has been forwarded	None	30 Minutes	Administrative Officer V
7. Submit the certification and endorsement to Sangguniang Panlungsod/ DENR-CENRO/PCSD	7.1 Guide the applicant on the next step specifically on acquiring Sangguniang Panlungsod Resolution favorably endorsing the application for tenurial instrument	None	1 Hour	Senior Environmental Management Specialist
TOTAL:		Depending on the land area	3 days 3 hour and 50 minutes	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.

** Schedule of inspection will depend on the availability of both the client and the City ENRO personnel.



6. Facilitation on the Issuance of permit to extract and Transport Sand, Gravel, Quarry Resources and Other Earth Materials

As mandated by law, the City ENRO facilitates the processing the issuance of appropriate devolved mining permits as Technical Secretariat of the City Mining Regulatory (CMRB) and upon approval by the City Mayor.

Office or Division	CITY ENRO - MINES AND GEO SCIENCES MANAGEMENT SERVICES DIVISION	
Classification	HIGHLY TECHNICAL	
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business	
Who may avail	Government and private individuals or groups who want to have a Gratuitous Permit, Commercial / Industrial Sand and Gravel Permit, Pebble-Picking or Gemstone Gathering Permit, Guano Permit, Quarry Permit, and other devolved mining permits	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>REQUIREMENTS FOR THE NEW APPLICATION OF COMMERCIAL/ INDUSTRIAL SAND AND GRAVEL PERMIT AND OTHER PERMITS</p> <ol style="list-style-type: none"> 1. Letter of intent/application 2. Barangay Resolution/Clearance 3. Location Map/Sketch Plan executed by a deputized Geodetic Engineer (Blueprint-7copies) and 2 copies reduce map 4. Narrative report and digital copy of map 5. Application Form duly filled up and notarized 6. Payment of Application Fee 7. Field inspection report 8. Consent from adjacent lot owners, clearance from concerned agency/ies if is within near public structures or within government reservation 9. Consent from indigenous cultural minorities if within ancestral domain 10. Initial Environmental Examination (IEE) Checklist Report 	<ol style="list-style-type: none"> 1. From the Applicant 2. From the Concerned / Host Barangay 3. From the DENR-MGB Deputized Geodetic Engineer 4. From the DENR-MGB Deputized Geodetic Engineer 5. From the Office of the CITY ENRO 6. From the City Treasurer's Office 7. From the Office of the CITY ENRO 8. From the concerned adjacent lot owners, agency/ies 9. From the NCIP 10. From the Proponent / IEE Preparer



<ul style="list-style-type: none"> 11. Work/Utilization Program and; 12. Potential Environmental Impact Report (PEIR) duly signed and sealed by a Licensed Mining Engineer or Geologist 13. Proof of Financial Capability to undertake quarry activities 14. Proof of identification 15. DCEPC Resolution/Application for Locational Clearance and Consent on Merit Use 16. City ENRO Certification 17. Payment of City ENRO Certification 18. Sangguniang Panlungsod Resolution 19. NCIP Certificate of Non-Overlap/Pre-Condition/Certification 20. SEP Clearance (New-every after 4th renewal) 21. Environmental Compliance Certificate 22. Area Status Clearance 23. Mayor's/Business Permit 24. Surety/ Performance Bond of P20,000.00 from the duly accredited bonding company 	<ul style="list-style-type: none"> 11. From the Mining Engineer 12. From the Mining Engineer or Geologist 13. From Banks / BIR 14. Government Issued Identification Card 15. From the Secretariat of the DCEPC 16. From the City ENRO 17. From the City Treasurer's Office 18. From the City Secretary 19. From the NCIP 20. From the PCSDS 21. From the DENR-EMB Regional Office 22. From the DENR-MGB Regional Office 23. From the Business Permit and Licensing Office 24. From the accredited Insurance Company
<p>REQUIREMENTS FOR THE RENEWAL APPLICATION OF COMMERCIAL/ INDUSTRIAL SAND AND GRAVEL PERMIT AND OTHER PERMITS</p>	
<ul style="list-style-type: none"> 1. Letter of intent to renew 2. Application Form duly filled up and notarized 3. Payment of Application Fee 4. Location Map/Sketch Plan executed by a deputized Geodetic Engineer (Blueprint-5 copies) 5. Barangay Resolution/Clearance 6. Field inspection report 7. Consent from adjacent lot owners, clearance from concerned agency/ies if is within near public structures or within government reservation 8. Initial Environmental Examination 	<ul style="list-style-type: none"> 2. From the Applicant 3. From the Office of the CITY ENRO 4. From the City Treasurer's Office 5. From the DENR-MGB Deputized Geodetic Engineer 6. From the Concerned / Host Barangay 7. From the Office of the CITY ENRO 8. From the concerned adjacent lot owners, agency/ies



<p>(IEE) Checklist Report</p> <p>9. Work/Utilization Program and;</p> <p>10. Environmental Protection and Enhancement Program (EPEP) duly signed and sealed by a Licensed Mining Engineer or Geologist</p> <p>11. Comprehensive and validated technical report of past operation</p> <p>12. DCEPC Resolution/ Locational Clearance Consent on Merit Use</p> <p>13. City ENRO Certification</p> <p>14. Payment of City ENRO Certification</p> <p>15. Sangguniang Panlungsod Resolution</p> <p>16. PCSD Certification</p> <p>17. DENR-EMB (PEMU) Certification</p> <p>18. Mayor's/Business Permit</p> <p>19. Surety/ Performance Bond of P20,000.00 from the duly accredited bonding company</p>	<p>9. From the Proponent / IEE Preparer</p> <p>10. From the Mining Engineer</p> <p>11. From the Mining Engineer or Geologist</p> <p>12. From the Mining Engineer</p> <p>13. From the Secretariat of the DCEPC</p> <p>14. From the City ENRO</p> <p>15. From the City Treasurer's Office</p> <p>16. From the City Secretary</p> <p>17. From the PCSDS</p> <p>18. From the DENR-EMB Provincial Office</p> <p>19. From the Business Permit and Licensing Office</p> <p>20. From the accredited Insurance Company</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
<p>1. Submit initial requirements</p> <ul style="list-style-type: none"> - Duly accomplished and notarized Application form - Survey Plan duly approved/ signed by Geodetic Engineer - Barangay Resolution where the quarry application is being located - Program of Work duly signed by accredited Mining Engineer - Initial Environmental Examination 	<p>1.1 Receive, check the completeness of the documents and register properly in the official logbook</p>	None	15 Minutes	Administrative Officer V



(IEE) Report signed by accredited IEE preparer and proponent				
	1.2 Submit to City ENRO for his written instruction(s) to concerned personnel	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V
	1.5 Review the submitted requirements such as : -Duly accomplished and notarized Application form -Survey Plan duly approved/ signed by Geodetic Engineer -Barangay Resolution where the quarry application is being located -Program of Work duly signed by accredited Mining Engineer -Initial Environmental	None	4 Hours	Senior Environmental Management Specialist



	Examination (IEE) Report signed by accredited IEE preparer and proponent			
	1.6 Prepare Order of Payment for Processing and Filing Fee and Projection and Verification Fee and inform the applicant	Processing and Filing Fee: CSAG – ₱ 500.00; ISAG – ₱ 1,000.00; MQ - 1,000.00; PP - 200.00 Projection and Verification Fee: CSAG – ₱ 1,000.00 / ha; ISAG - ₱ 5,000.00 / ha; MQ - 5,000.00; PP - 600.00	5 Minutes	Senior Environmental Management Specialist
2. Pay the Processing and Filing Fee and Projection and Verification Fee at City Treasurer's Office	2.1 Receive and photocopy the Official Receipt	None	5 Minutes	Senior Environmental Management Specialist
	2.2 Coordinate with the applicant and schedule the Composite Team's Field Verification /	None	30 Minutes	Senior Environmental Management Specialist



	Assessment			
3. Join the field inspection	3.1 Conduct Field Verification / Assessment	None	1 Day / application	Senior Environmental Management Specialist
	3.2 Prepare and submit report	None	1 Day / application	Composite Team members
	3.3 Consolidate Composite Team's Report which was per division and submit to Administrative Officer	None	1 day	Senior Environmental Management Specialist
	3.4 Prepare and issue Order of Payment for Certification and Endorsement Fee	₱ 1,500.00	5 Minutes	Senior Environmental Management Specialist
	3.5 Forward to City ENRO the Consolidated Composite Team's Report for his approval and further instruction and Order of Payment	None	5 Minutes	Administrative Officer V
	3.6 Review the submitted Report and sign the Order of Payment	None	1 Hour	City ENR Officer
4. Pay the certification and endorsement fee to the City Treasurer's Office	4.1 Receive and photocopy the Official Receipt	None	5 Minutes	Senior Environmental Management Specialist
	4.2 Prepare endorsement to DENR – MGB (MIMAROPA) for issuance of	None	10 Minutes	Senior Environmental Management Specialist



	Area Status Clearance and endorsement to Development Control Environmental Protection Committee (DCEPC) for issuance of DCEPC Resolution			
	4.3 Review and sign endorsement to DENR – MGB and DCEPC	None	1 Hour	City ENR Officer
	4.4 Attend DCEPC meeting (as scheduled) for the deliberation of quarry applications and eventually issuance of Zoning Clearance by the Office of the City Building Official	None	4 Hours	City ENR Officer
	4.5 Review and signed the DCEPC Resolution	None	1 Hour	City ENR Officer
5. Submit DCEPC Resolution / Locational Clearance	5.1 Receive DCEPC Resolution / Zoning Clearance and register properly in the logbook	None	10 Minutes	Administrative Officer V
	5.2 Prepare endorsement to City Council / Sangguniang Panlungsod for issuance of City Council Resolution	None	10 Minutes	Senior Environmental Management Specialist



	favorably endorsing the project			
	5.3 Review and sign endorsement to City Secretary	None	1 Hour	City ENR Officer
6. Receive the endorsement and forward to City Secretary	6.1 Attend City Council Meeting for deliberation of the project	None	4 Hours	City ENR Officer
7. Submit Sangguniang Panlungsod Resolution	7.1 Receive Sangguniang Panlungsod Resolution and register properly in the official logbook	None	10 Minutes	Administrative Officer V
	7.2 Prepare endorsement to Palawan Council for Sustainable Development Staff (PCSDS) for the issuance of SEP Clearance and National Commission on Indigenous Peoples (NCIP) for the issuance of Certification – Precondition or Certificate of Non-Overlap	None	20 Minutes	Senior Environmental Management Specialist
	7.3. Review and sign endorsement to PCSDS and NCIP	None	1 Hour	City ENR Officer
8. Submit PCSD SEP Clearance	8.1 Receive PCSD Clearance and register properly in the official logbook	None	10 Minutes	Administrative Officer V
	8.2 Prepare	None	10 Minutes	Senior



	endorsement to DENR – EMB (MIMAROPA) for issuance of Environmental Compliance Certificate (ECC)			Environmental Management Specialist
	8.3 Review and sign endorsement to DENR – EMB	None	1 Hour	City ENR Officer
9. Submit ECC, NCIP CP / CNO, Area Status Clearance, and Mayor's Permit	9.1 Receive ECC, NCIP CP / CNO, Area Status Clearance, and Mayor's Permit and register properly in the official logbook	None	15 Minutes	Administrative Officer V
	9.2 Include in the agenda for CMRB Meeting	None	10 Minutes	Senior Environmental Management Specialist
	9.3 Coordinate with the Applicant	None	10 Minutes	Senior Environmental Management Specialist
10. Attend CMRB Meeting	10.1 Facilitate the CMRB meeting	None	1 Hour	City ENR Officer
	10.2 Prepare Minutes of Meeting and Resolution	None	1 day for Minutes and 1 Hour for Resolution	Senior Environmental Management Specialist
	10.3 Review and sign Minutes of Meeting and Resolution	None	4 Hours	City ENR Officer
	10.4 Distribute copy of the Minutes and Resolution for signing of Board Members	None	4 Hours	Senior Environmental Management Specialist
	10.5 Prepare	None	1 Hour	Senior



	C/ISAG or MQ Permits for signature of City Mayor and forward to City Mayor's Office			Environmental Management Specialist
11. Receive the signed C/ISAG or MQ Permit for Notarial				
12. Submit the notarized C/ISAG or MQ Permit and Surety Bond	12.1 Receive the notarized C/ISAG or MQ Permit and Surety Bond	None	10 minutes	Senior Environmental Management Specialist
	12.2 Put Permit Number, Date Approved, and Expiry Date in the received document	None	10 minutes	Senior Environmental Management Specialist
	12.3 Prepare and issue Order of Payment for excavation fee	50% of approved volume at ₱ 150.00 for sand and gravel plus ₱ 55.00 per Booklet; ₱ 100.00 for earth / filling materials plus ₱ 55.00 per Booklet	10 minutes	Senior Environmental Management Specialist
13. Pay Excavation Fee	13.1 Receive and photocopy the Official Receipt	None	10 Minutes	Senior Environmental Management Specialist
	13.2 Prepare Delivery Receipt (DR)	None	10 Minutes / Booklet	Senior Environmental Management Specialist
	13.3 Counter-sign the DR	None	10 Minutes / Booklet	Senior Environmental Management



				Specialist
	13.4 Record the DR in the DR Logbook	None	10 Minutes	Senior Environmental Management Specialist
	13.5 Release and let the permittee / representative signed in the DR Logbook	None	10 Minutes	Senior Environmental Management Specialist
14. Receive the DRs				
TOTAL:		Depending on the approved volume	8 days and 2 hours and 45 minutes	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.



7. Issuance of City ENRO Certification to Transport Soil/Rock Samples For ASSAY Test Purposes

The City Environment and Natural Resources Officer, as Head of the Technical Secretariat of the City Mining Regulatory Board (CMRB), can issue Certification to person who wants to transport soil/rock samples of not more fifty (50) kilograms in every shipment with the only purpose of assay test to any part of the country.

Office or Division	CITY ENRO - MINES AND GEO SCIENCES MANAGEMENT SERVICES DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client, G2G – Government to Government G2B – Government to Business			
Who may avail	<ul style="list-style-type: none"> ➤ Government agencies ➤ Private and corporate individuals 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Applicant requesting for certification to transport for assay test purposes with attached pictures of soil/rock samples		➤ From the Applicant		
2. Barangay Certification certifying that the soil/rock samples came from the concerned Barangay		➤ From the concerned Barangay		
3. Payment of Certification Fee		➤ From the City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter attached with Barangay Certification	1.1 Receive and register properly in the official logbook the submitted documents	None	15 Minutes	Administrative Officer V
	1.2 Submit to City ENRO for his written instruction(s) to concerned personnel	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the	None	15 Minutes	Administrative



	employees concerned about the marginal note of the City ENRO			Officer V
	1.5 Review the submitted documents and schedule the inspection / validation of the subject samples	None	2 hours	Senior Environmental Management Specialist
2. Join the field inspection	2.1 Conduct of inspection / validation of samples	None	1 day	Senior Environmental Management Specialist
	2.2 Prepare and submit Inspection / Validation Report	None	4 hours	Senior Environmental Management Specialist
	2.3 Prepare Order of Payment and coordinate with the requesting party	None	10 Minutes	Senior Environmental Management Specialist
	2.4 Forward to City ENRO the Inspection Report for his approval and further instruction and Order of Payment	None	5 Minutes	Administrative Officer V
	2.5 Review the Inspection Report and sign the Order of Payment	None	1 Hour	City ENR Officer
3. Pay Certification Fee	3.1 Receive and photocopy the Official Receipt	₱ 500.00	10 Minutes	Senior Environmental Management Specialist
	3.2 Prepare Certification	None	15 Minutes	Senior Environmental Management



				Specialist
	3.3 Review and sign the Certification	None	1 Hour	City ENR Officer
	3.4 Record the Certification in the Outgoing Logbook	None	10 Minutes	Administrative Officer V
4. Receive the Certification	4.1 Release and let the requesting party signed in the file copy of the certification and in the outgoing logbook	None	10 Minutes	Administrative Officer V
TOTAL:		₱ 500.00	3 days	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.



8. Issuance of Special Delivery Receipts Coming from Stockyard Or Crushing Plants

The City Environment and Natural Resources Officer, as Head of the Technical Secretariat of the City Mining Regulatory Board (CMRB), issues Special Delivery Receipts (SDRs) to any person who wants to transport sand, gravel, or other quarry resources coming from the expired mining permit but was hauled and stockpiled during the validity of the permit. Also, in cases that there is a legal permit but the regular Delivery Receipt (DR) was already consumed by the City ENRO personnel but will be brought to crushing plants to be processed, the SDR will cover the legality of the transport to the concerned buyer.

Office or Division	CITY ENRO - MINES AND GEO SCIENCES MANAGEMENT SERVICES DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C – Government to Client,			
Who may avail	Any person whether individual or juridical			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Applicant requesting for the issuance of Special Delivery Receipt 2. Payment of Administrative Fee		<ul style="list-style-type: none"> ➤ From the Applicant ➤ From the City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive and register properly in the official logbook the submitted documents	None	15 Minutes	Administrative Officer V
	1.2 Submit to City ENRO for his written instruction(s) to concerned personnel	None	5 Minutes	Administrative Officer V
	1.3 Issue written instruction and marginal note from the City ENRO to concerned personnel*	None	1 Hour	City ENR Officer
	1.4 Inform the employees concerned about the marginal note of the City ENRO	None	15 Minutes	Administrative Officer V



	1.5. Review the letter and the monthly production report and coordinate with the proponent regarding the schedule of inspection and estimation of the volume	None	4 Hours	Senior Environmental Management Specialist
2. Join in the field inspection	2.1 Conduct of inspection / estimation of actual volume to be transported	None	1 day	Senior Environmental Management Specialist
	2.2 Prepare and Submit Inspection / Estimation Report	None	1 day	Senior Environmental Management Specialist
	2.3 Prepare Order of Payment and coordinate with the requesting party	None	30 Minutes	Senior Environmental Management Specialist
	2.4 Forward to City ENRO the Inspection Report for his approval and further instruction and Order of Payment	None	5 Minutes	Administrative Officer V
	2.5 Review the Inspection Report and sign the Order of Payment	None	1 Hour	City ENR Officer
3. Pay Administrative Fee at Treasurer's Office	3.1 Receive and photocopy the Official Receipt	₱2,500.00 per request for a maximum of 2,000 cu.m. plus ₱55.00 per booklet	10 Minutes	Senior Environmental Management Specialist
	3.2 Prepare SDR	None	10 Minutes / booklet	Senior Environmental Management Specialist
	3.3 Counter-sign the SDR	None	10 Minutes / booklet	Senior Environmental Management Specialist



	3.4 Record the SDR in the SDR Logbook	None	10 Minutes	Senior Environmental Management Specialist
4. Receive the SDRs	4.1 Release and let the requesting party signed in the SDR Logbook	None	10 Minutes	Senior Environmental Management Specialist
TOTAL:		₱2,500.00 per request for a maximum of 2,000 cu.m. plus ₱55.00 per booklet	3 days	
END OF TRANSACTION				

* Assumed that the City ENRO is in the Office. If the City ENRO is on-field or in meeting. The administrative officer will inform the client when will be the City ENRO to act on the request.



**OFFICE OF THE CITY ENGINEER
(Administrative & Records Division)
External Services**



1. Accommodation of Requests for POW - with Mayor's Endorsement

Accommodation of Request for Preparation of Program of Work (POW) as Indorsed by the City Mayor

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Mayor and Barangay Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with Mayor's endorsement (1 photocopy)		Office of the City Mayor		
2. Barangay Resolution (1 photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Request Letter with endorsement.	1. Receive, record and forward to City Engineer / Assistant City Engineer with Note Slip for instruction and/or proper action.	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.1. Assess request and issue Note Slip with instructions to the assigned or responsible Division	None	1 Day	<i>Department Head</i> Office of the City Engineer
	1.2. Receive documents with instructions			<i>Supervising Admin.</i>



	and forward to responsible Division for proper action. Log / record & require division's representative to sign logbook.	None	3 Minutes	<i>Officer</i> Admin. & Records Division
TOTAL:		None	1 Day & 6 Minutes	
END OF TRANSACTION				



2. Accommodation of Various Requests - with Mayor's Endorsement

Accommodation of various request as endorsed by the City Mayor

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government / G2C – Government to Citizen			
Who may avail	City Mayor, Barangay Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with Mayor's endorsement (1 photocopy)		Office of the City Mayor / Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Request Letter with endorsement.	1.1. Receive, record request and forward to City Engineer / Assistant City Engineer with Note Slip for proper action	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.2. Assess request and issue Note Slip with instruction and assigned to responsible Division	None	1 Day	<i>Department Head</i> Office of the City Engineer
	1.3. Forward instruction to responsible Division for proper action. Log / record and require	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division



	division's representative to sign logbook.			
TOTAL:		None	1 Day & 6 Minutes	
END OF TRANSACTION				



3. Correspondences – Response Letter

A written/printed communication addressed to an individual or organization in response to their requests and/or concerns.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen / G2B – Government to Business			
Who may avail	Private Individual / Organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Letter (1 original copy)			Requester	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to Admin Staff.	1.1. Receive and record Letter/Request Letter & forward to City Engineer with Note Slip for instruction	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	2. Assess Letter/Letter Request and issue Note Slip with instruction for preparation of Letter/Letter Request	None	1 Day	<i>City Engineer II</i> Office of the City Engineer
	3. Preparation of draft Response Letter	None	20 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division



	4. Check, review and approve Response Letter	None	1 Day	<i>Department Head</i> Office of the City Engineer
	5. Receive, record and release approved Response Letter.	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
TOTAL:		None	2 Days & 26 Minutes	
END OF TRANSACTION				



4. On-the-Job Training for Students - Application

Accommodation of students who undergo On-the-Job Training as part of their curriculum.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	On-the-Job Trainees / Students from Private and Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Endorsement Letter (1 original copy) 2. Notarized of Memorandum of Agreement (1 original copy) 3. Student's Curriculum Vitae (1 original copy)		1. School Head 2. School Head 3. Student / Trainee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1. Receive required documents and check for completeness.	None	15 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.2. Conduct brief orientation of students/on-the-job trainees.	None	10 minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.3. Assess skills and specialization of trainees / OJTs for specific work assignment. Prepare Letter of Endorsement to respective Division/s.	None	5 minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division



	1.4. Approval of Endorsement Letter	None	4 Hours	<i>Department Head Office of the City Engineer</i>
2. Proceed to respective Division assignment.	2. Endorse trainees to their respective Division assignment together with the Endorsement Letter.	None	30 Minutes	<i>Supervising Admin. Officer Admin. & Records Division</i>
TOTAL:		None	5 Hours	
END OF TRANSACTION				



5. On-the-Job Training for Students – Certificate of Completion

Issuance of Certificate of Completion to students who completed the required number of hours as part of their On-the-Job Training

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	On-the-Job Trainees / Students from Private and Public Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Record of Attendance as approved by assigned Division / Section Head indicating the complete number of hours required for the said training(1 original copy)			Division / Section Assignment	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document.	1.1. Receive, check and assess completeness of requirements.	None	5 Minutes	Supervising Admin. Officer Admin. & Records Division
	1.2. Prepare Certificate of Completion and submit for approval.	None	15 Minutes	Supervising Admin. Officer Admin. & Records Division
	1.3. Signing of Certificate of Completion.	None	4 Hours	Department Head Office of the City Engineer



2. Receive Certificate of Completion. Sign logbook for confirmation.	2. Release approved Certificate of Completion. Log/ Record transaction.	None	5 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
TOTAL:		None	4 Hours & 25 Minutes	
END OF TRANSACTION				



6. Processing of Contractors and Suppliers' Progress Billings

Checking and preparation of documents for Payment / Claims (Progress, Final Billings & Retention) of Contractors and Suppliers of City Government Infrastructure Projects

Office / Division	Office of the City Engineer / Administrative Division	
Classification	Highly Technical	
Type of Transaction	G2B – Government to Business	
Who may avail	Contractors and Suppliers of City Government Projects	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<u>MOBILIZATION / ADVANCE PAYMENT</u> 1. Letter Request for mobilization / advance payment (1 original copy, 1 duplicate copy) 2. Notice of Award (1 photocopy) 3. Notice to Proceed (1 photocopy) 4. Contract Agreement (1 photocopy) 5. Surety Bond (1 original copy) 6. Certificate of Pre Construction Conference (1 original copy) 7. Certificate of Commencement (1 original copy)	- Client - Client / Office of the City Mayor – Bids & Awards Committee - Client / Office of the City Mayor – Bids & Awards Committee - Client / Office of the City Mayor – Bids & Awards Committee - Client - Office of the City Engineer – Administrative & Records Division	
<u>PROGRESS BILLINGS</u> 1. Letter Request for progress billing (1 original copy, 1 duplicate copy) 2. Statement of Work Accomplished (1 original copy, 1 duplicate copy) 3. Geotagged Pictures (1 original set) 4. Previous Disbursement Voucher (1 photocopy) 5. Change Order/Variation Order, if any (1 photocopy)	- Client - Office of the City Engineer - Project In-Charge - Client - Office of the City Treasurer's Office/Cash Division - Office of the City Engineer - Project In-Charge	
<u>FINAL BILLINGS</u> 1. Letter Request for final billing	- Client	



<p>(1 original copy, 1 duplicate copy)</p> <p>2. Statement of Work Accomplished (1 original copy, 1 duplicate copy)</p> <p>3. Geotagged Pictures (1 original set)</p> <p>4. As built Plan (1 original set)</p> <p>5. Surety Bond (1 original copy)</p> <p>6. Previous Disbursement Voucher (1 photocopy)</p> <p>7. Change Order/Variation Order, If any (1 photocopy)</p> <p>RETENTION</p> <p>1. Letter Request for retention (1 original, 1 duplicate)</p> <p>2. 1 Original Copy of Surety Bond</p> <p>3. Previous Disbursement Voucher (1 photocopy)</p> <p>4. Certificate of Conditional Acceptance (1 photocopy)</p>	<p>- Office of the City Engineer - Project In-Charge</p> <p>- Client</p> <p>- Client</p> <p>- Client</p> <p>- Office of the City Treasurer's Office/Cash Division</p> <p>- Office of the City Engineer - Project In-Charge</p> <p>- Client</p> <p>- Client</p> <p>- Office of the City Treasurer's Office/Cash Division</p> <p>- Office of the City Engineer – Administrative & Records Division</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1 Receive Letter Request & forward to City Engineer with Note Slip for instruction	None	3 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.2 Assess Letter Request and issue Note Slip to Project In-charge	None	4 Hours	<i>Department Head</i> Office of the City Engineer
	1.3 Schedule and conduct project inspection.	None	7 days	<i>Project Manager</i> Office of the City Engineer
	1.3.1 Provide SWA to Project-In-Charge for verification of accomplishment on site.	None	1 Minute	Supervising Admin Officer Administrative & Records Division



	<p>1.4. Preparation, encoding & printing of other supporting documents</p> <ul style="list-style-type: none"> • Inspection Report • Checklist of Inspection • Monthly Cert. of Payment • Statement of Time Elapsed • Affidavit of payment of taxes, salaries of laborers & materials • Certificate from Motorpool Division 	None	30 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.5 Approval of Certificate of Inspection and/or Certificate of Conditional Acceptance.	None	4 Hours	<i>Department Head</i> Office of the City Engineer
2. Forward SWA and other billing documents to Mayor's Office for approval.	2. Release prepared documents to Contractor/Supplier's Liaison Officer together with other required documents as submitted, reviewed & signed.	None	3 Minutes	<i>Admin Officer</i> Administrative & Records Division
3. Return approved documents to Admin & Records Division	3. Check for completeness, scan and photocopy approved documents. Log transaction and documents' data at designated logbook before submission to	None	30 minutes	<i>Admin Officer</i> Administrative & Records Division



	Accounting Office.			
4. Wait & Collect Payment	4. Inform Supplier / Contractor's Liaison Officer that documents were already forwarded to Accounting Office.	None	2 minutes	<i>Admin Officer</i> Administrative & Records Division
TOTAL:		None	8 Days, 1 Hour & 9 minutes	
END OF TRANSACTION				



7. Transmittal of Project Documents – Commission on Audit

Preparation of Transmittal of Project Documents for Commission on Audit's (COA) copy and awareness. Includes approved documents of By-Contract and By-Administration Projects (Horizontal & Vertical) as required for other claims and transactions.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G Government to Government / G2B Government to Business			
Who may avail	Project-In-Charge, Project Manager of Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Change Order/Variation Order (1 original copy) 2. Approved Summary of Work for Change / Extra Works (1 original copy) 3. Approved As-Built Plan (1 original copy) 4. Approved Revised Cost Estimate / Back-up Estimate (1 original copy)		- Project-In-Charge, Office of the City Engineer - Project-In-Charge, Office of the City Engineer - Project-In-Charge, Office of the City Engineer - Project-In-Charge, Office of the City Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved and complete Project documents.	1.1. Receive documents and check for completeness.	None	5 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.2. Preparation & printing of Transmittal Letter of Project Documents for City Engineer's approval.	None	5 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.3. Review & approval of Transmittal Letter.	None	1 Day	<i>Department Head</i> Office of the City Engineer



	1.4. Photocopy Transmittal Letter and other Project Documents for file copy.	None	15 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.5. Check completeness of Project Documents and forward with Transmittal Letter to the Commission on Audit (COA) Office.	None	5 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.6. Record transaction and forward receiving copy of Transmittal Letter with complete Project Documents to Records Section for filing.	None	5 Minutes	<i>Admin Officer</i> Administrative & Records Division
2. Receive copy of Transmittal Letter.	2. Inform Project-In-Charge and/or Contractor's Liaison Officer that Project Documents were already forwarded to COA office.	None	2 Minutes	<i>Admin Officer</i> Administrative & Records Division
TOTAL:		None	1 Day & 37 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER (Administrative & Records Division)

Internal Services



1. Daily Time Records of City Engineering Employees

Preparation of Daily Time Records of City Engineering Employees

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Logbook (for manual entries)		- Requester's Division		
2. Handwritten DTR (1 original copy)		- Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to assigned Admin. Personnel for manual entry.	1.1 Receive required documents for manual entries	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.2 Encode / Input employees time in and time out in the HRIS	None	2 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.3 Request HRMO for the approval of Manual Entries	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.4 Print Daily Time Records	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section



	1.5 Record DTR at designated Logbook	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
2. Recieve printed DTR, sign DTR and return DTR for Immediate Supervisor's Signature	2.1 Release DTR to the employee for his/her signature.	None	1 Day	<i>Administrative Officer III</i> Clerical & Records Section
	2.2 Receive signed DTR and forward to Immediate Supervisor	None	2 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	2.2 Receive approved DTRs from Immediate Supervisor	None	1 Day	<i>Administrative Officer III</i> Clerical & Records Section
	2.3 Collate and sort signed and approved DTRs. Attach approved Leave Applications (if applicable)	None	2 Days	<i>Supervising Admin. Officer</i> Administrative & Records Division
	2.4 Prepare transmittal and submit DTR's to the City Accounting Office for payroll preparation and to the HRMO for file and reference	None	30 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
TOTAL:		None	4 Days & 38 Minutes	
END OF TRANSACTION				



2. Disbursement Voucher - Salary

Preparation of Disbursement Voucher for Salary (not included in the Office Payroll)

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Daily Time Record (2 original copies) of unpaid salary		- CED Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document	1.1 Receive required document. Compute,, encode and print disbursement voucher	None	20 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.2. Record the printed voucher with obligation request	None	3 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.3 Forward to the Supervising Admin Officer for review	None	5 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.4. Signature /		1 Day	<i>Division Head</i>



	approval of the Dept. Head.	None		Office of the City Engineer
	1.5 Forward approved documents to Budget Office.	None	10 Minutes	<i>Admin. Officer</i> Administrative & Records Division
2. Confirm transaction by signing designated logbook	2. Inform requester of the approved voucher forwarded to Budget Office. Log transaction	None	2 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
TOTAL:		None	1 Day & 40 Minutes	
END OF TRANSACTION				



3. Disbursement Voucher – Travel Allowance

Preparation of Vouchers for Payment of Travel Allowance (Cash Advance Liquidation or Reimbursement)

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRAVEL ALLOWANCE (CASH ADVANCE) 1. Plane Ticket		- Requester		
TRAVEL ALLOWANCE (REIMBURSEMENT) 1. Plane Ticket 2. Appendix B – Certificate of Travel Completed		- Requester - Authorized Official (Travel Destination)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to assigned Admin personnel for the preparation of Disbursement Voucher.	1. Receive required documents and check for completeness.	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.2 Encode / Input all needed details on Disbursement Voucher and Obligation Request Templates.	None	5 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.3 Prepare Travel Itinerary	None	10 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.4 Print	None	5 Minutes	<i>Administrative</i>



	Voucher, Obligation Request and Travel Itinerary.			<i>Officer III Clerical & Records Section</i>
	1.5 Record Transaction at Designated Logbook	None	2 Minutes	<i>Administrative Officer III Clerical & Records Section</i>
	1.6 Submit Voucher, Obligation Request and Travel Itinerary for Signature of Supervising Admin. Officer and Head of Office	None	2 Minutes	<i>Administrative Officer III Clerical & Records Section</i>
	1.7 Signing of Documents	None	1 Day	<i>Department Head Office of the City Engineer</i>
	1.8 Collect Approved / Signed Documents from Department Head	None	2 Minutes	<i>Administrative Officer III Clerical & Records Section</i>
	1.9 Submit Approved and Required Documents to City Budget Office	None	5 Minutes	<i>Admin. Officer Administrative & Records Division</i>
	1.10 Follow-up status of Payment Request from time to time.	None	7 Days	<i>Admin. Officer Administrative & Records Division</i>
2. Collect	2. (For Head of	None	20 Minutes	<i>Admin. Officer</i>



payment from Treasurer's Office	Office Travel) Collect payment from Treasurer's Office 2.1 Turn-over the check payment to the requester.	None	2 Minutes	Administrative & Records Division <i>Admin. Officer</i> Administrative & Records Division
TOTAL:		None	8 Days & 54 Minutes	
END OF TRANSACTION				



4. Employees Benefits

Preparation of Payroll for Employees Benefits

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certification signed by CED Head of Office and HR Head of Office (3 original copies)			- Office of the Human Resource Management	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document	1.1 Receive required document and check for completeness, compute and prepare payroll	None	4 Hours	<i>Administrative Officer III Clerical & Records Section</i>
	1.2. Review, finalize, encode and print payroll.	None	4 Hours	<i>Administrative Officer III Clerical & Records Section</i>
	1.3 Submit printed document to the Supervising Admin. Officer for review	None	15 Minutes	<i>Administrative Officer III Clerical & Records Section</i>
	1.4. Signature/approval of the Dept. Head	None	10 Minutes	<i>Division Head Office of the City Engineer</i>
	1.5 Forward approved documents to Budget Office for funding.	None	10 Minutes	<i>Admin. Officer Administrative & Records Division</i>
2. Confirm transaction by signing designated logbook	2. Log transaction	None	2 Minutes	<i>Administrative Officer III Clerical & Records Section</i>
TOTAL:		None	8 Hours & 37 Minutes	
END OF TRANSACTION				



5. Job Order Employment - By Administration Projects

Preparation of required documents for employment processing and approval of Job Order Workers for a particular By-Administration Project (Horizontal or Vertical).

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Project In-Charge, Program/Project Manager (By Administration Projects)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of qualified workers for Job Order as screened and endorsed by the Project In-Charge and/or Program/Project Manager. (1 original copy) 2. Approved Program of Work for the particular project. (1 photocopy)		- Division assigned for the particular Project - Administrative & Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to assigned personnel.	1.1 Receive documents and check for completeness.	None	5 Minutes	<i>Admin. Officer</i> Administrative & Records Division
	1.2. Preparation of Job Order Worker Proposed Position Title & Responsibilities, Request for Hiring and Request for Employment.	None	2 Hours	<i>Supervising Admin. Officer</i> Administrative & Records Division
2. Receive printed documents, review, check and sign for verification.	2.1 Print prepared documents and forward to the Project-In-Charge for signature.	None	5 Minutes	<i>Admin. Officer</i> Administrative & Records Division
3. Return	3.1 Receive	None	5 Minutes	<i>Admin. Officer</i>



signed documents for processing.	signed documents and check for completeness			Administrative & Records Division
	3.2 Forward signed documents to Supervising Admin. Officer for checking & counter signing and to the City Engineer for recommending approval.	None	2 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	3.3. Signing of Documents by the City Engineer.	None	1 Day	<i>Department Head</i> Office of the City Engineer
	3.4. Receive signed documents and forward to the Office of the City Personnel Officer and Office of the City Budget Officer.	None	10 Minutes	<i>Admin. Officer</i> Administrative & Records Division
	3.5. Review, check and sign as to correctness of position title. Preparation of Job Order Contract.	None	2 Hours	<i>City Personnel Officer</i> Office of the City Personnel Officer
	3.6. Review and certify as to availability of appropriation.	None	1 Day	<i>City Budget Officer</i> Office of the City Budget Officer
	3.7. Receive reviewed, signed	None	5 Minutes	<i>Admin. Officer</i> Administrative



	& certified documents and forward to the office of the City Mayor for approval.			& Records Division
	3.8. Approval of the City Mayor.	None	2 Days	City Mayor Office of the City Mayor
4.0 Receive copy of documents for reference and filing.	4.0. Receive and reproduce the approved documents and forward to concerned Division for their copy.	None	5 Minutes	Admin. Officer Administrative & Records Division
TOTAL:		None	4 Days 4 Hours & 37 Minutes	
END OF TRANSACTION				



6. Job Order Labor Payroll - By Administration Projects

Preparation of Labor Payroll for Job Order Workers of a particular By-Administration Project (Horizontal or Vertical)

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Project In-Charge, Program/Project Manager (By Administration Projects)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Job Order Worker (1 original copy) 2. Approved Request for Hiring (1 original copy) 3. Approved Request for Employment (1 original copy) 4. Approved Job Order Contract (1 certified true copy) 5. Purchase Request of Materials for the Project (1 photocopy) 6. Purchase Order of Materials for the Project (1 photocopy) 7. Program of Work of the Project (1 photocopy) 8. Inspection Report 9. Approved Daily Time Record & Logsheet (1 original copy) 10. Signed Accomplishment Report w/ pictures (1 original copy) 12. Approved Statement of Work Accomplished (1 original copy)		- Administrative & Records Division, Project-In-Charge (PIC), Project Manager (PM) - Administrative & Records Division, Project-In-Charge (PIC), Project Manager (PM) - Administrative & Records Division Project-In-Charge (PIC), Project Manager (PM) - Administrative & Records Division Project-In-Charge (PIC), Project Manager (PM) - Administrative & Records Division - Administrative & Records Division - Administrative & Records Division Project-In-Charge (PIC), Project Manager (PM) - Project-In-Charge (PIC), Project Manager (PM) - Project-In-Charge (PIC), Project Manager (PM) - Project-In-Charge (PIC), Project Manager (PM) - Project-In-Charge (PIC), Project Manager (PM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required	1.1. Receive documents and	None	5 Minutes	<i>Supervising Admin. Officer</i>



documents to assigned personnel.	check for completeness. 1.2. Preparation of Labor General Payroll & Summary, Certification and Obligation Request	None	2 Hours	Administrative & Records Division <i>Supervising Admin. Officer</i> Administrative & Records Division
2. Receive Labor General Payroll & Summary, review, check & sign for verification.	2. Forward Labor General Payroll & Summary to Project-in-Charge for review and signature.	None	1 Day	<i>Department Head</i> Office of the City Engineer
3. Returned sign documents for processing.	3.1 Receive signed documents and check for completeness.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	3.2 Forward signed documents to Supervising Admin. Officer for checking & counter signing and to the City Engineer for recommending approval.	None	2 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	3.3. Signing of Documents by the City Engineer.	None	1 Day	Department Head Office of the City Engineer
	3.4. Receive			



	signed documents and forward it, together with the rest of the required documents, to the City Budget Officer which will then be forwarded to the City Accountant, City Treasurer and City Administrator for approval.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	3.6. Review and certify as to availability of appropriation.	None	1 Day	<i>City Budget Officer</i> Office of the City Budget Officer
	3.7. Review & signature of the City Accountant.	None	1 Day	<i>City Accountant</i> Office of the City Accountant
	3.8. Review and signature of the City Treasurer.	None	1 Day	<i>City Treasurer</i> Office of the City Accountant
	3.9. Approval of the City Mayor through the Office of the City Administrator.	None	2 Days	<i>City Mayor</i> Office of the City Mayor
	3.10. Receive approved documents. Produce copy for recording and filing. 3.11. Forward approved documents to	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division



	the City Treasurer's Office for Processing of Payment.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
4. Receive copy of approved Payroll and Obligation Request for filing and recording.	4. Release copy of approved Payroll and Obligation Request to Project-In-Charge for filing and recording.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
TOTAL:		None	7 Days, 2 Hours & 32 Minutes	
END OF TRANSACTION				



7. Leave Application

Preparation of Leave Application

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of inclusive dates for leave application		- Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document	1.1 Receive required document. Review requester's remaining leave credits	None	3 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.2.Encode & print leave application	None	5 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
2. Get printed application, sign application & return signed application	2.1 Release printed application for leave to the requester for signature.	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	2.2 Receive signed application and forward to the Supervising Adm. Officer for review and initial.	None	10 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	2.3 Approval of the Dept. Head	None	1 Day	<i>Department Head</i>



	2.4 Forward approved documents to HRMO & City Administrator for signature.	None	10 Minutes	Office of the City Engineer <i>Admin. Officer</i> Administrative & Records Division
3. Confirm approved transaction by signing designated logbook	3. Log transaction for requester's confirmation.	None	2 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
TOTAL:		None	1 Day & 31 Minutes	
END OF TRANSACTION				



8. Memorandum Issuances – External Approval

Preparation and Issuances of Memorandum Order.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government / G2C – Government to Citizen			
Who may avail	Department Head / Assistant Department Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of details and/or instructions regarding the subject matter.		- Department Head / Assistant Department Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive details & instructions.	1.1. Preparation of Memorandum Order. Input all needed details as instructed.	None	30 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.2. Check and review Memorandum. Sign to recommend approval.	None	15 Minutes	<i>Department Head</i> Office of the City Engineer
	1.3. Forward to City Administrator's Office for Approval	None	2 Days	<i>Admin. Officer</i> Admin. & Records Division
	1.4. Receive and record approved Memorandum Order.	None	5 Minutes	<i>Admin. Officer</i> Admin. & Records Division
	1.5. Release Memorandum Order for information dissemination.	None	5 Minutes	<i>Admin. Officer</i> Admin. & Records Division
TOTAL:		None	2 Days & 55 Minutes	
END OF TRANSACTION				



9. Memorandum Issuances – Internal Approval

9.1 Preparation and Issuances of various Administrative Memorandum.

9.1.1 Policy (Guidelines)

9.1.2 Memorandum Circular

9.1.3 Office Order

9.1.4 Cover/Transmittal Letter/Indorsement or Memorandum

9.1.5 Pre-forma Letter/Memorandum

9.1.6 Letter

9.1.7 Administrative Announcements

9.1.8 Acknowledgement Letter

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government / G2C – Government to Citizen			
Who may avail	Department Head / Assistant Department Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of details and/or instructions regarding the subject matter.		- Department Head / Assistant Department Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Receive details & instructions.	1.1. Preparation of Memorandum Order. Input all needed details as instructed.	None	30 Minutes	<i>Supervising Admin. Officer Admin. & Records Division</i>
	1.2. Check, review and approve Memorandum.	None	1 Day	<i>Department Head Office of the City Engineer</i>
	1.3. Receive, record and release approved Memorandum to concerned personnel/division for information/ dissemination.	None	3 Minutes	<i>Supervising Admin. Officer Admin. & Records Division</i>
TOTAL:		None	1 Day & 33 Minutes	
END OF TRANSACTION				



10. Preparation of OBAS (Official Business Authorization Slip)

Preparation of OBAS for City Engineering Employees assigned or travelling to different Barangays within City Proper

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Accomplishment Report duly signed by Immediate Supervisor (2 original copies)		- Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Required Document	1.1 Receive required document for completeness	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.2 Encode / Input all needed details in OBAS template	None	2 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.3 Print OBAS	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.4 Record Transaction at Designated Logbook	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.5 Submit OBAS			<i>Administrative</i>



	for Signature of Supervising Admin. Officer and Head of Office	None	2 Minutes	<i>Officer III</i> Clerical & Records Section
	1.6 Approval of Documents	None	1 Day	<i>Division Head</i> Office of the City Engineer
	1.6 Submit Approved OBAS to Human Resource Management Office for approval thru HRIS	None	1 Minute	<i>Admin. Officer</i> Administrative & Records Division
2. Confirm Approval of request by signing the designated logbook	2. Acknowledgement of approved request	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
TOTAL:		None	1 Day & 9 Minutes	
END OF TRANSACTION				



11. Preparation of Travel Order

Preparation of Travel Order for City Engineering Employee Assigned or Travelling to Different Barangays Outside City Proper

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Personnel of City Engineering Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Accomplishment Report duly signed by immediate supervisor (3 original copies)		- Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Required Document	1.1 Receive and check accomplishment report	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.2 Encode / Input all needed details	None	2 Minutes	<i>Administrative Officer III</i> Clerical & Records Section
	1.3 Print Travel Order	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.4 Record Transaction at Designated Logbook	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
	1.5 Submit Travel Order for Signature of Supervising Admin. Officer and Head of Office	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section



	1.6 Signing of Travel Order	None	1 Day	<i>Department Head</i> Office of the City Engineer
	1.7 Collect Approved / Signed Documents from Department Head	None	3 Days	<i>Admin. Officer</i> Administrative & Records Division
	1.8 Submit Travel Order for signature of City Administrators Office	None	1 Minute	<i>Admin. Officer</i> Administrative & Records Division
	1.9 Collect Approved / Signed Documents from City Administrators Office	None	1 Minute	<i>Admin. Officer</i> Administrative & Records Division
	1.10 Submit Approved and Required Documents to Human Resource Management Office for approval thru HRIS	None	2 Minutes	<i>Admin. Officer</i> Administrative & Records Division
2. Confirm Approval of request by signing the designated logbook	2. Acknowledgment of approved request	None	1 Minute	<i>Administrative Officer III</i> Clerical & Records Section
TOTAL:		None	4 Days & 11 Minutes	
END OF TRANSACTION				



12. Processing of Complete Project Design Package (By-Admin)

Processing of Complete Project Design (Program of Work, ABC, DUPA and complete set of Plans) for Mayor's Approval and for Procurement.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Department Head / Assistant Department Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Project Design Package (Program of Work (POW), ABC, DUPA and Plans – initially approved by Division Chief. (1 original set)		- Architectural Division / Planning, Designing & Programming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete Project package.	1.1. Receive and record Project package (POW / Plans)	None	3 Minutes	<i>Supervising Admin. Officer Admin. & Records Division</i>
	1.2. Initial checking, review and signature of Assistant City Engineer	None	4 Hours	<i>Department Head Office of the City Engineer</i>
	1.3. Final checking, review and signature of City Engineer for recommending approval.	None	1 Day	<i>Department Head Office of the City Engineer <i>Supervising</i></i>



	1.4. Receive and record signed POW/Plans.	None	5 Minutes	<i>Admin. Officer</i> Admin. & Records Division
	1.5. Forward signed POW/Plans to City Admin Office for Mayor's Approval	None	5 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.6. Approval of Complete set of POW/Plans.	None	2 Days	<i>City Mayor</i> City Government of Puerto Princesa
	1.7. Receive and record approved POW/Plans.	None	5 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
2. Receive approved complete Project Package ready for procurement.	2. Release approved complete Project Package for procurement.	None	1 Minute	<i>Supervising Admin. Officer</i> Admin. & Records Division
TOTAL:		None	3 Days, 4 Hours & 19 Minutes	
END OF TRANSACTION				



13. Processing of Complete Project Design Package (By-Contract)

Processing of Complete Project Design (Program of Work, ABC, DUPA and complete set of Plans) for Mayor's Approval and for Procurement.

Office / Division	Office of the City Engineer / Administrative Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Department Head / Assistant Department Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Project Design Package (Program of Work (POW), ABC, DUPA and Plans – initially approved by Division Chief. (1 original set)		- Architectural Division / Planning, Designing & Programming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward complete Project package	1.1. Receive and record Project package (POW / Plans)	None	3 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.2. Initial checking, review and signature of Assistant City Engineer	None	4 Hours	<i>Department Head</i> Office of the City Engineer
	1.3. Final checking, review and signature of City Engineer for recommending approval.	None	1 Day	<i>Department Head</i> Office of the City Engineer
	1.4. Forward Approved			<i>Supervising</i>



	Budget for the Contract (ABC) document to the Office of the City Budget Officer for Certification.	None	5 Minutes	<i>Admin. Officer</i> Admin. & Records Division
	1.5 Signing of Certification as to Appropriation.	None	2 Days	<i>Budget Officer</i> Office of the City Budget Officer
	1.4. Receive certified ABC from the Office of the City Budget	None	1 Minute	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.5. Record complete signed Project package (POW/Plans) and certified ABC.	None	5 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.6. Forward signed POW/Plans to City Admin Office for Mayor's Approval	None	5 Minutes	<i>Supervising Admin. Officer</i> Admin. & Records Division
	1.5 Approval of Complete set of POW/Plans	None	2 Days	<i>City Mayor</i> City Government of Puerto Princesa



	1.6. Receive and record approved complete set of POW/Plans.	None	5 Minutes	<i>Supervising Admin. Officer Admin. & Records Division</i>
2. Receive approved complete Project Package ready for procurement.	2. Release approved complete Project Package for procurement.	None	1 Minute	<i>Supervising Admin. Officer Admin. & Records Division</i>
TOTAL:		None	5 Days, 4 Hours & 25 Minutes	
END OF TRANSACTION				



14. Project Procurement – By Administration Projects

Preparation of documents for procurement processing of Construction Materials, Ready Mixed Concrete, Fuel, Oil & Lubricants for By-Administration Projects. Horizontal and Vertical Projects included in the Project Procurement Management Plan.

Office / Division	Office of the City Engineer / Administrative & Records Division			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Government			
Who may avail	Project Management Team, Assistant City Engineer, City Engineer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved complete Project Package (1 photocopy) 2. Approved Project Procurement Management Plan (PPMP) (1 photoopy)		- Administrative & Records Division / Admin Officer - Office of the City Engineer / Administrative Supervising Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward required documents.	1.1 Receive required documents and check for completeness. Verify if Project is included in the Project Procurement Management Plan (PPMP).	None	5 Minutes	<i>Admin. Officer</i> Administrative & Records Division
	1.2. Preparation of Purchase Request of Construction Materials, Ready Mixed Concrete, Fuel, Oil & Luricants. Input supplemental details, if there's any, in the PPMP.	None	1 Hour	<i>Supervising Admin. Officer</i> Administrative & Records Division



	1.3. Check and print documents for signature.	None	15 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	1.4. Checking and signing of documents by Assigned Engineer, Supervising Admin Officer and City Engineer.	None	1 Day	<i>Department Head</i> Office of the City Engineer
	1.4. Receive signed documents, attach other required documents and forward to Bids and Awards Committee (BAC) for certification then to the Office of the City Administrator for approval of the City Mayor.	None	15 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	1.5. Certification - Bids and Awards Committee (BAC)	None	1 Hour	<i>BAC Officer</i> Bids and Awards Committee Office
	1.6. Purchase Request Approval of the City Mayor.	None	1 Day	<i>City Mayor</i> Office of the City Mayor
	1.7. Certification as to Appropriation.	None	1 Day	<i>City Budget Officer</i> Office of the City Budget Officer
	1.10. Procurement Processing (Supply & Delivery). Awarding - Winning Bidder / Supplier.	None	45 Days	<i>BAC Officer</i> Bids and Awards Committee Office



2. Receive Supplier's Purchase Order and other supporting documents for Project Implementation.	2. Forward Supplier's Purchase Order and other supporting documents to Implementing Department.	None	10 Days	<i>BAC Officer</i> Bids and Awards Committee Office
TOTAL:		None	58 Days, 2 Hours & 35 Minutes	
END OF TRANSACTION				



**OFFICE OF THE CITY ENGINEER
(City Inspectorate Team Division)
External Services**



1. Certificate of Inspection

Project Inspection for Contractors and Suppliers' request for Certificate of Inspection with or without assessment of Statement of Work Accomplished

Office / Division	Office of the City Engineer / City Inspectorate Team			
Classification	Highly Technical			
Type of Transaction	G2B - Government to Business			
Who may avail	Contractors and Suppliers of City Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Work Accomplished for the period covered (2 original copy) 2. Signed Request Letter for Project Inspection(1 original copy)		- (SWA Template) Office of the City Engineer / Administrative & Records Division - Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit Request Letter for Project Inspection	1.1. Receive Request Letter & forward to City Engineer with Note Slip for appropriate action.	None	3 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	1.2. Assess request, fill-out and sign Note Slip.	None	2 Days	<i>Department Head</i> Office of the City Engineer
	1.3. Re-produce and distribute Request Letter with Note Slip to Project-In-Charge and City Inspectorate Team Leader for appropriate action.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	1.4. Discuss and schedule Inspection with the Inspectorate Team.	None	1 Day	<i>Chairman Inspectorate Team</i> Office of the City Engineer



2. Receive instruction of the schedule of Project Inspection. Prepare updated Statement of Work Accomplished (SWA).	2.1. Coordinate & Inform requester's Project Engineer or Liaison Officer.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	2.2. Project Inspection and Assessment of Statement of Work Accomplished (SWA)	None	5 Days	<i>Chairman Inspectorate Team</i> Office of the City Engineer
	2.3. Prepare Certificate of Inspection.	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	2.4. Review, check and sign Certificate of Inspection and Statement of Work Accomplished by Members of Inspectorate Team.	None	2 Days	<i>Chairman Inspectorate Team</i> Office of the City Engineer
	2.5. Receive & forward Certificate of Inspection and Statement of Work Accomplished to Chairman of Inspectorate Team and City Engineer for signature	None	5 Minutes	<i>Supervising Admin. Officer</i> Administrative & Records Division
	2.6. Receive & sign Certificate of Inspection and Statement of Work Accomplished. (Chairman – Inspectorate Team)	None	1 Day	<i>Department Head</i> Office of the City Engineer



	2.7. Receive & sign Certificate of Inspection and Statement of Work Accomplished. (City Engineer)	None	2 Days	<i>Department Head Office of the City Engineer</i>
3. Receive Certificate of Inspection	3. Release Certificate of Inspection to Contractor's/Supplier's Liaison Officer	None	5 Minutes	<i>Supervising Admin. Officer Administrative & Records Division</i>
TOTAL:		None	13 Days & 28 Minutes	
END OF TRANSACTION				



2. Inspection for Concrete Pouring Request

Request for Concrete Pouring for Government Projects

Office / Division	Office of the City Engineer / City Inspectorate Team			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Contractors of City Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Concrete Pouring Permit (3 original copies)		- (Template) Project-In-Charge / MTQC Division Office of the City Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Concrete Pouring Permit duly signed by Contractor's Project Engineer, City Gov't Project-In-Charge & Surveyor	1.1 Receive signed Concrete Pouring Permit and check for completeness.	None	2 Minutes	<i>Admin Officer</i> Administrative & Records Division
	1.2. Schedule and conduct inspection with MTQC Team for appropriate action.			
	1.2.1. Rural 1.2.2. Urban	None None	(2 Days) (1 Day)	<i>Division Head</i> MTQC Division <i>Chairman</i> <i>Inspectorate Team</i> Office of the City Engineer
	Note: Follow-up inspection/s might be conducted if site conditions do not meet standard requirements prior to concrete			



	pouring. Compliance Period will be added to the total number of days. 1.3. Approve/sign permit after inspection and standard requirements were met.	None	2 Days	<i>Department Head</i> Office of the City Engineer
2. Receive approved Concrete Pouring Permit.	2. Release approved Concrete Pouring Permit.	None	5 Minutes	<i>Admin Officer</i> Administrative & Records Division
TOTAL:		None	2 Days & 7 Minutes + [Rural 2 Days] [Urban 1 Day] + Compliance Period	
END OF TRANSACTION				



3. Payment Recommendation for Contractors & Suppliers Billing

Signing of documents for payment recommendation of Contractors and Suppliers Billing through Statement of Work Accomplished and Request for Retention.

Office / Division	Office of the City Engineer / City Inspectorate Team			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Contractors and Suppliers of City Engineering Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Work Accomplished signed by Project-In-Charge and MTQC Division Head (2 original copies) 2. Signed Request Letter (1 original copy) 3. Checklist for Billing		- (SWA Template) Office of the City Engineer / Administrative & Records Division - Requester - Office of the City Engineer / Administrative & Records Division, Office of the City Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to assigned personnel.	1.1 Receive required documents and check for completeness.	None	3 Minutes	Supervising Admin. Officer Administrative & Records Division
	1.2. Forward Statement of Work Accomplished (SWA) to Project Manager.	None	1 Minute	Supervising Admin. Officer Administrative & Records Division
	1.3. Receive, review and sign Statement of Work Accomplished (SWA) as verified during inspection.	None	4 Hours	Department Head Office of the City Engineer



	1.4. Forward signed SWA to City Engineer for recommendation.	None	1 Minute	<i>Admin. Officer</i> Administrative & Records Division
	1.5. Signing of SWA	None	1 Day	<i>Department Head</i> Office of the City Engineer
2. Receive signed Statement of Work Accomplished (SWA) and forward to Mayor's Office for approval.	2. Release signed Statement of Work Accomplished (SWA) for Mayor's approval.	None	5 Minutes	<i>Admin. Officer</i> Administrative & Records Division
3. Submit approved SWA and other documents required for Progress Billing or Retention.	3. Receive approved SWA and other required documents. Next Steps: Service Standard -Processing of Contractors and Suppliers' Progress Billings	None	2 Minutes	<i>Admin. Officer</i> Administrative & Records Division
TOTAL:		None	1 Day, 4 Hours & 12 Minutes	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER
(Construction Division)
External Services



1. Construction Services- Implementation & Monitoring of By Administration Projects

Implementation & monitoring of By Administration Projects. Includes Concreting of Roads, Installation of Culverts, Riprapping Works, Construction of Building Structure etc.

Office / Division	Office of the City Engineer / Construction Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Offices as per Directive from the Office of the City Engineer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Project's Program of Works (1 photocopy)		Office of the City Engineer / Administrative & Records Division		
2. Approved Project's Engineering Plans (1 photocopy)		Office of the City Engineer / Administrative & Records Division		
3. Approved Purchase Request and Purchase Orders of Materials (1 photocopy)		Office of the City Engineer / Administrative & Records Division		
4. Office Order - Project Assignment (1 original copy)		Office of the City Engineer / Administrative & Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBL E
1. Furnish Construction Division with complete required documents upon approval of Purchase Order.	1.1. Receive complete required documents of assigned Project.	None	1 Minute	<i>Division Head Construction Division</i>
	1.2. Conduct planning / meeting and create Project Team.	None	1 Day	<i>Division Head Construction Division</i>
	1.3. Conduct site inspection			<i>Engineer</i>



	/ evaluation.	None	(1 Day)	//Construction Division
	1.3.1 Roads			
	1.3.2. Buildings & other Similar Structures	None	(5 Days)	<i>Engineer</i> //Construction Division
	1.4 Preparation of manpower, tools and equipment requirement.	None	2 Days	<i>Engineer</i> //Construction Division
	1.5 Mobilization / Deployment			
	1.5.1 Roads	None	(1 Day)	<i>Engineer</i> //Construction Division
	1.5.2 Buildings & other similar Structures	None	(3 Days)	<i>Engineer</i> //Construction Division
2. Receive Weekly Accomplishment Report.	2. Prepares, consolidates and submits reports, request and other documents pertaining to project implementation and other concerns for appropriate action of higher	None	(Duration of Project)	<i>Division Head</i> Construction Division



	authorities.			
3. Conduct Inspection for Project Acceptance.	3.1 Preparation & submission of Certificate of Completion prior to Inspection. (Signed by Division Head)	None	30 Minutes	<i>Division Head</i> Construction Division
	3.2 Preparation of As-Built Plans.	None	(2 Days)	<i>Division Head</i> Construction Division
	3.2.1 Roads	None	(5 Days)	<i>Division Head</i> Construction Division
	3.2.2 Buildings & other similar Structures	None	(30 Minutes)	<i>Engineer</i> //Construction Division
	3.3 Forward As-Built Plans to Survey & Mapping Division for checking (Roads)	None	(3 Days)	<i>Division Head</i> Survey & Mapping Division
	3.4 Checking, verification & finalization of As-Built Plans	None	1 Day	<i>Department Head</i> Office of the City Engineer



	(Roads) 3.5 Approval of As-Built Plans (Roads & Buildings)			
4. Approve & release Certificate of Project Completion	4. Receive Certificate of Completion.	None	5 Minutes	<i>Engineer</i> <i>//Construction</i> <i>Division</i>
5. Receive and file Project Documents.	5. Consolidation & submission of complete Project Documents for filing.	None	1 Day	<i>Division Head</i> <i>Construction</i> <i>Division</i>
TOTAL:		None	[1] Roads – 12 Days, 1 Hour & 6 Minutes + No. of Project Calendar Days [2] Buildings – 13 Days & 36 Minutes + No. of Project Calendar Days	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER
(Electrical Division)
External Services



1. Electrical Services

Provides electrical services and assistance in a manner of installation and maintenance of Electrical system in City Government owned buildings, structures, facilities, physical plants and street lights. Also includes electrical services and other related activities for various special events of the City Government as well as other events with requests approved by the City Mayor.

Office / Division	Office of the City Engineer / Electrical Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Offices / Barangays within Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved / endorsed Request Letter (1 original copy)		- Department Head / Office of the City Engineer		
2. Filled-out Request Form, signed/attested by Immediate Head or Barangay Chairman		- Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to assigned personnel.	1.1. Receive required documents and endorse to the electrical inspector/s for inspection and evaluation schedule.	None	1 Minute	<i>Admin Officer</i> Electrical Division
	1.2. Inspection and evaluation of request.	None	(2 Days)	<i>Engineer II</i> Electrical Division
	1.2.1 Buildings	None	(4 Days)	<i>Engineer II</i> Electrical Division
	1.2.2 Streetlights	None	2 Hours	<i>Engineer III</i> Electrical Division



	<p>1.3. Preparation of Job Order, specifying details of work items to be done, materials needed and estimated work duration.</p> <p>1.4. Review, check and approve Job Order as to technical details and recommendation.</p>	None	4 Hours	<i>Division Head</i> Electrical Division
2. Receive Job Order form for approval of Immediate Head or Barangay Chairman.	2.1. Release Job Order to requester for approval.	None	5 Minutes	<i>Admin Officer</i> Electrical Division
	2.2. Receive approved Job Order.	None	2 Minutes	<i>Admin Officer</i> Electrical Division
	2.3. Execute work within the specific details and schedule indicated in the Job Order.	None	(Work Duration)	<i>Engineer III</i> Electrical Division
3. Fill-out Work Acceptance / Feedback Form after completion of work.	3.1 Hand-over & Collect Work Acceptance / Feedback Form to / from requester after completion of	None	1 Minute	<i>Admin Officer</i> Electrical Division



	work. 3.2 File & record Job Order form.	None	1 Minute	<i>Admin Officer</i> Electrical Division
TOTAL:		None	6 Hours & 10 Minutes + [Buildings] 2 Days + Work Duration [Streetlights] 4 Days + Work Duration	
END OF TRANSACTION				



**OFFICE OF THE CITY ENGINEER
(Maintenance Division)
External Services**



1. Maintenance Works for Roads, Drainage & Other Structures Small Projects & Work/Job Requests – Other Offices

Maintenance works include road repair and rehabilitation, excavation & riprapping works, patching and overlaying of asphalt, repair & construction of manhole, installation of culverts, demolition of structures, cutting of trees and emergency rescue works. Caters request of fabrication, construction, and hauling works for different government offices, including Mini City Halls.

Office / Division	Office of the City Engineer / Maintenance Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Offices within Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Work / Job Order Request Form, duly attested by requester's Immediate Head or Barangay Chairman (1 original, 1 duplicate).		- Office of the City Engineer / Maintenance Division / Administrative Staff		
2. Approved written request from the Office of the City Mayor or City Administrator (1 original copy).		- Office of the City Mayor / Office of the City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved required documents.	1.1 Receive required documents and check for completeness.	None	1 Minute	<i>General Foreman</i> Maintenance Division
	1.2 Record request at designated logbook.	None	1 Minute	<i>General Foreman</i> Maintenance Division
	1.3 Schedule and conduct area	None	4 Hours	<i>Engineer II</i> Maintenance



	inspection.			Division
	1.4 Process request			<i>Engineer II</i>
	1.4.1 Perform preliminary works (preparation of Plans & POW)	None	2 Days	Maintenance Division
	1.4.2 Approval of Request	None	1 Day	<i>Division Head</i> Maintenance Division
	1.4.3 Perform actual request as classified below (w/ complete available materials)	None	(5 Days)	<i>General Foreman</i> Maintenance Division
	1.4.3.1 Excavation & Riprapping works	None	(6 Hours)	<i>General Foreman</i> Maintenance Division
	1.4.3.2 Patching and Overlaying of Asphalt	None	(6 Hours)	<i>General Foreman</i> Maintenance Division
	1.4.3.3 Declogging of Canal / Drainage	None	(1 Day)	<i>General Foreman</i> Maintenance Division
	1.4.3.4 Repair and Construction of Manhole	None	(6 Hours)	<i>General Foreman</i> Maintenance Division
	1.4.3.5 Demolition			



	Works	None	(4 Days)	<i>General Foreman</i> Maintenance Division
	1.4.3.6 Excavation and Installation of Culvert	None	(6 Hours)	<i>General Foreman</i> Maintenance Division
	1.4.3.7 Cutting of Trees	None	(1 Day)	<i>General Foreman</i> Maintenance Division
	1.4.3.8 Emergency rescue during calamities	None	(5 Days)	<i>General Foreman</i> Maintenance Division
	1.4.3.9 Road repair and rehabilitation			
2. Fill-out Work Acceptance / Feedback Form after completion of work.	2. Hand-over & Collect Work Acceptance / Feedback Form to/from requester. File & record request.	None	1 Minute	<i>General Foreman</i> Maintenance Division
TOTAL:		None	3 Days, 4 Hours & 3 Minutes + (No. of Work Days as classified) + (No. of Days to complete materials needed)	
END OF TRANSACTION				



2. Small Projects & Work/Job Requests - Special Events

Caters request of fabrication, construction, and hauling works for City Government Special Events

Office / Division	Office of the City Engineer / Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government of Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Filled-out Work / Job Order Request Form, duly attested by requester's Immediate Head or Barangay Chairman (1 original, 1 duplicate).</p> <p>2. Approved written request from the Office of the City Mayor or City Administrator (1 original copy).</p>		<p>- Office of the City Engineer / Maintenance Division / Administrative Staff</p> <p>- Office of the City Mayor / Office of the City Administrator</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved required documents.	1.1 Receive required documents and check for completeness.	None	1 min	<i>General Foreman</i> Maintenance Division
	1.2 Record request at designated logbook.	None	1 min	<i>General Foreman</i> Maintenance Division
	1.3 Schedule			<i>Engineer II</i> Maintenance



	and conduct area inspection.	None	4 hours	Division
	1.4 Process request	None	2 Days	<i>Engineer II</i> Maintenance Division
	1.4.1 Perform preliminary works (preparation of Plans & POW)	None	1 Day	<i>DivisionHead</i> Maintenance Division
	1.4.2 Approval of Request			
	1.4.3 Perform actual request as classified below (w/ complete available materials)	None	(5 Days)	<i>General Foreman</i> Maintenance Division
	1.4.3.1 Condition 1 – Simple Projects (Fabrication & Construction Works) for regular events	None	(22 Days)	<i>General Foreman</i> Maintenance Division
	1.4.3.2 Condition 2 – Simple & Complex Projects (Fabrication & Construction Works) for Subaraw Festival & other similar events	None	(60 Days)	<i>General Foreman</i> Maintenance Division



	1.4.3.3 Condition 3 – Simple & Complex Projects for Light a Tree and other similar events.			
2. Fill-out Work Acceptance / Feedback Form after completion of work.	2.1 Hand-over & Collect Work Acceptance / Feedback Form to / from requester.	None	1 Minute	<i>General Foreman Maintenance Division</i>
	2.2 File & record request.	None	1 Minute	<i>General Foreman Maintenance Division</i>
TOTAL:		None	3 Days, 4 Hours & 4 Minutes + (No. of Days for each event as classified) + (No. of Days to complete materials needed)	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER (Materials Testing & Quality Control Division)

External Services



1. Materials Testing & Quality Control Services for Business Entities

Ascertains that all materials utilized in all City Government Infrastructure Projects pass the requirements of the DPWH Standard Specifications and to strictly comply with the schedule of Minimum Testing Requirements.

- Conduct of Concrete Coring Test (Thickness Determination) as a requirement of the project's final billing;
- Approbation of a Concrete Pouring Permit;
- Conduct of Field Density Test using SDG 200 Machine;
- Accommodation of rentals of beam mold, cylinder mold and slump cone apparatus.
- Carrying out Compressive & Flexural Strength Test and its corresponding results;

Office / Division	Office of the City Engineer / Materials Testing & Quality Control Division			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Program of Works (1 Certified True Copy) 2. Quality Control Program		- Administrative Division & Records Division Office of the City Engineer - Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concrete Coring Test (Thickness Determination) 1. Fill out completely the Request Slip duly signed by the Contractor's Project Engineer and indicate the preferred date of testing (should be at least 3 days after submission of request).	1. Give request slip.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division



2. Submit request slip to MTQCD and attach a photocopy of letter request for final billing received by the Administrative Division.	2. Receive & evaluate the information provided in the request slip and assess the corresponding amount of fees.	None	5 Minutes	<i>Engineer II</i> MTQC Division
3. Forward the Order of Payment to Administrative Division for verification (City Engineer).	3. Issue an Order of Payment to be signed by the City Engineer.	Php 1200 / concrete core	8 Minutes	<i>Engineer II</i> MTQC Division
4. Payment of the assessed testing fee to the Office of the City Treasurer. 4.1 Show Official Receipt to MTQCD.	4. Check and photocopy the official receipt as proof of payment and for record purposes.	None	5 Minutes	<i>Engineer II</i> MTQC Division
5. Witness the testing activity on site and assist the MTQCD Personnel.	5. Perform the coring on project site.	None	3 Days + (45 Minutes x No. of core)	<i>Engineer II</i> MTQC Division
	5.1.1 Condition 1 – Good weather	None	3 Days + No. of days with rain + (45 Minutes x No. of core)	<i>Engineer II</i> MTQC Division
	5.1.2 Condition 2 – Bad weather at site location	None	15 Minutes	<i>Engineer III</i> MTQC Division
	5.2 Preparation of test result.			
	5.3 Signature	None	2 Days	<i>Division Chief</i>



	of Division Chief & Approving Authority.			MTQC Division
6. Receive the test result.	6. Issue test result to the Contractor's Personnel.	None	3 minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		Php 1200.00 / core	Condition 1 = 5 Days, 39 Minutes + (45 Minutes x No. of core) Condition 2 = 5 Days, 39 Minutes + No. of days with rain + (45 Minutes x No. of core)	
Concrete Pouring Permit 1. Get 2 original copies of Concrete Pouring Permit Form at MTQCD. 1.1 Fill out the forms completely and should be signed by the Contractor's Project Engineer, Government's Project Engineer, and Quantity Surveyor.	1. Give 2 original copies of Concrete Pouring Permit Form.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division



<p>2. Submit the accomplished Concrete Pouring Permit Form to the MTQCD and attach a photocopy of FDT result upon submission (to be submitted 3 days prior to the scheduled date of pouring).</p>	<p>2. Receive Concrete Pouring Permit Form signed by the Contractor's Project Engineer, Government's Project Engineer, and Quantity Surveyor.</p>	None	3 Minutes	<p><i>Laboratory Technician II</i> MTQC Division</p>
	<p>2.1 Check the photocopy of FDT Result.</p>	None	5 Minutes	<p><i>Engineer II</i> MTQC Division</p>
	<p>2.2 Conduct inspection and validation—checking the project site, batching plant, aggregates, and necessary equipment used for concrete pouring and testing.</p>	None	3 Days	<p><i>Engineer III</i> MTQC Division</p>
	<p>2.3 Approval of request.</p>			



	<p>2.3.1 Condition 1 – Compliance with all the necessary requirements for concrete pouring.</p> <p>2.3.2 Condition 2 – Incompliance with 1 or more of the necessary requirements for concrete pouring may lengthen the processing time.</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>No. of days it took to comply all the necessary requirements</p>	<p><i>Division Chief</i> MTQC Division</p> <p><i>Division Chief</i> MTQC Division</p>
3. Receive the form approved by MTQCD Head and forward to Administrative Division for final approval of the Assistant City Engineer.	3. Release the approved form to the Contractor's Personnel for final approval of the Assistant City Engineer.	None	3 Minutes	<i>Engineer II</i> MTQC Division
4. Furnish a copy of the approved Pouring Permit Form to MTQCD.	4. Receive the completely signed Pouring Permit Form.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		None	<p>Condition 1 = 3 Days & 22 Minutes</p> <p>Condition 2 = 3 Days & 17 Minutes + No. of days it took to comply all the necessary requirements</p>	



<p>Field Density Test (using SDG 200)</p> <p>1. Fill out completely an FDT Request Slip duly signed by the Contractor's Project Engineer.</p>	<p>1. Give an FDT Request Slip.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p>2. Submit the accomplished FDT Request Slip to MTQCD. (Preferably requested 1 day ahead the schedule of concrete pouring.)</p>	<p>2. Evaluate the information provided in the request slip and assess the corresponding amount of fees.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>3. Receive the Order of Payment signed by the Office Head of MTQCD.</p>	<p>3. Issue an Order of Payment to be signed by the City Engineer.</p>	<p>₱ 500.00 per test (3 tests for every 500 square meter)</p>	<p>8 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>4. Forward the Order of Payment to Administrative Division for verification (City Engineer).</p> <p>4.1 Payment of the assessed testing fee to the Office of the City Treasurer.</p> <p>4.2 Furnish and show the official receipt to</p>	<p>4. Photocopy the official receipt as proof of payment and record</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Engineer II</i> MTQC Division</p>



MTQCD.	purposes.			
5. Witness the testing activity on site and assist the MTQCD Personnel.	5. Perform the Field Density Test on site.	None	1 Day + (10 Minutes x No. of test)	<i>Engineer II</i> MTQC Division
	5.1.1 Condition 1 – Good weather condition, no conflict of schedule with other projects	None	1 Day + No. of days with rain + No. of days schedule was adjusted + (10 Minutes x No. of test)	<i>Engineer II</i> MTQC Division
	5.1.2 Condition 2 – Bad weather condition, conflict of schedule with other projects.	None	15 Minutes	<i>Engineer III</i> MTQC Division
	5.2 Preparation of test result. 5.3 Signature of Division Chief and approving authorities.	None	1 Day	<i>Division Chief</i> MTQC Division
6. Receive the test result.	6. Issue the test result to the Contractor's Personnel.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
	TOTAL:	Php 500.00 x no. of Tests	Condition 1 = 2 Days, 35 Minutes + (10 Minutes x No. of test) Condition 2 = 2 Days, 35 Minutes + No. of days with rain +	



			No. of days schedule was adjusted + (10 Minutes x no. of test)	
Rentals (Beam Mold, Cylinder Mold, Slump Cone) 1. Fill out completely the Rental Request Form.	1. Give a Rental Request Form.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
2. Submit the filled-out Rental Request Form to MTQCD personnel.	2. Approve the rental request. 2.1 Assess the corresponding amount of rental fee.	None Php 300.00 for every 3 sets of mold per day and/or Php 300.00 each slump cone per day	5 Minutes 5 Minutes	<i>Engineer II</i> MTQCD <i>Engineer II</i> MTQC Division
3. Receive the Order of Payment signed by the Office Head of MTQCD.	3. Issue an Order of Payment to be signed by the City Engineer.	None	5 Minutes	<i>Engineer II</i> MTQC Division
4. Payment of assessed rental fee. 4.1 Furnish an official receipt to MTQCD.	4. Photocopy the official receipt as proof of payment and record purposes.	None	5 Minutes	<i>Laboratory Technician II</i> MTQC Division
5. Receive the apparatus being rented.	5. Issuance of apparatus being rented.	None	5 Minutes	<i>Laboratory Technician II</i> MTQC Division



6. Return the rented apparatus on the date specified in the accomplished Rental Request Form.	6. Record the date of return.	None	5 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		Php 300.00 for 3 Sets of Mold x No. of Days and/or Php 300.00 x No. of Cones x No. of Days	33 Minutes	
Strength Test (Compressive)				
1. Fill out the necessary information on the Flexural and Compressive Strength Test Sample Card.	1. Give the Flexural and Compressive Strength Test Sample Card.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
2. Submit the filled-out form to MTQCD Personnel.	2. Receive the accomplished Sample Card along with the concrete cylinder test specimens.	None	5 Minutes	<i>Laboratory Technician II</i> MTQC Division
	2.1 Evaluate the information given and record the schedule of Testing.	None	5 Minutes	<i>Engineer II</i> MTQC Division



<p>3. Receive the Order of Payment duly signed by the Division Chief.</p> <p>3.1 Payment of the assessed testing fee to the Office of the City Treasurer.</p>	<p>3. Issue an Order of Payment signed by the Division Chief.</p>	<p>Php 120.00 per cylinder (3 concrete cylinders for every 75 cubic meters)</p>	<p>8 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>4. Furnish an official receipt to MTQCD Office.</p>	<p>4. Photocopy the official receipt as proof of payment and record purposes</p> <p>4.1 Perform the testing procedure.</p> <p>4.2 Preparation of test result.</p> <p>4.3 Signature of Division Chief and approving authorities.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>5 Minutes x No. of cylinder</p> <p>15 Minutes</p> <p>1 Day</p>	<p><i>Laboratory Technician II</i> MTQC Division</p> <p><i>Engineer II</i> MTQC Division</p> <p><i>Engineer III</i> MTQC Division</p> <p><i>Division Chief</i> MTQC Division</p>
<p>5. Receive the test result.</p>	<p>5. Issue the test result to the Contractor's Personnel.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p>TOTAL:</p>		<p>Php 120.00 x No. of Cylinders</p>	<p>1 Day & 44 Minutes + (5 Minutes x No. of cylinder)</p>	



<p>Strength Test (Flexural)</p> <p>1. Fill out the necessary information on the Flexural and Compressive Strength Test Sample Card.</p>	<p>1. Give the Flexural and Compressive Strength Test Sample Card.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p>2. Submit the filled-out form to MTQCD Personnel.</p>	<p>2. Receive the accomplished Sample Card together with the beam test specimens.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
	<p>2.1 Evaluate the information given and record the schedule of Testing.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>3. Receive the Order of Payment duly signed by the Division Chief.</p> <p>3.1 Payment of the assessed testing fee to the Office of the City Treasurer.</p>	<p>3. Issue an Order of Payment signed by the Division Chief.</p>	<p>Php 120.00 per beam (3 concrete beams for every 75 cubic meters)</p>	<p>8 minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>4. Furnish an official receipt to MTQCD Office.</p>	<p>4. Photocopy the official receipt as proof of payment and record purposes</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>



5. Witness the Compressive Strength Test at the MTQCD Laboratory.	5. Perform the testing procedure.	None	5 Minutes x No. of beam	<i>Engineer II</i> MTQC Division
	5.1 Preparation of test result.	None	15 Minutes	<i>Engineer III</i> MTQC Division
	5.2 Signature of Division Chief and approving authorities.	None	1 Day	<i>Division Chief</i> MTQC Division
6. Receive the test result.	6. Issue the test result to the Contractor's Personnel.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		P 120.00 x No. of Beams	1 Day & 44 Minutes + (5 Minutes x no. of beam)	
END OF TRANSACTION				



2. Materials Testing & Quality Control Services / OJT

Accommodation of students who undergo On-The-Job Training as part of their curriculum.

- Providing relevant exposures and experiences needed for them to succeed to their future careers as Engineers.

Office / Division	Office of the City Engineer / Materials Testing & Quality Control Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	On-the-Job Trainees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Endorsement Letter (1 photocopy) 2. Memorandum of Agreement (1 photocopy) 3. Curriculum Vitae (1 original copy)		- Administrative & Records Division Office of the City Engineer - School - Student/Trainee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of Endorsement Letter duly signed by the trainees' OJT Instructor, hereby signed, and approved by the CED Admin Officer; Memorandum of Agreement signed by both parties and duly notarized; and student's individual Curriculum Vitae.	1.1 Receive the requirements.	None	3 Minutes	<i>Division Chief</i> MTQCD
	1.2 Accommodate and introduce the students/on-the-job trainees with regards to activities conducted by the office.	None	1 Hour	<i>Engineer III</i> MTQCD



2. Receive the Certificate of Completion.	2. Issue Certificate of Completion as they completed the required number of hours of their training.	None	3 Minutes x No. of trainee	<i>Division Chief</i> MTQCD
TOTAL:		None	1 Hour, 3 Minutes + (3 Minutes x No. of trainee)	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER (Materials Testing & Quality Control Division)

Internal Services



1. Materials Testing & Quality Control Services for City Government Projects

Ascertains that all materials utilized in all City Government Infrastructure Projects pass the requirements of the DPWH Standard Specifications and to strictly comply with the schedule of Minimum Testing Requirements.

- Approbation of a Concrete Pouring Permit;
- Conduct of Concrete Coring Test (Thickness Determination) as a requirement on a completed pavement;
- Conduct of Field Density Test using SDG 200 Machine; and
- Carrying out Compressive and Flexural Strength Test and its corresponding results.

Office / Division	Office of the City Engineer / Materials Testing & Quality Control Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Project Engineer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Program of Works (1 certified true copy)		– Administrative Division / Office of the City Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concrete Coring Test (Thickness Determination) 1. Fill out completely the request slip duly signed by the Government's Project Engineer. Indicate the preferred date of testing (should be 3 days after submission of request).	1. Give request slip.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
2. Submit request slip to MTQCD.	2. Receive and evaluate the information provided in the request slip.	None	5 Minutes	<i>Engineer II</i> MTQC Division



<p>3. Witness the testing activity on site.</p>	<p>3. Perform the coring on project site.</p> <p>3.1.1 Condition 1 – Good weather condition</p> <p>3.1.2 Condition 2 – Bad weather condition</p> <p>3.2 Preparation of test result.</p> <p>3.3 Signature of Division Chief and approving authorities.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 Days + (45 Minutes x No. of core)</p> <p>3 Days + No. of days with rain + (45 Minutes x No. of core)</p> <p>15 Minutes</p> <p>2 Days</p>	<p><i>Engineer II</i> MTQC Division</p> <p><i>Engineer II</i> MTQC Division</p> <p><i>Engineer III</i> MTQC Division</p> <p><i>Division Chief</i> MTQC Division</p>
<p>4. Receive the test result.</p>	<p>4. Issue test result to the Government's Project Engineer.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p style="text-align: center;">TOTAL:</p>		<p>None</p>	<p>Condition 1 = 5 Days, 26 Minutes + (45 Minutes x No. of core)</p> <p>Condition 2 = 5 Days, 26 Minutes + No. of days with rain + (45 Minutes x No. of core)</p>	



<p>Concrete Pouring Permit</p> <p>1. Get 2 original copies of Pouring Permit Form at MTQCD.</p> <p>1.1 Fill out the form completely and should be signed by the Government's Project Engineer and Quantity Surveyor.</p>	<p>1. Give 2 original copies of Pouring Permit Form.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p>2. Submit the accomplished Concrete Pouring Permit Form to the MTQCD Office. Attach a photocopy of FDT Result upon submission. (To be submitted 3 days prior to the scheduled date of pouring.)</p>	<p>2. Receive Pouring Permit Form with the approval of Government's Project Engineer and Quantity Surveyor.</p> <p>2.1 Check the photocopy of FDT Result.</p> <p>2.2 Conduct inspection and validation—checking the project site, batching plant, aggregates, and necessary equipment used for concrete pouring and testing.</p> <p>2.3 Approval of request.</p> <p>2.3.1 Condition 1 – Compliance</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>5 Minutes</p> <p>3 Days</p> <p>5 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p> <p><i>Engineer II</i> MTQC Division</p> <p><i>Engineer III</i> MTQC Division</p> <p><i>Division Chief</i> MTQC Division</p>



	<p>with all the necessary requirements for concrete pouring.</p> <p>2.3.2 Condition 2 – Incompliance with 1 or more of the necessary requirements for concrete pouring may lengthen the processing time.</p>	None	No. of days it took to comply all the necessary requirements	<i>Division Chief</i> MTQC Division
3. Receive the form approved by MTQCD Head and forward to Administrative Division for final approval of the Assistant City Engineer.	3. Release the approved form to the Government's Project Engineer for final approval of the Assistant City Engineer.	None	3 Minutes	<i>Engineer II</i> MTQC Division
4. Furnish a copy of the completely signed Pouring Permit to the MTQCD.	4. Receive the completely signed Pouring Permit Form.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		None	Condition 1 = 3 Days & 22 Minutes Condition 2 = 3 Days & 17 Minutes + No. of days it took to comply all the necessary requirements	



<p>Field Density Test (using SDG 200)</p> <p>1. Fill out completely an FDT Request Slip duly signed by the Government's Project Engineer.</p>	<p>1. Give an FDT Request Slip.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Laboratory Technician II</i> MTQC Division</p>
<p>2. Submit the accomplished FDT Request Slip to MTQCD. (Preferably requested 1 day ahead the schedule of concrete pouring.)</p>	<p>2. Evaluate the information provided in the request slip for confirmation of the schedule.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Engineer II</i> MTQC Division</p>
<p>3. Witness the testing activity on site.</p>	<p>3. Perform the Field Density Test on site.</p> <p>3.1.1 Condition 1 – Good weather condition, no conflict of schedule with other projects</p>	<p>None</p>	<p>1 Day + (10 Minutes x No. of test)</p>	<p><i>Engineer II</i> MTQC Division</p>
	<p>3.1.2 Condition 2 – Bad weather condition, conflict of schedule with other projects.</p>	<p>None</p>	<p>1 Days + No. of days with rain + No. of days schedule was adjusted + (10 Minutes x No. of test)</p>	<p><i>Engineer II</i> MTQC Division</p>
	<p>3.2 Preparation of test result.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Engineer III</i> MTQC Division</p>
	<p>3.3 Signature of Division Chief and approving authorities.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Division Chief</i> MTQC Division</p>



4. Receive the test result.	4. Issue the test result to the Government's Project Engineer.	None	3 Minutes	Laboratory Technician II MTQC Division
TOTAL:		None	Condition 1 = 2 Days & 26 Minutes + (10 Minutes x No. of test) Condition 2 = 2 Days & 26 Minutes + No. of days with Rain + No. of Days schedule was adjusted + (10 Minutes x No. of test)	
Strength Test (Compressive)				
1. Fill out the necessary information on the Flexural and Compressive Strength Test Sample Card.	1. Give a Flexural and Compressive Strength Test Sample Card to the Government's Project Engineer.	None	3 Minutes	Laboratory Technician II MTQC Division
2. Give the filled-out form to MTQCD Personnel.	2. Receive the accomplished Sample Card.	None	3 Minutes	Engineer II MTQC Division
	2.1 Evaluate the information given and record the schedule of Testing.	None	5 Minutes	Engineer II MTQC Division
	2.2 Notify the	None	1 Minute	Engineer II



	Government's Project Engineer to witness the testing on the scheduled date.			MTQC Division
3. Witness the Compressive Strength Test at the MTQCD Laboratory.	3. Perform the testing procedure.	None	5 Minutes x No. of cylinder	<i>Engineer II</i> MTQC Division
	3.1 Preparation of test result.	None	15 Minutes	<i>Engineer III</i> MTQC Division
	3.2 Signature of Division Chief and approving authorities.	None	1 Day	<i>Division Chief</i> MTQC Division
4. Receive the test result.	4. Issue the test result to the Government's Project Engineer.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		None	1 Day & 30 Minutes + (5 Minutes x No. of Cylinder)	
Strength Test (Flexural)				
1. Fill out the necessary information on the Flexural and Compressive Strength Test Sample Card.	1. Give a Flexural and Compressive Strength Test Sample Card to the Government's Project Engineer.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division



2. Give the filled-out form to MTQCD Personnel.	2. Receive the accomplished Sample Card.	None	3 Minutes	<i>Engineer II</i> MTQC Division
	2.1 Evaluate the information given and record the schedule of Testing.	None	5 Minutes	<i>Engineer II</i> MTQC Division
	2.2 Notify the Government's Project Engineer to witness the testing on the scheduled date.	None	1 Minute	<i>Engineer II</i> MTQC Division
3. Witness the Compressive Strength Test at the MTQCD Laboratory.	3. Perform the testing procedure.	None	5 Minutes per Beam x No. of Beam	<i>Engineer II</i> MTQC Division
	3.1 Preparation of test result.	None	15 Minutes	<i>Engineer III</i> MTQC Division
	3.2 Signature of Division Chief and approving authorities.	None	1 Day	<i>Division Chief</i> MTQC Division
4. Receive the test result.	4. Issue the test result to the Government's Project Engineer.	None	3 Minutes	<i>Laboratory Technician II</i> MTQC Division
TOTAL:		None	1 Day & 30 Minutes + (5 Beam x No. of Beam)	
END OF TRANSACTION				



**OFFICE OF THE CITY ENGINEER (Motorpool
Division)
External Services**



1. Certificate of Inspection - Newly Acquired Vehicles and Equipment

To certify that the specifications and details indicated on the Purchase Order match the actual specification and details of the actual equipment received

Office / Division	City Engineering Department / Motorpool Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Order (1 photocopy) 2. Invoice (1 photocopy) 3. Delivery Receipt (1 photocopy)			- Requesting Party - Requesting Party - Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements for inspection and wait for its evaluation and validation	1. Check completeness of document	None	3 Minutes	<i>Engineer III</i> Motorpool Division
2. Request Schedule of inspection	2. Inform client: date, time and place of inspection	None	2 Minutes	<i>Engineer III</i> Motorpool Division
3. Present the Equipment/vehicles to be inspected	3. Conduct inspection	None	10 Minutes	<i>Engineer III</i> Motorpool Division
4. Ask for the Certificate Inspection	4.1 Encode and print certificate of inspection (include all necessary data	None	30 Minutes	<i>Engineer III</i> Motorpool Division
	4.2	None	3 Minutes	<i>Engineer III</i>



	Countercheck printed certificate of inspection			Motorpool Division
	4.3 Signing of Certificate of Worthiness	None	1 Day	<i>Engineer III</i> Motorpool Division
5. Claim the Certificate of Inspection	5. Release Certificate of Worthiness. File & record request.	None	2 Minutes	<i>Engineer III</i> Motorpool Division
TOTAL (Per Vehicle)		None	1 Day & 50 Minutes	
END OF TRANSACTION				



2. Certificate of Worthiness for Car and Motorcycle Rental

Issuance of Certificate of Worthiness for Car and Motorcycle Rental for the purpose of securing business permit from the City Government

Office / Division	City Engineering Department / Motorpool Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (1 photocopy) 2. Certification of Registration (1 photocopy) 3. Certificate of Registration (1 photocopy) 4. Car and Motorcycle to be Inspected		- Land Transportation Office (LTO) - Land Transportation Office (LTO) - Department of Trade and Industry (DTI)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBL E
1. Submit the complete requirements for inspection and wait for its evaluation and validation	1. Check completeness of document	None	3 Minutes	<i>Engineer II</i> Motorpool Division
2. Request Schedule of inspection	2. Inform client when and where the inspection will take place	None	2 Minutes	<i>Engineer II</i> Motorpool Division
3. Present the vehicles to be inspected	3. Conduct inspection	None	10 Minutes	<i>Engineer II</i> Motorpool Division
4. Ask for the Certificate of Worthiness	4.1 Prepare Certificate of Worthiness (include all necessary data)	None	5 Minutes	<i>Engineer II</i> Motorpool Division
	4.2 Counter checking of printed Certificate of Worthiness	None	3 Minutes	<i>Engineer II</i> Motorpool Division



	4.3 Signing of Certificate of Worthiness	None	1 Day	<i>Engineer II</i> Motorpool Division
5. Claim the Certificate of Worthiness	5.1 Release Certificate of Worthiness. File & record request.	None	3 Minutes	<i>Engineer II</i> Motorpool Division
TOTAL (Per Vehicle)		None	1 Day & 26 Minutes	
END OF TRANSACTION				



3. Job Order and Pre-Repair Inspection Report

To ascertain the needed parts and determine the nature of work to be done

Office / Division	City Engineering Department / Motorpool Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum Receipt		- Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Fill-out request form completely and submit to the Office Admin	1.1 Accept and check the filled-out request form	None	2 Minutes	<i>Engineer III</i> Motorpool Division
	1.2 Record the request in the Logbook	None	3 Minutes	<i>Engineer III</i> Motorpool Division
	1.3 Forward the form to the Mechanical Shop Foreman for scheduling (upon availability of mechanic)	None	2 Minutes	<i>Engineer III</i> Motorpool Division
2. Request Schedule of inspection	2. Inform requestor – date, time and place of inspection	None	5 Minutes	<i>Engineer III</i> Motorpool Division
3. Present the vehicles/equipment to be inspected	3.1 Perform Inspection	None	30 Minutes	<i>Engineer III</i> Motorpool Division



	3.2 Prepare the Pre-Repair Inspection Report and Job Order	None	15 Minutes	<i>Engineer III</i> Motorpool Division
	3.3 Signing of Pre-Repair inspection report and Job Order	None	1 Day	<i>Engineer III</i> Motorpool Division
4. Claim Job Order and Pre-Repair Inspection Report	4. Release and record Job Order and Pre-Repair Inspection Report	None	3 Minutes	<i>Engineer III</i> Motorpool Division
TOTAL:		None	1 Day & 1 Hour	
END OF TRANSACTION				



4. Rental – Heavy Equipment

Rental of Heavy Equipment for various uses

Office / Division	Office of the City Engineer / Motorpool Division			
Classification	Highly Technical			
Type of Transaction	G2B - Gov't to Business, G2C – Gov't to Citizen, G2G – Gov't to Gov't			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Letter Request (1 original copy, 1 duplicate copy)			- Office of the City Mayor / Administrator's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit required document.	1.1 Receive required document and ask for Clients contact information.	None	1 Minute	<i>Engineer III</i> Motorpool Division
	1.2 Schedule date of inspection. Inform Client.	None	3 Minutes	<i>Engineer III</i> Motorpool Division
2. Proceed to inspection site	2. Conduct ocular inspection for recommendation of needed equipment and assessment of payment for the job.	None	2 Days	<i>Engineer III</i> Motorpool Division
3. Ask for Order of Payment and proceed to Office of the City Treasurer for Payment. *Make sure to secure Official	3. Prepares Order of Payment.	None	5 Minutes	<i>Engineer III</i> Motorpool Division



Receipt.	BULLDOZER TRACK TYPE 1. Komatsu Bulldozer D85-A	4,100.00/ Hour		
	ROAD GRADER MOTORIZED 1. Mitsubishi Grader MG300 2. Mitsubishi Grader MG330	1,650.00/ Hour 1,650.00/ Hour		
	WHEEL LOADER 1. Komatsu Loader WA100-1 2. Hitachi Loader LX-80			
	EXCAVATOR EQUIPMENT 1. Hitachi Excavator Track Type (EX-200-5)	1,650.00/ Hour 1,500.00/ Hour		
	SELF PROPELLE SINGLE DRUM VIBRATORY 1. Vibromax Compactor M106 2. Sakai Compactor	2,600.00/ Hour		
	SELF PROPELLED, RUBBER TIRE, STATIC 1. Watanabe 7 Wheel Pneumatic WP15WE	2,500.00/ Hour 2,500.00/ Hour		
	ASPHALT PAVING EQUIPMENT 1. Mitsubishi, Self propelled Wheel Type MF44W	1,350.00/		



	<p>TRUCK TRACTOR W/ LOW BED TRAILER, ISUZU. 10 WHEELER,390 BHP</p> <p>○ Within Puerto Princesa Fix Rate 4 hrs minimum/40 km radius EXZ21L</p> <p>○ From City proper to all points of Puerto Princesa/Palawan , more than 40kms</p> <p>WATER TANKER 1. Isuzu Water Tanker 12,000 ltrs 275 BHP CXG17 2. GMC Water Tanker CAT-3208</p> <p>DUMP TRUCK 1. Howo Sino Truck 10 Wheeler Model 290</p> <p>SPECIAL SUPPORT EQUIPMENT 1. Asphalt Batching Plant 10 tons 2. Vactron Desludging Machine Combo MC-850</p>	<p>Hour</p> <p>3,150.00/ Hour</p> <p>1,650.00/ Hour</p> <p>1,650.00/ Hour + (5.00 x No. of tons) + (5.00 x No. of Km)</p> <p>1,700.00/ Hour</p> <p>1,000.00/ Hour</p> <p>1,650.00/ Hour</p> <p>5,900.00/ Hour</p> <p>3,500.00/</p>		
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	<p>BULLDOZER TRACK TYPE 1. Komatsu Bulldozer</p> <p>ROAD GRADER MOTORIZED 1. Komatsu Grader GD511A-1 2. Komatsu Grader GD511A-2</p> <p>EXCAVATOR EQUIPMENT 1. Doosan Wheel Mounted Backhoe DX140W 2. Komatsu Backhoe PC200 8MO</p> <p>TRUCK TRACTOR W/ WATER TANK, HINO 6WHEELER ○ Within Puerto Princesa Fix Rate 4 hrs minimum/40 km radius ○ From City proper to all points of Puerto Princesa/Palawan , more than 40kms</p> <p>WATER TANKER 1. Hino, 6Wheeler</p> <p>DUMPTRUCK 1. Isuzu 6 Wheeler 2. Isuzu 10 Wheeler</p>	<p>Trip</p> <p>3,500.00/ Hour</p> <p>2,500.00/ Hour</p> <p>2,500.00/ Hour</p> <p>1,500.00/ Hour</p> <p>2,000.00/ Hour</p> <p>2,500.00/ Hour</p> <p>2,500.00/ Hour</p> <p>1,000.00/ Hour</p> <p>1,650.00/ Hour</p>		
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4. Return to Motorpool and submit Original Copy of Official Receipt.	4.1 Receive Official Receipt	None	1 Minute	<i>Engineer III</i> Motorpool Division
	4.2 Prepare Contract Agreement	None	10 Minutes	<i>Engineer III</i> Motorpool Division
	4.3 Signature of Division Head & Approving Authorities	None	2 Days	<i>Engineer III</i> Motorpool Division
5. Request schedule of activity.	5. Schedule date of operation / activity. (include period of waiting for availability of equipment). Inform client of the schedule.	None	2 Days	<i>Engineer III</i> Motorpool Division
6. Ask for the issuance of trip ticket	6. Prepares trip ticket indicating the number of days of rented equipment.	None	5 Minutes	<i>Engineer III</i> Motorpool Division
7. Follow-up request and or trip ticket for approval	7. Approval of trip ticket of the equipment requested	None	4 Hours	<i>Engineer III</i> Motorpool Division
8. Wait for the dispatch of requested equipment	8. Dispatch the requested equipment for operation	None	20 Minutes	<i>Engineer III</i> Motorpool Division
9. Fill-out Work Acceptance / Feedback Form after activity is completed	9. Perform activity, collect and file Work Acceptance / Feedback Form.	None	1 Day	<i>Engineer III</i> Motorpool Division
TOTAL:		Vehicle Rate x No. of Hours or No. of Trips	7 Days, 4 Hours & 45 Minutes	
END OF TRANSACTION				



5. Rental – Vactron Desludging Machine

Rental of Vactron Desludging Machine for Siphoning of Septic Tank and Drainage Systems

Office / Division	Office of the City Engineer / Motorpool Division			
Classification	Highly Technical			
Type of Transaction	G2B - Gov't to Business, G2C – Gov't to Citizen, G2G – Gov't to Gov't			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request (1 original copy, 1 duplicate copy)		Office of the City Mayor / Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit required document.	1. Receive required document and ask for Clients contact information.	None	1 Minute	<i>Division Head</i> Motorpool Division
	1.2 Schedule date of inspection. Inform Client.	None	3 Minutes	<i>Division Head</i> Motorpool Division
2. Proceed to inspection site	2. Conduct ocular inspection for recommendation of needed equipment and assessment of payment for the job.	None	2 Days	<i>Division Head</i> Motorpool Division
3. Ask for Order of Payment and proceed to Office of the City Treasurer for Payment. *Make sure to secure Official Receipt.	3. Prepares Order of Payment.	None (Rental Fee of Equipment 3,500.00 per Trip)	5 Minutes	<i>Division Head</i> Motorpool Division



4. Return to Motorpool and submit Original Copy of Official Receipt.	4.1 Receive Official Receipt	None	1 Minute	<i>Division Head</i> Motorpool Division
	4.2 Prepare Contract Agreement	None	10 Minutes	<i>Division Head</i> Motorpool Division
	4.3 Signature of Division Head & Approving Authorities	None	2 Days	<i>Division Head</i> Motorpool Division
5. Request schedule of activity.	5. Schedule date of operation / activity. (include period of waiting for availability of equipment). Inform client of the schedule.	None	2 Days	<i>Division Head</i> Motorpool Division
6. Ask for the issuance of trip ticket	6. Prepares trip ticket indicating the number of days of rented equipment.	None	5 Minutes	<i>Division Head</i> Motorpool Division
7. Follow-up request and or trip ticket for approval	7. Approval of trip ticket of the equipment requested	None	4 Hours	<i>Division Head</i> Motorpool Division
8. Wait for the dispatch of requested equipment	8. Dispatch the requested equipment for operation	None	20 Minutes	<i>Division Head</i> Motorpool Division
9. Fill-out Work Acceptance / Feedback Form after desludging activity is completed	9. Perform Desludging activity, collect and file Work Acceptance / Feedback Form.	None	4 Hours	<i>Division Head</i> Motorpool Division
TOTAL:		P3,500.00/ Trip	7 Days & 45 Minutes	
END OF TRANSACTION				



6. Repair and Maintenance of Vehicles and Equipment

Process to bring Vehicle/Equipment back to an earlier condition or to keep the Vehicle/Equipment operating at its present condition.

Office / Division	City Engineering Department / Motorpool Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Job Order Form (1 original copy)		- Motorpool Division / Admin Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Fill-out request work form for job order completely and submit to Office Admin	1.1 Accept and check the filled-out request form	None	3 Minutes	<i>Engineer III</i> Motorpool Division
	1.2 Record the request in the Logbook	None	15 Minutes	<i>Engineer III</i> Motorpool Division
1.3 Forward the form to the Mechanical Shop Foreman for scheduling (upon availability of mechanic)				
2. Present the vehicle/equipment to be repaired	2.1 Perform initial Check-up or inspection to vehicle/equipment and evaluate the needed action	None	3 Minutes	<i>Engineer III</i> Motorpool Division
	2.2 Inform the requestor what to be repaired or need to be replaced	None	5 Minutes	<i>Engineer III</i> Motorpool Division
	2.3 Assign			



	available mechanic to perform the job			
3. Request schedule of repair	3.1 Inform requestor – date, time and place of repair	None	2 Minutes	<i>Engineer III</i> Motorpool Division
	3.2 Perform repair and maintenance	None	1 Day	<i>Engineer III</i> Motorpool Division
4. Check status of vehicle/ equipment	4. Inform client the status of vehicle/equipment	None	5 Minutes	<i>Engineer III</i> Motorpool Division
5. Request for release of vehicle	5. Release repaired vehicle	None	10 Minutes	<i>Engineer III</i> Motorpool Division
TOTAL:		None	1 Day & 43 Minutes	
END OF TRANSACTION				



**OFFICE OF THE CITY ENGINEER (Planning,
Designing & Programming Division)
External Services**



1. Preparation of Program of Works for Drainage / Flood Control

Construction of Drainage/ Flood Control requested by Groups /Individual for implementation.

Office / Division	Office of the City Engineer / Planning, Designing & Programming Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	All persons serve by the drainage / flood control			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the group or individual address to the City Mayor. 2. Barangay Resolution endorsing the said project to the City government 3. Certificate of Availability of Funds 4. Detailed Engineering Design		- Purok President/ President of the Association or Individual requesting the project. - Barangay Chairman and Barangay Officials - Barangay Treasurer if to be funded by the Bgy or City Budget Officer if to be funded by the City Govt. - Survey and Mapping Division.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Barangay Chairman/ Bgy. Officials	1. Prepare Barangay Resolution endorsing the said project to the City Government	None	1 Day	Barangay Officials
2. Submit Letter Request together with the Barangay Resolution to the Mayor's Office	2. Letter Request with Barangay Resolution will be forwarded to the Office of the City Mayor for appropriate Action.	None	2 Days	Administrative Section, City Mayor's Office
3. Follow-up letter to the Office of the City Engineer the	3.1 The City Engineer will endorse the Letter Request	None	1 Day	<i>Supervising Admin. Officer</i> Administrative & Records Division



requested project	to the Planning and Programming Division for the preparation of Program of Work.	None	1 Day	Division Head Planning, Designing and Programming Division
	3.2 Head of the Planning and Programming Division will endorse the Note of the City Engineer to the Survey and Mapping Division for the Preparation of Detailed Engineering Design	None	7 Days	Division Head Planning, Designing and Programming Division
	3.3 Survey and Mapping Division will conduct Survey of the requested road and prepare Detailed Engineering Design	None	7 Days	Engineer II Planning, Designing and Programming Division
	3.4 Upon receipt of the Detailed Engineering Design the Head of the Planning and Programming Division will assign Engineer from the Drainage/ Flood Control Design Section for the preparation of Detailed Unit Price Analysis and Program of			



	<p>Work</p> <p>3.5 The finished Detailed Unit Price Analysis and Program of Work prepared by the Engineer II will be reviewed by the Section Head of the Drainage/Flood Control Design Section</p> <p>3.6. The Detailed Unit Price Analysis will be reviewed again by the Division Chief and the Program of Work will be signed by her /him if he/she find out that no further correction is needed.</p> <p>3.7 Release of Program of Work to Administrative IV (Ms. Karen B. Cancio) of the Administrative Section for the Recommending Approval of the City Engineer</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Days</p> <p>2 Days</p> <p>1 Day</p>	<p><i>Section Head</i> Roads/Bridges /Structural Design Section</p> <p><i>Division Head</i> Planning, Designing and Programming Division</p> <p><i>Department Head</i> Office of the City Engineer</p>
TOTAL:		None	18 Days	
END OF TRANSACTION				



2. Preparation of Program of Works for Drainage / Flood Control (Listed in AIP)

Construction of Drainage/ Flood Control funded by the City Government (Listed in the Annual Investment Plan).

Office / Division	Office of the City Engineer / Planning, Designing & Programming Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	All persons traversing the said road			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Listed in the Annual Investment Plan for theyear. (1 photocopy)		- City Planning Office		
2. Certificate of Funds Availability (1 photocopy)		- City Budget Office		
3. Detailed Engineering Design (1 photocopy)		- Survey and Mapping Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow up Projects Listed in the Annual Investment Plan are approved.	1.1 Endorse to the Survey and Mapping Division Projects listed in the Annual Implementation	None	1 Day	<i>Division Head</i> Planning, Designing and Programming Division
	1.2 Survey and Mapping Division will conduct Survey of the proposed drainage/flood and prepare Detailed Engineering Design	None	7 Days	<i>Division Head</i> Survey and Mapping Division



	1.3 Upon receipt of the Detailed Engineering Design the Head of the Planning and Programming Division will assign Engineer from the Drainage/ Flood Control Design Section for the preparation of Detailed Unit Price Analysis and Program of Work	None	7 Days	<i>Engineer II</i> Planning, Designing and Programming Division
	1.4 The finished Detailed Unit Price Analysis and Program of Work prepared by the Engineer II will be reviewed by the Section Head of the Drainage/Flood Control Design Section	None	2 Days	<i>Section Head</i> Drainage/Flood Control Design Section
	1.5 The Detailed Unit Price Analysis (DUPA) will be reviewed again by the Division Chief and the Program of Work (POW) will be signed by her /him if he/she find out that no further correction is needed.	None	2 Days	<i>Division Head</i> Planning, Designing and Programming Division



	1.6 Release of Program of Work (POW) to Administrative IV (Ms. Karen B. Cancio) of the Administrative Section for the Recommending Approval of the City Engineer	None	1 Day	<i>Department Head</i> Office of the City Engineer
TOTAL:		None	20 Days	
END OF TRANSACTION				



3. Preparation of Program of Works for Roads / Bridges

Opening / Concreting of Roads with Bridges requested by Groups /Individual for implementation.

Office / Division	Office of the City Engineer / Planning, Designing & Programming Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	All persons traversing the said road			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the group or individual address to the City Mayor (1 original copy)		- Purok President/ President of the Association or Individual requesting the project.		
2. Barangay Resolution endorsing the said project to the City government (1 original copy)		- Barangay Chairman and Barangay Officials		
3. Certificate of Availability of Funds (1 original copy)		- Barangay Treasurer if to be funded by the Barangay or City Budget Officer if to be funded by the City government.		
4. Detailed Engineering Design (E-copy)		- Survey and Mapping Division.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Barangay Chairman/ Bgy. Officials	1. Prepare Barangay Resolution endorsing the said project to the City Government	None	1 Day	Barangay Officials
2. Submit Letter Request together with the Barangay Resolution to the Mayor's Office	2. Letter Request with Barangay Resolution will be forwarded to the Office of the City Mayor for appropriate Action.	None	2 Days	Administrative Section, City Mayor's Office
3. Follow-up	3.1 The City	None	1 Day	<i>Supervising</i>



letter to the Office of the City Engineer the requested project	Engineer will endorse the Letter Request to the Planning and Programming Division for the preparation of Program of Work.			<i>Admin Officer</i> Administrative & Records Division
	3.2 Head of the Planning and Programming Division will endorse the Note of the City Engineer to the Survey and Mapping Division for the Preparation of Detailed Engineering Design	None	1 Day	<i>Division Head</i> Planning and Programming Division.
	3.3 Survey and Mapping Division will conduct Survey of the requested road and prepare Detailed Engineering Design	None	7 Days	<i>Division Head</i> Survey and Mapping Division
	3.4. Upon receipt of the Detailed Engineering Design the Head of the Planning and Programming Division will assign Engineer from the Road /Bridges/ Structural Design Section for the preparation of Detailed Unit Price Analysis and Program of Work	None	7 Days	<i>Division Head</i> Survey and Mapping Division
	3.5 The finished Detailed Unit	None	2 Days	<i>Division Head</i> Survey and



	Price Analysis and Program of Work prepared by the Engineer II will be reviewed by the Section Head of the Roads/ Bridges/structural Design Section			Mapping Division
	3.6 The Detailed Unit Price Analysis will be reviewed again by the Division Chief and the Program of Work will be signed by her /him if he/she find out that no further correction is needed.	None	2 Days	<i>Division Head</i> Survey and Mapping Division
	3.7 Release of Program of Work for to Administrative IV (Ms. Karen B. Cancio) of the Administrative Section for the Recommending Approval of the City Engineer	None	1 Day	Admin Officer Administrative & Records Division
TOTAL:		None	25 Days	
END OF TRANSACTION				



4. Preparation of Program of Works for Roads / Bridges (Listed in AIP)

Opening / Concreting of Roads with Bridges funded by the City Government
(Listed in the Annual Investment Plan).

Office / Division	Office of the City Engineer / Planning, Designing & Programming Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	All persons traversing the said road			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Listed in the Annual Investment Plan for the year (1 photocopy)		- City Planning Office		
2. Certificate of Funds Availability (1 photocopy)		- City Budget Office		
3. Detailed Engineering Design (E-copy)		- Survey and Mapping Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Follow up Projects Listed in the Annual Investment Plan are approve	1.1 Endorse to the Survey and Mapping Division Projects listed in the Annual Implementation	None	1 Day	<i>Division Head</i> Planning and Programming Division
	1.2 Survey and Mapping Division will conduct Survey of the road and prepare Detailed Engineering Design	None	7 Days	<i>Division Head</i> Survey and Mapping Division,
	1.3 Upon receipt of the Detailed Engineering Design the Head of the Planning and Programming	None	7 Days	<i>Division Head</i> Planning and Programming Division



	Division will assign Engineer from the Road /Bridges/ 1.4 Structural Design Section for the preparation of Detailed Unit Price Analysis and Program of Work			
	1.5 The finished Detailed Unit Price Analysis and Program of Work prepared by the Engineer II will be reviewed by the Section Head of the Roads/ Bridges/structural Design Section	None	2 Days	<i>Section Head</i> Roads/Bridges /Structural Design Section
	1.6 The Detailed Unit Price Analysis (DUPA) will be reviewed again by the Division Chief and the Program of Work will be signed by her /him if he/she find out that no further correction is needed.	None	2 Days	<i>Division Head</i> Planning and Programming Division
	1.7 Release of Program of Work (POW) to Administrative IV (Ms. Karen B. Cansio) of the Administrative Section for the Recommending Approval of the City Engineer	None	1 Day	<i>Department Head</i> Office of the City Engineer
TOTAL:		None	20 Days	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER (Public Services Division)

External Services



1. Plumbing Services

Repair of Comfort Rooms & Water Pumps of different Government Offices as requested.

Office / Division	Office of the City Engineer / Public Services Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Offices within Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Written Request (1 original copy)		- Office of the City Mayor / Office of the City Administrator.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit required document.	1.1 Receive required document.	None	1 Minute	<i>Supervising Water Works Superintendent Public Services Division</i>
	1.2 Schedule inspection for assessment of the works & list materials to be used.	None	10 Minutes	<i>Supervising Water Works Superintendent Public Services Division</i>
	1.3 Site Inspection & Validation	None	2 Days	<i>Supervising Water Works Superintendent Public Services Division</i>
	1.3 Prepare POW & Cost Estimate	None	2 Days	<i>Supervising Water Works Superintendent Public Services Division</i>
	1.4 Approval of POW & Estimate	None	2 Days	<i>Department Head Office of the City Engineer</i>



2. Get approved estimate & purchase materials needed.	2. Release of Estimate to client for purchase.	None	1 Minute	<i>Supervising Water Works Superintendent</i> Public Services Division
3. Deliver Materials on site. Inform Public Services Division	3. Conduct repair works as classified below.			
	3.1 Condition 1 – Simple Repair	None	(2 Days)	<i>Supervising Water Works Superintendent</i> Public Services Division
	3.2 Condition 2 – Complex Repair	None	(5 Days)	<i>Supervising Water Works Superintendent</i> Public Services Division
4. Fill-out Work Acceptance / Feedback Form after repair activity is completed	4. Collect and file Work Acceptance / Feedback Form	None	5 Minutes	<i>Supervising Water Works Superintendent</i> Public Services Division
TOTAL:		None	6 Days & 17 Minutes + (No. of Work Days as classified) + (No. of Days to complete materials)	
END OF TRANSACTION				



2. Preparation of Program of Works - Water Supply System

Preparation of Program of Works for Water Supply System Projects of different Barangays & other Government Agencies.

Office / Division	Office of the City Engineer / Public Services Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Agencies / Barangays Puerto Princesa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Barangay Resolution (1 original copy)		- Barangay		
2. Endorsement Letter (1 original copy)		- Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required Documents	1.1 Receive required documents & check for completeness.	None	1 Minute	<i>Supervising Water Works Superintendent</i> Public Services Division
	1.2 Schedule & conduct ocular inspection for data gathering <ul style="list-style-type: none"> • Water source • Distance of source down to Barangay site 	None	2 Days	<i>Supervising Water Works Superintendent</i> Public Services Division
	1.3 Preparation of plans & others Documents. <ul style="list-style-type: none"> • Detailed plans • Detailed Estimates • POW 	None	10 Days	<i>Supervising Water Works Superintendent</i> Public Services Division



	1.4 Approval of plans & other Documents	None	1 Day	<i>Department Head</i> Office of the City Engineer
2. Receive complete Project Documents	2. Release complete project documents & records request	None	2 Minutes	<i>Division Head</i> Public Services Division
TOTAL:		None	13 Days & 3 Minutes	
END OF TRANSACTION				



3. Water Supply Services

Drilling of Semi-Artesian & Deep Wells for Rural and Urban Barangays in Puerto Princesa City

Office / Division	Office of the City Engineer / Public Services Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government / G2C- Government to Citizens			
Who may avail	Residents of Puerto Princesa / Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Work / Job Order Request Form duly attested by requester's Immediate Head or Barangay Chairman (1 original, 1 duplicate),		Administrative Staff - Office of the City Engineer / Public Services Division.		
2. Written request approved by the City Mayor's Office (1 original copy)		Office of the City Mayor / Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1 Receive required documents & ask for client contact information.	None	1 Minutes	<i>Supervising Water Works Superintendent Public Services Division</i>
	1.2 Assessment of request for proper action.	None	1 Day	<i>Supervising Water Works Superintendent Public Services Division</i>
2. Proceed to area / site.	2.1 Schedule ocular Inspection. Inform Client.	None	1 Day	<i>Supervising Water Works Superintendent Public Services Division</i>



	2.1 Prepare list of materials needed.	None	2 Hours	<i>Supervising Water Works Superintendent Public Services Division</i>
	2.3 Approval of Work / Job Order Request and material estimate.	None	1 Day	<i>Division Head Public Services Division</i>
3. Get list of materials for purchase. Inform Public Services upon availability of materials.	3.1 Release list of materials & wait for availability.	None	1 Minute	<i>Supervising Water Works Superintendent Public Services Division</i>
	3.2 Schedule drilling activity. (include period of waiting for availability of personnel who will perform the drilling activities). Inform client of the schedule	None	5 Days (Normal Waiting Period)	<i>Supervising Water Works Superintendent Public Services Division</i>
4. Deliver materials on site.	4 Perform Drilling activity as classified below.			
	4.1 Condition 1 – Areas with Simple Soil Type	None	(7 Days)	<i>Supervising Water Works Superintendent Public Services Division</i>
	4.2. Condition 2 – Areas with Complex Soil Type	None	(70 Days)	<i>Supervising Water Works Superintendent Public Services Division</i>



5. Fill-out Work Acceptance / Feedback Form after activity is completed.	5.1 Collect Work Acceptance / Feedback Form.	None	2 Minutes	<i>Division Head</i> Public Services Division
	5.2 Log / record activity at designated logbook.	None	1 Minute	<i>Division Head</i> Public Services Division
TOTAL:		None	8 Days, 2 Hours & 4 Minutes+ (No. of Work Days as classified)	
END OF TRANSACTION				



OFFICE OF THE CITY ENGINEER (Survey & Mapping Division)

External Services



1. Road-Right-Of-Way and Other HOA Certifications

To provide assistance in the inspection, verification and preparation of Isolated/Parcellary Plans and Certifications for the RROW Claims, Donations and other Certifications required by the HLURB and Social Housing and Finance to the different Home Owners Associations and other City Housing - assisted projects.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - RROW and Housing Development Section			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Lot Titles / Technical Description / Certificate of Rights / Award (1 photocopy) 2. Location and/or Tax Maps (1 photocopy) 3. Parcellary and/or Subdivision Maps (1 photocopy) 4. Permit to Enter (1 photocopy) 5. RROW Donations or Relinquishment of Rights (1 photocopy) 6. Barangay/City Housing Indorsement (1 photocopy)			- Lot Owner / Requester - Lot Owner / Requestee / RoD / Assessor's - Lot Owner/s / City Housing Office - Lot Owner/s - Lot Owner/s - Lot Owner/s - Barangay Council / City Housing Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of technical surveys for the inspection, verification and Issuance of Certifications to the OCE Administrative Section	1.1.Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/docu ments, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
		None	1 Day	



	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.			<i>Division Head Survey & Mapping Division</i>
2. Payment of Certification Fee to the City Treasurer's Office after verification of submitted documents / requirements.	2. The Division Head / Team Leader prepares the Order of Payment	P 200.00 / Certification	15 Minutes	<i>Team Leader RROW & Housing Development Section</i>
3. Presence during the survey	3.1 Conduct Inspection / Verification / Reconnaissance Survey to the Subdivision and/or Lots affected by the Road Construction / Widening	None	1 Day	<i>Team Leader RROW & Housing Development Section</i>
	3.2. Preparation of Report / Parcellary Plan for affected lots	None	1 Day	<i>Team Leader RROW & Housing Dev't Section</i>
	3.3. Preparation and Submission of RROW Certification	None	30 Minutes	<i>Team Leader RROW & Housing Dev't Section</i>
	3.4. Signing of RROW Certification	None	30 Minutes	<i>Division Head Survey & Mapping Division</i>
4. Receiving of RROW	4. Recording and submission of	None	15 Minutes	<i>Division Head Survey &</i>



Certification and Parcellary Plan	Parcellary Plan / Certifications to the OCE Admin Section			Mapping Division
TOTAL:		P 200.00 / Certificate	3 Days, 1 Hour & 45 Minutes	
END OF TRANSACTION				



2. Survey – As-Built (By Administration Projects)

To provide surveying services necessary for the preparation of the As-Built Plans of By-Admin Road Concreting and other By-Admin Projects.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - Infrastructure and Mapping Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangays, Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic Copy of Approved Project's Detailed Engineering Plans 2. Photocopy of Approved Project's Program of Work / Volume Quantity Computations (1 photocopy)		- By-Admin Project Engineers - By-Admin Project Engineers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of As-Built Survey to the OCE Administrative Section	1.1 Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2 The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
	3. Notify and schedule with the Project Engineers/in-charge in the conduct of as-built survey	None	2 Days	<i>Team Leader Infrastructure and Mapping Section</i>



2. Presence of representatives of the BY-Admin Project Team during the conduct of As-Built survey	2.1 Conduct necessary As-Built Surveys	None	2 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	2.2 Preparation of As-Built Plans and Volume Quantity Computations	None	3 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	2.3 Submission, Checking and Approval of As-Built Plans and Volume Quantity Computations	None	1 Day	<i>Division Head</i> Survey & Mapping Division
	2.4 Recording and submission of As-Built Plans and Volume Quantity Computations to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	9 Days & 30 Minutes	
END OF TRANSACTION				



3. Survey – Hydrographic Survey

To provide surveying services necessary for the preparation of Detailed Engineering Design/Plans and volume quantity computations for the proposed Community Wharfs, Bridges, Spillways, Drainages and other water facilities.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - Infrastructure and Mapping Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangays, Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Road Lot Titles/Technical Description (1 photocopy) 2. Location and/or Tax Maps (1 photocopy) 3. Parcellary and/or Subdivision Maps (1 photocopy) 4. Permit to Enter (1 photocopy) 5. Barangay Resolution for prop. Inclusion to the City AIP (1 photocopy)		- Barangay / Requestee - Lot Owner / Requestee / RoD / Assessor's - Lot Owner/s - Lot Owner/s - Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of Hydrographic Surveys to the OCE Administrative Section / Instruction from the Head of Office as needed in the preparation of City Government's Annual Investment Plan	1.1. Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and	None	1 Day	<i>Division Head Survey & Mapping Division</i>



	<p>verification of necessary data before the scheduling of survey.</p> <p>1.3. Securing Permission / Authorization to conduct survey from the Lot Owner/s and/or Barangay Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.</p>	None	3 Days	<i>Team Leader</i> Infrastructure and Mapping Section
2. Presence of Barangay Officials during the conduct of survey	2. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Day	<i>Team Leader</i> Infrastructure and Mapping Section
3. Presence of Barangay Officials during the conduct of survey	3.1. Conduct necessary Hydrographic Surveys	None	7 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	3.2. Preparation of Detailed Engineering Design/Plan and volume quantity computations	None	5 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	3.3. Submission, Checking and Approval of DED and Volume Computations	None	1 Day	<i>Division Head</i> Survey & Mapping Division



	3.4. Recording and submission of Hydrographic / Locational Plan to the OCE Admin Section	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	TOTAL:	None	18 Days & 30 Minutes	
END OF TRANSACTION				



4. Survey – Isolated and Parcellary

To provide Isolated and/or Parcellary Surveys for the City Government Offices and Barangays and other individuals, associations and organizations affected by the road construction / widening.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - RROW and Housing Development Section			
Classification	Highly Technical			
Type of Transaction	G2C; G2B; G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Lot Titles/Technical Description (1 photocopy) 2. Location and/or Tax Maps (1 photocopy) 3. Parcellary and/or Subdivision Maps (1 photocopy) 4. Permit to Enter (1 photocopy) 5. RROW Donations or Relinquishment of Rights (1 photocopy)			- Lot Owner / Requester - Lot Owner / Requester / RoD / Assessor's - Lot Owner/s - Lot Owner/s - Lot Owner/s	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of isolated / parcellary survey to the OCE Administrative Section	1.1. Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
2. Issue Permt-to-Enter / Authorization	2. Securing Permission / Authorization to conduct survey from the Lot Owner/s and/or Barangay	None	1 Day	<i>Team Leader RROW & Housing Development</i>



	Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			Section
3. Presence during the conduct of survey	3. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Day	<i>Team Leader</i> RROW & Housing Development Section
4. Presence during the conduct of survey	4.1. Conduct Isolated / Parcellary Survey of Lot/s affected	None	5 Days	<i>Team Leader</i> RROW & Housing Development Section
	4.2. Preparation of Isolated / Parcellary Plan.	None	5 Days	<i>Team Leader</i> RROW & Housing Development Section
	4.3. Submission, Checking and Approval of Isolated / Parcellary Plan	None	1 Day	<i>Division Head</i> Survey & Mapping Division
5. Receiving of Isolated / Parcellary Plan	5. Recording and submission of Isolated / Parcellary Plan with Advance Technical Descriptions (if applicable) to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	14 Days & 30 Minutes	
END OF TRANSACTION				



5. Survey – Quarry Sites / Locational Survey

To provide surveying services necessary for the preparation of the City Environmental and Natural Resources Office's and Barangay's Quarry Site Applications

Office / Division	Office of the City Engineer / Surveys and Mapping Division - Infrastructure and Mapping Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangays, Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lot Titles/Technical Description (1 photocopy)		- Barangay / Requester		
2. Location and/or Tax Maps (1 photocopy)		- Lot Owner / Requester / RoD / Assessor's		
3. Parcellary and/or Subdivision Maps (1 photocopy)		- Lot Owner/s		
4. Permit to Enter (1 photocopy)		- Lot Owner/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of Quarry Sites Surveys to the OCE Administrative Section / Instruction from the Head of Office as needed in the preparation of City Government's Annual Investment Plan	1.1 Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2 The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
	1.3 Securing Permission /	None	3 Days	



	Authorization to conduct survey from the Lot Owner/s and/or Barangay Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			<i>Team Leader</i> Infrastructure and Mapping Section
2. Presence of Barangay Officials during the conduct of survey	2. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Days	<i>Team Leader</i> Infrastructure and Mapping Section
3. Presence of Barangay Officials during the conduct of survey	3.1 Conduct necessary Parcellary / Locational Survey for the proposed Quarry Sites	None	5 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	3.2 Preparation of Parcellary / Locational Plans	None	3 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	3.3 Submission, Checking and Approval of Parcellary / Locational Plans	None	1 Day	<i>Division Head</i> Survey & Mapping Division
	3.4 Recording and submission of Quarry Site Plan / Locational Plan to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	14 Days & 30 Minutes	
END OF TRANSACTION				



6. Survey – Relocation of Boundaries / Lot Corners of City Housing Projects

To provide assistance in verification & relocation of lot boundaries for the City Housing Subdivisions and other Government Subdivisions, properties and institutions.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - RROW and Housing Development Section			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay/City Housing Indorsement for individual requester (1 photocopy) 2. Lot Titles / Technical Description / Certificate of Rights / Award (1 photocopy)			- Barangay Council - Lot Owner / Requester	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of technical surveys for the inspection, verification and relocation to the OCE Administrative Section	1.1.Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
2. Provide Permit-to-Enter from the owners of affected lots	2. Securing Permission / Authorization to conduct survey from the Lot Owner/s and/or Barangay Officials. Notifying the	None	1 Day	<i>Team Leader RROW & Housing Development Section</i>



	Owners/Claimants, City Housing Personnel and the Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			
3. Presence during the conduct of survey	3.1. Conduct Relocation Surveys	None	3 Days	<i>Team Leader</i> RROW & Housing Dev't Section
	3.2. Preparation and Submission of Survey Report for lots with Encroachment and/or deficiency of boundaries to the respective Barangays and City housing Office for their necessary actions.	None	3 Days	<i>Division Head</i> Survey & Mapping Division
4. Receiving of Survey Report	4. Recording and submission of Survey Report / Parcellary Plan to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	8 Days & 30 Minutes	
END OF TRANSACTION				



7. Survey – Road Surveys

To provide surveying services necessary for the preparation of Detailed Engineering Design/Plans and volume quantity computations for the proposed Opening and Construction of Roads, Alleys and Farm-to-Market Roads.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - Infrastructure and Mapping Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangays, Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Road Lot Titles / Technical Description (1 photocopy)		- Barangay / Requester		
2. Location and/or Tax Maps (1 photocopy)		- Lot Owner / Requester / RoD / Assessor's		
3. Parcellary and/or Subdivision Maps (1 photocopy)		- Lot Owner/s		
4. Permit to Enter (1 photocopy)		- Lot Owner/s		
5. RROW Donations or Relinquishment of Rights (1 photocopy)		- Lot Owner/s		
6. Barangay Resolution for prop. Inclusion to the City AIP (1 photocopy)		- Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of Road Surveys to the OCE Administrative Section / Instruction from the Head of Office as needed in the preparation of City Government's Annual Investment Plan	1.1 Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
2. Provide	2. Securing Permission /	None	3 Days	<i>Team</i>



Permit-to-Enter from the owners of affected lots	Authorization to conduct survey from the Lot Owner/s and/or Barangay Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			Leader/Infrastructure and Mapping Section
3. Presence during the conduct of survey	3. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Day	Team Leader Infrastructure and Mapping Section
4. Presence of Barangay Officials during the conduct of survey	4.1 Conduct necessary Road Survey (Establishment of Bench Mark, Centerlines, Profile Elevation, Cross Section, and other structures, facilities and cross drains)	None	7 Days	Team Leader Infrastructure and Mapping Section
	4.2. Preparation of Detailed Engineering Design/Plan and volume quantity computations	None	5 Days	Team Leader Infrastructure and Mapping Section
	4.3. Submission, Checking and Approval of DED and Volume Computations	None	1 Day	Division Head Survey & Mapping Division
	4.4. Recording and submission of Detailed Engineering Design / Plans and Volume Quantity Computations to the OCE Admin Section.	None	15 Minutes	Division Head Survey & Mapping Division
TOTAL:		None	18 Days + 30 Minutes	
END OF TRANSACTION				



8. Survey – Route Surveys

To provide surveying services necessary for the preparation of Detailed Engineering Design/Plans and volume quantity computations for the proposed Drainage Systems, Cross Drains, Slope Protections and other Disaster/Hazard Protection Structures

Office / Division	Office of the City Engineer / Surveys and Mapping Division - Infrastructure and Mapping Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangays, Government Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Road Lot Titles/Tech'l Description (1 photocopy) 2. Location and/or Tax Maps (1 photocopy) 3. Parcellary and/or Subdivision Maps (1 photocopy) 4. Permit to Enter (1 photocopy) 5. RROW Donations or Relinquishment of Rights (1 photocopy) 6. Barangay Resolution for prop. Inclusion to the City AIP (1 photocopy)		- Barangay / Requestee - Lot Owner / Requestee / RoD / Assessor's - Lot Owner/s - Lot Owner/s - Lot Owner/s - Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of Route Surveys to the OCE Administrative Section / Instruction from the Head of Office as needed in the preparation of City Government's Annual Investment Plan	1. Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and	None	1 Day	<i>Division Head Survey & Mapping Division</i>



	verification of necessary data before the scheduling of survey.			
2. Provide Permit-to-Enter from the owners of affected lots	2. Securing Permission / Authorization to conduct survey from the Lot Owner/s and/or Barangay Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.	None	3 Days	<i>Team Leader</i> Infrastructure and Mapping Section
3. Presence of Barangay Officials during the conduct of survey	3. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Day	<i>Team Leader</i> Infrastructure and Mapping Section
4. Presence of Barangay Officials during the conduct of survey	4.1. Conduct necessary Route Survey, including reconnaissance survey for Drainages, Cross Drains, Slope Protections and other Disaster/Hazard Protection Structures	None	7 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	4.2. Preparation of Detailed Engineering Design/Plan and volume quantity computations	None	5 Days	<i>Team Leader</i> Infrastructure and Mapping Section
	4.3. Submission, Checking and Approval of DED and Volume Computations	None	1 Day	<i>Division Head</i> Survey & Mapping Division



	4.4. Recording and submission of Detailed Engineering Design / Plans and Volume Quantity Computations to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	18 Days & 30 Minutes	
END OF TRANSACTION				



9. Survey – Structural and Topographic Surveys

To provide Structural and Topographic Surveys for the City Government Offices and Barangays for Site Development and Building Construction requirements.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - RROW and Housing Development Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lot Titles / Technical Description (1 photocopy)		- Lot Owner / Requester		
2. Location and/or Tax Maps (1 photocopy)		- Lot Owner / Requester / RoD / Assessor's		
3. Parcellary and/or Subdivision Maps (1 photocopy)		- Lot Owner/s		
4. Permit to Enter (1 photocopy)		- Lot Owner/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for the conduct of structural and topographic survey to the OCE Administrative Section	1.1. Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
2. Issue Permit-to-Enter / Authorization	2. Securing Permission / Authorization to conduct survey from the Lot Owner/s and/or Barangay	None	1 Day	<i>Team Leader RROW & Housing Development</i>



	Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			Section
3. Presence during the conduct of survey	3. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	1 Day	<i>Team Leader</i> RROW & Housing Development Section
4. Presence during the conduct of survey	4.1. Conduct Structural and Topographic Surveys of the area within the identified boundaries	None	5 Days	<i>Team Leader</i> RROW & Housing Development Section
	4.2. Preparation of Structural / Topographic Plan.	None	3 Days	<i>Team Leader</i> RROW & Housing Development Section
	4.3. Submission, Checking and Approval of Structural / Topographic Plan	None	1 Day	<i>Division Head</i> Survey & Mapping Division
5. Receiving of Structural / Topographic Plan	5. Releasing of Plans to the OCE Admin Section	None	15 Minutes	<i>Division Head</i> Survey & Mapping Division
TOTAL:		None	12 Days & 30 Minutes	
END OF TRANSACTION				



10. Survey – Subdivision Survey

To provide subdivision services for the City Housing Projects and Barangays for their Barangay Sites and other Housing Projects.

Office / Division	Office of the City Engineer / Surveys and Mapping Division - RROW and Housing Development Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Housing Office, Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lot Titles/Technical Description (1 photocopy) 2. Location and/or Tax Maps (1 photocopy) 3. Parcellary and/or Subdivision Maps (1 photocopy) 4. Permit to Enter (1 photocopy) 5. RROW Donations or Relinquishment of Rights (1 photocopy)		- Lot Owner / Requester - Lot Owner / Requester / RoD / Assessor's - Lot Owner/s - Lot Owner/s - Lot Owner/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPON- SIBLE
1. Submission of request for the conduct of subdivision survey to the OCE Administrative Section	1.1.Receiving of request from the Administrative Section, recording and fixing of SMD Control Number, Review of attachments/documents, Discussing with client if lacking documents, Forwarding to the Division Chief	None	15 Minutes	<i>Division Head Survey & Mapping Division</i>
	1.2. The Head of Surveys and Mapping Division directs the Team Leader/s to conduct investigation, research and verification of necessary data before the scheduling of survey.	None	1 Day	<i>Division Head Survey & Mapping Division</i>
2. Issue Permt-to-Enter / Authorization	2. Securing Permission / Authorization to conduct survey from the Lot	None	1 Day	<i>Team Leader RROW & Housing</i>



	Owner/s and/or Barangay Officials. Notifying the Owners/Claimant and Barangay Officials to appear on the ground during the scheduled conduct of survey, to verify, witness and approve the survey.			Development Section
3. Presence during the conduct of survey	3.1. Conduct Reconnaissance Survey to verify the boundaries and topography of the subject area.	None	5 Days	<i>Team Leader</i> RROW & Housing Development Section
	3.2.1. Preparation and approval of Subdivision Scheme for City Government Housing Projects	None	3 Days	<i>Team Leader</i> RROW & Housing Development Section
	3.2.2. Preparation and approval of Subdivision Scheme for Barangay Sites and other Barangay Housing Projects	None	3 Days	<i>Team Leader</i> RROW & Housing Development Section
4. City Housing and/or Barangay Councils should provide Concrete (GS) Monuments and other assistance necessary to the layout of lots, including monumenting (labor) and dissemination of corners and boundaries to the lot beneficiaries	4. Conduct Subdivision Surveys / Layout of Lots	None	20 Days	<i>Team Leader</i> RROW & Housing Development Section
TOTAL:		None	33 Days & 15 Minutes	
END OF TRANSACTION				



OFFICE OF THE CITY BUILDING OFFICIALS

External Services



1. Issuance of Certifications for Simple and Non-subdivision projects

The Zoning Division issues Certification for a tract or parcel of land primarily partitioned for residential/commercial/agricultural purposes into individual lots with or without improvements thereon, and offered to the public for sale, in cash or in installment plans.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Subdivision Plan (1 set blue print copy)		Land Registration Authority (LRA)/ Department of Environment and Natural Resources (DENR)		
Certified True Copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 1 photocopy)		City Register of Deeds		
Certified true copy of Tax Declaration (1 original copy, 1 photocopy)		Office of the City Assessor		
Tax Map (if necessary) (1 original copy, 1 photocopy)		Office of the City Assessor		
Current Real Property Tax Certification (1 original copy, 1 photocopy)		City Treasurer's Office		
Extra-judicial/Deed of partition for co-heirs/co-owners or Affidavit of Non-subdivision project (1 original copy, 1 photocopy)		Lot owner/Notary Public		
A sworn Special Power of Attorney, for request filed by authorized representative for them to file/follow up/sign, and to claim decision on the request (1 original copy, 1 photocopy)		Lot owner, Notary Public		
Valid ID of owner or representative (1 photocopy)		Lot owner/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
1.1. Submits all the requirements	1.1 Receives and evaluates the completeness of submitted documents RETURN, if requirements are incomplete		15 minutes	Zoning Inspector II Zoning Officer III



	1.2 Assessment of Fees	₱250.00 per lot ₱2,000.00 (additional for Simple subdivision projects)	10 minutes	Zoning Inspector II Zoning Officer II
2. Payment of Fees and Charges 2.1 Secure Order of Payment (OP) 2.2 Present the OP at the OBO's designated payment area 2.3 Receives Official receipt (OR) from the collection officer and submits one (1) photocopy of the OR to the Zoning staff	2.1 Releases Order of Payment to the applicant 2.2 LGU cashier accepts and processes payments. 2.3 Checks the OR including photocopy		5 minutes 10 minutes 5 minutes	Zoning Inspector II Zoning Officer II <i>Revenue Collection Clerk</i> Office of the City Treasurer Zoning Inspector II Zoning Officer II



3. Claiming of Certificate 3.1 Receives the copy of Certificate (Applicant signs the OBO logbook signifying receipt)	3.1 Prepares/encodes the Certification		15 minutes	Zoning Inspector II Zoning Officer II
	3.2 Signs the Certificate		5 minutes	Zoning Officer IV Zoning Officer III
	3.3 Releases the Certificate (Check the documents and request the client to sign in the Release Logbook)		5 minutes	Zoning Inspector II
	TOTAL		₱250.00 per lot ₱2,000.00 (additional for Simple subdivision projects)	1 hour and 10 minutes
END OF TRANSACTION				



2. Issuance of Certifications for Land Use Classification

The Zoning Division issued certification regarding the Land Use Classification of the property whether allowable, under consent on merit or prohibited uses within a zone.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 1 photocopy)		City Register of Deeds		
Certified True Copy of Tax Declaration (1 original copy, 1 photocopy)		Office of the City Assessor		
Tax Map (1 original copy, 1 photocopy)		Office of the City Assessor		
Current Real Property Tax Certification (1 original copy, 1 photocopy)		Office of the City Treasurer		
A sworn Special Power of Attorney, for request filed by authorized representative for them to file/follow up/sign, and to claim decision on the request (1 original copy, 1 photocopy)		Lot owner, Notary Public		
Valid ID of applicant or representative (1 photocopy)		Lot owner/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submits all the requirements	1.1. Receives and evaluates the submitted documents		10 minutes	Zoning Inspector II Zoning Officer II
	RETURN, if requirements are incomplete			Zoning Officer III
	1.2. Assessment of Fees	₱300.00 (land use) ₱1,000.00 (locational viability)	5 minutes	Zoning Inspector II Zoning Officer II Zoning Officer III



<p>2. Payment of Fees and Charges</p> <p>2.1 Secure Order of Payment (OP).</p> <p>2.2 Present the OP at the OBO's designated payment area</p> <p>2.3 Receives Official receipt (OR) from the collection officer and submits one (1) photocopy of the OR to the <i>Zoning Staff</i></p>	<p>2.1 Releases Order of Payment to the applicant</p> <p>2.2 LGU cashier accepts and processes payments.</p> <p>2.3 Checks the OR including photocopy</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer III</p> <p><i>Revenue Collection Clerk</i> Office of the City Treasurer</p> <p>Zoning Inspector II</p> <p>Zoning Officer II</p>
<p>3. Claiming of Certificate</p> <p>3.1 Receives the copy of Certificate (Applicant signs the OBO logbook signifying receipt)</p>	<p>3.1 Prepares/encodes the certification</p> <p>3.2 Sign the Certificate</p>		<p>10 minutes</p> <p>5 minutes</p>	<p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer IV</p> <p>Zoning Officer III</p>



	<p>3.3 Releases the Certificate</p> <p>(Check the documents and request the client to sign in the Release Logbook)</p>		5 minutes	Zoning Inspector II
TOTAL		₱300.00 (land use) ₱1,000.00 (locational viability)	55 minutes	
END OF TRANSACTION				



3. Issuance of Locational Clearance for Mayor's Permit

Locational Clearance for Mayor's Permit is a clearance issued to a project that is allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lease Contract, if the applicant is not the lot/building owner (1 photocopy)		Lessor/Owner of the Building		
Business Clearance from the Barangay (1 original copy)		Punong Barangay/or his authorized representative where the business is situated)		
Neighbors/Lot Owner's consent of no objection within 100 lineal meter radius to the proposed project; applicable only for residential area where the small business is intended for commercial purposes (1 original copy, 1 photocopy)		Applicant		
A sworn Special Power of Attorney, for applications filed by authorized representative for them to file/follow up/sign application, and to claim decision on the application (1 original copy, 1 photocopy)		Applicant, Notary Public		
Valid ID of applicant or representative (1 photocopy)		Applicant/Representative		
PAMB Clearance if the business is located inside the Protected Area		Park Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
Submits all the requirements	1.1 Receives and evaluates the submitted documents RETURN, if requirements are incomplete Site Validation (for application subject for inspection, if necessary)	₱300.00	5 minutes 2- hours (new application)	Zoning Inspector II Zoning Officer II Zoning Officer III Zoning Inspector II



<p>2. Claiming of Clearance</p> <p>2.1 Receives the copy of Certificate and signs the logbook signifying receipt</p>	<p>1.1. Prepares and signs the clearance</p> <p>1.2. Releases the Certificate</p> <p>(Request the client to sign in the Release Logbook)</p>		<p>5 minutes</p> <p>5 minutes</p>	<p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer III</p> <p>Janice E. Cawaling Zoning Inspector II</p> <p>Sherwin Dave G. Felipe Zoning Inspector II</p>
<p>TOTAL</p>		<p>₱300.00</p>	<p>15 minutes (renewal)</p> <p>2 hours and 15 minutes (new application that needs verification)</p>	
<p>END OF TRANSACTION</p>				



4. Preparation of Zoning Maps

A map showing the designation, location and boundaries of the different use zones.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Owner/Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submit the letter request	1.1 Receives and evaluates the request	₱ 500.00 (Based on the revised Revenue Code/Ordinance No. 794)	20 minutes	Zoning Inspector II
1. Payment of Fees and Charges 1.1 Secure Order of Payment (OP)	2.1. Releases Order of Payment to the applicant		5 minutes	Zoning Inspector II Zoning Officer II
1.2 Present the OP at the OBO's designated payment area	2.2. LGU cashier accepts and processes payments.		10 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer
1.3 Receives Official receipt (OR) from	2.3. Check the OR including		5 minutes	Zoning Inspector II



the collection officer and submits one (1) photocopy of the OR to the Zoning Staff	photocopies and request the applicant to sign the logbook		1 hour	Zoning Inspector II
	2.4. Lay-Out/ Preparation of Map and Printing			
3. Claiming of the Zoning Map				
3.1. Present valid ID and/or authorization letter, if applicable, to claim the approved Zoning Map	3.1 Sign the map		5 minutes	Zoning Officer IV Zoning Officer III
3.2. Applicant signs the OBO logbooks signifying receipt	3.2 Request the client to sign in the Release Logbook and release the Map		5 minutes	Zoning Inspector II
TOTAL		₱ 500.00 (Based on the revised Revenue Code/Ordinance No. 794)	1 hour and 50 minutes	
END OF TRANSATION				



5. Issuance of Preliminary Approval of Locational Clearance (PALC)

The Zoning Division issues Preliminary Approval of Locational Clearance (PALC) for the subdivision projects intended for residential, commercial, farm lot and industrial purposes.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division	
Classification:	Complex	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Form (1 original copy and 1 photocopy)		DCEPC Secretariat
Letter request (1 original copy, 1 photocopy)		Client/Proponent
Certified True Copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 2 photocopies)		City Register of Deeds
Certified true copy of Tax Declaration (1 original copy, 2 photocopies)		Office of the City Assessor
Current Real Property Tax Certification (1 original copy, 2 photocopies)		Office of the City Treasurer
Detailed Topographic Map/Slope Map of the site and immediate vicinity, signed and sealed (3 sets)		Licensed Geodetic Engineer (not employed by the City Government of Puerto Princesa)
Schematic Subdivision Plan, with contour elevation, signed and sealed (3 sets)		Civil/Architect/Geodetic (not employed by the City Government of Puerto Princesa)
Valid Licenses of all involved Professionals (PRC ID, PTR) with original specimen signature (2 photocopies)		Design professional not employed by the City Government of Puerto Princesa
Notarized Consent/Authority/Memorandum of Agreement (1 original copy, 2 photocopies)		Lot owner/Homeowner's Association President
Notarized consent from adjacent property/lot owners/affected by the drainage right-of-way (1 original copy, 2 photocopies)		Signature of affected lot owners, Purok President and Punong Barangay
Barangay Resolution endorsing the project (1 original copy, 2 photocopies)		Barangay concerned
Minutes of Consultation/Public hearing (3-certified true copy from the original)		Barangay concerned
Other requirements as needed		Applicant/Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submission of duly accomplished application form and documentary requirements.	1.1 Receive the required documents and check for completeness of the requirements.		25 minutes	Zoning Officer III Zoning Officer II
	RETURN, if requirements are incomplete		1 hour	Zoning Officer III Zoning Officer II
	1.2 Conduct Documents verification and Plan Evaluation		4 hours	Zoning Officer III Zoning Officer II Zoning Officer IV
	1.3 Site validation/inspection	₱3,000.00 per ha. (BP 220)	5 minutes	Zoning Officer III Zoning Officer II
	1.4 Assessment of Fees	₱5,000.00 per ha. (PD 957) (Based on the revised Revenue Code/ Ordinance No. 794) and PD 1096	5 minutes	Zoning Officer II Zoning Officer III
	1.5 Advise the applicant to			



	<p>secure Order of Payment thru text</p> <p>Otherwise, notify the client of the deficiency through text</p>			
<p>2. Payment of Fees & Charges</p> <p>2.1 Secure Order of Payment (OP)</p> <p>2.2 Present the OP at the OBO's designated payment area</p> <p>2.3 Receives Official receipt (OR) from the collection officer and submits one (1) photocopy of the OR to the <i>DCEPC</i> Secretariat</p>	<p>2.1 Releases Order of Payment to the applicant</p> <p>2.2 LGU cashier accepts and processes payments</p> <p>2.3 Check the OR including photocopy</p> <p>2.4 Prepares/encodes and printing of the Clearance /PALC</p> <p>2.5 Approves the subdivision plan/scheme and signs the clearance/(PALC)</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>1 hour</p> <p>1 hour</p>	<p>Zoning Officer III</p> <p>Zoning Officer II</p> <p><i>Revenue Collection Clerk</i> Office of the City Treasurer</p> <p>Zoning Officer III</p> <p>Zoning Officer II</p> <p>Zoning Officer III</p> <p>CG Department Head II (City Building Official)</p> <p>Zoning Officer IV</p>
<p>3 Claiming of PALC</p> <p>Receives the Clearance (PALC), Subdivision plan and signs the logbook</p>	<p>3.1 Request the client to sign in the release</p>		<p>5 minutes</p>	<p>Zoning Officer III</p>



	logbook and Releases the Clearance (PALC)			
	TOTAL	₱3,000.00 per ha. (BP 220) ₱5,000.00 per ha. (PD 957) (Based on the revised Revenue Code/ Ordinance No. 794) and PD 1096	8 hours	
END OF TRANSACTION				



6. Issuance of Locational Clearance under Consent on Merit Use

Consent on Merit Use – A use of the land which is neither allowable nor prohibited in a zone but is to be decided upon by a Development Control and Environmental Protection Committee (DCEPC) on a case to case basis.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request (1 original copy, 2 photocopies)		Client/Proponent
Application Form (1 original copy, 2 photocopies)		DCEPC Secretariat
Certified True copies of Lot title (1 original copy, 2 photocopies)		City Register of Deeds
Certified true copies of Tax Declaration (1 original copy, 2 photocopies)		Office of the City Assessor
Land Tax Certification/Clearance (1 original copy, 2 photocopies)		Land Tax Division, Office of the City Treasurer
Lease Contract/Agreement/Deed of Absolute Sale/Contract to Sale/Consent from lot owner allowing/authorizing the construction/SPA (provide one if in case the applicant is not the registered owner of the lot/property) (1 original copy, 2 photocopies)		Lot owner/Notary Public
Site Development Plan & Location Plan (with supporting documents) (1 original copy, 2 photocopies)		Applicant/Design professional not employed by the City Government of Puerto Princesa
Signed and sealed Building Plans of Proposed Project (1 set)		Applicant/ Design professional not employed by the City Government of Puerto Princesa
For Subdivision Projects: <ul style="list-style-type: none"> • Relocation/Verification Survey Plan, signed and sealed (3-sets) • Detailed Topographic Map of the site and immediate vicinity, signed and sealed (3 sets) • Engineering Detailed Plans (4-sets) <ul style="list-style-type: none"> ➤ Location Plan/Vicinity Map within 3-km radius ➤ Final Development Plan/Subdivision Plan and details of land use allocation ➤ Road Lay-Out Plan and details with contour elevation ➤ Drainage Plan/Lay-Out, Drainage Outfall Plan and details with contour elevation 		Design Professionals (Civil/Architect/Geodetic /Sanitary/Electrical engineers) Affected lot owners PPC Water District and PALECO



<ul style="list-style-type: none"> ➤ Electrical Distribution Plan/Lay-Out and details ➤ Water Distribution Plan/Lay-Out and details • Notarized consent from adjacent property/lot owners/affected by the drainage right-of-way (1 original copy, 2 photocopies) • Certification from the Public Utilities (Water & Power) ensuring the project of sufficient allocation/supply of its services (1 original copy, 2 photocopies) 	
<p>Minutes of Community Consultation/Public Hearing (1 original copy, 1 certified true copy)</p>	<p>Barangay Hall (Council of concerned Barangays)</p>
<p>Barangay Resolution endorsing the project (1 original copy, 1 certified true copy)</p>	<p>Barangay Hall (Council of concerned Barangays)</p>
<p>PAMB Clearance (in case the area is within the Protected Area) (1 original copy, 1 certified true copy)</p>	<p>Protected Area Management Board (PAMB) Office</p>
<p>Neighbors/Adjacent Lot Owner's consent of no objection to the proposed project (1 original copy, 2 photocopies)</p>	<p>Neighbors/lot owners within 200m radius from the property</p>
<p>Project Brief Description (1 original copy, 2 photocopies)</p>	<p>Applicant/Design professional not employed by the City Government of Puerto Princesa</p>
<p>Posting of Notice for the Project</p>	<p>Applicant</p>
<p>For Cell Site Applications (in addition to the above requirements): (1 original, 2 photocopies)</p> <ul style="list-style-type: none"> ➤ CAAP Clearance ➤ Segregation Plan 	<p>Civil Aviation Authority of the Philippines Licensed Geodetic Engineer not employed by the City Government of Puerto Princesa</p>
<p>For Commercial Permit Applications (in addition to the above requirements): 1 original, 2 photocopies)</p> <ul style="list-style-type: none"> ➤ Survey Plan ➤ Consent from IP's (if the area is within the CADC/CADT) 	<p>Client/Licensed and accredited Geodetic Engineer from the MGB not employed by the City Government of Puerto Princesa</p> <p>IP's Chieftain and community</p>
<p>Valid licenses (PRC ID) of all involved professionals with specimen signature (2 photocopies)</p>	<p>Design professional not employed by the City Government of Puerto Princesa</p>
<p>A sworn Special Power of Attorney, for applications filed by authorized representative for the representative to file/follow up/signed application, and to claim decision on the application (1 original, 2 photocopies)</p>	<p>Applicant</p>
<p>Valid ID of applicant or representative (2 photocopies)</p>	<p>Applicant/Representative</p>



Other related documents/requirements that the committee may requires for compliance		DCEPC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submission of duly accomplished application forms and documentary requirements.	1.1 Receives and evaluates the submitted documents RETURN, if requirements are incomplete 1.2 If complete, subject for DCEPC deliberation/ approval		30 minutes	Zoning Officer III Zoning Officer II
2. Payment of Fees & Charges 2.1 Secure Order of Payment (Lodgment Fee) 2.2 Present the OP at the OBO's designated payment area 2.3 Receives Official receipt (OR) from the collection officer and submits one (1) photocopy to the DCEPC Secretariat	2.1 Releases Order of payment (Lodgment Fee) to the applicant 2.2 LGU cashier accepts and processes payments 2.3 Check the OR including photocopy 2.4 Site validation	₱ 10,000.00	5 minutes 10 minutes 5 minutes 1 day	Zoning Officer III Zoning Officer II Revenue Collection Clerk Office of the City Treasurer Zoning Officer III Zoning Officer II Zoning Officer IV Zoning Officer III Zoning Officer II Zoning Inspector II



	2.5 Preparation of reports and recommendations		1 hour per resolution	Zoning Officer III Zoning Officer II
	2.6 Preparation of Agenda and delivery of Notice of Meetings		2 hours	Zoning Officer III Zoning Officer II
	2.7 Conduct Meeting (twice a month) Presentation and deliberation of the proposed projects		15 days	Zoning Officer III Zoning Officer II
	2.8 Preparation of DCEPC Resolutions and Minutes		1 hour per resolution	Zoning Officer III Zoning Officer II
	2.9 Distribution of DCEPC Resolution for signatures		1 day	Zoning Inspector II
3. Claiming of DCEPC Resolutions				
3.1 Receives the copy of DCEPC Resolutions and signs the logbook	3.1 Releases the DCEPC Resolutions		5 minutes	Zoning Officer III Zoning Officer II
	TOTAL	₱ 10,000.00	17 days, 4 hours & 55 minutes	
END OF TRANSACTION				



7. Issuance of Development Permit

The Zoning Division grants the Final approval and issues the corresponding Development Permit for subdivision projects.

Office or Division:	Office of the City Building Official / Land Use and Zoning Division	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Form (1 original copy, 2 photocopies)		DCEPC Secretariat
Letter request (1 original copy, 2 photocopies)		Client/Proponent
Approved and updated PALC		Client/Proponent
Certified True Copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 2 photocopies)		City Register of Deeds
Certified true copy of Tax Declaration (1 original copy, 2 photocopies)		Office of the City Assessor
Current Real Property Tax Certification (1 original, 2 photocopies)		Office of the City Treasurer
Detailed Topographic Map of the site and immediate vicinity, signed and sealed (3 sets)		Licensed Geodetic Engineer not employed by the City Government of Puerto Princesa
Engineering Detailed Plans (4-sets) <ul style="list-style-type: none"> ➤ Location Plan/Vicinity Map within 3-km radius ➤ Final Development Plan/Subdivision Plan and details of land use allocation ➤ Road Lay-Out Plan and details with contour elevation ➤ Drainage Plan/Lay-Out, Drainage Outfall Plan and details with contour elevation ➤ Electrical Distribution Plan/Lay-Out and details ➤ Water Distribution Plan/Lay-Out and details 		Design Professionals (Civil/Architect/Geodetic /Sanitary/Electrical engineers)
Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (3-photocopies)		Involved professionals not employed by the City Government of Puerto Princesa
Notarized Consent/Authority/Memorandum of Agreement (1 original copy, 2 photocopies)		Lot owner/CA President/Applicant
Barangay Resolution endorsing the project (1 original copy, 2 photocopies)		Concerned Barangay
Minutes of Consultation/Public hearing (3-certified true copy from the original)		Concerned Barangay



Notarized consent from adjacent property/lot owners/affected by the drainage right-of-way (1 original copy, 2 photocopies)		Affected lot owners		
Certification from the Public Utilities (Water & Power) ensuring the project of sufficient allocation/supply of its services (1 original copy, 2 photocopies)		PPC Water District and PALECO		
A sworn Special Power of Attorney, for applications filed by authorized representative for the representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 2 photocopies)		Applicant		
Valid ID of applicant or representative (2 photocopies)		Applicant/representative		
Other documents as needed or to be required by the DCEPC members		Applicant/Involved Professionals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submission of duly accomplished application forms and documentary requirements.	1.1 Receives and evaluates the submitted documents RETURN, if requirements are incomplete		10 minutes	Zoning Officer IV Zoning Officer III
	1.2 Conduct Documents verification and Plan Evaluation		1 hour	Zoning Officer IV Zoning Officer III
2. Payment of Fees & Charges 2.1 Secure Order of Payment (OP)	2.1 Releases Order of Payment to the applicant (applicant signs in the logbook)	₱5,000.00 per ha. (BP 220)	5 minutes	Zoning Officer IV Zoning Officer III
		₱10,000.00 per ha. (PD 957) Development Permit Fee (depending on project cost)		
2.2 Present the OP at the OBO's designated payment area	2.2 LGU cashier accepts and processes payments.	₱10,000.00 (Lodgment fee)	10 minutes	<i>Revenue Collection Clerk</i> Office of the City Treasurer



8. Application for Building Permit and Ancillary Permits

The Office of the City Building Official regulates the construction, repair, and improvement of various structures in the City of Puerto Princesa based on the guidelines provide in P.D. 1096 otherwise known as the National Building Code of the Philippines and the City's Zoning Ordinance. All applications are subject for evaluation of technical requirements and inspections prior to payment of permit fee and release of approved permit.

Per DILG-DICT-DTI-DPWH JMC 2018-001, **Simple structure** for Building Permits refers to structures whose floor area shall not exceed 1,500 square meters; single dwelling residential building of not more than three (3) floors/storeys; commercial buildings of not more than two (2) floors/storeys; renovation within a mall with issued building permit; and warehouse storing non-hazardous substance.

Complex application for Building Permits refers to structures whose floor area exceeds 1,500 square meters; residential apartment buildings, hotels, pension/lodging houses, commercial buildings of not more than six (6) floors/storeys; and warehouse storing non-hazardous substance.

Highly Technical application for Building Permits refers to structures whose floor area exceeds 1,500 square meters; residential apartment buildings, hotels, pension/lodging houses, commercial buildings of more than six (6) floors/storeys; and warehouse storing hazardous substance.

Complex and Highly Technical transactions as defined per RA 11032.

Complex transactions – applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned.

Highly technical transactions – an application which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Classification of construction-related applications may vary depends on the latest Joint Memorandum Circulars amendments and issuances.

Office or Division:	Office of the City Building Official
Classification:	Complex and Highly Technical
Type of Transaction:	G2C, G2B and G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



FOR RESIDENTIAL ABODE

Duly accomplished and Notarized online system generated Unified Application and Ancillary Permit Forms (4 original copies)	Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services
Barangay Clearance (1 original copy, 3 photocopies)	Concerned Barangay signed by Punong Barangay or his/her authorized representative
Certified true copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 3 photocopies)	City Register of Deeds/Land Registration Authority (LRA)
Certified True Copy of Tax Declaration (1 original copy, 3 photocopies)	Office of the City Assessor
Current Real Property Tax Certification (1 original copy, 3 photocopies)	Office of the City Treasurer
Notarized written Consent/Lease Contract/Deed of Absolute Sale, in case the applicant is not yet the registered lot owner. (1 original copy, 3 photocopies)	Lot Owner
In the absence of any existing Certificate of Title in the name of the applicant a Certification regarding the present status of land to effect that the applicant is the actual claimant of the property (1 original copy, 3 photocopies)	DENR-CENRO
Project Construction Guidelines/Notes and Specifications, signed and sealed by licensed professionals and approved by the owner (1 original copy, 3 photocopies)	Design Professional
Notarized estimated value of the building/structure to be erected as declared by the owner or applicant. (1 original, 3 photocopies)	Applicant/Design Professional not employed by the City Government of Puerto Princesa
Bill of Materials & Cost Estimates, signed and sealed by designed professionals (1 original copy, 3 photocopies)	Applicant/Design Professional
Construction Safety & Health Program (CSHP), NBC MC No. 2, Series of 2011 (1 original copy, 3 photocopies)	DOLE, Safety Professional
Valid licenses (PRC ID & PTR) of all involved professionals with specimen signature (4 photocopies)	Licensed Professionals not employed by the City Government of Puerto Princesa
Road-Right-of-Way Clearance, if building/structure is fronting National Road/Highway (1 original copy, 3 photocopies)	Department of Public Works and Highways (DPWH)



<p>Sworn Special Power of Attorney for the authorized representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 3 photocopies)</p>	<p>Applicant</p>
<p>Valid ID of applicant or representative (4 photocopies)</p>	<p>Applicant/representative</p>
<p>Notarized Affidavit of undertaking for the submission of post requirements within thirty (30) days after the issuance of building permit for (1 original copy, 3 photocopies)</p>	<p>Applicant/notary public</p>
<p>For existing residential abode: Photograph of building/structure, for existing Residential Abode showing front, sides, rear and interior areas: Septic Tank, Panel Board/Safety Switch, Service Entrance for As-Built Plans (4-copies each)</p>	<p>Applicant</p>
<p>Building plans and technical documents signed and sealed by Design Professionals (4-sets) (all signatures must be original).</p> <ul style="list-style-type: none"> • <u>LAND USE & ZONING</u> A. Residential Abode 1. Compliance with the minimum setback (front, side, rear & street) requirements of BP 220 2. Site Development Plan at any convenient scale showing technical description, boundaries, orientation and position of proposed/existing building/structure in relation to the lot. 3. Location Plan within 1-km radius at any convenient scale showing prominent landmarks or major thoroughfares for easy reference 4. Other requirements as needed • <u>ARCHITECTURAL PLANS</u> A. Residential Abode 1. Standard Form (A3 minimum size) with complete Borders and Title Block) 	<p>Licensed Professionals not employed by the City Government of Puerto Princesa.</p>



2. Drawn to scale Site Development Plan- indicating the following:
 - a. with Technical Description and its orientation
 - b. Setback/ Easement requirements / natural waterways, etc.
 - c. Indicate existing/proposed/adjacent roads and lots
3. Vicinity Map/ Location Plan within 500-meter radius
4. Rendered Perspective- (Actual perspective)
5. Floor Plans- minimum scale of 1:100m, indicating doors and windows labels, floor elevations, room labels and complete dimensions
6. Minimum of 4 elevations showing natural ground to finish grade elevation, floor to floor heights (minimum scale 1:100)
7. Other Architectural details (as needed)

- **CIVIL/STRUCTURAL PLANS**

- A. Residential Abode**

1. Structural Details
 - a. Foundation Plan and details.
 - b. Floor Framing Plan and details.
 - c. Column and Beam Plans and details.
 - d. Roof Framing Plan and detail.

- **SANITARY/PLUMBING PLANS**

- A. Residential Abode**

1. Standard Form (A3 minimum size) with complete Borders
2. Location Plan and Site Plan of minimum scale 1:2000 (indicate location of septic tank)
3. Plumbing Plans, Layouts and Details,



of minimum scale 1:50

4. Legend and General Notes
5. Cost estimates
6. Others:
 - a. Every dwelling shall be provided with at least one sanitary toilet and adequate washing and drainage facilities.
 - b. Septic Tank should be located atleast 25 meters (minimum) from water source.

- **ELECTRICAL PLANS**

- A. Residential Abode**

1. Electrical Plans/ Legend
 - a. Lighting and Power Layout, indicate switches, panel board/safety switch locations, circuits and circuit homeruns
 - b. Other details as deemed needed
2. Electrical Details:
 - a. Schedule of Loads and Computation
 - b. Riser Diagram/ Single or One-Line Diagram / Enclosure type breaker diagram
 - c. Panel Board Details/ Safety Switch Details
 - d. Electrical Notes
3. other related documents

- **GEODETIC DOCUMENTS/LINE & GRADE**

- A. Residential Abode**

1. Zoning Requirements and Clearances
 - a. Front easement/setback
 - b. Rear easement/setback
 - c. Side easement/setback
 - d. Roads/Alleys/Sidewalks
 - e. Creeks/esteros/waterways

1. Lot Plan with vicinity/location plan and



<p>technical description as reflected in the title</p> <p>2. Access to a street/alley</p> <p>3. Other requirements if needed/applicable</p>	
<p>Construction Logbook</p>	<p>Design Professional</p>
<p>Expanding Envelope and Expanding Folder (1 pc each)</p>	<p>Owner/Applicant</p>
<p>Other additional documents as may be needed.</p>	<p>Design Professional/Owner/Applicant</p>
<p>Online Application:</p> <ol style="list-style-type: none"> 1. Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services 2. Make sure that the Tax Declaration No. of the lot is valid and cleared. All professionals involved in the project should be registered on the system. 3. Email verification. Should have active and valid email address and mobile phone number. 4. Proceed to Building Permit/Fencing Permit application. Fill-up all necessary details of the project. 5. The system will generate Unified Application Form (UAF), Architectural Permit application form (If designed by the Architect), Civil/Structural Permit, Electrical Permit, Sanitary/Plumbing Permit, Mechanical Permit (if applicable) and Electronics Permit (if applicable) application forms with QR code. 6. Print the UAF and the required ancillary permit application forms. 7. Required signature of the applicant, lot owner and to be signed and sealed by the involved professional/s on the UAF and 	<p>Owner/applicant/design professionals not employed by the City Government of Puerto Princesa.</p>



<p>ancillary permits application forms.</p> <p>8. Unified Application Form should be notarized.</p>	
FOR RESIDENTIAL AND COMMERCIAL BUILDING	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished and Notarized Unified Application and Ancillary Permit Forms (4 original copies)	Frontline Personnel/receiving section of the office
Barangay Clearance (1 original copy, 3 photocopies)	Concerned barangay signed by Punong Barangay or his/her authorized representative
Certified true copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 3 photocopies)	City Register of Deeds
Certified True Copy of Tax Declaration (1 original copy, 3 photocopies)	Office of the City Assessor
Current Real Property Tax Certification (1 original copy, 3 photocopies)	Office of the City Treasurer
Notarized written Consent/Lease Contract/Deed of Absolute Sale, in case the applicant is not yet the registered lot owner. (1 original copy, 3 photocopies)	Lot Owner
In the absence of any existing Certificate of Title in the name of the applicant a Certification regarding the present status of land to effect that the applicant is the actual occupant/ owner/claimant of the property (1 original copy, 3 photocopies)	DENR-CENRO
Project Construction Guidelines/Notes and Specifications, signed and sealed by licensed professionals and approved by the owner (1 original copy, 3 photocopies)	Design Professional not employed by the City Government of Puerto Princesa
Notarized estimated value of the building/structure to be erected as declared by the owner or applicant. (1 original copy, 3 photocopies)	Applicant/Designed Professional not employed by the City Government of Puerto Princesa
Bill of Materials & Cost Estimates, signed and sealed by designed professionals (1 original copy, 3 photocopies)	Design Professional not employed by the City Government of Puerto Princesa
Construction Safety & Health Program (CSHP), NBC MC No. 2, Series of 2011 (1 original copy, 3 photocopies)	DOLE, Safety Professional not employed by the City Government of Puerto Princesa
Valid licenses (PRC ID) of all involved professionals with specimen signature (4 photocopies)	Licensed Professionals not employed by the City Government of Puerto Princesa
DPWH Clearance (if structure is fronting National Road/Highway (1 original copy, 3 photocopies)	Department of Public Works and Highways (DPWH)



<p>For existing structures: Photograph of building/structure showing front, sides, rear and interior areas. Including Septic Tank, Panel Board/Safety Switch and Service Entrance (4 each copies)</p>	<p>Applicant</p>
<p>Sworn Special Power of Attorney for the authorized representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 3 photocopies)</p>	<p>Applicant</p>
<p>Valid ID of applicant or representative (4 photocopies)</p>	<p>Applicant/representative</p>
<p>Notarized Affidavit of undertaking for the submission of post requirements within thirty (30) days after the issuance of building permit (1 original copy, 3 photocopies)</p>	<p>Applicant/notary public</p>
<p>Building plans and technical documents signed and sealed by designed professionals (4-sets) (all signatures must be original)</p> <ul style="list-style-type: none"> • <u>LAND USE & ZONING</u> <ol style="list-style-type: none"> 1. In conformity with the Zoning Ordinance 2. Comply with the minimum yard and street setback requirement, easement on creeks/waterways specified in the Zoning Ordinance, PD 957, PD 1096 and other related laws 3. Comply with the minimum height requirements specified in the Zoning Ordinance 4. Comply with the parking requirements as specified in the Zoning Ordinance and PD 1096 5. Site Development Plan at any convenient scale showing technical description, boundaries, orientation and position of proposed/existing building/structure in relation to the lot, existing or proposed access road and driveways and existing utility/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated. 	<p>Licensed Professionals not employed by the City Government of Puerto Princesa</p>



6. Location Plan within 1 –km radius for residential and 2-km radius for commercial, industrial and institutional complex, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference

7. Parking Lay-Out Plan

8. Other requirements as needed

• **ARCHITECTURAL PLANS**

1. Standard Form (Type A0, A1, A2, A3) for Building Plans (Complete with Borders and Tittle Block)

2. Lot Plan-showing orientation, bearing, distance

3. Drawn to scale Site Development Plan indicating the following:

b. Technical Description of the lot and its orientation

c. Setback/ Easement requirements / natural waterways, etc.

d. Indicate adjacent roads and lots

e. Parking Plan/ Layout, entry and exit, traffic flow directions

4. Restrictions: Abutments and Firewalls

5. Vicinity Map/ Location Plan within 1-km for residential, 2-km radius for commercial, industrial and institutional complex

6. Rendered Perspective- Eye level or Birds' Eye View (Front elevation not allowed)

7. Indicate Column Gridlines & Dimensions - site development all floor plans, elevations and sections, blow-up details

8. Floor Plans- minimum scale of 1:100m, indicating doors and windows labels, floor elevations, room labels and complete



dimensions

9. Minimum of 4 elevations and 2 sections- showing natural ground to finish grade elevation, floor to floor heights (scale 1:100)
 10. Stairs/ Access ramps, - blow-up plans and sections, minimum slope (comply with PD 1096 and BP 344)
 11. Toilet and Bath Details- blow-up plans and sections showing specifications of finishes and fixtures, grab bars (comply with PD 1096 & BP 344)
 12. Kitchen Details - blow-up plans and sections showing specifications of finishes and fixtures
 13. Doors and Windows Schedule- blow-up details, door sections, showing the type, location, materials/finishes and quality
 14. Roof Plan / Roof Deck Plan- indicate if roof/ roof deck is accessible/passable
 15. Ceiling Plans & Details- Showing suspension, hangers, anchor & other spot details
 16. Railing Plans & Details - 1.2 m. minimum in drop areas, PWD railings details
 17. Fire Escape Stair, ladder plans and details, fire escape route plans
 18. Ventilation openings computation against floor area
 19. Fire Protection Plan
 20. Other Architectural Details (as needed)
- **CIVIL/STRUCTURAL PLANS**
1. Construction Notes/Guidelines and Specifications.



2. Bill of Materials and Cost Estimates
3. Structural Plans-as per Structural Design and Computations
 - 3.1.1.1.1.1.1 Foundation Plan/s
 - 3.1.1.1.1.1.2 Floor Framing Plan/s
 - 3.1.1.1.1.1.3 Roof/Roof Deck Framing Plan/s
 - 3.1.1.1.1.1.4 Other Details as deemed needed
4. Structural Details
 - a. Schedule of Slab and details
 - b. Schedule of Beams and details
 - c. Schedule of Columns and details
 - d. Schedule of Footings and details
 - 3.1.1.1.1.1.5 Schedule of Trusses and details
 - 3.1.1.1.1.1.6 Structural plans and Details/Summary of Structural Design at scale of not less than 1:100 (signed and sealed by Civil/Structural Engineer)
 - 3.1.1.1.1.1.7 Other Details as deemed needed
5. Structural Design and Analysis:
 - a. Residential Single-Family Dwelling (Two-Storey and higher)
 - b. Commercial Building/Structure and Others (Floor Area above 20m²)
6. Soil Boring Test/Geotechnical Investigation Report
 - Buildings or structure of three (3) Storeys and higher (including basement, and mezzanine) with Certification of actual soil boring test and actual photographs (signed and sealed by Civil/Geotechnical Engineer). However, adequate soil exploration (including boring and Load test) shall also be required for lower buildings/structures at areas with potential geological/geotechnical hazards. The written report of Civil/Geotechnical Engineer



including but not limited to the design bearing capacity as well as the test shall be submitted together with other requirements. Boring Test or Load Test shall be required in accordance with the applicable latest approved provisions of the National Building Code of the Philippines (NSCP).

1. Other related documents

• **PLUMBING PLANS**

(Residential/Commercial/Warehouse Buildings)

1. Standard Form (A3 minimum size) with complete Borders
2. Location Plan and Site Plan of minimum scale 1:2000 (indicate location of septic tank)
3. Plumbing Plans, Layout and Details, of minimum scale 1:50
4. Legend and General Notes
5. Isometric diagram of the systems for Waterline, Sewerline (drainage, waste and vent) and Storm Water Drainage. Incorporate water tank if available.
6. Design Analysis and Technical Specifications of pipes and Septic Tank (DOH AO 2019-0047)
7. Cost estimates
8. Other related documents

• **SANITARY PLANS**

1. For deepwell, water purification plants, swimming pool, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal

systems:

- a. Location Plan and Site Plan
 - b. Detailed Plan and layout drawings of minimum scale 1:100
 - c. Design Analysis and Technical Specifications
 - d. Isometric drawings of the systems
 - e. Cost Estimates
 - f. Other related documents
2. For pest and vermin control, sanitation, and pollution control facilities:
- a. Detailed plan, layout and drawing of abatement and control device of minimum scale 1:100
 - b. Design analysis and technical specification
 - c. Isometric drawings of the systems
 - d. Cost Estimates
 - e. Other related documents

3. Others

All malls, restaurants, hotels, apartelles and other residential buildings, subdivisions, hospitals and similar establishments are required to utilize sewage treatment facilities (City Ordinance No. 737).

Market and abattoirs, slaughter houses, dairies, poultries, piggeries, and other facilities generating wastewater, as enumerated in the Department of Agriculture (DA) AO No. 08. series of 1999, including industrial, laundry, mining, hospitals, clinics, funeral parlors, laboratories, schools, hotels, resorts, apartments, condominiums, subdivisions, malls, food and other similar establishments, as identified by the Department of Environment and Natural Resources (DENR) AO 2016-08, that require discharge permit shall obtain an ESC (Revised IRR PD 856 Chapter XVII).

• **ELECTRICAL PLANS**

1. General Notes/Guidelines and Specifications



2. Electrical Plans/Legend
 - a. Lighting and Power Layout, indicate switches, panel board locations and circuit homeruns
 - b. Electrical Details
 - c. Schedule of Loads and Computation
 - d. Riser Diagram/ Single Line Diagram
 - a. Panel Board Details/ Circuit Breaker Diagram
3. Electrical Design Analysis (EDA), short circuit analysis & voltage drop calculation, if the MCB is 70 amps & above or there are two or more kw-hr-meter
4. PCAB particularly ELECTRICAL WORKS, if MCB is 200 amps & above, the contractor must sign the electrical permit form
5. Vicinity Map within 1-km radius
6. Other related documents as deemed necessary

• **MECHANICAL PLANS**

1. General Notes/ Guidelines and Specifications
2. Complete Mechanical Plans/Layout/ Legend
 - a. Air-conditioning, Refrigeration, Ice-making, Freezer, Chiller, & Mechanical Ventilation
 - b. Elevators/Dumbwaiter
 - c. Escalator/Moving Walk
 - d. Internal Combustion Engine (Genset)
 - e. Steam Boiler/Unfired Pressure Vessel
 - f. Automatic Fire Suppression System (AFSS)
 - g. Water Pump, Sump Pump and Sewage Pump
 - h. Crane/Overhead Crane
 - i. Gas Pipe/Burner
 - j. Mechanical Lifter
 - k. Other Mechanical Equipment as deemed needed
3. Mechanical Details:
 - a. Schedule of Equipment



- b. Typical Connection/ Support Details
- c. Blow-up Details/ Single line Diagram
- d. Other details as deemed needed:
 - i. ACU: Heat Load Calculations
 - ii. Genset: Machine Foundation Design
 - iii. AFSS: Hydraulic Calculations
 - iv. Elevator: Load Design Calculations
 - v. Escalator: Capacity Calculations
 - vi. Pressure Vessels: Wall plate thickness and pressure design calculations

4. Cost and Estimates signed and sealed by PME

5. Vicinity Map / Locational Map within 2-km radius

6. Approved Building Permit for as-built mechanical equipment installation

7. Fire Protection Plan

8. Other details as deemed needed

- **ELECTRONICS PLANS**

1. General Notes/ Guidelines and Specifications

2. Electronics Plans/ Legend

- a. Telecommunication System (wired & wireless)
- b. Broadcasting System (Radio and TV broadcast equipment)
- c. Television System (cable or wireless)
- d. Information and Technology System (LAN)
- e. Security and Alarm System (CCTV)
- f. Electronic Fire Alarm System (FDAS)
- g. Sound Communication System
- h. Centralized Clock System
- i. Sound System
- j. Electronic Control and Conveyor System
- k. Electronics Computerized Process Controls and Automation System
- l. Building Automation Management and Control System



<p>m. Building Wiring Utilizing Copper Cable, Fiber Optic Cable or other Medial</p> <p>n. Other details as deemed needed</p> <p>3. Electronics Details:</p> <p>a. Equipment Specifications and Schedule</p> <p>b. Typical Connection/Support Details</p> <p>c. Blow-up Details/ Single Line Diagram</p> <p>a. Other details as deemed needed</p> <p>4. Vicinity Map within 1-km radius</p> <p>5. Bill of Materials</p> <p>6. Other related documents</p> <p>• <u>GEODETIC DOCUMENTS/LINE & GRADE</u></p> <p>1. Zoning Requirements and Clearances</p> <p>a. Front easement/setback</p> <p>b. Rear easement/setback</p> <p>c. Side easement/setback</p> <p>d. Roads/Alleys/Sidewalks</p> <p>e. Creeks/esteros/waterways</p> <p>2. Lot Plan with vicinity/ with location plan and technical description as reflected in the title</p> <p>3. Access to a street/alley</p> <p>4. Other requirements if needed/applicable</p> <p>a. Subdivision Plan/Survey signed and sealed by GE</p> <p>b. Updated Relocation Survey Plan and Report signed and sealed by GE</p> <p>c. Detailed Topographic Plan of the site and immediate vicinity signed and sealed by GE</p> <p>d. Affidavit of Undertakings</p> <p>e. Notarized Consent</p>	
<p>Construction Logbook</p>	<p>Design Professional not employed by the City Government of Puerto Princesa</p>
<p>Expanding Envelope and Expanding Folder</p>	<p>Owner/Applicant</p>



(1 pc each)	
Other additional documents as may be needed.	Design Professional not employed by the City Government of Puerto Princesa /Owner/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application	1.1 Receive the required documents and check for completeness of the requirements. If complete, the application will enter into the ETRACS and proceed for automated evaluation process. Claim Stub will be generated and sent to the email address provided. RETURN, if requirements are incomplete	Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794 (See Attached TABLE)	30 minutes	Engineer IV Public Services Officer I (Receiving)
	1.2 Request the client to sign the logbook		5 minutes	Engineer IV Public Services Officer I
	1.3 Conduct site verification and prepare Verification Report, if necessary. Simultaneous to Backroom operations.		4 hours	Engineer III, Enforcement Section Public Services Officer I Plumbing and Tinning Inspector I



	<p>1.4 Conduct documents verification and Technical Evaluation thru backroom operations:</p> <p>a. Land Use & Zoning</p> <p>If application is non-conforming to the land use, the Zoning Officer will issue the result of its review to the applicant, it will cease the evaluation and return the application to the owner.</p> <p>If application is conforming, the Zoning Officer will include the pre-signed Locational Clearance. The application will be forwarded for</p>	<p>City Zoning Ordinance</p>	<p>1 hour (simple)</p> <p>2 hours (complex)</p> <p>4 hours (highly technical)</p> <p>1 hour (abode)</p> <p>2 hours (Complex)</p> <p>4 hours (Highly Technical)</p>	<p>Zoning Inspector II</p> <p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer IV</p> <p>Zoning Officer III</p>
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	<p>technical evaluation.</p> <p>Technical Evaluation:</p> <p>b. Architectural</p> <p>c. Line and Grade</p> <p>d. Civil / Structural Plans</p> <p>e. Sanitary/ Plumbing Documents</p>		<p>30 minutes (abode)</p> <p>1 hour (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes (abode)</p> <p>1 hour (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes (abode)</p> <p>1 hour (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes (abode)</p> <p>1 hour (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes (abode)</p> <p>1 hour (complex)</p> <p>4 hours</p>	<p>Architect III, Architectural Section</p> <p>Public Services Officer I, Architectural Section</p> <p>Engineer III, Line and Grade Section</p> <p>Engineer II, Line and Grade Section</p> <p>Engineer III, Civil/Structural Section</p> <p>Engineer II, Civil/Structural Section</p> <p>Engineer III, Plumbing and Sanitary Section</p> <p>Engineer II, Plumbing and Sanitary Section</p>
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	f. Electrical Plans		(highly technical) 30 minutes (abode) 1 hour (complex) 4 hours (highly technical)	Engineer III, Electrical Section Engr. Joven G. Dela Cruz Engineer II, Electrical Section
	g. Mechanical Plans		30 minutes (abode) 1 hour (complex) 4 hours (highly technical)	Engineer III, Mechanical Section Public Service Officer I, Mechanical Section
	h. Electronics Plans		30 minutes (abode) 1 hour (complex) 4 hours (highly technical)	Engineer III, Electronics Section
	1.5 Endorse application for Fire Safety Evaluation Clearance (FSEC) at the BFP (BFP Requirements and Fire Code compliance). Evaluation will simultaneous conducted with Land Use and Zoning and backroom operation.	Based on the Fire Code of the Philippines	1 hour	<i>Bureau of Fire Marshall / Evaluator</i> Bureau of Fire Protection



	<p>1.6 Consolidate and do final review of the Inspection Report and Technical Evaluation.</p> <p>1.7 If findings warrant approval of the application, the evaluators sign plans, Ancillary Permit application forms and approve the automated evaluation sheet on the ETRACS. Forward for assessment of fees and charges.</p> <p>Otherwise, the system notifies the client of the deficiency through email and text blast.</p> <p>1.8 One-time assessment of fees</p> <p>1.9 Review and approve the assessed fees on the ETRACS system.</p>		<p>5 minutes (abode)</p> <p>30 minutes (complex)</p> <p>1 hour (highly technical)</p> <p>Upon approval of the City Building Official on the system</p> <p>15 minutes (abode)</p> <p>30 minutes (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes</p>	<p>Engineer IV</p> <p>Zoning Officer IV</p> <p>Engineer III, Electrical Section Mechanical Section Line and Grade Section Electronics Section Plumbing and Sanitary Section Civil/Structural Section</p> <p>Architect III Architectural section</p> <p>Public Service Officer I</p> <p>CG Department Head II (City Building Official)</p>
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	<p>1.10 The ETRACS will generate one-time Order of Payment (OP) upon approval of City Building Official and send to the email address provided by the applicant.</p>			
<p>2. Payment of Fees & Charges</p> <p>2.1. Present the OP at the OBO's designated payment area/cashier at the Office of the City treasurer.</p>	<p>1.1 LGU cashier accepts and processes the payments.</p> <p>The applicant can do online payment through https://www.filipizen.com/partner/palawan_puertoprincesa/services and select the OSCP Online Billing and Payment transactions.</p> <p>1.2 The ETRACS will generate the electronic copy of the Building Permit together with the Locational Clearance (Zoning Conformance) and Fire Safety Evaluation Clearance (FSEC) and will send to the email address provided by the applicant.</p>		<p>10 minutes</p>	<p>Revenue Collection Clerk Payment Window Office of the City Treasurer</p>
<p>3. Claiming of the Building</p>				



<p>Permit</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Building Permit.</p> <p>3.2. Applicant signs the OCBO logbooks signifying receipt</p>	<p>2.1 Prepare/printing of Building Permit</p> <p>2.2 Approve the Building Permit and sign the ancillary Permits</p> <p>The system will assign the Building Permit number</p> <p>2.3 Check the documents and request the client to sign in the Release Logbook and issue the Building Permit.</p>		<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Officer IV (Administrative Officer II)</p> <p>CG Department Head II (City Building Official)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p>
<p>TOTAL</p>		<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004:</p> <p>City Ordinance No. 794</p> <p>and</p> <p>Fire Code of the Philippines</p>	<p>1 day, 5 hours & 25 minutes (abode)</p> <p>2 days, 2 hours & 35 minutes (complex)</p> <p>4 days, 7 hours & 35 minutes (highly technical)</p> <p>5 days maximum for Simple structure</p> <p>And</p>	



	(See Attached TABLE)	20 days maximum for Complex and Highly Technical Structures	
END OF TRANSACTION			



9. Application for Certificate of Occupancy

The Office of the City Building Official issues Certificate of Occupancy to ensure that the building conforms to safety standards prior to occupancy.

Per JMC 2018-001, **Simple application** for Occupancy Permits refers to structures whose floor area shall not exceed 1,500 square meters; single dwelling residential building of not more than three (3) floors/storeys; commercial buildings of not more than two (2) floors/storeys; renovation within a mall with issued building permit; and warehouse storing non-hazardous substance.

Highly Technical application for Building Permits refers to structures whose floor area exceeds 1,500 square meters; residential apartment buildings, hotels, pension/lodging houses, commercial buildings of more than six (6) floors/storeys; and warehouse storing hazardous substance.

Complex application for Building Permits refers to structures whose floor area exceeds 1,500 square meters; residential apartment buildings, hotels, pension/lodging houses, commercial buildings of not more than six (6) floors/storeys; and warehouse storing non-hazardous substance.

Complex and Highly Technical transactions as defined per RA 11032.

Complex transactions – applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned.

Highly technical transactions – an application which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Classification of construction-related applications may vary depends on the latest Joint Memorandum Circulars amendments and issuances.

Office or Division:	Office of the City Building Official	
Classification:	Complex and Highly Technical	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. As built plans (signed and sealed) (2 sets)	Owner/Design Professionals



<p>2. Unified application Form (4 original copies)</p> <p>3. Certificate of Completion forms (4 original copies)</p> <p>4. Certificate of Final Electrical Inspection (CFEI) (4 original copies)</p> <p>5. PCAB for electrical works, MCB 200 amps and above, if applicable (1 original copy, 3 photocopies)</p> <p>6. Affidavit of Change of Engineer, if applicable (2 original copies, 1 photocopy)</p> <p>7. Photocopy of the following documents (4 copies)</p> <p>Certificate of Zoning Conformance.</p> <p>Approved Permits, ancillary permits</p>	<p>Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services</p> <p>Frontline Officer</p> <p>Owner / Design professional not employed by the City Government of Puerto Princesa</p> <p>Owner/applicant/ Design professional not employed by the City Government of Puerto Princesa</p> <p>Owner/Applicant, Professional in-charge of construction not employed by the City Government of Puerto Princesa</p>
<p>Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (3-photocopies)</p>	<p>Involved professionals/Design professional not employed by the City Government of Puerto Princesa</p>
<p>Approved Construction Logbook Signed & Sealed by Project Engineer in-charge (1-copy)</p>	<p>Project Engineer In-Charge of construction not employed by the City Government of Puerto Princesa</p>
<p>Photograph of the completed structures showing front, side, rear and interior areas. Including Septic Tank, Panel Board/Safety Switch and Service Entrance (2 copies each)</p>	<p>Owner/applicant</p>
<p>Fire Safety Checklist and Fire Safety Evaluation Clearance (3 photocopies)</p>	<p>Owner/applicant</p>
<p>A sworn Special Power of Attorney, for applications filed by authorized representative for the representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 3 photocopies)</p>	<p>Owner/notary public</p>
<p>Photocopy of Valid ID of applicant or representative (4 photocopies)</p>	<p>Applicant/representative</p>



Online Application

1. Log-on to www.puertoprincesa.ph then click the E-Payment and select Certificate of Occupancy Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services
2. Make sure that the Tax Declaration No. of the lot is valid and cleared. All professionals involved in the project should be registered on the system.
3. Email verification. Should have active and valid email address and mobile phone number.
4. Proceed to Building Permit/Fencing Permit application. Fill-up all necessary details of the project.
5. The system will generate Unified Application Form (UAF) and Certificate of Completion form with QR code.
6. Print the UAF and the Certificate of Completion.
7. Required signature of the applicant, lot owner and signed and sealed by the involved professional/s on the UAF, Certificate of Final Electrical Inspection and Certificate of Completion.
8. Unified Application Form should be notarized.

Owner/applicant/design professionals not employed by the City Government of Puerto Princesa.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission				
1.1 Submission of duly	1.1. Receive the required	Based on NBCDO	30 minutes	Engineer IV



<p>accomplished/notarized UAF, Certificate of Completion and Certificate of Final Electrical Inspection together with the documentary requirements to the receiving window.</p> <p>1.2 Receives the application and signs the logbook</p>	<p>documents and check for completeness of the requirements.</p> <p>If complete, the application will enter into the ETRACS and proceed for automated evaluation process. Claim Stub will generate and sent to the provided email address.</p> <p>RETURN, If requirements are incomplete</p> <p>1.2. Request the client to sign the logbook.</p> <p>1.3. Retrieve approved plans & documents from the record on file and forward it to Evaluation and Processing Section</p> <p>1.4. Endorse application for Fire Safety Inspection Certificate (FSIC) at the BFP</p>	<p>Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794</p> <p>(See Attached TABLE)</p> <p>Fire Code of the</p>	<p>5 minutes</p> <p>4 hours</p> <p>3 days (maximum)</p>	<p>Public Services Officer I (Receiving)</p> <p>Engineer IV</p> <p>Public Services Officer I (Receiving)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Driver I)</p> <p><i>BFP Fire Marshal Representative at Backroom Operation</i></p>
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	<p>1.5. Conduct inspection and prepare inspection report</p>	<p>Philippines</p>	<p>8 hours</p>	<p>Public Service Officer I / Engineer II, Mechanical Section</p> <p>Engineer II, Line and Grade Section</p> <p>Engineer II, Civil/Structural Section</p> <p>Engineer II, Electrical Section</p> <p>Engineer II, Plumbing and Sanitary Section</p> <p>Public Services Officer I/Architect II, Architectural Section</p> <p>BFP Representative</p>
	<p>1.6. Conduct technical evaluation of the documents.</p> <p>If findings warrant approval of the application, the evaluators sign the evaluation sheet.</p> <p>Otherwise notify the client thru text of the</p>	<p>City Zoning Ordinance</p>	<p>4 hours (abode)</p> <p>7 hours (Complex)</p> <p>14 hours (Highly Technical)</p>	<p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer III</p> <p>Zoning Officer IV</p>



	<p>lacing requirements</p> <p>1.7 One-time Assessment of fees.</p> <p>1.8 Review and approve the assessed fees on the ETRACS system.</p> <p>The ETRACS will generate one-time Order of Payment (OP) upon approval of City Building Official and send to the email address provided by the applicant.</p>		<p>4 hours (abode)</p> <p>7 hours (Complex)</p> <p>14 hours (Highly Technical)</p> <p>15 minutes (simple)</p> <p>30 minutes (complex)</p> <p>2 hours (highly technical)</p> <p>30 minutes</p>	<p>Engineer III, Electrical Section Mechanical Section Line and Grade Section Electronics Section Plumbing and Sanitary Section Civil/Structural Section Architectural Section</p> <p>Public Service Officer I</p> <p>CG Department Head II (City Building Official)</p>
<p>2. Payment of</p>				



Fees & Charges				
<p>2.1. Present the OP at the OBO's designated payment area</p>	<p>2.1 LGU cashier accepts and processes payments.</p> <p>The applicant can do online payment through https://www.filipizen.com/partner/palawanpuerto/princesa/services and select the OSCP Online Billing and Payment Transaction.</p> <p>The ETRACS will generate the electronic copy of Certificate of Occupancy, Certificate of Final Electrical Inspection and the Fire Safety Inspection Certificate.</p>		<p>10 minutes</p>	<p>Revenue Collection Clerk Office of the City Treasurer</p>



<p>3. Claiming of the Occupancy Permit</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Certificate of Occupancy</p> <p>3.2. Applicant signs the OBO logbooks signifying receipt</p>	<p>3.1 Prepare/printing of Certificate of Occupancy and Electronic Certificate of Final Electrical Inspection.</p> <p>3.2 Check the documents and request the client to sign in the Release Logbook and issue the Certificate of Occupancy</p>		<p>10 minutes</p> <p>10 minutes</p>	<p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794</p> <p>(See Attached TABLE)</p>	<p>2 days, 5 hours & 50 minutes (abode)</p> <p>3 days, 1 hour & 5 minutes (complex)</p> <p>3 days, 1 hour & 35 minutes (highly technical)</p> <p>5 days maximum for Simple structure</p> <p>&</p> <p>20 days maximum for Complex and Highly Technical Structures</p>		
<p align="center">END OF TRANSACTION</p>				



10. 10. Issuance of Fencing Permit

The Office of the City Building Official issues Fencing Permit to any property owner who will construct perimeter fence to secure his/her property from trespassers, encroachments by adjoining properties and the like.

Office or Division:	Office of the City Building Official	
Classification:	Simple	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>If applied together with the Building Permit Application:</p> <ol style="list-style-type: none"> Duly accomplished and Notarized online system generated Unified Application Form (UAF) and Fencing/Ancillary Permits Application Form (4 original copies) Follow Application requirements for building permit (documentary and technical documents) Submit an updated relocation survey plan and report, signed and sealed (4-sets) Fencing detailed plans and technical documents signed and sealed (4-sets) Design analysis for concrete and steel structure, original signed and sealed (If more than 2-meters in height); 4 sets Location and Site Development Plan (4 sets) Notarized estimated value of the structure to be erected as declared by the applicant or owner (4-copies) 	<p>Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services</p> <p>Client/applicant/Design Professional</p> <p>Licensed Geodetic Engineer not employed by the City Government of Puerto Princesa</p> <p>Licensed Professional not employed by the City Government of Puerto Princesa</p> <p>Civil/Structural Engineer not employed by the City Government of Puerto Princesa</p> <p>Licensed Professional not employed by the City Government of Puerto Princesa</p> <p>Owner/Licensed Professional not employed by the City Government of Puerto Princesa</p>
	<p>If applied separately</p> <ol style="list-style-type: none"> All requirements above 	



<ol style="list-style-type: none"> 2. Barangay Clearance (1 original copy, 3 photocopies) 3. Certified True Copy of Transfer Certificate (TCT)/Original Certificate of Title (OCT) or Deed of Absolute Sale (1 original copy, 3 photocopies) 4. Certified True Copy of Tax Declaration (1 original copy, 3 photocopies) 5. Updated Real Property Tax Clearance (1 original copy, 3 photocopies) 6. Valid Licenses of Professional (PRC ID, PTR) with specimen signature (4- photocopies) 7. Construction Safety & Health Program (CSHP), NBC MC No. 2, Series of 2011 (1 original copy, 1 photocopy) 8. A sworn Special Power of Attorney, for applications filed by authorized representative for them to file/follow up/sign application, and to claim decision on the application (1 original copy, 3 photocopies) 9. Valid ID of applicant or representative (4 photocopies). 10. Notarized estimated value of the structure to be erected as declared by the applicant or owner (1 original copy, 3-copies) 11. Other additional documents as may be needed <ol style="list-style-type: none"> a. Detailed topographic plan of the site and immediate vicinity, signed and sealed (4 sets) 	<p>Concerned Barangay signed by Punong Barangay or his/her authorized representative</p> <p>City Register of Deeds/Land registration Authority (LRA)</p> <p>Office of the City Assessor</p> <p>Office of the City Treasurer</p> <p>Involved professional, not employed by the City Government of Puerto Princesa</p> <p>DOLE, Safety Professionals not employed by the City Government of Puerto Princesa</p> <p>Applicant/Notary Public</p> <p>Applicant/Representative</p> <p>Owner/design professional not employed by the City Government of Puerto Princesa</p> <p>Owner/applicant/design professionals not employed by the City Government of Puerto Princesa</p> <p>Licensed Geodetic Engineer (GE) not employed by the City Government of Puerto Princesa</p>
<p>Online Application, if applied separately</p>	



<ol style="list-style-type: none"> 1. Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services <p>Make sure that the Tax Declaration No. of the lot is valid and cleared. All professionals involved in the project should be registered on the system.</p> <ol style="list-style-type: none"> 2. Email verification. Should have an active and valid email address and mobile phone number. 3. Proceed to Building Permit/Fencing Permit application. Fill-up all necessary details of the project. 4. The system will generate Unified Application Form (UAF), Architectural Permit application form (If designed by the Architect), Civil/Structural Permit and Fencing Permit application form with QR code. 5. Print the UAF and the required ancillary permit application forms. 6. Required signature of the applicant, lot owner and signed and sealed by the involved professional/s on the UAF and ancillary permits application forms. 7. Unified Application Form should be notarized. 	<p>Owner/applicant/design professionals not employed by the City Government of Puerto Princesa.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of application</p> <p>1.1. Submission of duly accomplished/notarized</p>	<p>1.1. Receive the required documents and check for</p>	<p>Based on NBCDO Memorandum</p>	<p>30 minutes</p>	<p>Engineer IV Public Services</p>



<p>UAF and ancillary permit application forms and documentary requirements to the receiving window.</p> <p>1.2. Receives the application and signs the logbook</p>	<p>completeness of the requirements.</p> <p>If complete, the application will enter into the ETRACS and proceed for automated evaluation process. Claim Stub will generate and sent to the provided email address.</p> <p>RETURN, if requirements are incomplete.</p> <p>1.2. Conduct site verification and prepare verification report (if applicable).</p>	<p>Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges</p> <p>and City Ordinance No. 794</p> <p>(See Attached TABLE)</p>	<p>4 hours</p>	<p>Officer I (receiving)</p> <p>Engineer III, Enforcement Section</p> <p>Public Services Officer I, Electrical Section</p> <p>Plumbing and Tinning Inspector I</p> <p>Public Service Officer I, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Line and Grade Section</p> <p>Zoning Inspector II, Land Use and Zoning Division</p>
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	<p>1.3. Request the client to sign the logbook.</p>		30 minutes	<p>Engineer IV</p> <p>Public Services Officer I (receiving)</p>
	<p>1.4. Conduct documents verification and technical evaluation thru backroom operations:</p> <p>a. Land Use & Zoning</p> <p>If application is non-conforming to the land use, the Zoning Officer will issue the result of its review to the applicant, it will cease the evaluation and return the application to the owner.</p> <p>If application is conforming, the Zoning Officer will include the pre-signed Locational Clearance. The application will be forwarded for</p>		1 hour	<p>Zoning Inspector II</p> <p>Zoning Officer II</p> <p>Zoning Officer III</p> <p>Zoning Officer IV</p>



	<p>technical evaluation.</p> <p>Technical Evaluation:</p> <p>If findings warrant approval of the application, the evaluators signs plans, Ancillary Permit application forms and approve the automated evaluation sheet on the ETRACS. Forward for assessment of fees and charges.</p> <p>Otherwise, the system notifies the client of the deficiency through email and text blast.</p>			
	<p>b. Architectural</p>		30 minutes	<p>Architect III</p> <p>Public Services Officer I, Architectural Section</p>
	<p>c. Line and Grade</p>		30 minutes	<p>Engineer III, Line and Grade Section</p> <p>Engineer II, Line and Grade Section</p>
	<p>d. Civil / Structural Plans</p>		30 minutes	<p>Engineer III, Civil/Structural Section</p> <p>Engineer II, Civil/Structural</p>



	e. Electrical Plans (if applicable)		30 minutes	al Section Engineer III, Electrical Section
	f. Electronics Plans (if applicable)		30 minutes	Engineer II, Electrical Section
	g. Mechanical Plans (if applicable)		30 minutes	Engineer III, Electronics Section Engineer III, Mechanical Section
	3.3 One-time Assessment of fees.		10 minutes	Public Service Officer I, Mechanical Section
	3.4 Review and approve the assessed fees on the ETRACS system. The ETRACS will generate one-time Order of Payment (OP) upon approval of City Building Official and send to the email address provided by the applicant.		30 minutes	Public Service Officer I CG Department Head II (City Building Official)
2. Payment of Fees and Charges				



<p>2.1. Present the OP at the OBO's designated payment area/cashier at the Office of the City Treasurer.</p>	<p>2.1 LGU cashier accepts and processes payments.</p> <p>The applicant may do online payment through https://www.filipizen.com/partner/palawan-puertoprincesa/services and select the <u>OSCP Online Billing and Payment</u> transactions.</p> <p>The ETRACS will generate the electronic copy of an approved Building Permit/Fencing Permit together with the Locational Clearance (Zoning Conformance) and send to the email address provided by the applicant.</p>		<p>10 minutes</p>	<p>Revenue Collection Clerk Office of the City Treasurer</p>
<p>3. Claiming of the Fencing Permit</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved plans Fencing Permit.</p> <p>3.2. Applicant signs the OBO</p>	<p>3.1 Printing of Permit</p> <p>3.2 Approve and sign the Fencing and Ancillary Permit</p> <p>3.3 Check the documents and request the client to sign in the Release</p>		<p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Administrative Officer IV (Administrative Officer II)</p> <p>CG Department Head II (City Building Official)</p> <p>Administrative Aide III (Utility</p>



logbooks signifying receipt	Logbook and issue the Fencing Permit			Worker II) Administrative Officer IV (Administrative Officer II) Administrative Section
TOTAL		Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794 (See Attached TABLE)	1 day, 2 hours & 20 minutes	
END OF TRANSACTION				



11. Issuance of Temporary Service/Power Connection

The Office of the City Building Official issues Temporary Service/Power Connection to clients for with approved building permit who are applying for PALECO temporary service/power line connection for their bunkhouses, barracks, pedestal posts, temporary facilities, commissioning and testing of transformers and other equipment, etc. Applications for Temporary Service/Power Connection is subject for evaluation of technical requirements and site inspection. Permit maybe extended and must renewed before the expiry date, should the purpose of application be not yet complete.

Office or Division:	Office of the City Building Official			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Building and Electrical Permit (1 original, 3 photocopies)		Owner's copy		
Duly accomplished Temporary Electrical Wiring Permit Application Form (4 original copies)		Frontline Personnel/receiving section of the office to be signed by the applicant and PEE/REE/RME		
Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (4-photocopies)		Licensed Professionals not employed by the City Government of Puerto Princesa		
Electrical Layout and Load Schedule (Temporary Connection) 4 sets		PEE not employed by the City Government of Puerto Princesa		
Location Plan at least 1-km radius with landmarks (4 sets)		Design Professional not employed by the City Government of Puerto Princesa		
Photograph of on-going construction/temporary barracks/bunkhouse with electrical installation (front, sides, rear and interior) (4 copies each)		Applicant		
A sworn Special Power of Attorney, for applications filed by authorized representative for them to file/follow up/sign application, and to claim decision on the application (1 original copy, 3 photocopies)		Applicant and Notary Public		
Valid ID of applicant or representative (4 photocopies)		Applicant/Representative		
An Affidavit of Undertaking that the applicant will apply for occupancy permit once the construction is finished (1 original copy, 3 photocopies)		Applicant and Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				Engineer IV



<p>1.1. Submission of duly accomplished application forms and documentary requirements.</p>	<p>1.1. Receive the required documents and check for completeness of the requirements.</p> <p>RETURN, if requirements are incomplete</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges (See Attached TABLE)</p>	<p>30 minutes</p>	<p>Public Services Officer I (Receiving)</p>
<p>1.2. Fills up the Claim Stub</p>	<p>1.2. If complete, give the claim stub form to the client, encode the application and assign bar code number.</p>		<p>30 minutes</p>	<p>Engineer III, Electrical Section</p>
<p>1.3. Receives copy of Claim Stub and signs the logbook</p>	<p>1.3. Issue the claim stub and request the client to sign the logbook.</p>		<p>30 minutes</p>	<p>Engineer II, Electrical Section</p>
	<p>1.4. Conduct documents verification and technical evaluation of the documents.</p>	<p>2 days</p>	<p><i>Bureau of Fire Marshall / Evaluator</i> Bureau of Fire Protection</p>	
	<p>1.5. BFP Requirements</p>	<p>½ day</p>	<p>Engineer II, Electrical Section</p> <p>Public Services Officer I, Electrical Section</p>	
<p>1.6. Conduct inspection and prepare</p>				



<p>2.2. Present the OP at the OBO's designated payment area</p> <p>2.3. Receives Official receipt (OR) from the collection officer and submits two (2) photocopies of the OR to the receiving area</p>	<p>2.2. LGU cashier accepts and processes payments.</p> <p>2.3. Check the OR including photocopies and request the applicant to sign the logbook.</p> <p>2.4. Posting/recording of Official Receipts (OR)</p> <p>2.5. Approve and sign the Permit</p> <p>2.6. Assign permit number</p>		<p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Revenue Collection Clerk Office of the City Treasurer</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>CG Department Head II (City Building Official)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>3. Claiming of the Temporary Electrical Wiring Connection Permit</p> <p>3.1. Present Claim Stub, valid ID and</p>	<p>3.1 Check the documents and request the client</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p>



<p>authorization letter, if applicable, to claim the approved Sign Permit</p> <p>3.2. Applicant signs the OBO logbooks signifying receipt</p>	<p>to sign in the Release Logbook and issue the Temporary Wiring Connection Permit</p>			<p>Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges</p> <p>(See Attached TABLE)</p>		<p>2 days, 7 hours, 5 minutes</p>	
<p>END TRANSACTION</p>				



12. Issuance of Mechanical Permit

The Office of the City Building Official issues Mechanical Permit to regulate installation of any and all kinds of mechanical equipment in industrial, institutional, commercial and other kinds of building/structures/facilities.

Office or Division:	Office of the City Building Official			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished application form (4 original copies)		Frontline Personnel/Receiving Section of the Office		
Mechanical Plan, signed and sealed (A-3 minimum size), 4 sets		Licensed Professionals not employed by the City Government of Puerto Princesa		
Approved Building Permit (4-photocopies)		Owner/applicant		
Bill of Materials, signed and sealed (for mechanical installation), 4 photocopies		Licensed Professionals not employed by the City Government of Puerto Princesa		
Certified True Copy of Transfer Certificate of Title (TCT) or Lease Contract/Agreement, if not applied with the Building Permit application (1 original copy, 3 photocopies)		City Register of Deeds		
Construction Safety & Health Program (CSHP), (1-original copy, 1 photocopy)		DOLE/Safety Professional not employed by the City Government of Puerto Princesa		
Valid Licenses of Professionals (PRC ID, PTR) with specimen signature (4-photocopies)		Involved professional not employed by the City Government of Puerto Princesa		
A sworn Special Power of Attorney, for applications filed by authorized representative for them to file/follow up/signed application, and to claim decision on the application (1-original copy, 3 photocopies)		Applicant and Notary Public		
Valid ID of applicant or representative (4 photocopies)		Applicant/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submission of duly accomplished application forms and documentary requirements.	1.1. Receive the required documents and check for completeness of the requirements.	Based on NBCDO Memorandum Circular No. 1, Series of 2004:	30 minutes	Engineer IV Public Services Officer I (Receiving)



<p>1.2. Fills up the Claim Stub</p> <p>1.3. Receives copy of Claim Stub and signs the logbook</p>	<p>RETURN, if requirements are incomplete</p> <p>1.2. If complete, give the claim stub form to the client, encode the application and assign bar code number.</p> <p>1.3. Issue the claim stub and request the client to sign the logbook.</p> <p>1.4. Conduct documents verification and technical evaluation of the documents.</p> <p>1.5. Conduct inspection and prepare Inspection Report</p> <p>1.6. Consolidate and do final review of the Inspection Report and Technical Evaluation</p>	<p>New Schedule of Building Permit Fees and Other Charges</p> <p>(See Attached TABLE)</p>	<p>2 hours</p> <p>1 day</p> <p>2 hours</p>	<p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p>
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	<p>1.7. Signs the evaluation sheet.</p> <p>1.8. Assessment of Fees</p> <p>1.9. Advise the applicant to secure Order of Payment thru text</p> <p>Otherwise, notify the client of the deficiency through text</p>		<p>10 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p>Engineer III, Mechanical Section</p> <p>Public Service Officer I</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2. Payment of Fees and Charges</p> <p>2.1. Return to OBO and secure Order of Payment (OP)</p> <p>2.2. Present the OP at the OBO's designated payment area</p> <p>2.3. Receives Official receipt (OR) from the collection officer and submits two (2) photocopies of the OR to the receiving area</p>	<p>2.1. Releases Order of Payment to the applicant (applicant signs in the logbook)</p> <p>2.2 LGU cashier accepts and processes payments.</p> <p>2.3 Check the OR including photocopies and request the applicant to sign the logbook.</p>		<p>5 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Revenue Collection Clerk Office of the City Treasurer</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>



	<p>2.4 Posting/ recording of Official Receipts (OR)</p> <p>2.5 Prepare/ printing of Permit</p> <p>2.6 Approve and sign the Mechanical Permit</p> <p>2.7 Assign permit number</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>3. Claiming of the Mechanical Permit</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to</p>	<p>3.3. Check the documents and request the client to sign in the Release Logbook and</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV</p>



<p>claim the approved Mechanical Permit</p> <p>3.2. Applicant signs the OBO logbooks signifying receipt</p>	<p>issue the Mechanical Permit</p>			<p>(Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges</p> <p>(See Attached TABLE)</p>		<p>1 day, 6 hours & 20 minutes</p>	
<p>END OF TRANSACTION</p>				



13. Issuance of Billboard/Signage Permit

The Office of the City Building Official issues Billboard/Signage Permit to regulate installation of any and all kinds of billboards/signage in commercial, industrial, institutional, residential and other kinds of building/structures/facilities.

Office or Division:	Office of the City Building Official
Classification:	Simple
Type of Transaction:	G2C, G2B and G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly accomplished and Notarized Unified Application and Billboard/Sign Permit Forms (4 original copies)	Frontline Personnel/receiving section of the office
Barangay Clearance (1 original copy, 3 photocopies)	Concerned Barangay signed by Punong Barangay or his/her authorized representative
Certified true copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 3 photocopies)	Register of Deeds
Certified True Copy of Tax Declaration (1 original copy, 3 photocopies)	Office of the City Assessor
Current Real Property Tax Certification (4 photocopies)	Office of the City Treasurer
Notarized written Consent/Lease Contract/Deed of Absolute Sale, in case the applicant is not yet the registered lot owner. (1 original copy, 3 photocopies)	Lot Owner
Billboard/Signage Engineering Detailed Plans (Architectural, Structural, Electrical, etc.) signed and sealed by designed professionals and approved by the owner (4-sets)	Licensed Professionals not employed by the City Government of Puerto Princesa
Structural Design and Analysis, signed and sealed (1 original copy, 3-photocopies)	Licensed Civil/Structural Engineer not employed by the City Government of Puerto Princesa
Project Specifications signed and sealed by licensed professionals and approved by the owner (1 original copy, 3-photocopies)	Licensed Professionals not employed by the City Government of Puerto Princesa
Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (4-photocopies)	All involved Licensed Professionals not employed by the City Government of Puerto Princesa
Construction Safety & Health Program (CSHP), NBC MC No. 2, Series of 2011 (1 original copy, 2 photocopies)	Department of Labor and Employment (DOLE)/Safety Professional not employed by the City Government of Puerto Princesa
Road-Right-of-Way Clearance (if structure is fronting National Road/Highway (1 original	Department of Public Works and Highways (DPWH)



copy, 3 photocopies)				
Sworn Special Power of Attorney for applications filed by authorized representative for them to file/follow up/sign application, and to claim decision on the application (1 original copy, 3 photocopies)		Applicant and Notary Public		
Valid ID of applicant or representative (4 photocopies)		Applicant/Representative		
Logbook for construction		Design Professional not employed by the City Government of Puerto Princesa		
Other additional documents as may be needed		Applicant/design professionals not employed by the City Government of Puerto Princesa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
1.1. Submission of duly accomplished application forms and documentary requirements.	1.1. Receive the required documents and check for completeness of the requirements. RETURN, if requirements are incomplete	Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794 See Attached TABLE	30 minutes	Engineer IV Public Services Officer I (Receiving)
1.2. Fills up the Claim Stub	1.2. If complete, give the claim stub form to the client, encode the application.			
1.3. Receives copy of Claim Stub and signs the logbook	1.3. Issue the claim stub and request the client to sign the logbook.			
	1.4. Conduct Documents verification and Plan Evaluation on: a. Land Use &		1 hour	Zoning Officer II



	Zoning			Zoning Inspector II
	b. Architectural		30 minutes	Architect III Public Services Officer I, Architectural Section
	c. Line and Grade		30 minutes	Engineer III, Line and Grade Section Engineer II, Line and Grade Section
	d. Civil / Structural Plans		30 minutes	Engineer III, Civil/Structural Section Engineer II, Civil/Structural Section
	e. Electrical Plans (if applicable)		30 minutes	Engineer II, Electrical Section Engineer II, Electrical Section
	f. Mechanical Plans (if applicable)		30 minutes	Engineer III, Mechanical Section Public Service Officer I, Mechanical Section
	g. Electronics Plans (if applicable)		30 minutes	Engineer III, Electronics Section Public Service Officer I,



	<p>1.5. Conduct inspection and prepare Inspection Report.</p>		<p>1 ½ days</p>	<p>Electronics Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer II, Line and Grade Section</p> <p>Public Services Officer I, Architectural Section</p> <p>Engineer II, Civil/Structural Section</p> <p>Engineer II, Electrical Section</p> <p>Engineer II, Plumbing and Sanitary Section</p>
	<p>1.6. Consolidate and do final review of the Inspection Report and Technical Evaluation.</p> <p>If findings warrant approval of the application, the evaluators sign the evaluation sheet. Otherwise notify applicants thru text of the lacking requirements</p>		<p>1 hour</p>	<p>Engineer III, Electrical Section</p> <p>Engineer III, Mechanical Section</p> <p>Engineer III, Line and Grade Section</p> <p>Engineer III, Electronics Section</p> <p>Engineer III, Plumbing and Sanitary Section</p> <p>Engineer III, Civil/Structural Section</p>



	<p>1.7. Assessment of Fees</p> <p>15 minutes</p> <p>Architect III, Architectural Section</p> <p>Public Service Officer I</p>	
	<p>1.8. Advise the applicant to secure Order of Payment thru text</p> <p>5 minutes</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Otherwise, notify the client of the deficiency through text</p>	
<p>2. Payment of Fees and Charges</p>		
<p>2.1. Return to OBO and secure Order of Payment (OP).</p>	<p>2.1. Releases Order of Payment to the applicant (applicant signs in the logbook).</p>	<p>5 minutes</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2.2. Present the OP at the OBO's designated payment area</p>	<p>2.2. LGU cashier accepts and processes payments.</p>	<p>10 minutes</p> <p>Revenue Collection Clerk Office of the City Treasurer</p>
<p>2.3. Receives Official receipt (OR) from the collection officer and submits two</p>	<p>2.3. Check the OR including photocopies and request the applicant</p>	<p>5 minutes</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative</p>



<p>(2) photocopies of the OR to the receiving area</p>	<p>to sign the logbook.</p> <p>2.4. Posting/recording of Official Receipts (OR)</p> <p>2.5. Prepare/printing of Permit</p> <p>2.6. Approve and sign the Permit</p> <p>2.7. Assign permit number</p>		<p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>CG Department Head II (City Building Official)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>3. Claiming of Billboard/Signage Permit</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Permit</p> <p>3.2. Applicant signs the OBO logbooks</p>	<p>3.1 Check the documents and request the client to sign in the Release Logbook and issue the Permit</p>		<p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p>



signifying receipt				Administrative Officer IV (Administrative Officer II)
TOTAL		Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794 See Attached TABLE	2 days, 2 hours & 50 minutes	
END OF TRANSACTION				



14. Issuance of Demolition Permit

Application for Demolition Permit is being filed by any property owner for demolition of existing building/structure (part or whole) prior to its repair/renovation, improvement or construction of a new one.

Office or Division:	Office of the City Building Official	
Classification:	Simple	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Duly accomplished and Notarized Unified Application and Demolition Permit Forms (4 original copies)	Frontline Personnel/receiving section of the office
	Barangay Clearance (1 original copy, 3 photocopies)	Concerned Barangay signed by Punong Barangay or his/her authorized representative
	Certified true copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 3 photocopies)	City Register of Deeds
	Certified True Copy of Tax Declaration of lot and building/improvements (1 original copy, 3 photocopies)	Office of the City Assessor
	Current Real Property Tax Certification of lot and building/improvements (1 original copy, 3 photocopies)	Office of the City Treasurer
	Deed of Absolute Sale, if not yet transferred (1 original copy, 3 photocopies)	Owner
	Demolition Plan/Methodology and Safety Plan Procedure signed and sealed by civil engineer/structural engineer (1 original copy, 3 photocopies)	Licensed Professional not employed by the City Government of Puerto Princesa
	Plans and Details: <ul style="list-style-type: none"> • Pictures of Structure/Building. • Site location. • Pedestrian protection plan. • Details of structure/Building to be demolish (Floor area, height, area to move) 	Licensed Professional not employed by the City Government of Puerto Princesa
	Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (4-photocopies)	All involved professionals not employed by the City Government of Puerto Princesa
	Sworn Special Power of Attorney for applications filed by an authorized representative for them to file/follow up/sign application, and to claim decision on the application (1 original copy, 3 photocopies)	Owner, Notary Public



Valid ID of applicant or representative (4 photocopies)		Applicant/representative		
Logbook for demolition		Involved professional not employed by the City Government of Puerto Princesa		
Photograph of the structure to be demolished (4-copies)		Owner		
Other additional documents as may be needed		Owner, applicant, designed professional not employed by the City Government of Puerto Princesa.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application 1.1. Submission of duly accomplished application forms and documentary requirements. 1.2. Fills up the Claim Stub 1.3. Receives copy of Claim Stub and signs the logbook	1.1. Receive the required documents and check for completeness of the requirements. RETURN, if requirements are incomplete	Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges (See Attached TABLE)	30 minutes	Engineer IV Public Services Officer I (Receiving)
	1.2. If complete, give the claim stub form to the client, encode the application and assign bar code number.			
	1.3. Issue the claim stub and request the client to sign the logbook.			
	1.4. Conduct documents verification and technical evaluation of the documents		½ day	Engineer III, Civil/Structural Section Engineer II, Civil/Structural



	<p>1.5. Conduct inspection and prepare Inspection Report</p>		<p>½ days</p>	<p>Section</p> <p>Engineer III, Building & Public Safety</p> <p>Public Services Officer I, Electrical Section</p> <p>Plumbing and Tinning Inspector I</p> <p>Public Service Officer I, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Line and Grade Section</p>
	<p>1.6. Consolidate and do final review of the Inspection Report and Technical Evaluation</p> <p>If findings warrant approval of the application, the evaluators sign the evaluation sheet. Otherwise notify the applicant of the lacking requirements thru text.</p>		<p>30 minutes</p>	<p>Engineer III, Civil/Structural Section</p> <p>Engineer II, Civil/Structural Section</p>
	<p>1.7. Assessment of Fees</p>		<p>15 minutes</p>	<p>Public Service Officer I</p>



	1.8. Advise the applicant to secure Order of Payment thru text		5 minutes	Administrative Officer IV (Administrative Officer II)
2. Payment of Fees and Charges				
2.1. Return to OBO and secure Order of Payment (OP).	2.1 Releases Order of Payment to the applicant (applicant signs in the logbook)		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
2.2. Present the OP at the OBO's designated payment area	2.2 LGU cashier accepts and processes payments.		10 minutes	Revenue Collection Clerk Office of the City Treasurer
2.3. Receives Official receipt (OR) from the collection officer and submits two (2) photocopies of the OR to the receiving area	2.3 Check the OR including photocopies and request the applicant to sign the logbook.		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
	2.4 Posting/ recording of Official Receipts (OR)		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
	2.5 Prepare/ printing of Permit		5 minutes	Administrative Officer IV (Administrative Officer II)
				CG Department



	2.6 Approve and sign the Demolition Permit		10 minutes	Head II (City Building Official)
	2.7 Assign permit number		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
3. Claiming of the Demolition Permit				
3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Demolition Permit	3.1 Check the documents and request the client to sign in the Release Logbook and issue the Demolition Permit		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
3.2. Applicant signs the OBO logbooks signifying receipt			5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
TOTAL	Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges (See Attached TABLE)		1 day, 2 hours & 15 minutes	
END OF TRANSACTION				



15. Issuance of Excavation & Ground Preparation Permit

Excavation and ground preparation take place prior to construction of a building; hence, an applicant for Building Permit is required to secure Excavation and Ground Preparation Permit at the same time.

Office or Division:	Office of the City Building Official	
Classification:	Simple	
Type of Transaction:	G2C, G2B and G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished and Notarized Unified Application and Sign Permit Forms (4 original copies)	Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go directly to https://www.filipizen.com/partner/palawan_puertoprincesa/services	
Excavation Clearance from the Barangay (1 original copy, 3 photocopies)	Concerned Barangay signed by Punong Barangay or his/her authorized representative	
Certified true copy of Original Certificate of Title/Transfer Certificate of Title (1 original copy, 3 photocopies)	Register of Deeds	
Certified True Copy of Tax Declaration (1 original copy, 3 photocopies)	Office of the City Assessor	
Current Real Property Tax Clearance (1 original copy, 3 photocopies)	Office of the City Treasurer	
Deed of Absolute Sale (if necessary) (1 original copy, 3 photocopies)	Owner	
Methodology for Excavation and Ground preparation, signed and sealed by Civil Engineer (1 original copy, 3-copies)	Licensed Professionals not employed by the City Government of Puerto Princesa	
Foundation / Excavation Plan, signed and sealed by Civil Engineer (minimum size: A3) in 4 sets	Licensed Professionals not employed by the City Government of Puerto Princesa	
Cash Bond (Section 304, Paragraph 4, NBCP) (1 original copy, 3 photocopies)	Applicant	
Valid license (PRC ID) with PTR with specimen signatures (4-photocopies)	Civil Engineer not employed by the City Government of Puerto Princesa	
Construction Safety & Health Program (CSHP), NBC MC No. 2, Series of 2011 (1 original copy, 3 photocopies)	DOLE, Safety Professional not employed by the City Government of Puerto Princesa	
Sworn Special Power of Attorney for applications filed by authorized representative form them to file/follow	Applicant and Notary Public	



<p>up/sign application, and to claim decision on the application (1 original copy, 3 photocopies)</p>	
<p>Valid ID of applicant or representative (4 photocopies)</p>	<p>Applicant/Representative</p>
<p>Logbook for construction</p>	<p>Civil Engineer not employed by the City Government of Puerto Princesa</p>
<p>Other additional documents as may be needed</p> <p>Online Application</p> <ol style="list-style-type: none"> 1. Log-on to www.puertoprincesa.ph then click the E-Payment and select Building Permit Application under Building and Construction transaction. May go direct to https://www.filipizen.com/partner/palawan_puertoprincesa/services 2. Make sure that the Tax Declaration No. of the lot is valid and cleared. All professionals involved in the project should be registered on the system. 3. Email verification. Should have an active and valid email address and mobile phone number. 4. Proceed to Building Permit/ Excavation and Ground Preparation application. Fill-up all necessary details of the project. 5. The system will generate Unified Application Form (UAF), Excavation and Ground Preparation application form with QR code. 6. Print the UAF and the required ancillary permit application forms. 7. Required signature of the applicant, lot owner and signed and sealed by the involved professional on the UAF and Excavation and Ground Preparation Permits application form. 8. Unified Application Form should be notarized. 	<p>Applicant, Design Professionals not employed by the City Government of Puerto Princesa</p> <p>Owner/applicant/design professionals not employed by the City Government of Puerto Princesa.</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Application</p> <p>1.1. Submission of duly accomplished/notarized UAF and Ancillary Permit application forms and documentary requirements to the receiving window.</p> <p>1.2. Receives application and signs the logbook</p>	<p>1.1. Receive the required documents and check for completeness of the requirements.</p> <p>If complete, the application will enter into the ETRACS and proceed for automated evaluation process. Claim Stub will be generated and sent to the provided email address.</p> <p>RETURN, If requirements are incomplete.</p> <p>1.2. Request the client to sign the logbook</p> <p>1.3. Conduct Documents verification and Plan Evaluation on:</p> <p>a. Land Use & Zoning</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges City Ordinance No. 794</p> <p>(See Attached TABLE)</p>	<p>30 minutes</p> <p>5 minutes</p> <p>1 hour</p>	<p>Engineer IV Public Services Officer I (receiving)</p> <p>Engineer IV Public Services Officer I (receiving)</p> <p>Zoning Officer IV Zoning Officer III</p>



	<p>If application is non-conforming to the land use, the Zoning Officer will issue the result of its review to the applicant, it will cease the evaluation and return the application to the owner.</p> <p>If application is conforming, the Zoning Officer will include the pre-signed Locational Clearance. The application will be forwarded for technical evaluation.</p> <p>Technical Evaluation:</p>			
	<p>b. Architectural</p>		<p>30 minutes</p>	<p>Architect III</p>
				<p>Public Services Officer I, Architectural Section</p>
	<p>c. Line and Grade</p>		<p>30 minutes</p>	<p>Engineer III, Line and Grade Section</p>
				<p>Engineer II, Line and Grade Section</p>
	<p>d. Civil/Structural</p>		<p>30 minutes</p>	<p>Engineer III, Civil/Structural Section</p>



	<p>1.4. Conduct site verification and prepare Verification Report. Simultaneous to Backroom Operation.</p>		<p>1 day</p>	<p>Engineer II, Civil/Structural Section</p> <p>Engineer III, Building & Public Safety Section</p> <p>Public Services Officer I, Electrical Section</p> <p>Plumbing and Tinning Inspector I</p> <p>Public Service Officer I, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Line and Grade Section</p>
	<p>1.5. Consolidate and do final review of the Inspection Report and Technical Evaluation</p>		<p>1 hour</p>	<p>Engineer IV</p>
	<p>1.6. If findings warrant approval of the application, the evaluators sign the plans, Excavation and Ground Preparation Permit and approve the automated evaluation sheet on the ETRACS.</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Zoning Officer IV</p> <p>Engineer III, Electrical Section</p> <p>Engineer III, Mechanical Section</p> <p>Engineer III, Line and Grade Section</p> <p>Engineer III, Electronics</p>



	<p>Otherwise, the system notify the client of the deficiency through email and text blast.</p> <p>1.7. One-time assessment of Fees</p> <p>1.8. Review and approve the assessed fees</p> <p>1.9. Issue Order of Payment (OP) upon approval of City Building Official</p> <p>Otherwise, notify the client of the deficiency through email and text blast.</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Section</p> <p>Engineer III, Plumbing and Sanitary Section</p> <p>Engineer III, Civil/Structural Section</p> <p>Architect III, Architectural Section</p> <p>Public Service Officer I</p> <p>CG Department Head II (City Building Official)</p> <p>Public Service Officer I</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2. Payment of Fees and Charges</p> <p>2.1. Present the OP at the OBO's designated payment area</p>	<p>2.1. LGU cashier accepts and processes payments.</p> <p>The applicant may do online payment through https://www.filipizen.com/partn</p>		<p>10 minutes</p>	<p>Revenue Collection Clerk <i>Payment Window</i> Office of the City Treasurer</p>



	er/palawan_puertoprincesa/services and select the <u>OSCP Online Billing and Payment</u> transactions.			
3. Claiming of the Excavation and Ground Preparation Permit				
3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Excavation & Ground Preparation Permit	3.1 Prepare/printing of Permit		10 minutes	Administrative Officer IV (Administrative Officer II)
3.2. Applicant signs the OBO logbooks signifying receipt	3.2 Approve and sign the Excavation & Ground Preparation Permit (Ancillary Permit)		5 minutes	CG Department Head II (City Building Official)
	3.3 Request the client to sign in the Release Logbook and issue the Excavation & Ground Preparation Permit		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
TOTAL	Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges City Ordinance No. 794 (See Attached TABLE)		1 day and 5 hours & 40 minutes	
END OF TRANSACTION				



16. Issuance of Certificate of Annual Inspection

The Office of the City Building Official conducts annual inspection of existing and operational industrial, commercial, institutional and all other buildings or structures as per Memorandum Circular No. 3, series of 2011 issued by the Department of Public Works and Highways (DPWH).

Office or Division:	Office of the City Building Official			
Classification:	Complex			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter / compliance with Business-One-Stop-Shop (BOSS) requirements (1 original, 1 photocopy)		Owner/Applicant		
Owner's copy of an approved Occupancy Permit (4 photocopies)		Owner/applicant		
Approved Building Plan as basis of inspection		Owner/applicant		
<i>In case of renewal:</i> Copy of an approved Annual Building Inspection Certificate and Annual Inspection Checklist		Owner/applicant		
A sworn Special Power of Attorney, for applications filed by authorized representative for the representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 3 photocopies)		Owner/applicant		
Valid ID of applicant or representative (4 photocopies)		Applicant/representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
Submission of request letter and Annual Inspection Checklist Form	1.1 Receive request letter and duly accomplished Annual Inspection Checklist Form RETURN, if not compliant.	Based on the National Building Code of the Philippines (PD 1096)	30 minutes	Engineer IV Public Services Officer I (Receiving)
	1.2 Conduct Documents verification		1 day	Engineer III, Mechanical Section



	and Plan Evaluation			
	1.3 Notify the client for the schedule of Annual Building Inspection		5 minutes	<p>Engineer II, Civil/Structural Section</p> <p>Engineer II, Electrical Section</p> <p>Engineer II, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Public Services Officer I, Architectural Section</p>
	1.4 Conduct inspection and prepare inspection report.		2 days	<p>Engineer II, Civil/Structural Section</p> <p>Engineer II, Electrical Section</p> <p>Engineer II, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Public Services Officer I, Architectural Section</p>
	1.5 Consolidate and do final review of the Inspection		1 day	<p>Engineer II, Civil/Structural Section</p>



	<p>Report and Technical Evaluation</p> <p>1.6 If findings warrant approval of the application, the evaluators sign the as-built plans and evaluation sheet.</p>		<p>1 hour</p>	<p>Engineer II, Electrical Section</p> <p>Engineer II, Plumbing and Sanitary Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Public Services Officer I, Architectural Section</p> <p>Engineer III, Mechanical Section</p> <p>Engineer III, Electrical Section</p> <p>Engineer III, Line and Grade Section</p> <p>Engineer III, Electronics Section</p> <p>Engineer III, Plumbing and Sanitary Section</p> <p>Engineer III, Civil/Structural Section</p> <p>Architect III, Architectural Section</p> <p>Zoning Officer IV</p> <p>Zoning Officer III</p> <p>Public Service</p>
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	<p>1.7 Assessment of Fees</p> <p>1.8 Advise the applicant to secure Order of Payment thru text</p> <p>Otherwise, notify the client of the deficiency through text</p>		<p>5 minutes</p> <p>5 minutes</p>	<p>Officer I</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2 Payment of Fees and Charges</p> <p>2.1 Return to OBO and secure Order of Payment (OP)</p> <p>2.2 Present the OP at the OBO's designated payment area</p> <p>2.3 Receives Official receipt (OR) from the collection officer and submits two (2) photocopies of the OR to the receiving area</p>	<p>2.1 Releases Order of Payment to the applicant (applicant signs in the logbook)</p> <p>2.2 LGU cashier accepts and processes payments.</p> <p>2.3 Check the OR including photocopies</p> <p>2.4 Preparation/Printing of Annual Building Certificate</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Revenue Collection Clerk Office of the City Treasurer</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Public Service Officer I, Mechanical Section</p>



				Engineer III, Mechanical Section
	2.5 Signing of Annual Building Certificate		5 minutes	Engineer III, <i>Mechanical Section</i>
		5 minutes	Engineer III <i>(Electrical Section)</i>	
		5 minutes	Engineer III <i>(Line & Grade Section)</i>	
		5 minutes	Engineer III <i>(Electronics Section)</i>	
		5 minutes	Engineer III <i>(Sanitary Section)</i>	
		5 minutes	Engineer III <i>(Structural Section)</i>	
		5 minutes	Architect III <i>(Architectural Section)</i>	
		5 minutes	Zoning Officer IV <i>(Land Use & Zoning Department)</i>	
		5 minutes	Engineer IV <i>(Chief, Building and Public Safety Division)</i>	
		5 minutes	Assistant City Building Official	
		5 minutes	CG Department Head II <i>(City Building Official)</i>	



	2.6 Notify clients thru text using e-portal		5 minutes	Administrative Officer IV (Administrative Officer II)
	2.7 Record Annual Building Certificate in the Release Logbook		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
3. Claiming of the Certificate				
3.1. Present valid ID and authorization letter, if applicable, to claim the approved Certificate	3.1 Verify the documents presented and release the documents		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
3.2. Applicant signs the OBO logbooks signifying receipt	3.2 Request the client to sign in the Release Logbook and issue the Certificate		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)
TOTAL	Based on the National Building Code of the Philippines (PD 1096)		4 days, 3 hours & 25 minutes up to 7 days maximum	
END OF TRANSATION				



17. Change of Use

No change shall be made in the character of occupancy or use of any building which would place the building in a different division of the same group of occupancy or in a different group of occupancies, unless such building is made to comply with the requirements of the Code for such division or group of occupancy. The character of occupancy of existing buildings may be changed subject to the approval of the City Building Official and the building may be occupied for purposes set forth in other Groups: Provided the new or proposed use is less hazardous, based on life and fire risk, than the existing use.

Office or Division:	Office of the City Building Official			
Classification:	Complex			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change of Use application form (4 original copies)		Frontline Personnel/receiving section of the office		
Signed and Sealed As built Plans (minimum size: A3) in 4 sets		Licensed Professionals not employed by the City Government of Puerto Princesa		
Valid Licenses of all involved Professionals (PRC ID, PTR) with specimen signature (4-photocopies)		Licensed Professionals not employed by the City Government of Puerto Princesa		
Owner's copy of approved Building and Occupancy Permits (4-photocopies)		Owner		
A sworn Special Power of Attorney, for applications filed by authorized representative for the representative to file/follow up/signed application, and to claim decision on the application (1 original copy, 3 photocopies)		Applicant		
Valid ID of applicant or representative (4 photocopies)		Applicant/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
1.1 Submission of the application for the Change of Use and documentary requirements.	1.1. Receive the required documents and check for completeness of the	Based on NBCDO Memorandum Circular	30 minutes	Engineer IV Public Services Officer I (receiving)



<p>1.2 Fills up the Claim Stub</p> <p>1.3 Receives copy of Claim Stub and signs the logbook</p>	<p>requirements.</p> <p>RETURN, if requirements are incomplete</p> <p>1.2. If complete, give the claim stub form to the client, encode the application and assign bar code number.</p> <p>1.3. Issue the claim stub and request the client to sign the logbook.</p> <p>1.4. Conduct Documents verification and Plan Evaluation on:</p> <p>a. Land Use & Zoning</p> <p>b. Architectural</p> <p>c. Civil/Structural</p>	<p>No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794</p> <p>(See Attached TABLE)</p>	<p>30 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Zoning Officer IV</p> <p>Zoning Officer III</p> <p>Architect III</p> <p>Public Services Officer I, Architectural Section</p> <p>Engineer III, Civil/Structural Section</p> <p>Engineer II, Civil/Structural Section</p>
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	d. Sanitary/ Plumbing, if applicable		30 minutes	Engineer III, Plumbing and Sanitary Section Engineer II, Plumbing and Sanitary Section
	e. Electrical		30 minutes	Engineer III, Electrical Section Engineer II, Electrical Section
	f. Mechanical, if applicable		30 minutes	Engineer III, Mechanical Section Public Service Officer I, Mechanical Section
	g. Electronics, if applicable		30 minutes	Engineer III, Electronics Section
	2.8 Endorse application for Fire Safety Inspection Certificate (FSIC) at the BFP		3 days	BFP Fire Marshal
	2.9 Conduct inspection and prepare inspection report.		4 hours	Public Service Officer I, Mechanical Section Engineer II, Line and Grade Section Public Services Officer I,



				Architectural Section Engineer II, Civil/Structural Section Engineer II, Electrical Section Engineer II, Plumbing and Sanitary Section Zoning Officer II Engineer III, Electrical Section Engineer III, Mechanical Section Engineer III, Line and Grade Section Engineer III, Electronics Section Engineer III, Plumbing and Sanitary Section Engineer III, Civil/Structural Section Architect III, Architectural Section Public Service Officer I Administrative Officer IV (Administrative Officer II)
	2.10 Consolidate and final review of the inspection report and technical evaluation If findings warrant approval of the application, the evaluators sign the plans and evaluation sheet		4 hours	
	2.11 Assessment of Fees		30 minutes	
	2.12 Advise the applicant to secure Order of		5 minutes	



	<p>Payment thru text</p> <p>Otherwise, notify the client of the deficiency through text</p>			
<p>2. Payment of Fees and Charges</p>				
<p>2.4 Return to OBO and secure Order of Payment (OP)</p>	<p>2.1. Releases Order of Payment to the applicant (applicant signs in the logbook)</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2.5 Present the OP at the OBO's designated payment area</p>	<p>2.2. LGU cashier accepts and processes payments.</p>		<p>10 minutes</p>	<p>Revenue Collection Clerk Office of the City Treasurer</p>
<p>2.6 Receives Official receipt (OR) from the collection officer and submits one (1) photocopy of the OR to the receiving area</p>	<p>2.3. Check the OR including photocopies and request the applicant to sign the logbook.</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>3. Claiming of the Certificate</p>				
<p>3.1. Present valid ID and/or authorization letter, if applicable, to claim the approved Certificate</p>	<p>3.1 Prepare/printing of Certificate</p>		<p>10 minutes</p>	<p>Administrative Officer IV (Administrative Officer II)</p>
	<p>3.2 Approve and sign the Certificate</p>		<p>5 minutes</p>	<p>CG Department Head II (City Building Official)</p>



<p>3.2. Applicant signs the OBO logbooks signifying receipt</p>	<p>3.3 Assign Certificate number</p> <p>3.4 Check the documents and request the client to sign in the Release Logbook and issue the Certificate</p>		<p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>	<p>Based on NBCDO Memorandum Circular No. 1, Series of 2004: New Schedule of Building Permit Fees and Other Charges and City Ordinance No. 794</p> <p>(See Attached TABLE)</p>		<p>1 day, 5 hour & 20 minutes Up to 3 days maximum</p>	
<p>END OF TRANSACTION</p>				



18. Issuance of Certificate of Operation/ Permit-to-Operate

The Office of the City Building Official Issues Certificate of Operation to ensure that the mechanical equipment installation conforms to safety standards prior to use.

Office or Division:	Office of the City Building Official / Mechanical Section			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Mechanical Equipment Installation				
Photocopy of Approved Mechanical Permit	Owner/Applicant			
Photocopy of approved Mechanical Plan/as-built plan	Owner/applicant			
Photocopy of Mechanical Completion Form	Equipment Contractor/Supplier			
Copy of the following: <i>For Brand New Mechanical Equipment</i> 1.Commissioning & Testing Report 2.Engineer's Report <i>For 2nd Hand Mechanical Equipment</i> 1.Latest Preventive Maintenance Service (PMS) Report 2.Latest/Updated Logbook Record	Owner/applicant			
Valid licenses (PRC ID) & current PTR of all involved professionals with three (3) specimen signature and must be dry sealed (3 photocopies)	Design Professionals/Project Engineers in-charge of construction not employed by the City Government of Puerto Princesa			
Official Receipt for Annual Certificate of Operation	Treasurer's Office			
For Renewal of Certificate-of-Operation				
Expired Copy of Issued Certificate of Operation	Owner/Applicant			
Official Receipt for Annual Certificate-of-Operation	Treasurer's Office			
For 15 years & above installed mechanical equipment: i. Mechanical Safety Certificate ii. Mechanical Safety Inspection Report	Professional Mechanical Engineer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Application</p> <p>1.1. Submission of request for inspection and documentary requirements</p> <p>1.2 Fills up the Claim Stub</p> <p>1.3 Receives copy of Claim Stub and signs the logbook</p>	<p>1.1 Receive the request for inspection, RETURN, if not compliant.</p> <p>1.2 If complete, give the claim stub form to the client.</p> <p>1.3 Issue the claim stub and request the client to sign the logbook.</p> <p>1.4 Conduct Documents verification and Plan Evaluation</p> <p>1.5 Prepare Notice of Inspection and Mission Order to assigned Inspectors</p> <p>1.6 Conduct inspection</p>	<p>Based on the National Building Code of the Philippines (PD 1096)</p>	<p>30 minutes</p> <p>1 hour</p> <p>5 minutes</p> <p>4 hours</p>	<p>Engineer IV</p> <p>Public Services Officer I (receiving)</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p>
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	<p>and prepare inspection report.</p> <p>1.7 Consolidate and do final review of the Inspection Report and Technical Evaluation</p> <p>1.8 Assessment of Fees</p> <p>1.9 Advise the applicant to secure Order of Payment thru text</p> <p>Otherwise, notify the client of the deficiency through text</p>		<p>30 minutes</p> <p>1 hour</p> <p>5 minutes</p>	<p>Engineer III, Mechanical Section</p> <p>Public Service Officer I</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2. Payment of Fees & Charges</p> <p>2.1. Return to OBO and secure Order of Payment (OP).</p> <p>2.2. Present the OP at the OBO's designated payment area</p> <p>2.3. Receives Official receipt (OR) from the</p>	<p>2.1. Releases Order of Payment to the applicant (applicant signs in the logbook).</p> <p>2.2. LGU cashier</p> <p>2.3. Check the OR including</p>		<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Revenue Collection Clerk Office of the City Treasurer</p> <p>Administrative Aide III (Utility Worker II)</p>



<p>collection officer and submits one (1) photocopies of the OR to the receiving area</p>	<p>photocopies and request the applicant to sign the logbook.</p> <p>2.4. Posting/ recording of Official Receipts (OR)</p> <p>2.5. Assign Permit Number, Preparation & printing of Certificate of Operation</p> <p>2.6. Approve and sign the Certificate-of-Operation</p>		<p>5 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>Administrative Officer IV (Administrative Officer II)</p> <p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Public Service Officer I, Mechanical Section</p> <p>Engineer III, Mechanical Section</p> <p>Designated Acting Assistant City Building Official</p> <p>CG Department Head II (City Building Official)</p>
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<p>3. Claiming of the Certificate of Operation</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved Certificate of Operation/ Permit-to-Operate</p> <p>3.2. Applicant signs the OBO logbooks signifying receipt</p>	<p>3.1. Check the documents and request the client to sign in the Release Logbook and issue the Certificate</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>		<p>Based on the National Building Code of the Philippines (PD 1096)</p>	<p>1 day & 5 minutes</p>	
<p>END OF TRANSACTION</p>				



19. Issuance of Certification of Inspection for Septic Tank/ Sewage Treatment Plant (STP)

The Sanitary/Plumbing Division issues Certification of inspection for Septic Tank/ Sewage Treatment Plant (STP) as requirement of the Department of Environment and Natural Resources (DENR) or Department of Tourism (DOT) for application of Discharge Permit.

Office or Division:	Office of the City Building Official / Mechanical Section			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Applicants requesting for Certificate of Inspection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for Inspection		Lot/ Building Owner		
Approved Occupancy Permit (1 printed copy)		Lot/ Building Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application				
1.1 Submits all the requirements	1.1 Receives and evaluates the completeness of submitted documents RETURN, if requirements are incomplete		30 minutes	Engineer IV Public Services Officer I (receiving)
	1.2 Conduct inspection		1 day	Engineer III, Plumbing and Sanitary Section Engineer II, Plumbing and Sanitary Section Public Service Officer I, Plumbing and Sanitary Section



	<p>1.3 Prepares/ encodes/ sign the Certification</p> <p>1.4 Prepare Order of Payment</p> <p>1.5 Advise the applicant to secure Order of Payment thru text</p>	<p>₱170.00</p>	<p>20 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Engineer III, Plumbing and Sanitary Section</p> <p>Engineer II, Plumbing and Sanitary Section</p> <p>Public Service Officer I</p> <p>Administrative Officer IV (Administrative Officer II)</p>
<p>2. Payment of Fees and Charges</p> <p>2.1 Return to OBO and secure Order of Payment (OP)</p> <p>2.2 Present the OP at the OBO's designated payment area</p>	<p>2.1 Releases Order of Payment to the applicant</p> <p>2.2 LGU cashier accepts and processes payments.</p>		<p>5 minutes</p> <p>10 minutes</p>	<p>Public Service Officer I</p> <p>Revenue Collection Clerk Office of the City Treasurer</p>
<p>3. Claiming of the Certificate</p> <p>3.1. Present Claim Stub, valid ID and authorization letter, if applicable, to claim the approved</p>	<p>3.1. Check the documents and request the client to sign in the Release Logbook and issue the Certificate</p>		<p>5 minutes</p>	<p>Administrative Aide III (Utility Worker II)</p> <p>Administrative Officer IV</p>



<p>Certification of Inspection for Septic Tank/ Sewage Treatment Plant (STP)</p> <p>3. Applicant signs the OBO logbooks signifying receipt</p>				<p>(Administrative Officer II)</p>
<p>TOTAL</p>		<p>₱170.00</p>	<p>1 day, 1 hour & 20 minutes</p>	
<p>END OF TRANSACTION</p>				



20. Processing of Incoming Communication

Act on various communications and requests received by the Office.

Office or Division:	Office of the City Building Official			
Classification:	Simple/Complex			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter detailing information of the request (1 original, 1 photocopy)		Client / Requesting Party		
Attachment to the letter-request, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request	1.1 Stamp the communication "RECEIVED" with date, time, and signature and give the file copy of the proponent. RETURN, if requirements are incomplete		10 minutes	Administrative Officer IV (Administrative Officer II)
	1.2 Encode in the database the content of the communication and attach document/routing slip		5 minutes	Administrative Officer IV (Administrative Officer II)
	1.3 Recommend proper action to be undertaken.		10 minutes	CG Department Head II (City Building Official)
	1.4 Encode instruction of the City Building Official		5 minutes	Administrative Officer IV (Administrative Officer II)



	in the database			
	1.5 Act on the request as per instruction of the City Building Official		1 day (simple) 3 days (complex) 15 days (highly technical)	All Concerned personnel <i>(depending on the instruction of the City Building Official)</i>
	1.6 Prepares Order of Payment, if necessary		10 minutes	Public Service Officer I
2. Payment of required fees, if applicable				
2.1. Return to OBO and secure Order of Payment (OP).	2.1. Releases Order of Payment to the applicant (applicant signs in the logbook).	Research Fee – ₱50.00/ document Certification – ₱50.00/ copy	5 minutes	Administrative Officer IV (Administrative Officer II) Administrative Aide III (Utility Worker II)
2.2. Present the OP at the OBO's designated payment area	2.2. LGU cashier accepts and processes payments.		10 minutes	Revenue Collection Clerk Office of the City Treasurer
3. Claiming of the requested document				
3.1. Present Official Receipt, if applicable	3.1. Stamp the OR with the word "USED"		5 minutes	Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative



<p>3.2. Applicant receives the requested document(s) and signs the OBO logbooks signifying receipt</p>	<p>3.2. Issue the requested document and request the applicant to sign the logbook.</p>		<p>5 minutes</p>	<p>Officer II) Administrative Aide III (Utility Worker II) Administrative Officer IV (Administrative Officer II)</p>
<p>TOTAL</p>	<p>Research Fee – ₱50.00/ document Certification – ₱50.00/ Copy</p>	<p>1 day, 1 hour & 5 minutes (for Simple)</p>		
		<p>3 days, 1 hour & 5 minutes (for Complex)</p>		
		<p>15 days, 1 hour & 5 minutes (for Highly Technical)</p>		
<p>END OF TRANSATION</p>				



PUERTO PRINCESA CITY SLAUGHTERHOUSE

External Services



1. Slaughter Of Food Animals For Business

Killing of food animals such as hogs, cattle, sheep and goats in a sanitary and humane manner for business purposes and/or home consumption.

Office or Division		City Mayor's Office – City Slaughterhouse		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Meat Traders/Vendors only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Slaughter Permit (1 original)		1. City Veterinary Office - Meat Inspector on-duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring animals and mark them for identification purposes between 10 am to 6 pm to the City Slaughterhouse in Bgy. Tagburos, Puerto Princesa City.	1. The City Slaughterhouse Watchman on-duty will allow entry of animal to the back gate of the City Slaughterhouse.	None	1 minute	Slaughterhouse Master, City Slaughterhouse Watchman on-duty
2. Secure slaughter permit from the CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City	2. The CVO-Meat Inspector on-duty will conduct ante mortem inspection to the animals submitted for slaughter.	None	5 minutes	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City
3. Present slaughter permit to the City	3. The City Slaughterhouse personnel will receive	None	2 minutes	Slaughterhouse Master, City Slaughterhouse



Slaughterhouse personnel assigned in accepting animals for slaughter.	the slaughter permit from client and accept animals and record the number of animals accepted and their markings.			personnel assigned in accepting animals
4. Unload their animals to the assigned corrals.	4. The City Slaughterhouse personnel will allow the client to unload their animals to the assigned corrals.	None	2 minutes	Slaughterhouse Master, City Slaughterhouse personnel assigned in accepting animals
5. Leave the animals in the corral.	5. 1 City Slaughterhouse butchers slaughter animals in a sanitary and humane manner during the City Slaughterhouse slaughtering operation that start at 12 midnight.	None	11 hours	Slaughterhouse Master, City Slaughterhouse butchers and personnel
	5. 2 City Slaughterhouse personnel load carcass/es and by-products to the City Slaughterhouse Meat Transport Vehicle.	None		Slaughterhouse Master; City Slaughterhouse personnel
6. Wait for the delivery of	6. City Slaughterhouse	None	30 minutes	Slaughterhouse Master; City



carcass/es and by-products to the client's place of business.	se Meat Transport Vehicle deliver carcass/es and by-products to client's place of business.			Slaughterhouse personnel
7. Receive Meat Inspection Certificate from the City Veterinary Office upon the delivery of carcass/es and by-products. * Make sure to secure the Meat Inspection Certificate that will be issued	7. City Veterinary Office Meat Inspector on-duty issue Meat Inspection Certificate to carcass/es and by-products inspected and passed.	None	1 minute	City Veterinary Office Meat Inspector on-duty at the City Slaughterhouse
8. Receive Order of Payment/Billing from City Slaughterhouse upon receipt of the delivery of carcass/es and by-products * Make sure to secure the Order of Payment that will be issued	8. City Slaughterhouse personnel issue Order of Payment/Billing upon weighing of carcass/es.	None	2 minutes	Slaughterhouse Master; City Slaughterhouse personnel
9. Pay the required fees to the City Treasurer's	9. City Treasurer's Office Collecting Officer	Puerto Princesa City Ordinance 794 –	2 minutes	City Treasurer's Office Collecting Officer



<p>Office Collecting at the City Public Markets * Make sure to secure Official Receipt that will be issued upon payment</p>	<p>collects payment and issue Official Receipt.</p>	<p>Revenue Code of 2016 Ante Mortem Inspection fee: Large Cattle 10.00 Hogs 5.00 Goats 5.00 Entrance fee: Large Cattle 15.00 Hogs 5.00 Goats 5.00 Corral fee: Large Cattle 10.00 Hogs 5.00 Goats 5.00 Slaughter fee: Large Cattle Below 40 kg 1.00/kg 40 – 49 kg 2.30/kg 50 – 59 kg 2.25/kg 60 – 69 kg 2.20/kg 70 – 79 kg 2.15/kg 80 – 89 kg 2.10/kg 90 – 99 kg 2.05/kg 100 – 109 kg 2.00/kg 110 – 119 kg 1.95/kg 120 – 129 kg 1.90/kg 130 – 139 kg 1.85/kg</p>		
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		140 – 149kg 1.80/kg 150 – 159 kg 1.75/kg 160 – 169 kg 1.70/kg Swine and others Below 10 kg 1.00/kg 10 – 19 kg 3.00/kg 20 – 29 kg 2.35/kg 30 – 39 kg 2.30/kg 40 – 49 kg 2.25/kg 50 – 59 kg 2.20/kg 60 – 69 kg 2.15/kg 70 – 79 kg 2.10/kg 80 – 89 kg 2.05/kg 90 – 99 kg 2.00/kg Washing fee: 20.00/head Post Mortem fee: 0.25/carcass weight Delivery fee: 0.50/carcass weight		
	TOTAL	As per Service	11 hours 45 minutes	
END OF TRANSACTION				



2. Slaughter Of Food Animals For Walk-Ins

Killing of food animals such as hogs, cattle, sheep and goats in a sanitary and humane manner for business purposes and/or home consumption.

Office or Division	City Mayor's Office – City Slaughterhouse			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Slaughter Permit (1 original)		1. City Veterinary Office - Meat Inspector on-duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring animals and mark them for identification purposes between 10 am to 6 pm to the City Slaughterhouse in Bgy. Tagburos, Puerto Princesa City.	1. The City Slaughterhouse Watchman on-duty will allow entry of animal to the back gate of the City Slaughterhouse.	None	1 minute	Slaughterhouse Master, City Slaughterhouse Watchman on-duty
2. Secure slaughter permit from the CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City	2. The CVO-Meat Inspector on-duty will conduct ante mortem inspection to the animals submitted for slaughter.	None	5 minutes	CVO-Meat Inspector on-Duty at the City Slaughterhouse, Bgy. Tagburos, Puerto Princesa City
3. Present slaughter permit to the City Slaughterhouse	3. The City Slaughterhouse personnel will receive	None	2 minutes	Slaughterhouse Master, City Slaughterhouse personnel



use personnel assigned in accepting animals for slaughter.	the slaughter permit from client and accept animals and record the number of animals accepted and their markings.			assigned in accepting animals
4. Unload their animals to the assigned corrals.	4. The City Slaughterhouse personnel will allow the client to unload their animals to the assigned corrals.	None	2 minutes	Slaughterhouse Master, City Slaughterhouse personnel assigned in accepting animals
5. Leave the animals in the corral.	5. 1 City Slaughterhouse butchers slaughter animals in a sanitary and humane manner during the City Slaughterhouse slaughtering operation that start at 12 midnight.	None	11 hours	Slaughterhouse Master, City Slaughterhouse butchers and personnel
	5. 2 City Slaughterhouse personnel load carcass/es and by-products to the City Slaughterhouse Meat Transport Vehicle.	None		Slaughterhouse Master; City Slaughterhouse personnel



<p>6. Return to the City Slaughterhouse in Bgy. Tagbueros, Puerto Princesa City at 5 am to 7 am the following day.</p>	<p>6. City Slaughterhouse personnel prepare carcass/es and by-products for dispatch.</p>	<p>None</p>	<p>10 minutes</p>	<p>Slaughterhouse Master; City Slaughterhouse personnel</p>
<p>7. Receive Meat Inspection Certificate from the City Veterinary Office. * Make sure to secure the Meat Inspection Certificate that will be issued</p>	<p>7. City Veterinary Office Meat Inspector on-duty issue Meat Inspection Certificate to carcass/es and by-products inspected and passed.</p>	<p>None</p>	<p>1 minute</p>	<p>City Veterinary Office Meat Inspector on-duty at the City Slaughterhouse</p>
<p>8. Receive Order of Payment/Billing from City Slaughterhouse. * Make sure to secure the Order of Payment that will be issued</p>	<p>8. City Slaughterhouse personnel issue Order of Payment/Billing upon weighing of carcass/es.</p>	<p>None</p>	<p>2 minutes</p>	<p>Slaughterhouse Master; City Slaughterhouse personnel</p>
<p>9. Pay the required fees to the City Treasurer's Office Collecting Officer at the City Slaughterhouse * Make sure to secure</p>	<p>9. City Treasurer's Office Collecting Officer collects payment and issue Official Receipt.</p>	<p>Puerto Princesa City Ordinance 794 – Revenue Code of 2016 Ante Mortem Inspection fee: Large Cattle</p>	<p>2 minutes</p>	<p>City Treasurer's Office Collecting Officer</p>



<p>Official Receipt that will be issued upon payment</p>		<p>10.00 Hogs 5.00 Goats 5.00</p> <p>Entrance fee: Large Cattle 15.00 Hogs 5.00 Goats 5.00</p> <p>Corral fee: Large Cattle 10.00 Hogs 5.00 Goats 5.00</p> <p>Slaughter fee: Large Cattle Below 40 kg 1.00/kg 40 – 49 kg 2.30/kg 50 – 59 kg 2.25/kg 60 – 69 kg 2.20/kg 70 – 79 kg 2.15/kg 80 – 89 kg 2.10/kg 90 – 99 kg 2.05/kg 100 – 109 kg 2.00/kg 110 – 119 kg 1.95/kg 120 – 129 kg 1.90/kg 130 – 139 kg 1.85/kg 140 – 149 kg 1.80/kg 150 – 159 kg 1.75/kg 160 – 169 kg 1.70/kg</p> <p>Swine and</p>		
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		others Below 10 kg 1.00/kg 10 – 19 kg 3.00/kg 20 – 29 kg 2.35/kg 30 – 39 kg 2.30/kg 40 – 49 kg 2.25/kg 50 – 59 kg 2.20/kg 60 – 69 kg 2.15/kg 70 – 79 kg 2.10/kg 80 – 89 kg 2.05/kg 90 – 99 kg 2.00/kg Washing fee: 20.00/head Post Mortem fee: 0.25/carcass weight		
10. Load carcass/es and by-products to a clean container.	10. City Slaughterhouse use personnel load carcass/es and by-products to client's clean containers	None	5 minutes	Slaughterhouse Master, City Slaughterhouse butchers and personnel
11. Present official receipt to the City Slaughterhouse Watchman at the gate for release.	11. City Slaughterhouse Watchman on-duty check loaded carcass/es and by-products and	None	2 minutes	Slaughterhouse Master, City Slaughterhouse Watchman on - duty



	verify official receipt and release client if cleared.			
	TOTAL	As per service	11 hours 32 minutes	
END OF TRANSACTION				



OFFICE OF THE CITY ARCHITECT

External Services



1. Architectural 3D Presentation (Perspective)

ARCHITECTURAL 3D PRESENTATION (PERSPECTIVE), ARCHITECTURAL ANIMATION (WALK THROUGH) OF PROPOSED BUILDING PROJECTS, PARKS AND LANDSCAPED AREAS ready for presentation for evaluation or promotion – Is services provided to the Office of the City Mayor and other Department of the City Government for presentation, promotion and evaluation of the project.

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Mayor, Other Department, Other Government Agency / Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request letter with endorsement of the Mayor (1 original copy) 2. CAD File of Floor Plan and elevations		- Requesting Department/Office / Office of the City Mayor - Architectural Division / Project Source		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Submit Request with attached requirements	1.Received and Record request	None	5 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of presentation material.	2. Delegate work to the responsible architect / artist / renderer.	None	5 Minutes	<i>Division Head</i> Architectural Division
3.Sign Logbook	3. Prepare the presentation Material (Perspective , Architectural animation, Photoshop material)	None	15 Days	<i>Architect II</i> Architectural Division



	4. Check the presentation material	None	1 Hour	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
4. Receive Copy of the presentation material.	5. Release Presentation documents	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	15 Days 1 Hour 20 Minutes	
END OF TRANSACTION				

Note:

*Processing time may vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more revisions and complicated and the longer the process



2. Architectural Apprenticeship, On-the Job Training & Work Immersion

ARCHITECTURAL APPRENTICESHIP, ON THE JOB TRAINING, WORK IMMERSION requested by students, schools, teachers as educational requirements – Is services provided to students who needs to undergo training or work immersion at the architectural division endorsed and approved by the City Administrator or the City Engineer.

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	School and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request (1 original copy) 2. Endorsement of the City Administrator or the City Engineer (1 original)		- School principal, School Director, School Dean or Subject Adviser - Office of the City Administrator or Office of the City Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1.Submit Request with attached requirements	1.Receive and record request	None	3 Minutes	<i>Division Head Architectural Division</i>
2. Wait for interview or orientation	2. Interview students to know more about the request	None	15 Minutes	<i>Division Head Architectural Division</i>
3. Follow schedule	3. Address all the request and delegate mentors to handle specific student.	None	2 Hours	<i>Division Head Architectural Division</i>
4. Sign Logbook	4. Conduct orientation and training, assign task to students and assist students.	None		Architect III Architectural Division
5. Received		None	2 Hours /	<i>Division Head</i>



certificate of Training			upon schedule	Architectural Division
TOTAL:		None	4 Hours & 18 Minutes	
END OF TRANSACTION				

Note:

*Training time may vary depending on the number of hours required.



3. Architectural Design (Complete Package) – Barangay (New Facilities for Construction)

ARCHITECTURAL DESIGN OF NEW BARANGAY FACILITIES AND AMENITIES COMPLETE WITH ALL REQUIRED DRAWINGS (SDP, STRUCTURAL, ELECTRICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS AS MAYBE REQUIRED) WITH COST ESTIMATES AND BILL OF MATERIALS required for bidding or for construction reference – Is services provided to all the Barangay of the City of Puerto Princesa with funding approved by the Sangguniang Panglungsod and certified by the City Budget Officer.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	All Barangays in the City of Puerto Princesa	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1.Request letter with Barangay Resolution (1 original copy)	- Requesting Barangay
	2.Budget source, Certification from the Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer and Office of the City Accountant
	3. Location Plan, Vicinity Map (E-copy)	- Office of the City Engineer / Survey Division
	4.Lot Survey, vegetation, topographic, survey/ lot dimension / technical description (E-copy)	- Office of the City Engineer / Survey Division
	5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division
	6.Lot Section (E-copy)	- Office of the City Engineer / Survey Division
	7.Aerial photo / Pictures of the site (E-copy)	- Requesting Barangay
	8. List of areas/spaces to be integrated on the project. (1 photocopy)	- Requesting Barangay
	9.Project Purpose Description (1 photocopy)	- Requesting Barangay
	10. List of available utilities sources (Paleco, Water district, Telephone, etc.)(1 photocopy)	- Requesting Barangay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1.1. Receive and record request Give stub with assign no. and date to follow-up or release	None	5 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	10 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements	None	2 Hours	<i>Division Head</i> Architectural Division
	2.2. Conduct site inspection	None	1 Day upon schedule	<i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural plan design schematics and SDP.	None	5 Days	<i>Division Head</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared architectural plan Design schematics	None	5 Days	<i>Architect III</i> Architectural Division
	3.3. Prepare Final architectural plans, SDP and Perspective	None	5 Days	<i>Architect II</i> <i>Architect III</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	5 Days	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	10 Days	<i>Engineer II</i> Electrical Department



	3.6. Prepare Sanitary / Plumbing Plans and details	None	1 Day	<i>Architect III</i> Architectural Division
	3.7. Prepare DUPA and POW	None	5 Days	<i>Architect III</i> Architectural Division
	3.8. Review completed plans and pow	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	10 Minutes	<i>Architect III</i> Architectural Division
	3.10. Sign plans and POW	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plan and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	39 Days 2 Hours 35 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the technicality and size of the project, the bigger the project, the more complicated and the longer the process.

* Simultaneous influx of request may require others wait after completion of the prior request.



4. Architectural Design (Complete Package) – Barangay(Existing Facilities for Improvement, Renovation, Rehabilitation etc.)

ARCHITECTURAL DESIGN WITH PLAN AND DETAILS OF BARANGAY BUILDINGS AND FACILITIES FOR IMPROVEMENTS, RENOVATION, REHABILITATION, REPAIR, EXTENSION AND WITH ALL REQUIRED TECHNICAL DRAWINGS AND ESTIMATES required for bidding or for construction reference – Is services provided to all the Barangay of the City of Puerto Princesa with funding approved by the Sangguniang Panglungsod and certified by the City Budget Officer.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	Barangays Officials, Purok Representative endorsed by the Barangay Captain	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Request Letter with Barangay Resolution endorsed by the mayor (1 original copy) 2. Budget source, Certification from the Office of the City Budget Officer and Office of the City Accountant (1 original copy) 3. Location Map, Vicinity Map (E-copy) 4. Lot Survey, vegetation, topographic, survey / lot dimension / technical description (E-copy) 5. Lot Section (E-copy) 6. Aerial photo / Pictures of the site (E-copy) 7. List of areas/spaces to be integrated on the project. (1 photo copy) 8. Project Purpose Description (1 original copy) 9. List of available utilities sources (Power, Water, Communication, Internet, etc.) 	<ul style="list-style-type: none"> - Requesting Barangay and - Office of the City Mayor - Office of the City Budget Officer and - Office of the City Accountant - Office of the City Engineer / Survey Division - Office of the City Engineer / Survey Division - Office of the City Engineer / Survey Division - Office of the City Engineer / Survey Division - Requesting Barangay - Requesting Barangay - Requesting Barangay



(1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1.1. Receive and record request Give stub with assign no. and date to follow-up or release	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the division responsible.	None	3 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information project purpose & description.	None	30 Minutes	<i>Architect III</i> Architectural Division
	2.2. Conduct site inspection	None	4 Hours (as per schedule)	<i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural plans design schematics, SDP, Vicinity Map, Location Plan	None	3 Days	<i>Architect II</i> Architectural Division
	3.2. Check prepared architectural plans design schematics	None	30 Minutes	<i>Architect III</i> <i>Division Head</i> Architectural Division
	3.3. Prepare	None	5 Days	



	Final architectural plan and details, SDP and Perspective			<i>Architect II</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	2 Days	<i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details (if needed)	None	2 Days	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details (if needed)	None	2 Days	<i>Architect III</i> Architectural Division
	3.7. Preparation of DUPA and POW	None	5 Days	<i>Architect III</i> Architectural Division
	3.8. Review completed plans and POW	None	30 Minutes	<i>Architect III</i> <i>Division Head</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and POW	None	2 Days	<i>Architect II</i> Architectural Division



	3.10. Sign plans and POW	None	10 Minutes	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Barangay treasurer and barangay Captain	4. Release plans and POW	None	5 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	21 Days 5 Hours 51 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the technicality and size of the project and no. of revisions. The bigger the project, more revisions, the more drawings are required and more complicated and need longer time of process.

* Simultaneous influx of request may require others to wait, meaning first come first serve basis, after completion of the prior request. Which means additional time of waiting.



5. Architectural Design (Complete Package) By Administration / By Contract (1 Million and Below)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS, BP344 (ACCESSIBILITY LAW) AND PD 1096 (PHILIPPINE NATIONAL BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF 5 MILLION AND ABOVE WORTH OF PROJECT (BY CONTRACT PROJECTS) ready for bidding and construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	City Mayor, Other Department, Other Government Agency Office	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office - Office of the City Mayor
	2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
	3. MOA if project is from other agency. (1 photocopy)	- Requesting Office
	4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division
	5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division
	6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division
	7. Aerial photo, Pictures of the site(E-copy)	- Office of the City Engineer / Survey Division
	8. List of areas, spaces to be consider in the project. (1 photocopy)	- Requesting Department / Office
	9. Project Purpose Description (1	



photocopy)		- Requesting Department / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1.1. Receive and record request, Give stub with assign no. and date of follow up or release.	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	10 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information.	None	1-Hour	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2. Conduct site inspection	None	1-Day as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural plans design schematics, perspective and SDP.	None	2 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared architectural plan Design schematics, perspective and SDP	None	2 Hours	<i>Division Head</i> <i>Architect III</i> Architectural Division
	3.3. Prepare	None	10-Days	<i>Architect IV</i>



	Final architectural plans and details, SDP and Perspective			<i>Architect III</i> <i>Architect II</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	5-Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical and Electronic Plans and details	None	5-Days*	<i>Engineer II</i> Electrical Division
	3.6. Prepare Sanitary / Plumbing Plans and Mechanical Plans and details	None	5-Days*	<i>Architect III</i> Architectural Division
	3.7. Preparation of DUPA and POW	None	5 Days	<i>Architect III</i> Architectural Division
	3.8. Review completed plans and details and pow	None	3-Days	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.9. Finalization	None	5-Days	<i>Architect IV</i>



	of the reviewed or corrected plans and details and pow			<i>Architect III</i> Architectural Division
	3.10. Sign Plans and Pow	None	1-Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans and POW for approval of the Mayor	4. Release the plans and POW	None	20 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	32 Days, 3 Hours & 33 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the revisions, technicality and size of the project, the bigger the project, the more complicated and the longer the process.



6. Architectural Design (Complete Package)By Administration/Contract (Above 1 Million to 5 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	City Mayor, Other Department, Other Government Agency Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
3. MOA if project is from other agency.(1 photocopy)	- Requesting Office
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division
6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division
7. Aerial photo, Pictures of the site(E-copy)	- Office of the City Engineer / Survey Division
8. List of areas, spaces to be	



consider in the project. (1 photocopy)		- Requesting Department / Office		
9. Project Purpose Description (1 photocopy)		- Requesting Department / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1. Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	5 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	2-Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	1-Day as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design schematics and SDP.	None	5-Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared architectural plan Design schematics	None	1 Hour	<i>Division Head</i> <i>Architect III</i> Architectural Division



	3.3. Prepare Final architectural plan and details, SDP and Perspective	None	10-Days	<i>Architect III</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	7-Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	7-Days*	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	7-Days*	<i>Architect III</i> Architectural Division
	3.7. Review completed plans and pow	None	1-Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.8. Prepare DUPA and POW	None	8 Days	<i>Architect III</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	10 Days*	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.10. Sign final Plans and POW	None	1-Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division



4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10-Minutes	<i>Division Head Architectural Division</i>
TOTAL:		None	43 Days, 3 Hours & 18 Minutes	
END OF TRANSACTION				

Notes:

*Processing time, May vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



7. Architectural Design (Complete Package) By Administration/Contract (Above 5 Million to 20 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	City Mayor, Other Department, Other Government Agency Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
3. MOA if project is from other agency.(1 photocopy)	
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Requesting Office - Office of the City Engineer / Survey Division
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division
6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division
7. Aerial photo, Pictures of the	- Office of the City Engineer / Survey Division



site(E-copy) 8. List of areas, spaces to be consider in the project. (1 photocopy) 9. Project Purpose Description (1 photocopy)		- Requesting Department / Office - Requesting Department / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1. Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	5 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	2 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	2 Days as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design schematics and SDP.	None	10 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared architectural	None	1 Hour	<i>Division Head</i> <i>Architect III</i> Architectural Division



	plan Design schematics			
	3.3. Prepare Final architectural plan and details, SDP and Perspective	None	15 Days	<i>Architect III</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	10 Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	10 Days*	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.7. Review completed plans and pow	None	10 Days	<i>Architect III</i> Architectural Division
	3.8. Prepare DUPA and POW			
	3.9. Finalization of the reviewed or corrected plans and pow	None	15 Days*	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
		None	1 Day	<i>City Engineer II</i>



	3.10. Sign final Plans and POW			City Engineering Department <i>Division Head</i> Architectural Division
	3.11. Binding	None	1 Day	<i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	65 Days, 3 Hours & 18 Minutes	
END OF TRANSACTION				

Notes:

*Processing time, May vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



8. Architectural Design (Complete Package) By Administration/Contract (Above 20 Million to 50 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	City Mayor, Other Department, Other Government Agency Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
3. MOA if project is from other agency.(1 photocopy)	- Requesting Office
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division



<p>6. Lot Section (E-copy)</p> <p>7. Aerial photo, Pictures of the site(E-copy)</p> <p>8. List of areas, spaces to be consider in the project. (1 photocopy)</p> <p>9. Project Purpose Description (1 photocopy)</p>	<p>- Office of the City Engineer / Survey Division</p> <p>- Office of the City Engineer / Survey Division</p> <p>- Requesting Department / Office</p> <p>- Requesting Department / Office</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1. Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	10 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	2 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	3 Days as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design	None	13 Days	<i>Architect IV</i> <i>Architect III</i>



	schematics and SDP.			Architectural Division
	3.2. Check prepared architectural plan Design schematics	None	4 Hours	<i>Division Head Architect III</i> Architectural Division
	3.3. Prepare Final architectural plan and details, SDP and Perspective	None	18 Days	<i>Architect III</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	13 Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	13 Days*	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	13 Days*	<i>Architect III</i> Architectural Division
	3.7. Review completed plans and pow	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.8. Prepare DUPA and POW	None	13 Days	<i>Architect III</i> Architectural Division
		None	15 Days*	



	3.9. Finalization of the reviewed or corrected plans and pow			<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.10. Sign final Plans and POW	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.11. Binding	None	1 Day	<i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	78 Days, 6 Hours & 23 Minutes	
END OF TRANSACTION				

Notes:

*Processing time, May vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



9. Architectural Design (Complete Package) By Administration/Contract (Above 50 Million to 100 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	City Mayor, Other Department, Other Government Agency Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
3. MOA if project is from other agency.(1 photocopy)	- Requesting Office
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division - Office of the City Engineer / Survey Division
6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division
7. Aerial photo, Pictures of the	- Office of the City Engineer / Survey Division - Requesting Department / Office



site(E-copy) 8. List of areas, spaces to be consider in the project. (1 photocopy) 9. Project Purpose Description (1 photocopy)		- Requesting Department / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request with attached requirements	1.Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	30 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	2 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	3 Days as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design schematics and SDP.	None	18 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared architectural plan Design schematics	None	4 Hours	<i>Division Head</i> <i>Architect III</i> Architectural Division
	3.3. Prepare	None	20 Days	<i>Architect III</i>



	Final architectural plan and details, SDP and Perspective			Architectural Division
	3.4. Prepare Structural Plan and details	None	15 Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	15 Days*	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	15 Days*	<i>Architect III</i> Architectural Division
	3.7. Review completed plans and pow	None	2 Days	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.8. Prepare DUPA and POW	None	15 Days	<i>Architect III</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	18 Days*	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.10. Sign final	None	1 Day	<i>City Engineer II</i>



	Plans and POW			City Engineering Department <i>Division Head</i> Architectural Division
	3.11. Binding	None	1 Day	<i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	93 Days 6 Hours 43 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



10. Architectural Design (Complete Package) By Administration/Contract (Above 100 Million to 250 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	City Mayor, Other Department, Other Government Agency Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant
3. MOA if project is from other agency.(1 photocopy)	- Requesting Office
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division
6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division



<p>7. Aerial photo, Pictures of the site(E-copy)</p> <p>8. List of areas, spaces to be consider in the project. (1 photocopy)</p> <p>9. Project Purpose Description (1 photocopy)</p>		<p>- Office of the City Engineer / Survey Division</p> <p>- Requesting Department / Office</p> <p>- Requesting Department / Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request with attached requirements	1.Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	30 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	2 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	5 Days as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design	None	25 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division



	schematics and SDP.	None	4 Hours	<i>Division Head Architect III Architectural Division</i>
	3.2. Check prepared architectural plan Design schematics	None	25 Days	<i>Architect III Architectural Division</i>
	3.3. Prepare Final architectural plan and details, SDP and Perspective	None	20 Days*	<i>MTQC Head MTQC Division PDPD Head PDP Division</i>
	3.4. Prepare Structural Plan and details	None	20 Days*	<i>Engineer II Electrical Department</i>
	3.5. Prepare Electrical Plan and details	None	20 Days*	<i>Architect III Architectural Division</i>
	3.6. Prepare Sanitary / Plumbing Plans and details	None	3 Days	<i>City Engineer II City Engineering Department Division Head Architectural Division</i>
	3.7. Review completed plans and pow	None	20 Days	<i>Architect III Architectural Division</i>



	3.8. Prepare DUPA and POW	None	25 Days*	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.10. Sign final Plans and POW	None	1 Day	<i>Division Head</i> Architectural Division
	3.11. Binding			
4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	125 Days 6 Hours 43 Minutes	
END OF TRANSACTION				

Notes:

*Processing time, may vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



11. Architectural Design (Complete Package) By Administration/Contract (Above 250 Million)

ARCHITECTURAL DESIGN OF RESILIENT TYPE BUILDINGS , BP344 (ACCESSIBILITY LAW) AND PD 1096 (BUILDING CODE) AND OTHER REFERRAL CODE COMPLIANT, COMPLETE WITH STRUCTURAL, ELECTRICAL, MECHANICAL, SANITARY/PLUMBING AND ELECTRONICS PLANS AND DETAILS WITH DETAILED UNIT PRICE ANALYSIS (DUPA) AND PROGRAM OF WORKS OF LESS THAN 5 MILLION WORTH OF PROJECT (BY ADMIN PROJECTS) ready for construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	City Mayor, Other Department, Other Government Agency Office	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request letter with endorsement of the Mayor (1 original copy)	- Requesting Department/Office Office of the City Mayor	
2. Source of fund, Budget Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer, Office of the City Accountant	
3. MOA if project is from other agency.(1 photocopy)	- Requesting Office	
4. Location Plan, Vicinity Map, Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division	
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division - Office of the City Engineer / Survey Division	
6. Lot Section (E-copy)	- Office of the City Engineer / Survey Division - Requesting Department / Office	
7. Aerial photo, Pictures of the site(E-copy)	- Requesting Department / Office	
8. List of areas, spaces to be consider in the project. (1	- Requesting Department / Office	



photocopy) 9. Project Purpose Description (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1. Receive and record request Give stub with assign no. and date to follow-up	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	30 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, site information, project purpose & description.	None	3 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	2.2 Conduct site inspection	None	5 Days as per schedule	<i>Architect IV</i> <i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural design schematics and SDP.	None	30 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.2. Check prepared	None	4 Hours	<i>Division Head</i>



	architectural plan Design schematics			<i>Architect III</i> Architectural Division
	3.3. Prepare Final architectural plan and details, SDP and Perspective	None	30 Days	<i>Architect III</i> Architectural Division
	3.4. Prepare Structural Plan and details	None	25 Days*	<i>MTQC Head</i> MTQC Division <i>PDPD Head</i> PDP Division
	3.5. Prepare Electrical Plan and details	None	25 Days*	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	25 Days*	<i>Architect III</i> Architectural Division
	3.7. Review completed plans and pow	None	5 Days	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.8. Prepare DUPA and POW	None	30 Days	<i>Architect III</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	30 Days*	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.10. Sign final	None	1 Day	<i>City Engineer II</i>



	Plans and POW			City Engineering Department <i>Division Head</i> Architectural Division
	3.11. Binding	None	1 Day	<i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plans and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	157 Days 7 Hours 43 Minutes	
END OF TRANSACTION				

Notes:

*Processing time, may vary depending on the no. of revisions, technicality and size of the project, the bigger the project, the more complicated and the more details, the longer the process.



12. Architectural Documentation / As-Built Plans

ARCHITECTURAL DOCUMENTATION OF EXISTING BUILDINGS AND FACILITIES OR PREPARATION OF AS BUILT PLANS AND DETAILS WITH ALL REQUIRED TECHNICAL DRAWINGS required for submission to other government agencies or for accreditation or file reference – Is services provided to all the Government agencies within the City of Puerto Princesa with request approved by the Sangguniang Panglungsod and the Mayor and endorsed by the City Engineer.

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Mayors Office, Sangguniang Pang Lungsod, Barangay, Other Departments and Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for Offices / request letter with Barangay resolution for Barangay (1 original copy)		- Requesting Office / Barangay		
2. Location Map, Vicinity Map (E-copy)		- Office of the City Engineer / Survey Division		
3. Existing building survey, Lot Survey, Vegetation, lot dimension / technical description. (E-copy)		- Requesting Office / Barangay		
4. Actual photo / Pictures of the building and site		- Requesting Office / Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1.1.Receive and record request Give stub with assign no and date to follow-up or release	None	3 Minutes	<i>Division Head Architectural Division</i>
	1.2. Delegate work to the	None	5 Minutes	<i>Division Head Architectural</i>



	division responsible.			Division
2. Follow-up status of design and POW.	2.1. Review submitted request, Building location and site information.	None	10 Minutes	<i>Architect III</i> Architectural Division
	2.2. Conduct site inspection	None	1 Day as per schedule	<i>Architect III</i> Architectural Division
3. Sign logbook	3.1. Prepare as built architectural plans and SDP, Vicinity , Location Plan	None	10 Days	<i>Architect II</i> Architectural Division
	3.2. Check as-built architectural plans and details	None	2 Hours	<i>Architect III</i> Architectural Division
	3.3. Prepare as-built Structural Plan and details	None	5 Days*	<i>PDPD Head</i> PDP Division
	3.4. Prepare as-built Electrical Plan and details (if needed)	None	(5 Days)*	<i>Engineer II</i> Electrical Department
	3.5. Prepare as-built Sanitary / Plumbing Plans and details (if needed)	None	(5 Days)*	<i>Architect III</i> Architectural Division
	3.6. Sign completed as	None	1 Hour	<i>City Engineer II</i> City Engineering



	built plans			Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Barangay treasurer and barangay Captain	4. Release as built plans	None	5 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	16 Days, 3 Hour & 23 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the technicality and size of the project, the bigger the more complicated the longer.

* Simultaneous influx of request may require others to wait after completion of the prior request.



13. Comprehensive Barangay Site Development Plan

COMPREHENSIVE BARANGAY SITE DEVELOPMENT PLAN WITH HARDSCAPE AND SOFTSCAPE DETAILS, ready as barangay development reference – Is services provided to all the Barangay of the City of Puerto Princesa requested thru a Resolution indicating the details of the project with funding approved by the Sangguniang Panglungsod and certified by the City Budget Officer.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	All Barangay of Puerto Princesa	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1.Request Letter with Barangay Resolution with Mayor’s endorsement (1 original copy)	- Requesting Barangay & Office of the City Mayor	
2.Budget Source, Certification from Office of the City Budget Officer and Office of the City Accountant (1 original copy)	- Office of the City Budget Officer and - Office of the City Accountant	
3.Location Plan and Vicinity Map (E-copy)	- Office of the City Engineer / Survey Division	
4.Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division	
5. Hydrographic survey if project is within water body.(E-copy)	- Office of the City Engineer / Survey Division	
6.Lot Section (E-copy)	- Office of the City Engineer / Survey Division	
7.Aerial photo / Pictures of the site (E-copy)	- Requesting Barangay	
8. List of areas/spaces to be integrated on the project. (1 photocopy)	- Requesting Barangay	
9.Project Purpose Description	- Requesting Barangay	



(1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements	1.1. Receive and record request Give stub with assign no. and date to follow-up or release	None	3 Minutes	<i>Division Head</i> Architectural Division
	1.2. Delegate work to the section responsible.	None	3 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of design and POW.	2.1. Review submitted Project requirements, project purpose & description.	None	30 Minutes	<i>Division Head</i> Architectural Division
	2.2. Conduct site inspection	None	1 Day as per schedule	<i>Architect III</i> Architectural Division
3. Sign Logbook	3.1. Prepare architectural landscape plans, schematics design and SDP.	None	10 Days	<i>Architect III</i> Architectural Division
	3.2. Check prepared architectural landscape and SDP schematics	None	1 Hour	<i>Division Head</i> Architectural Division
	3.3. Prepare	None	5 Days	<i>Architect III</i> Architectural



	Final SDP and landscape plan and details.			Division
	3.4. Prepare road and drainage layout and details / Structural Plan and details	None	5 Days	<i>Architect II</i> Architectural Division
	3.5. Prepare Electrical Plan and details	None	5 Days	<i>Engineer II</i> Electrical Department
	3.6. Prepare Sanitary / Plumbing Plans and details	None	5 Days	<i>Architect III</i> Architectural Division
	3.7. Preparation of DUPA and POW	None	10 Day	<i>Architect III</i> Architectural Division <i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	12. Review & sign completed plans and pow	None	1 Day	<i>Architect III</i> Architectural Division
	3.8. Finalization of the reviewed or corrected plans and pow	None	7 Days	<i>Architect III</i> Architectural Division
	3.9. Sign plans and POW	None	1 Day	<i>City Engineer II</i> City Engineering



				Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release plan and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	50 Days 1 Hour 46 Minutes	
END OF TRANSACTION				

Notes:

*Processing time may vary depending on the no. of revisions, technicality and size of the project, the more revisions, the bigger the project, the more drawings required and complicated and the longer time needed on the process.



14. Printing of Architectural Documents

PRINTING OF ARCHITECTURAL DOCUMENTS SUCH BUILDINGS AND FACILITIES PLANS AND DETAILS, SITE DEVELOPMENT PLANS, requested by student's researchers, other agencies and offices required for their studies, evaluation or study reference, school requirements and other educational purpose – Is services provided to all the students, researchers, business stakeholders, Government agencies within the City of Puerto Princesa with request approved by the Sangguniang Panglungsod and the Mayor and endorsed by the City Engineer.

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Simple			
Type of Transaction	G2C – Gov't to Citizen; G2B – Gov't to Business; G2G – Gov't to Gov't			
Who may avail	Students, Researchers, Business Stakeholders, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request (1 original copy)		- Requesting Party		
2. Cellphone No. of requesting Person		- Requesting Party		
3. Endorsement of the City Engineer (1 photocopy)		- Office of the City Engineer / Administrative & Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with attached requirements and wait for the production of the documents.	1.1. Receive and record request Give stub with no. and assign date to follow-up or release	None	5 Minutes	<i>Division Head</i> Architectural Division
	1.2. Interview requesting party to know more about the purpose of the request.	None	10 Minutes	<i>Division Head</i> Architectural Division



	1.3. Delegate work to the section or person responsible.	None	5 Minutes	<i>Division Head</i> Architectural
3. Sign Logbook	3. Production of the documents requested	None	35 Minutes	<i>Division Head</i> Architectural Division
4. Receive Copy of requested documents.	4. Release the requested the documents	None	5 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	1 Hour	
END OF TRANSACTION				

Notes:

*No. of hours is assumed that PC & printing equipment are available, there are instances that needs to wait after the first.

*Only PDF files or printed documents are allowed for this request. No e-file is being issued or provided.



15. Project In-charge on Building Architectural Component By Contract Projects (5 Million and Above)

Project In-Charge On Buildings Architectural Component, Assuring Construction Is In Accordance To Plans, Design And Specifications, Quality Of Construction Monitoring And Evaluation Until Completion And Final Approval Of The Project Including Testing And Commissioning Of All Building Utilities And Building Systems, ready for occupancy and operation – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency and awarded for construction

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Mayor, Other Department, Other Government Agency Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved memorandum to act as prescribed (1 original copy)		- Office of the City Engineer / Office of the City Administrator / Requesting Department / Office		
2. Notice to proceed (1 photocopy)		- Bids and Awards Committee (BAC)		
3. Notice of award (1 photocopy)		- Bids and Awards Committee (BAC)		
4. Construction contract (1 photocopy)		- Bids and Awards Committee (BAC)		
5. Bid amount of the Contractor (1 photocopy)		- Bids and Awards Committee (BAC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit memorandum and other requirements	1. Receive and record memorandum	None	3 minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of the construction.	2. Verify or confirm the memorandum and inform the architect appointed to	None	10 Minutes	<i>Division Head</i> Architectural Division



	handle the project.			
3. Schedule project ground breaking.	3. Attend pre-construction meeting with the City Engineer, Assistant City Engineer, Project Engineers and Contractor.	None	4 Hours	<i>Architect III Architect IV Division Head Architectural Division</i>
4. Schedule inauguration and project turn-over ceremony.	4.1 Records concerns about the plans and specification, duration, schedule of inspection, project cost, construction protocol on the different scope of construction.	None	4 Hours	<i>Architect III Architectural Division</i>
	4.2. Attend project ground breaking.	None	4 Hours	<i>Architect III Architect IV Division Head Architectural Division</i>
	4.3. Conduct regular construction monitoring Issue site instruction if needed until completion.	None	(During Project Duration)	<i>Division Head Architectural Division</i>
	4.4. Discuss and issue required details of a specific part of the project requested by the contractor.	None	(During Project Duration)	<i>Division Head Architectural Division</i>
	4.5. Interpret plan for the contractor if there are	None	(During Project Duration)	<i>Division Head Architectural Division</i>



	technical concerns encountered.			
	4.6. Prepare and issue change order if required.	None	(During Project Duration)	<i>Division Head Architectural Division</i>
	4.7. Approved and evaluate statement of work accomplishment	None	(During Project Duration)	<i>Division Head Architectural Division</i>
	4.8. Endorse final billing and certificate of acceptance.	None	(During Project Duration)	<i>Division Head Architectural Division</i>
	4.9. Facilitate Building completed turnover.	None	1 Day	<i>Division Head Architectural Division</i>
	4.10. Inform the contractor thru official letter of any problems occurred after turnover of projects reported by the end-user within the warranty period.	None	(Warranty Period)	<i>Division Head Architectural Division</i>
	4.11. Monitor status of the building regularly after construction.	None	(Warranty Period)	<i>Division Head Architectural Division</i>
	TOTAL:	None	2 Days, 4 Hours & 13 Minutes + (Project Calendar Days)	
END OF TRANSACTION				



Notes:

*Total duration of construction vary according to the stipulated total no of days plus extensions if allowed by circumstances.

*Construction process depending on the size, site location, revisions, and technicality required of the project, the bigger the project, the more complicated and the longer the process.



16. Project In-charge on Building Architectural Component By AdminProjects (5 Million and Below)

Project In-Charge On Buildings Architectural Component, Assuring Construction Is In Accordance To Plans, Design And Specifications, Quality Of Construction Monitoring And Evaluation Until Completion And Final Approval Of The Project Including Testing And Comissioning Of All Building Utilities And Building Systems, ready for occupancy and operation – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency and awarded for construction

Office / Division	Office of the City Engineer / Architectural Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Mayor, Other Department, Other Government Agency Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved memorandum to act as prescribed (1 original copy) 2. Notice to proceed (1 photocopy) 3. Notice of award (1 photocopy) 4. Construction supplier (1 photocopy) 5. Total amount and quantity of goods. (1 photocopy)		- Office of the City Engineer / Office of the City Administrator / Requesting Department / Office - Bids and Awards Committee - Bids and Awards Committee - Bids and Awards Committee - Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit memorandum and other requirements	1.Receive and record memorandum,	None	3 Minutes	<i>Division Head</i> Architectural Division
2. Follow-up status of the	2. Verify or confirm the memorandum and inform the	None	10 Minutes	<i>Division Head</i> Architectural



construction.	architect appointed to handle the project.			Division
3. Schedule project ground breaking.	3. Attend pre-construction meeting with the City Engineer, Assistant City Engineer, Project Engineers and CED-Construction Division.	None	4 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
4. Schedule inauguration and project turn-over ceremony.	4.1. Records concerns about the plans and specification, duration, schedule of inspection, project cost, construction protocol on the different scope of construction.	None	2 Hours	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	4.2. Attend project ground breaking if required.	None	4 Hours	<i>Architect III</i> Architectural Division
	4.3. Conduct regular construction monitoring Issue site instruction if needed until completion or as required.	None	(During Project Duration)	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	4.4. Discuss and issue required details of a specific part of the project requested by the CED-Construction	None	(During Project Duration)	<i>Division Head</i> Architectural Division



	<p>Division if required.</p> <p>4.5. Interpret plan for the CED-Construction Division if there are technical concerns encountered if required.</p> <p>4.6. Prepare and issue change order if required.</p> <p>4.7. Approved and evaluate statement of work accomplishment if required.</p> <p>4.8. Facilitate turn-over of building completed if required.</p> <p>4.9. Inform the CED-Construction Division thru official letter of any problems occurred after turnover of projects reported by the end-user for appropriate action if required.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>(During Project Duration)</p> <p>(During Project Duration)</p> <p>(During Project Duration)</p> <p>1 Day</p> <p>(Warranty Period)</p>	<p><i>Division Head</i> Architectural Division</p> <p><i>Division Head</i> Architectural Division <i>Division Head</i> Architectural Division</p> <p><i>Division Head</i> Architectural Division</p> <p><i>Division Head</i> Architectural Division</p> <p><i>Division Head</i> Architectural Division</p>
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	4.10. Monitor status of the building regularly after construction if required.			
	TOTAL:	None	2 Days, 2 Hours & 13 minutes + (Project Calendar Days)	
END OF TRANSACTION				

Notes:

*Construction process depending on the size, site location, revisions, and technicality required of the project, the bigger the project, the more complicated and the longer the process.

*Total duration of construction vary according to the stipulated total no of days plus extensions if allowed by circumstances.



17. Site Development Plans – Parks and Similar Projects

SITE DEVELOPMENT PLAN WITH LANDSCAPE, HARDSCAPE AND SOFTSCAPE DETAILS OF CHILDRENS PARK, COMMUNITY PARK, WATER PARK, PROMENADE PARK, POCKET PARKS, ENTRANCE ARC, LANDMARKS, AND SIMILAR PROJECTS ready as development and construction reference – Is services provided to the Office of the City Mayor and other Department of the City Government or other Government agencies in partnership with the Local Government of Puerto Princesa with allocated funds approved by the Sangguniang Panglungsod and certified by the City Budget Officer and City Accountant or funding from other government agency.

Office / Division	Office of the City Engineer / Architectural Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	City Mayor, Other Department, Other Government Agency	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request Letter / Notice (original copy)	- Office of the City Mayor	
2. Budget Source, Certification from Office of the City Budget Officer and Office of the City Accountant (original copy)	- Office of the City Budget Officer and - Office of the City Accountant	
3. Location Plan and Vicinity Map (E-copy)	- Office of the City Engineer / Survey Division	
4. Lot Survey, vegetation, topographic, survey/ lot technical description (E-copy)	- Office of the City Engineer / Survey Division	
5. Hydrographic survey if project is within water body. (E-copy)	- Office of the City Engineer / Survey Division	
6. Lot Section (E-copy)		
7. Aerial photo / Pictures of the site (E-copy)	- Office of the City Engineer / Survey Division	



<p>8. List of areas/spaces to be integrated on the project. (1 photocopy)</p> <p>9. Project Purpose Description (1 photocopy)</p>	<p>- Proponent</p> <p>- Requester</p> <p>- Requester</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Request with attached requirements</p>	<p>1.1. Receive and record request</p> <p>Give stub with assign no. and date to follow-up or release</p> <p>1.2. Delegate work to the section responsible.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Division Head</i></p> <p>Architectural Division</p>
<p>2. Follow-up status of design and POW.</p>	<p>2.1. Review submitted Project requirements, project purpose & description.</p> <p>2.2. Conduct site inspection</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Architect IV</i></p> <p>Architectural Division</p>
<p>3. Sign Logbook</p>	<p>3.1. Prepare architectural landscape plans, schematics design and SDP.</p>	<p>None</p>	<p>5 Days</p>	<p><i>Architect IV</i></p> <p><i>Architect III</i></p> <p>Architectural Division</p>



	3.2. Check prepared architectural landscape and SDP schematics	None	1 Hour	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
	3.3. Prepare Final SDP and landscape plan and details.	None	5 Days	<i>Architect IV</i> <i>Architect III</i> Architectural Division
	3.4. Prepare road and drainage layout and details / Structural Plan and details	None	3 Days*	<i>Draftsman III</i> Architectural Division
	3.5. Prepare Electrical Plan and details	None	(3 Days*)	<i>Engineer II</i> Electrical Division
	3.6. Prepare Sanitary / Plumbing Plans and details	None	(3 Days*)	<i>Architect III</i> Architectural Division
	3.7. Preparation of DUPA and POW	None	5 Days	<i>Architect III</i> Architectural Division
	3.8. Review & sign completed	None	1 Day	<i>City Engineer II</i>



	landscape plans and pow			City Engineering Department <i>Division Head</i> Architectural Division
	3.9. Finalization of the reviewed or corrected plans and pow	None	4 Days	<i>Architect III</i> Architectural Division
	3.10. Sign landscape plans and POW	None	1 Day	<i>City Engineer II</i> City Engineering Department <i>Division Head</i> Architectural Division
4. Receive Copy of approved plans for approval of the Mayor	4. Release landscape plan and POW	None	10 Minutes	<i>Division Head</i> Architectural Division
TOTAL:		None	25 Days 1 Hour 48 Minutes	
END OF TRANSACTION				

Note:

*Processing time may vary depending on the technicality and size of the project, the bigger the project, the more drawings required and complicated and the longer time needed on the process.



OFFICE OF THE CITY TOURISM OFFICER

External Services



1. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Accommodation-Pension House)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Accommodation-Pension House			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry / Securities and Exchange Commission		
3. Updated Profile form		3. City Tourism Office		
RENEWAL APPLICANTS				
1. Department of Tourism Accreditation		1. Department of Tourism		
2. Department of Tourism Certificate of Authority to Operate.		2. Department of Tourism		
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		3. Department of Trade and Industry / Securities and Exchange Commission		
4. Comprehensive General Liability Insurance for the Guest.		4. Insurance company.		
5. Schedule of current room rates & latest Brochure		5. From their company documents		
6. Tourist arrival report		6. From the company record of Tourist arrival.		
7. Updated Profile form		7. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	Tourism Operations Assistant



<p>3. Fill-out form for request of inspection</p>	<p>3. Give the Inspection request form</p> <p>3.1 Check the filled-out form</p> <p>3.2 Inform the client that inspection will be scheduled</p> <p>3.3 Inform the client to wait at least 10 days for inspection</p> <p>3.4 Conduct Inspection</p> <p>3.5 Make inspection report and provide a copy to client</p>	<p>NONE</p>	<p>10 days</p>	<p>Tourism Operations Assistant</p>
<p>4. Submission of all documentary requirements</p> <p>a. Department of Tourism Accreditation Certificate</p> <p>b. Inspection report of City Tourism Office</p> <p>c. Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its representative authorized to act for and in its behalf.</p> <p>d. Updated Company Profile Form</p> <p>e. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p>	<p>4. Review and evaluation of documents</p>	<p>NONE</p>	<p>30min</p>	<p>Tourism Operations Assistant</p>



Comprehensive f. General Liability Insurance for guests. (based on Department of Tourism guidelines) g. Schedule of current Room Rates and Latest Brochures. h. Tourist Arrival Report				
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayors' permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayors' Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	1. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6 Hrs. and 30 Mins	
END OF TRANSACTION				



2. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Accommodation – Tourist Inn)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division	
Classification:	HIGHLY TECHNICAL	
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)	
Who may avail:	Accommodation – Tourist Inn	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	NEW APPLICANTS <ol style="list-style-type: none"> 1. Inspection report conducted by the City Tourism Office 2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate. 3. Updated Company Profile RENEWAL APPLICANTS <ol style="list-style-type: none"> 1. Department of Tourism Accreditation 2. Department of Tourism Certificate of Authority to Operate. 3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate. 4. Comprehensive General Liability Insurance for the Guest. 5. Schedule of current room rates & latest Brochure 6. Tourist arrival report 7. Updated Company Profile 8. Lifeguard Training Certificate (if with Swimming Pool) 	<ol style="list-style-type: none"> 1. City Tourism Office – Standards and Services Division. 2. Department of Trade and Industry / Securities and Exchange Commission 3. City Tourism Office 8. Department of Tourism 9. Department of Tourism 10. Department of Trade and Industry / Securities and Exchange Commission 11. Any insurance company 12. From their company documents 13. From the company record of Tourist arrival. 14. City Tourism Office 15. Coast Guard / Red Cross issued upon completion of course



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.1 Check the filled-out form 3.2 Inform the client that inspection will be scheduled 3.3 Inform the client to wait at least 10 days for inspection 3.4 Conduct Inspection 3.5 Make inspection report and provide a copy to client	NONE	10 days	- Tourism Operations Assistant
4. Submission of all documentary requirements a. Department of Tourism Accreditation Certificate b. Inspection report of City Tourism Office c. Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



<p>representative authorized to act for and in its behalf.</p> <p>d. Updated Company Profile Form</p> <p>e. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment Comprehensive General Liability Insurance for guests. (<i>based on Department of Tourism guidelines</i>)</p> <p>f. Schedule of current Room Rates and Latest Brochures.</p> <p>g. Lifeguard Training Certificate (Applicable for establishments with swimming pool/beachfront)</p> <p>h. Tourist Arrival Report</p>				
<p>5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit</p>	<p>Business Permit and Licensing Office will process the Mayors' permit</p>	<p>None</p>	<p>4hrs.</p>	<p>Business Permit and Licensing Office Staff</p>
<p>6. Photocopy the Mayors' Permit</p>	<p>None</p>	<p>None</p>	<p>15mins</p>	<p>Business Representative</p>
<p>7. Submit all documents (</p>	<p>1. Tourism Operations Assistant</p>	<p>None</p>	<p>1 Hr.</p>	<p>Tourism</p>



enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	will review and check the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer			Operations Assistant
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



3. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Accommodation- Hotel)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division	
Classification:	HIGHLY TECHNICAL	
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)	
Who may avail:	Accommodation- Hotel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW APPLICANTS		
1. Inspection report conducted by the City Tourism Office	1. City Tourism Office – Standards and Services Division.	
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.	2. Department of Trade and Industry / Securities and Exchange Commission	
3. Updated Profile form	3. City Tourism Office	
RENEWAL APPLICANTS		
1. Department of Tourism Accreditation	1. Department of Tourism	
2. Department of Tourism Certificate of Authority to Operate.	2. Department of Tourism	
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.	3. Department of Trade and Industry / Securities and Exchange Commission	
4. Resolution of the Board of Directors of the corporation, association or, other entity authorizing the filing of application and designation its representative authorized to act for and in its behalf.	4. Company Documents	
5. Audited financial statement of the applicants, viz. profit and loss statement and balance sheets for the two preceding years, if the applicant has been in operation for such period, otherwise only such financial statement during its period of operation.	5. Company Documents.	



6. Applicant's income tax returns for the last three (3) preceding years of its operation, if the applicant has been operating for more than three (3) years; otherwise, only such financial statement during the period I has been operating.		7. Bureau of Internal Revenue / Company Documents		
8. Comprehensive General Liability Insurance for the Guest. Deluxe & First Class Php100,000.00 Standard & Economy PHP 50,000.00		9. Any legal insurance company		
10. Schedule of current room rates & latest Brochure		11. Company Documents.		
12. Medical Services – (Memorandum of Agreement with a Physician)		13. Company Documents		
14. Life guard training certificate (Applicable for establishment with swimming pool/beach front.)		15. Coast Guard / Red Cross issued upon completion of course		
16. Tourist arrival report		17. Company Documents		
18. Updated profile		19. Company Documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook		5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.1 Check the filled-out form 3.2 Inform the client that inspection will be scheduled 3.3 Inform the client to wait at least 10 days for inspection 3.4 Conduct Inspection 3.5 Make	NONE	10 days	- Tourism Operations Assistant



	inspection report and provide a copy to client			
<p>4. Submission of all documentary requirements</p> <p>a. Department of Tourism Accreditation Certificate</p> <p>b. Inspection report of City Tourism Office</p> <p>c. Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its representative authorized to act for and in its behalf.</p> <p>d. Audited financial statements of the applicant, viz. profit and loss statement and balance sheets for the two preceding years, if applicant has been operating for more than three (3) years; otherwise, only such financial statements during the period it has been operating.</p> <p>e. Updated Company Profile Form</p> <p>f. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work</p>	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



<p>permit from Department of Labor and Employment</p> <p>g. Comprehensive General Liability Insurance for guests. (<i>based on Department of Tourism guidelines</i>)</p> <p><i>Deluxe and first Class Php500,000</i> <i>Standard & Economy Php100,000</i></p> <p>h. Schedule of current Room Rates and Latest Brochures.</p> <p>i. Medical Services – Memorandum of Agreement with a physician or hospital</p> <p>j. Lifeguard Training Certificate (Applicable for establishments with swimming pool/beachfront)</p> <p>k. Tourist Arrival Report</p>				
<p>5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit</p>	<p>Business Permit and Licensing Office will process the Mayors' permit</p>	<p>None</p>	<p>4hrs</p>	<p>Business Permit and Licensing Office Staff</p>
<p>6. Photocopy the Mayors' Permit</p>	<p>None</p>	<p>None</p>	<p>15 Mins</p>	<p>Business Representative</p>
<p>7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's</p>	<p>1. Tourism Operations Assistant will review and check the submitted documents</p>	<p>None</p>	<p>1 Hr.</p>	<p>Tourism Operations Assistant</p>



Permit to City Tourism Department	including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance		30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



4. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Accommodation-Resort)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Accommodation-Resort			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		3. City Tourism Office		
RENEWAL APPLICANTS				
1. Department of Tourism Accreditation		1. Department of Tourism (DOT)		
2. Department of Tourism Certificate of Authority to Operate.		2. Department of Tourism (DOT)		
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		3. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
4. Comprehensive General Liability Insurance for the Guest.		4. Any insurance company.		
5. Schedule of current room rates & latest Brochure		5. Company documents		
6. Tourist arrival report		6. From the company record of Tourist arrival.		
7. Updated Company Profile form		7. City Tourism Office		
8. Lifeguard Training Certificate (if with Swimming Pool)		8. Coast Guard / Red Cross issued upon completion of course		
9. Memorandum of Agreement with a physician		9. To be provided by the Business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant



<p>2. Secure checklist of requirements for business permit application</p>	<p>2. Give the requirement</p>	<p>NONE</p>	<p>10min</p>	<p>- Tourism Operations Assistant</p>
<p>3. Fill-out form for request of inspection</p>	<p>3. Give the Inspection request form</p> <p>3.1 Check the filled-out form</p> <p>3.2 Inform the client that inspection will be scheduled</p> <p>3.3 Inform the client to wait at least 10 days for inspection</p> <p>3.4 Conduct Inspection</p> <p>3.5 Make inspection report and provide a copy to client</p>	<p>NONE</p>	<p>10 days</p>	<p>- Tourism Operations Assistant</p>
<p>4. Submission of all documentary requirements</p> <p>4.1 Department of Tourism Accreditation Certificate</p> <p>4.2 Inspection report of City Tourism Office</p> <p>4.3 Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its representative authorized to act for and in its behalf.</p>	<p>4. Review and evaluation of documents</p>	<p>NONE</p>	<p>30 mins</p>	<p>- Tourism Operations Assistant</p>



<p>4.4 Audited financial statements of the applicant, viz. profit and loss statement and balance sheets for the two preceding years, if applicant has been operating for more than three (3) years; otherwise, only such financial statements during the period it has been operating.</p> <p>4.5 Updated Company Profile Form</p> <p>4.6 For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p> <p>4.7 Comprehensive General Liability Insurance for guests. (<i>based on Department of Tourism guidelines</i>)</p> <p>Class AAA Resort: Php 100,000.00 Class AA Resort: Php 50,000.00 Class A Resort: Php 20,000.00</p> <p>4.8 Schedule of current Room Rates and Latest Brochures.</p> <p>4.9 Medical Services – Memorandum of Agreement with a physician or</p>				
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hospital 4.10 Lifeguard Training Certificate (Applicable for establishments with swimming pool/beachfront) 5. Tourist Arrival Report				
6. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayor's permit	None	4hrs	Business Permit and Licensing Office Staff
7. Photocopy the Mayor's Permit	None	None	15 Mins	Business Representative
8. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	1. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2. Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant
9. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		NONE	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



5. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Accommodation - Special Interest Resort)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Accommodation - Special Interest Resort			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		City Tourism Office		
RENEWAL APPLICANTS				
4. DOT Accreditation		Department of Tourism (DOT)		
5. DOT Certificate of Authority to Operate.		Department of Tourism (DOT)		
6. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
7. Comprehensive General Liability Insurance for the Guest.		Any insurance company.		
8. Schedule of current room rates & latest Brochure		From their company documents		
9. Tourist arrival report		From the company record of Tourist arrival.		
10. Updated Profile form		City Tourism Office		
11. Lifeguard Training Certificate (if with Swimming Pool)		Coast Guard / Red Cross issued upon completion of course		
12. Memorandum of Agreement with a physician		From the company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant



2. Secure checklist of requirements for business permit application	2. Provide the list of requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 9.1 Check the filled-out form 9.2 Inform the client that inspection will be scheduled 9.3 Inform the client to wait at least 10 days for inspection 9.4 Conduct Inspection 9.5 Make inspection report and provide a copy to client	NONE	10 days	- Tourism Operations Assistant
4. Submission of all documentary requirements a. Department of Tourism Accreditation b. Department of Tourism Certificate of Authority to Operate. c. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate. d. Comprehensive General Liability Insurance for the Guest.	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



e. Schedule of current room rates & latest Brochure				
f. Tourist arrival report				
g. Updated Profile form				
h. Lifeguard Training Certificate (if with Swimming Pool)				
i. Memorandum of Agreement with a physician				
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayors' permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayors' Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	7. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 7.1.Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



6. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Community Based Sustainable Tourism)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Community Based Sustainable Tourism			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office		
2. If corporation or partnership, copy articles of incorporation/partnership & Its by-laws; if single proprietorship, Business name certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. List of officials and employees with Designated position: a. For Alien personnel, Valid Visa from the Bureau of Immigration and Deportation, work permit from Department of Labor and Employment		3. Community Based Sustainable Tourism table of organization		
4. Audited Financial Statement		4. Private accountant/booking firm		
5. Safety and Medical Services – (Memorandum of Agreement with a physician and First aid trained personnel)		5. Company document and First Training Certificate		
6. Lifeguard Training Certificate (Applicable for establishment with swimming pool/river/beach front)		6. Coast Guard / Red Cross		
7. Total Arrival Report		7. Company record		
8. Update company profile		8. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	Give the logbook	NONE	5min	- Tourism Operations Assistant



2. Secure checklist of requirements for business permit application	Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	<p>3. Give the Inspection request form</p> <p>9.6 Check the filled-out form</p> <p>9.7 Inform the client that inspection will be scheduled</p> <p>9.8 Inform the client to wait at least 10 days for inspection</p> <p>9.9 Conduct Inspection</p> <p>9.10 Make inspection report and provide a copy to client</p>	NONE	10 days	- Tourism Operations Assistant
<p>4. Submission of all documentary requirements</p> <p>a. Department of Tourism Accreditation Certificate</p> <p>b. Inspection report of City Tourism Office</p> <p>c. Resolution of the Board of Directors of the corporation, association or other entity authorizing the filing of application and designating its representative authorized to act for and in its behalf.</p> <p>d. Audited financial</p>	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



<p>statements of the applicant, viz. profit and loss statement and balance sheets for the two preceding years, if applicant has been operating for more than three (3) years; otherwise, only such financial statements during the period it has been operating.</p> <p>e. Updated Company Profile Form</p> <p>f. Medical Services – Memorandum of Agreement with a physician or hospital</p> <p>g. Lifeguard Training Certificate (Applicable for establishments with swimming pool/beachfront)</p> <p>h. Tourist Arrival Report</p> <p>i. Inspection Report</p>				
<p>5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit</p>	<p>Business Permit and Licensing Office will process the Mayors' permit</p>	<p>None</p>	<p>4hrs</p>	<p>Business Permit and Licensing Office Staff</p>
<p>6. Photocopy the Mayors' Permit</p>	<p>None</p>	<p>None</p>	<p>15 Mins</p>	<p>Business Representative</p>
<p>7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department</p>	<p>7. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed,</p> <p>7.1.Approval of City Tourism Officer/</p>	<p>None</p>	<p>1 Hr.</p>	<p>Tourism Operations Assistant</p>



	Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



7. City Tourism Clearance for Occupational Permit and Issuance of Tourism Identification Card (Community Tour Guide)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Occupational Permit and proof of compliance through the City Tourism Identification Card.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division	
Classification:	SIMPLE	
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)	
Who may avail:	Community Tour Guide	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW APPLICANTS		
1. Department of Tourism Accreditation	1. (DOT) Department of Tourism	
2. Proof of passing the Basic Tourism Reception & Guiding Techniques Training Program conducted by the office and/or Department of Tourism	2. (CTO) City Tourism Department / (DOT) Department of Tourism	
3. Red Cross or City Health Office Certificate of Basic Life Support/ Cardiopulmonary resuscitation (CPR) Training and Water Safety (if applicable)	3. Red Cross or City Health Office.	
4. Barangay clearance	4. The Office of Punong Brgy. Where they belong.	
5. Community Tax Certificate	5. City Treasurer's Office	
6. Certificate of good moral character and membership in good standing issued by the President of the Community Based Tourism Association.	6. Community Based Sustainable Tourism Federation President	
7. Between 18-60 years old. Certification from the Office.	7. City Tourism Department	
For Renewal:		
1. Must pass the refresher course set by the Office and/or Department of Tourism	1. (CTO) City Tourism Department / (DOT) Department of Tourism	
2. Must be certified by the Community Based Tourism Association President	2. Community Based Sustainable Tourism (CBST) Federation President	
3. Barangay Clearance	3. The Office of Punong Barangay Where they belong	



4. Community Tax Certificate		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Register in CTO logbook	1. Give the logbook	NONE	5min	-Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirement	NONE	10min	-Tourism Operations Assistant
3. Submission of all documentary requirements a. Proof of passing the Basic Tourist Reception & Guiding Techniques Training Program conducted by the Office and/or Department of Tourism b. Red Cross or City Health Office Certificate on Basic Life Support/ Cardiopulmonary resuscitation (CPR) Training and Water Safety (if applicable) c. Barangay Clearance d. Updated Profile Form Community Tax Certificate e. Certificate of good moral character and membership in good standing issued by the President of the Community Based Tourism Association.	3. Review and evaluation of documents	NONE	45min	-Tourism Operations Assistant



(Photocopy) Tourist Arrival Report f. If Between 18-60 years old: Certification from the Office.				
4. Proceed to Business Permit and Licensing Office for the issuance of Occupational permit	Business Permit and Licensing Office will process the Occupational permit	None	4hrs	Business Permit and Licensing Office Staff
5. Photocopy the Occupational Permit	None	None	15 Mins	Business Representative
6. Submit all documents (enumerated in step 4) with the photocopy of the Occupational Permit to City Tourism Department	1. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2. Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant
TOTAL:		None	6Hrs. and 15 Mins	
END OF TRANSACTION				



8. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Gasoline Station)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Gasoline Station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New and renew applicants				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. Annual Regulatory Fee: Php 400.00		2. Treasurer's Office		
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		3. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
4. Updated Company Profile		4. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form Check the filled-out form Inform the client that inspection will be scheduled Inform the client to wait at least 10 days	NONE	10 Days	- Tourism Operations Assistant



	for inspection Conduct Inspection Make inspection report and provide a copy to client			
4. Submission of all documentary requirements a. Inspection report conducted by the City Tourism Office b. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate. c. Updated Profile form	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayor's permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayor's Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	7. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 7.1. Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant



8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		Php 400.00	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



9. City Tourism Clearance for Occupational Permit and Issuance of Tourism Identification Card (Local Tour Guide)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Occupational Permit and proof of compliance through the City Tourism Identification Card.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	SIMPLE			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor’s Permit.)			
Who may avail:	Local Tour Guide			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS		NEW APPLICANTS		
1. Department of Tourism Accreditation		1. Department of Tourism		
2. Health Certificate issued by the City Health Office.		2. City Health office		
3. Certificate issued by psychometrician		3. Any license psychometrician (private or public)		
4. Clearance from Philippine National Police		4. City Philippine National Police		
5. Red Cross or City Health Office Certificate of Basic Life Support/ (CPR)Training and Water Safety (if applicable)		5. Red Cross or City Health Office.		
6. Proof of passing a seminar on basic tour guiding (local or national)		6. City Tourism Department		
7. National Bureau of Investigation Clearance		National Bureau of Investigation		
7. Updated profile form		8. City Tourism Department		
For Renewal:		1. City Tourism Office / Department of Tourism		
1. Must pass the refresher course set by the Office and/or Department of Tourism		2. Barangay hall where they reside		
2. Barangay Clearance		3. City Treasurer’s office		
3. Community Tax Certificate		4. Bureau of Internal Revenue		
4. Latest Income Tax Return				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	Give the logbook	NONE	5min	- Tourism Operations Assistant



2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
<p>3. Submission of all documentary requirements</p> <p>a. Proof of passing the Basic Tourist Reception & Guiding Techniques Training Program conducted by the Office and/or Department of Tourism</p> <p>b. Red Cross or City Health Office Certificate on Basic Life Support/CPR Training and Water Safety (if applicable)</p> <p>c. Barangay Clearance</p> <p>d. Updated Profile Form</p> <p>e. Community Tax Certificate</p> <p>f. Certificate of good moral character and membership in good standing issued by the President of the Community Based Tourism Association. (Photocopy) Tourist Arrival Report</p> <p>g. If Between 18-60 years old: Certification from</p>	3. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



the Office.				
4. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	4. Business Permit and Licensing Office will process the Mayors' permit	NONE	4 hrs	Business Permit and Licensing Office Staff
5. Photocopy the Occupancy Permit	None	NONE	15 Mins	Business Representative
6. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City Tourism Department	6. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 6.1. Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr	Tourism Operations Officer
7. Fill out logbook with company profile for release of Tourism Sticker and Clearance	7. Tourism Operations Assistant will and issue tourism I.D. and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	6Hrs. and 30 Mins	
END OF TRANSACTION				



10. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Tourist Transport Motor Banca)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Tourist Transport Motor Banca			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New and renew applicants		New and renew applicants		
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office, c/o Tourism Operation Assistant of Standard Division		
2. If corporation or partnership, copy articles of incorporation/partnership & Its by-laws; if single proprietorship, Business name certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC).		
3. Passenger Safety Certificate, Bay and River license from Maritime Industry Authority (MARINA).		3. Maritime Industry Authority (MARINA)		
4. Motorbanca boat operators license (MBOL)		4. Maritime Industry Authority (MARINA)		
5. Certificate of Training from City Tourism Office.		5. Maritime Industry Authority (MARINA)		
6. Certificate of ownership, Certificate of Philippine Registry, Decision for motorbanca franchise		6. Maritime Industry Authority (MARINA)		
7. General Liability Insurance for the guests		7. Insurance company		
8. First Aid kit/Life vest (at least 2 for kids)		8. To be provided by the Banca owner		
9. Uniform of Boatman and helper		9. To be provided by the Banca owner		
10. Updated Company Profile		10. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit	2. Give the requirements	NONE	10min	- Tourism Operations



application				Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form a) Check the filled-out form b) Inform the client that inspection will be scheduled c) Inform the client to wait at least 10 days for inspection d) Conduct Inspection e) Make inspection report and provide a copy to client	NONE	10 days	- Tourism Operations Assistant
4. Submission of all documentary requirements a. Department of Tourism Accreditation Certificate b. Inspection report of City Tourism Office c. Updated Company Profile Form d. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment e. Comprehensive General Liability	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



<p>Insurance for guests. (based on Department of Tourism guidelines)</p> <p>f. Passenger Safety Certificate, Bay and River license from MARINA.</p> <p>g. Motorbanca boat operators license (MBOL)</p> <p>h. Certificate of Training from City Tourism Office.</p> <p>i. Certificate of ownership, Certificate of Philippine Registry, Decision for mortorbanca franchise (CPC)</p>				
<p>5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit</p>	<p>5.Business Permit and Licensing Office will process the Mayors' permit</p>	<p>None</p>	<p>4hrs</p>	<p>Business Permit and Licensing Office Staff</p>
<p>6. Photocopy the Mayors' Permit</p>	<p>None</p>	<p>None</p>	<p>15 Mins</p>	<p>Business Representative</p>
<p>7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department</p>	<p>7.1 Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed,</p> <p>7.2.Approval of City Tourism Officer/ Acting City Tourism Officer</p>	<p>None</p>	<p>1 Hr.</p>	<p>Tourism Operations Assistant</p>
<p>8. Fill out logbook with company profile for release of Tourism</p>	<p>8.Tourism Operations Assistant will</p>	<p>None</p>	<p>30mins</p>	<p>Tourism Operations</p>



Sticker and Clearance	and issue tourism sticker and clearance			Assistant
TOTAL:		NONE	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



11. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Restaurant)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office Or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Restaurant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW and RENEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. Annual Regulatory Fee: Php 400.00		2. Treasurer's Office		
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		3. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
4. Updated Profile form		4. City Tourism Office		
5. Staff Health Card		5. City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form a) Check the filled-out form b) Inform the client that inspection will be scheduled c) Inform the client to wait at least 10 days for inspection	NONE	10 days	- Tourism Operations Assistant



	d) Conduct Inspection Make inspection report and provide a copy to client			
4. Submission of all documentary requirements a. Inspection report of City Tourism Office b. Updated Company Profile Form c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment d. Staff Health Card	4.Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	Business Permit and Licensing Office will process the Mayors' permit	NONE	4 hrs	Business Permit and Licensing Office Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City	Tourism Operations Assistant will review and check the submitted documents	None	1 Hr	Tourism Operations Officer
8. Fill out logbook with company profile for	Tourism Operations Assistant will and issue tourism		30mins	Tourism Operations Assistant



release of Tourism Sticker and Clearance	Sticker and clearance			
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



12. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Snorkling Gear & Dive Shop)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

OFFICE or DIVISION	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Snorkling Gear & Dive Shop			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW and RENEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		3. City Tourism Office		
4. Dive master license Certificate (Diving Services)		4. Accredited Diving Schools		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form a) Check the filled-out form b) Inform the client that inspection will be scheduled c) Inform the	NONE	10 days	- Tourism Operations Assistant



	<p>client to wait at least 10 days for inspection</p> <p>d) Conduct Inspection</p> <p>e) Make inspection report and provide a copy to client</p>			
<p>4. Submission of all documentary requirements</p> <p>a. Inspection report of City Tourism Office</p> <p>b. Updated Company Profile Form</p> <p>c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p> <p>d. Dive master license Certificate (Diving Services)</p>	4.Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	Business Permit and Licensing Office will process the Mayors' permit	None	4HRS	BPLO Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4)	1.Tourism Operations Assistant will review and check	None	2 Hrs.	Tourism Operations Assistant (TOA)



with the photocopy of the Occupancy Permit to City Tourism Department	the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism Sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		NONE	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



13. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Souvenir Shop)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Souvenir Shop			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW and RENEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. Annual Regulatory Fee: Php 400.00		2. Treasurer's Office		
3. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		3. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
4. Updated Profile form		4. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form a) Check the filled-out form b) Inform the client that inspection will be	NONE	10 days	- Tourism Operations Assistant



	<p>c) scheduled</p> <p>c) Inform the client to wait at least 10 days for inspection</p> <p>d) Conduct Inspection</p> <p>e) Make inspection report and provide a copy to client</p>			
<p>4. Submission of all documentary requirements</p> <p>a. Inspection report of City Tourism Office</p> <p>b. Updated Company Profile Form</p> <p>c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p>	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	5. Business Permit and Licensing Office will process the Mayors' permit	None	4HRS	Business Permit and Licensing Office Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City	7.1 Tourism Operations Assistant will review and check the submitted documents including Official	None	2 Hrs.	Tourism Operations Assistant (TOA)



Tourism Department	Receipt If completed, 7.2.Approval of City Tourism Officer/ Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	8.Tourism Operations Assistant will and issue tourism Sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		NONE	10 DAYS, 6HRS. AND 30 MINS	
END OF TRANSACTION				



14. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Spa / Wellness Center)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Spa / Wellness Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW and RENEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Profile form		3. City Tourism Office		
4. Relevant training of staff from accredited training center.		4. licensed / Authorized Training Center		
5. Staff Health Card		5. City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form a) Check the filled-out form b) Inform the client that inspection will be	NONE	10 days	- Tourism Operations Assistant



	<p>c) Inform the client to wait at least 10 days for inspection</p> <p>d) Conduct Inspection</p> <p>e) Make inspection report and provide a copy to client</p>			
<p>4. Submission of all documentary requirements</p> <p>a. Inspection report of City Tourism Office</p> <p>b. Updated Company Profile Form</p> <p>c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p> <p>d. Relevant training of staff from accredited training center.</p> <p>e. Staff Health Card</p>	4.Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	Business Permit and Licensing Office will process the Mayors' permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City Tourism	Tourism Operations Assistant will review and check the submitted documents	None	2 Hrs.	Tourism Operations Assistant (TOA)



Department	including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism Sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



15. Request for City Tourism Information Reports like List of Tourism Related Enterprises, Statistics Report and the like

The Office of the City Tourism Officer provides information related to Tourism in the City needed by individuals, companies and researchers.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen (Request for Tourism Related Reports)			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICANTS				
1. Fill in log book		1. City Tourism Office – Standards and Services Division (SSD)		
2. Fill in Request Form for Tourism Related Reports		2. City Tourism Office – SSD		
3. Pay the Certification Fee		3. Treasurer’s Office		
4. Submit Official Receipt to City Tourism Office (CTO)		4. City Tourism Office – Standards and Services Division (SSD)		
5. Receive the pertinent Tourism Report requested duly signed by CTO personnel		5. City Tourism Office - Standards and Services Division (SSD)		
6. Fill out the Releasing Logbook as proof of receipt of report		6. City Tourism Office - Standards and Services Division (SSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill in log book	Provide the record logbook for client monitoring	NONE	5 mins.	Tourism Operations Assistant
2. Fill in Request Form for Tourism Related Reports	Give the “Request Form” to be filled out by the client	NONE	30 mins.	Tourism Operations Assistant
3. Pay Certification Fee	Cash Division personnel will process payment and issuance of	Certification Fee: php 100.00 only	30 Mins	City Treasurer’s cash division Staff



	Official Receipt (O.R.)			
4. Submit Official Receipt to City Tourism Office (CTO)	Tourism Operations Assistant (TOA) will receive the O.R. and will retrieve and print out or provide the e-copy to the client	NONE	1 Hr.	Tourism Operations Assistant (TOA)
5. Receive the pertinent Tourism Report requested duly signed by CTO personnel	Tourism Operations Assistant (TOA) will sign the report as official document of CTO.	NONE	15 mins.	Tourism Operations Assistant (TOA)
6. Fill out the Releasing Logbook as proof of receipt of report	Tourism Operations Assistant (TOA) will release the report and provide the logbook to be fill out for proof of receipt of Tourism Report	NONE	15mins.	Tourism Operations Assistant (TOA)
TOTAL:		Certification Fee: php 100.00 only	2Hrs. and 45 Mins	
END OF TRANSACTION				



16. Filing of Complaints

The Office of the City Tourism Officer will facilitate the filing of complaints of the clients against tourism related enterprises in the City.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen (Filing of Complaints against Tourism Related Enterprises)			
Who may avail:	All Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICANTS 1. Fill in log book		1. City Tourism Office – Standards and Services Division (SSD)		
2. Detailed complaint either thru email or hardcopy		2. Complainant		
3. Supporting documents, if any		3. Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill in log book	Provide the record logbook for client monitoring	NONE	5 mins.	Tourism Operations Assistant
2. Submit the detailed complaint either through email or hardcopy	2. Receive and record the complaint 2.1 Check the particulars of the complaint 2.2 Interview the complainant to clarify the details 2.3 Secure the supporting documents from the complainant 2.4 Make an endorsement to the City Legal Office	NONE	60 mins.	Tourism Operations Assistant, Tourism Operations Officer I and II Senior Tourism Operations Officer City Tourism Officer
TOTAL:		NONE	1Hr. and 5 Mins	
END OF TRANSACTION				



17. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Sports And Recreational Club)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	CITY TOURISM OFFICE - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2BE – Government to Business Entity (Apply for Mayor's Permit.)			
Who may avail:	Sports And Recreational Club			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		3. City Tourism Office		
4. Such other papers and Documents as maybe required by law and other local ordinances. a. First Aid station b. Insurance of the guests (for extreme adventure) Certificate of compliance from City Engineering Department (Extreme Adventure)		4. Company Documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant



<p>3. Fill-out form for request of inspection</p>	<p>3. Give the Inspection request form</p> <ul style="list-style-type: none"> a) Check the filled-out form b) Inform the client that inspection will be scheduled c) Inform the client to wait at least 10 days for inspection d) Conduct Inspection e) Make inspection report and provide a copy to client 	<p>NONE</p>	<p>10 days</p>	<p>- Tourism Operations Assistant</p>
<p>4. Submission of all documentary requirements</p> <ul style="list-style-type: none"> a. Inspection report of City Tourism Office b. Updated Company Profile Form c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment d. Such other papers and Documents as maybe required by law and other local ordinances. -First Aid station -Insurance of the guests (for extreme adventure) Certificate of compliance from City Engineering Department 	<p>4. Review and evaluation of documents</p>	<p>NONE</p>	<p>30min</p>	<p>- Tourism Operations Assistant</p>



(Extreme Adventure)				
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	Business Permit and Licensing Office will process the Mayors' permit	None	4HRS	Business Permit and Licensing Office Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City Tourism Department	Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer	None	2 Hrs.	Tourism Operations Assistant
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism Sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



18. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Ticketing Office / Outlet)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	City Tourism Office - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Ticketing Office / Outlet			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW and RENEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office – Standards and Services Division.		
2. If Corporation or Partnership, copy Articles of Incorporation/Partnership & Its By-Laws; If Single Proprietorship, Business Name Certificate.		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		3. City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.1 Check the filled-out form 3.2 Inform the client that inspection will be scheduled 3.3 Inform the client to wait at least 10 days for	NONE	10 days	- Tourism Operations Assistant



	<p>inspection</p> <p>3.4 Conduct Inspection</p> <p>3.5 Make inspection report and provide a copy to client</p>			
<p>4. Submission of all documentary requirements</p> <p>a. Inspection report of City Tourism Office</p> <p>b. Updated Company Profile Form</p> <p>c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment</p>	4.Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayors' permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayors' Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	<p>1. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed,</p> <p>2.Approval of City Tourism Officer/ Acting City</p>	None	1 Hr.	Tourism Operations Assistant



	Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



19. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Tourist Land Transport Vehicle)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	City Tourism Office - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Tourist Land Transport Vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
1. Inspection report conducted by the City Tourism Office		1. City Tourism Office, c/o Tourism Operation Assistant of Standard Division		
2. If Corporation or Partnership, copy Articles of incorporation/Partnership & Its By-laws; If Single Proprietorship, Business Name Certificate. (DTI / SEC / CDA)		2. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)		
3. Updated Company Profile		3. City Tourism Office		
RENEWAL APPLICANTS				
1. Tourism Training Certificate of Drivers (photocopy) Uniform & ID		1. City Tourism Office		
2. Tourist Vehicle Registration. (Decision for franchise, Confirmation from Land Transportation Franchising And Regulatory Board, or Certificate of Registration, Authorization from Land Transportation Office		2. Land Transportation Franchising And Regulatory Board		
3. Certificate of inspection by the Land Transportation Office		3. Land Transportation Office		
4. Third Party Liability (P200,000.00) and Passenger Accident Insurance (P12,000.00)		4. Insurance company		
5. Department of Tourism Accreditation		5. Department of Tourism		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant



2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.6 Check the filled-out form 3.7 Inform the client that inspection will be scheduled 3.8 Inform the client to wait at least 10 days for inspection 3.9 Conduct Inspection 3.10 Make inspection report and provide a copy to client	NONE	10 days	- Tourism Operations Assistant
4. Submission of all documentary requirements a. Inspection report of City Tourism Office b. Updated Company Profile Form c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment d. Tourism Training Certificate of Drivers (photo copy) Uniform & ID e. Tourist Vehicle Registration. (Decision for	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



franchise, Confirmation from LTFRB, or CR, Authorization from LTO) f. Third Party Liability (P200,000.00) and Passenger Accident g. inspection by the Land Transportation Office h. Insurance (P12,000.00) i. DOT accreditation j. Certificate of				
5. Proceed to Business Permit and Licensing Office for the issuance of Occupancy permit	Business Permit and Licensing Office will process the Mayors' permit	None	4HRS	Business Permit and Licensing Office Staff
6. Photocopy the Occupancy Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Occupancy Permit to City Tourism Department	Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer	None	2 Hrs.	Tourism Operations Assistant (TOA)
8. Fill out logbook with company profile for release of	Tourism Operations Assistant will and issue tourism Sticker and clearance	None	30mins	Tourism Operations Assistant



Tourism Sticker and Clearance				
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



20. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Travel & Tours)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	City Tourism Office - Standards and Services Division	
Classification:	HIGHLY TECHNICAL	
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)	
Who may avail:	Travel & Tours	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW APPLICANTS		
1. Inspection report conducted by the City Tourism Office	1. City Tourism Office, c/o Tourism Operation Assistant of Standard Division	
2. Qualification of Travel & Tour Agency Manager: (a degree holder, with experience in Travel and Tours Operations & successfully completed the Tour Operator course. Other requirements:	2. Company documents. a. RTC/MTC b. City Legal Office c. Applicant file d. Company file	
3. Court Clearance (from RTC/MTC)	3. Regional Trial Court/ Metropolitan Trial Court	
4. City Legal Certification	4. City Legal Office	
5. Biodata/Resume' of 2 permanent Employee with attached picture.	5. Company Documents.	
6. If Corporation or Partnership, copy Articles of incorporation/Partnership & Its By-laws; If Single Proprietorship, Business Name Certificate.	6. Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC)	
RENEWAL APPLICANTS		
1. Department of Tourism Accreditation	1. Department of Tourism	
2. TARIFF SHEET / SCHEDULE OF CHARGES	2. Company Documents	



<p>3. SURETY BOND/CASH BOND: Valid for one year issued by a licensed and accredited bonding company in favor of the City Government of Puerto Princesa. City Tourism Office and conditioned to answer for any liabilities resulting from our incurred in the course of the travel & Tours Agency Operations in accordance with finding & resolutions of the City Government of Puerto Princesa.</p> <p><i>For inbound & Outbound Operation. Php 500,000.00 For Inbound Operations Only – P200,000.00</i></p>	<p>3. Insurance Company</p>			
<p>4. Contract of Lease of office space or a sword statement that the agency is a lessee. -Location shall be in commercial district. Easily identifiable. -Used exclusively for Travel & Tours Agency Business. -Floor area is in a Minimum size of 16 sqm.</p>	<p>4. Company Documents</p>			
<p>5. Closed-circuit television Certificate</p>	<p>5. Closed-circuit television Office (CCTV)</p>			
<p>6. Certificate of good standing from their affiliated Travel & Tours Agency Association.</p>	<p>6. From the President of Affiliated Travel Agency Association</p>			
<p>7. MOA of a license Van (w/ Mayor's permit), if owned, Certificate of Ownership (w/ attached Mayor's Permit)</p>	<p>7. Company Documents</p>			
<p>8. Contract of Service of a license and accredited Tour Guide.</p>	<p>8. Company Documents</p>			
<p>9. Recent bank certificate: P500,000 (original copy)</p>	<p>9. Bank</p>			
<p>10. Regulatory Fee: PHP 1,100.00</p>	<p>Treasurer's Office</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCES-SING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>1. Register in City Tourism Office logbook</p>	<p>1. Give the logbook</p>	<p>NONE</p>	<p>5min</p>	<p>- Tourism Operations Assistant</p>



2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.11 Check the filled-out form 3.12 Inform the client that inspection will be scheduled 3.13 Inform the client to wait at least 10 days for inspection 3.14 Conduct Inspection 3.15 Make inspection report and provide a copy to client	NONE	10 days	- Tourism Operations Assistant
4. Submission of all documentary requirements a. Inspection report of City Tourism Office b. Updated Company Profile Form c. For alien personnel- valid visa from the Bureau of Immigration & Deportation. Work permit from Department of Labor and Employment d. Department of Tourism Accreditation	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant



<p>e. Tariff Sheet / Schedule Of Charges</p> <p>f. Surety Bond/Cash Bond: <i>For inbound & Outbound Operation. Php 500,000.00</i> <i>For Inbound Operations Only – P200,000.00</i></p> <p>g. Contract of Lease of office space or a sword statement that the agency is a lessee.</p> <p>h. Closed-circuit television Certificate</p> <p>i. Certificate of good standing from their affiliated Travel & Tours Agency Association.</p> <p>j. Memorandum of Agreement of a license Van (w/ Mayor's permit), if owned, Certificate of Ownership (w/ attached Mayor's Permit)</p> <p>k. Contract of Service of a license and accredited Tour Guide.</p> <p>l. Recent bank certificate: P500,000 (original copy) (P12,000.00)</p> <p>m. Department of Tourism accreditation</p> <p>n. Certificate of inspection by the</p>				
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Land Transportation Office				
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayors' permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayors' Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy of the Mayor's Permit to City Tourism Department	1. Tourism Operations Assistant will review and check the submitted documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer	None	1 Hr.	Tourism Operations Assistant
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



21. City Tourism Clearance for Mayor's Permit and Issuance of Tourism Sticker (Tourist Tricycle)

The Office of the City Tourism Officer ensures the quality of service of Tourism Related Enterprises in the city through the issuance of clearance for Mayor's Permit and proof of compliance through the City Tourism Sticker.

Office or Division	City Tourism Office - Standards and Services Division			
Classification:	HIGHLY TECHNICAL			
Type of Transactions:	G2B – Government to Business Entity (Apply for Mayor's Permit)			
Who may avail:	Tourist Tricycle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS and RENEWAL APPLICANTS				
1. Inspection report conducted by the City Tourism Office -First Aid Kit -Trash Can -Clean and Comfortable seats -Enough Legroom Space -Driver's Uniform -Driver's ID -Driver's License		1. City Tourism Office, c/o Tourism Operation Assistant of Standard Division		
2. City Tricycle and Franchising Regulatory Board Franchise		2. City Tricycle and Franchising Regulatory Board		
3. Updated Company Profile		3. City Tourism Office		
4. Inspection report conducted by the City Engineering Office through Motorpool		4. City Engineering Office - Motorpool		
5. Endorsement of respective Tourism Association		5. Respective Tourism Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in City Tourism Office logbook	1. Give the logbook	NONE	5min	- Tourism Operations Assistant
2. Secure checklist of requirements for business permit application	2. Give the requirements	NONE	10min	- Tourism Operations Assistant
3. Fill-out form for request of inspection	3. Give the Inspection request form 3.16 Check the filled-out form	NONE	10 days	- Tourism Operations Assistant



	<p>3.17 Inform the client that inspection will be scheduled</p> <p>3.18 Inform the client to wait at least 10 days for inspection</p> <p>3.19 Conduct Inspection</p> <p>3.20 Make inspection report and provide a copy to client</p>			
<p>4. Submission of all documentary requirements</p> <p>a. Inspection report of City Tourism Office</p> <p>b. Updated Company Profile Form</p> <p>c. City Tricycle Franchise Regulatory Board Franchise</p> <p>d. Inspection Report conducted by the City Engineering Motorpool Office</p> <p>e. Endorsement of respective Tourism Association</p>	4. Review and evaluation of documents	NONE	30min	- Tourism Operations Assistant
5. Proceed to Business Permit and Licensing Office for the issuance of Mayor's permit	Business Permit and Licensing Office will process the Mayor's permit	None	4hrs	Business Permit and Licensing Office Staff
6. Photocopy the Mayor's Permit	None	None	15 Mins	Business Representative
7. Submit all documents (enumerated in step 4) with the photocopy	1. Tourism Operations Assistant will review and check the submitted	None	1 Hr.	Tourism Operations Assistant



of the Mayor's Permit to City Tourism Department	documents including Official Receipt If completed, 2.Approval of City Tourism Officer/ Acting City Tourism Officer			
8. Fill out logbook with company profile for release of Tourism Sticker and Clearance	Tourism Operations Assistant will and issue tourism sticker and clearance	None	30mins	Tourism Operations Assistant
TOTAL:		None	10 days, 6Hrs. and 30 Mins	
END OF TRANSACTION				



OFFICE OF THE CITY INTERNAL AUDITOR

Internal Services



1. Issuance of Subsequent Copies of the Internal Audit Report

The Office of the City Internal Auditor may issue copies of the Internal Audit Report to requesting client upon approval of the City Mayor.

Office or Division:	Office of the City Internal Auditor – Management Audit Division & Operations Audit Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; Members of the Sangguniang Panlungsod; City Government of Puerto Princesa offices upon approval of the City Mayor or His Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request, specifically stating the request for the particular Internal Audit Report (1 original, 1 duplicate)		1. To be prepared by the client & Approved by the City Mayor or His Duly Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Letter Request to the Administrative Section.	1. Receive the Approved Letter Request, stamp "RECEIVED", affix the initials, date and time of receipt on the request letter. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
2. Wait for initial response and action to be taken.	2.0 Record the details of the request in the Logbook and forward it to the City Internal Auditor. Advise client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
	2.1 Evaluate the request. Issue Routing Slip and forward to the Administrative Section.	None	10 minutes	<i>City Internal Auditor</i>
	2.2 Post details of	None	3 minutes	<i>Administrative</i>



	the request and the routing slip to the Document Tracking Log and forward it to the Audit Division assigned.			<i>Aide IV (Clerk II) / Assistant II (Clerk IV), Administrative Section Administrative</i>
	2.3 Retrieve and reproduce the Internal Audit Report requested. Forward to the Administrative Section.	None	1 hour & 20 minutes	<i>Internal Auditing Assistant, Management Audit Division or Operations Audit Division</i>
3. Receive the copy of the requested Internal Audit Report.	3.0 Record the details of the Internal Audit Report to be issued in the logbook and release it to the client.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
TOTAL:		None	1 Hour, 45 Minutes	
END OF TRANSACTION				



2. Processing of Requests for Comments, Opinion, Recommendations, or Other Actions that are Outside the Scope of Internal Audit

The Office of the City Internal Auditor may receive requests for comments, opinions, recommendations or other actions from the offices of the City Government of Puerto Princesa (CGPP). These requests are duly evaluated by the City Internal Auditor if not in conflict with the internal audit function.

Office or Division:	Office of the City Internal Auditor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; Members of the Sangguniang Panlungsod; Executive Branch and other offices of the CGPP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request, specifically stating the request for comment, opinion, recommendation or action to be taken (1 original, 1 duplicate) 2. Endorsement Letter, if any (1 original) 3. Supporting documents, if any (1 copy)		2. To be prepared by the client 3. Office of the City Mayor 4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Administrative Section.	1. Receive the required documents, stamp "RECEIVED", affix the initials, date and time of receipt on the request letter / endorsement. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



2. Wait for initial response and action to be taken.	2.0 Record the details of the request letter / endorsement in the Logbook and forward it to the City Internal Auditor. Advise client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
	2.1 Study and evaluate the request.	None	2 hours	<i>City Internal Auditor</i>
	2.2 Prepare a response letter stating that the request cannot be granted as it is in conflict with the internal audit function. Forward it to the Administrative Section.	None	2 hours	<i>City Internal Auditor</i>
3. Receive the response letter.	3.0 Record the response letter in the logbook and send it to the requesting party.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
TOTAL:		None	4 Hours, 12 Minutes	
END OF TRANSACTION				



3. Processing of Request to Conduct Audit

Aside from performing audits of priority audit areas identified in the approved Annual Audit Plan, the Office of the City Internal Auditor may accept requests to conduct audit as endorsed by the City Mayor and duly evaluated by the City Internal Auditor.

Office or Division:	Office of the City Internal Auditor – Management Audit Division & Operations Audit Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; Members of the Sangguniang Panlungsod; Executive Branch of the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to Conduct Audit (1 original, 1 duplicate) 2. Endorsement Letter (1 original)		1. To be prepared by the client 2. Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Administrative Section.	1. Receive the required documents, stamp "RECEIVED", affix the initials, date and time of receipt on the endorsement / request letter. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



<p>2. Wait for initial response and action to be taken.</p>	<p>2.0 Record the details of the endorsement / request letter in the Logbook and forward it to the City Internal Auditor. Advice client.</p> <p>2.1 Evaluate the request and assess the existing</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>5 hours</p>	<p><i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i></p> <p><i>City Internal Auditor</i></p>
	<p>resources of the office under the approved Annual Audit Plan. Issue Audit Engagement Assignment to the audit team assigned and forward it to Administrative Section.</p> <p>2.2 Record Audit Engagement Assignment in the logbook. Post it in the Document Tracking Log, and forward to the Audit Team assigned.</p> <p>2.3 Discuss audit engagement with the audit team assigned.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>3 hours</p>	<p><i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i></p> <p><i>City Internal Auditor</i></p>



	2.4 Study the audit engagement, and conduct pre-planning activities. Prepare a response letter citing the details of the audit to be conducted and submit it to the City Internal Auditor.	None	4 days	<i>Audit Team Assigned, Management Audit Division or Operations Audit Division</i>
	2.5 Review the response letter.	None	4 hours	<i>City Internal Auditor</i>
	2.6 Revise the response letter to clear review comments. Submit to the City Internal Auditor.	None	1 day	<i>Audit Team Assigned, Management Audit Division or Operations Audit Division</i>
	2.7 Review and sign the final response letter. Forward to the Administrative Section.	None	2 hours	<i>City Internal Auditor</i>
3. Receive the response letter.	3. Record the response letter in the logbook and send it to the requesting party, copy furnishing the Office of the City Mayor.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
TOTAL:		None	6 Days, 6 Hours, 22 Minutes	
END OF TRANSACTION				



4. Processing of Request to Conduct Audit which Cannot be Accommodated

Aside from performing audits of priority audit areas identified in the approved Annual Audit Plan, the Office of the City Internal Auditor may receive requests to conduct audit as endorsed by the City Mayor. Upon due evaluation of the City Internal Auditor, there may be requests which cannot be accommodated due to audit limitations.

Office or Division:	Office of the City Internal Auditor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; Members of the Sangguniang Panlungsod; Executive Branch and other offices of the City Government of Puerto Princesa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to conduct audit (1 original, 1 duplicate) 2. Endorsement Letter (1 original)		1. To be prepared by client 2. Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Administrative Section.	1. Receive the required documents, stamp "RECEIVED", affix the initials, date and time of receipt on the endorsement / request letter. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
2. Wait for initial response and action to be taken.	2.0 Record the details of the endorsement / request letter in the Logbook and forward it to the City Internal Auditor. Advice client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



	2.1 Evaluate the request and assess the resources of the office.	None	4 hours	<i>City Internal Auditor</i>
	2.2 Prepare response letter stating that the Office cannot undertake the request and citing the reason for non-acceptance. Forward to the Administrative Section.	None	4 hours	<i>City Internal Auditor</i>
3. Receive the response letter.	3. Record the response letter in the logbook and send it to the requesting party, copy furnishing the Office of the City Mayor.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
TOTAL:		None	1 Day, 12 Minutes	
END OF TRANSACTION				



5. Providing Assistance in the Preparation of Comments to Audit Observation Memorandum (AOM)

The Office of the City Internal Auditor provides assistance in the drafting of the City Government's Comment to Audit Observation Memorandum (AOM) issued by the Commission on Audit (COA), as requested by any of the offices of the City Government of Puerto Princesa (CGPP).

Office or Division:	Office of the City Internal Auditor – Management Audit Division & Operations Audit Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; CGPP offices upon endorsement of the City Mayor or His Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request, specifically requesting assistance in drafting Comment / Reply to AOM (1 original, 1 duplicate) 2. Endorsement Letter (1 original) 3. Copy of the AOM (1 copy) 4. Supporting documents, if any (1 copy)		1. To be prepared by the client 2. Office of the City Mayor 3. Client 4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Administrative Section.	1. Receive the required documents, stamp "RECEIVED", affix the initials, date and time of receipt on the endorsement / request letter. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
2. Wait for initial response and action to be taken.	2.0 Record the details of the endorsement / request letter in the Logbook and forward it to the City Internal Auditor. Advice client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



	2.1 Study and evaluate the request. If to be assigned, issue a Routing Slip and forward it to the Administrative Section.	None	2 hours	<i>City Internal Auditor</i>
	2.1.1 Post details of the request and the routing slip to the Document Tracking Log and forward it to the Audit Team assigned.	None	3 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
	2.1.2 Discuss AOM with assigned Internal Auditor.	None	2 hours	<i>City Internal Auditor</i>
	2.2 Study the AOM, conduct research, and coordinate with the client and other offices concerned for clarification. Request for other supporting documents, if needed.	None	5 days	<i>City Internal Auditor / Internal Auditor assigned, Management Audit Division or Operations Audit Division</i>



3. Provide response to clarificatory questions and submit necessary documents to support the reply to AOM to the Administrative Section.	3.0 Receive the additional supporting documents, record it in the logbook, and forward to the City Internal Auditor or assigned Internal Auditor.	None	3 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
	3.1 Draft the Comment to AOM	None	2 days	<i>City Internal Auditor / Internal Auditor assigned, Management Audit Division or Operations Audit Division</i>
	3.1.1 Review the draft comment.	None	1 day	<i>City Internal Auditor</i>
	3.1.2 Revise the draft comment.	None	1 day	<i>Internal Auditor assigned, Management Audit Division or Operations Audit Division</i>
	3.2 Final review of the Comment to AOM. Forward it to the Administrative Section.	None	4 hours	<i>City Internal Auditor</i>
	3.3 Record the Comment to AOM in the logbook, and forward it to the Office of the City Mayor / City Administrator for final review and approval.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



4. Receive the Comment to AOM.	4. Upon receipt of the signed Comment to AOM, notify the City Internal Auditor and submit it to the Commission on Audit. Send a copy to the client, copy furnished the Office of the City Mayor.	None	10 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>
TOTAL:		None	If NOT Assigned – 7 Days, 6 Hours, 25 Minutes If Assigned – 10 Days, 28 Minutes	
END OF TRANSACTION				



6. Rendering of Comments, Opinion, Recommendation, or Other Actions

The Office of the City Internal Auditor provides advisory and related services to the City Government. These include the rendering of comments, opinions, recommendations or other actions related to audit, internal control, risk management or governance, as requested by any of the offices of the City Government of Puerto Princesa (CGPP).

Office or Division:	Office of the City Internal Auditor – Management Audit Division & Operations Audit Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	City Mayor; Members of the Sangguniang Panlungsod; CGPP offices upon endorsement of the City Mayor or His Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request, specifically stating the request for comment, opinion, recommendation or action to be taken (1 original, 1 duplicate) 2. Endorsement Letter (1 original) 3. Supporting documents, if any (1 copy)		1. To be prepared by the client 2. Office of the City Mayor 3. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Administrative Section.	1. Receive the required documents, stamp "RECEIVED", affix the initials, date and time of receipt on the endorsement / request letter. Return duplicate copy to the client.	None	2 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



<p>2. Wait for initial response and action to be taken.</p>	<p>2.0 Record the details of the endorsement / request letter in the Logbook and forward it to the City Internal Auditor. Advice client.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i></p>
	<p>2.1 Evaluate the request. If assigned, issue Routing Slip and forward to the Administrative Section.</p>	<p>None</p>	<p>2 hours</p>	<p><i>City Internal Auditor</i></p>
	<p>2.1.1 Post details of the request and the routing slip to the Document Tracking Log and forward it to the assigned Internal Auditor.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i></p>
	<p>2.1.2 Discuss the request with the assigned Internal Auditor.</p>	<p>None</p>	<p>1 hour</p>	<p><i>City Internal Auditor</i></p>
	<p>2.2 Study the request and conduct research, if necessary.</p>	<p>None</p>	<p>2 days</p>	<p><i>City Internal Auditor / Internal Auditor assigned, Management Audit Division or Operations Audit Division</i></p>



	2.3 Draft Comment, Opinion, or Recommendation.	None	2 days	<i>City Internal Auditor / Internal Auditor assigned, Management Audit Division or Operations Audit Division</i>
	2.3.1 Review the Draft Comment, Opinion, or Recommendation.	None	4 hours	<i>City Internal Auditor</i>
	2.3.2 Revise the Draft Comment, Opinion, or Recommendation.	None	1 day	<i>Internal Auditor assigned, Management Audit Division or Operations Audit Division</i>
	2.4 Final review, approve, and sign the Comment, Opinion, or Recommendation.	None	2 hours	<i>City Internal Auditor</i>
3. Receive the Signed Comment, Opinion and Recommendation Letter.	3. Record the details of the Comment, Opinion, and Recommendation Letter in the logbook and release it to the client.	None	8 minutes	<i>Administrative Aide IV (Clerk II) / Administrative Assistant II (Clerk IV), Administrative Section</i>



TOTAL:	None	If NOT assigned – 4 Days, 4 Hours, 12 Minutes If Assigned – 6 Days, 1 Hour 15 Minutes	
END OF TRANSACTION			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in New City Hall Lobby</p> <p>Contact info: (048) 717-8046</p>
How feedbacks are processed	<p>Every Friday, the Office of the City Administrator opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within One (1) working day from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen by the Office of the City Administrator thru registered mail and/or electronic mail.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in New City Hall Lobby</p> <p>Complaints can also be filed via website http://puertoprincesa.ph under the <i>Contact Us</i> tab, telephone (048) 717-8046 and email complaints.puertoprincesa@gmail.com</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (048) 717-8046</p>
How complaints are processed	<p>Answer the client Complaint Form and drop it at the designated drop box in the New City Hall Lobby</p> <p>Complaints can also be filed via website http://puertoprincesa.ph under the <i>Contact Us</i> tab, telephone (048) 717-8046 and email complaints.puertoprincesa@gmail.com</p>



	<p>Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained - Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (048) 717-8046</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



CITY GOVERNMENT OF PUERTO PRINCESA
CLIENT SATISFACTION SURVEY FORM

Pangalan ng Kliyente : _____
Edad at Cellphone No. : _____
Opisinang Binisita : _____
Pangalan ng Empleyado : _____
Petsa at Oras : _____

Maaari lamang pong pakisagot ang mga sumusunod na katanungan upang lalong mapabuti ang aming serbisyo:

1. **Ang paraan ng pagbati ng empleyado.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago
2. **Ang pakikitungo ng empleyado.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago
3. **Ang oras ng paglilingkod sa inyo.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago
4. **Ang kakayahan ng empleyado sa pakikinig, pag-unawa at pagsagot sa inyong katanungan.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago
5. **Ang pagsilbi ng empleyado sa kliyente.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago
6. **Ang kalinisan at kaayusan ng opisina at pasilidad.**
[] Lubos na Nasisiyahan [] Tama Lamang [] Kailangan ng Pagbabago

Mga Karagdagang Komento, Suhestiyon at Pagbabago
(Gamitin po ang likod para sa karagdagang komento):

PAUNAWA: Ang mga reklamong walang pangalan ng kliyente ay maaaring ituring na paninira lamang. Ang mga mahahalagang impormasyon hinggil sa Kliyente ay ituturing na "CONFIDENTIAL".



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
City Accountant	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8011
City Administrator	4th Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8002
City Agriculturist	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8020
City Assessor	Ground floor, New City Hall, Bgy. Sta. Monica, Puerto Princesa City	717-8015
City Budget Officer	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8017
City Engineer	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8013
City Environment and Natural Resources Officer	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8016
City General Services Officer	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8018
City Health Officer	Old City Hall Bgy. Sta. Monica, Puerto Princesa City	434-6581
City Information Officer	Ground floor, New City Hall, Bgy. Sta. Monica, Puerto Princesa City	717-8021
City Legal Officer	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8044
City Mayor	4th Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8001
City Planning and Development Coordinator	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8014
City Social Welfare and Development Officer	Old City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8086
City Tourism Officer	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8005
City Treasurer	Ground floor, New City Hall, Bgy. Sta. Monica, Puerto Princesa City	717-8012
City Veterinarian	Old City Hall Bgy. Sta. Monica, Puerto Princesa City	434-0631
City Vice Mayor	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8024
Civil Registrar	Old City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8075
Human Resource Management Officer	3rd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8022
Sangguniang Panlungsod	2nd Floor, New City Hall Bgy. Sta. Monica, Puerto Princesa City	717-8004



ANNEXES



ANNEX "A"

Certificate of Compliance



**Republic of the Philippines
City Government of Puerto Princesa
CITY MAYOR'S OFFICE**

New City Hall, Sta. Monica, Puerto Princesa City 5300 Philippines

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **LUCILO R. BAYRON**, Filipino, of legal age, City Mayor of the City Government of Puerto Princesa, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The City Government of Puerto Princesa has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process; -
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.


IN WITNESS WHEREOF, I have hereunto set my hand this 3rd of December, 2020 in Puerto Princesa City, Palawan, Philippines.


LUCILO R. BAYRON
 City Mayor
 City Government of Puerto Princesa

SUBSCRIBED AND SWORN to before me this 3rd of December, 2020 in Puerto Princesa City, Palawan Philippines, with affiant exhibiting to me his Office ID issued on July 1, 2019 at Puerto Princesa City, Palawan.

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 Book No. XLIX
 Series of 2020

NOTARY PUBLIC/ ADMINISTERING OFFICER


ATTY. KERWIN ARNOLD MAWIE C. PALATINO
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2020
 ROLL NO. 67119 / RPL NO. 2019-31
 PTR NO. 1399527, POC/PALAWAN, 01-02-2020
 IBP NO. 113724, 01-14-2020
 MCLE COMPLIANCE NO. VI-0025886



ANNEX "B"

Executive Order No. 2020-50-A

**An order creating the Committee on Anti-Red
Tape (CART) of The City Government of
Puerto Princesa and designating the
members thereof**



Republic of the Philippines
OFFICE OF THE CITY MAYOR
City of Puerto Princesa

EXECUTIVE ORDER No. 2020-50-A
Series of 2020

**AN ORDER CREATING THE COMMITTEE ON ANTI-RED TAPE (CART) OF THE
CITY GOVERNMENT OF PUERTO PRINCESA AND DESIGNATING THE MEMBERS
THEREOF**

WHEREAS, Section 5 of Republic Act No. 11032, mandates all offices and agencies to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

WHEREAS, Section 8 of the said law states that the Head of the office or agency shall be primarily responsible for the implementation of the Ease of Doing Business Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

WHEREAS, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2020-07 or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART) to provide all concerned government agencies with pertinent information, instructions and guidelines in forming a CART to comply with Republic Act 11032 and its Implementing Rules and Regulations.

NOW THEREFORE, I, LUCILO R. BAYRON, City Mayor of Puerto Princesa, by virtue of the power vested in me by law, do hereby order the creation of the Committee on Anti-Red Tape (CART) of the City Government of Puerto Princesa and Designating Members Thereof.

Section 1. COMPOSITION OF THE COMMITTEE ON ANTI-RED TAPE (CART).
The Committee on Anti-Red Tape (CART) shall have the following composition:

Chairperson : **LUCILO R. BAYRON**
City Mayor

Vice Chairperson : **ATTY. ARNEL M. PEDROSA**
City Administrator

Members : **ATTY. PHILIP JEROME J. HILARIO**
Secretary to the Sangguniang Panlungsod

MS. MARIA CORAZON A. ABAYARI
The City Treasurer

ENGR. JOVEN C.V BALUYUT
City Assessor

ENGR. JOVENEE C. SAGUN
City Planning Officer

Apuradong Administrasyon

MR. ROBERTO D. HERRERA
City Personnel Officer

ENGR. REX G. BUNDAC
City Building Official

DR. RICARDO B. PANGANIBAN
City Health Officer

ATTY. CARLO B. GOMEZ
City ENRO

ATTY. NORMAN BRIAN P. YAP
Attorney III

ENGR. RONESON M. SENDAYDIEGO
Head, MIS Division

Section 2. FUNCTIONS, DUTIES, and RESPONSIBILITIES OF THE COMMITTEE. Pursuant to item 6.2 of the Memorandum Circular, the Committee shall ensure that the City Government complies with the requirements of Republic Act No. 11032. These requirements pertain to the following:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
2. Subject to the Guidelines/ National Policy on Regulatory Management System to be issued by the Authority (ARTA):
 - a. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
 - b. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
 - c. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Authority (ARTA);
 - d. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
 - e. Refer the Authority's (ARTA) policy option recommendations to the appropriate decision-makers within the agency (City Government);
 - f. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS).
3. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training;
4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:

- a. UP Office of National Administrative Register (UP ONAR), and
 - b. Official Gazette for Publication
5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Authority (ARTA), and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
 6. Monitor and periodically review the Office or Agency's Citizen's Charter, specifically: procedures/ steps, time. Documentary requirements, and fees;
 7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31 of each year;
 8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
 9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by Republic Act No. 11032 or the agency's mandate under special law;
 10. Develop and foster a client feedback mechanism and client satisfaction measurement;
 11. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
 12. Establish and manage a public assistance complaints desk of ARTA Helpdesk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaint Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/ or acted upon within the designated period by the intended recipient within the Agency;
 13. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under Republic Act No. 11032, its IRR, and their issuances and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable'
 14. Coordinate with the agency's communications/ public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption; and
 15. Perform such other functions, duties and responsibilities under Republic Act No. 11032, its IRR and other issuances issued by the Authority (ARTA).

Section 3. COMPLIANCE. Upon effectivity of this Order, the Authority (ARTA) shall be immediately furnished with electronic copy of the same pursuant to item 6.3 of the Memorandum Circular No. 2020-05 of the Authority.

Section 4. MEETING. The Committee on Anti-Red Tape (CART) shall meet at least once a month at any given date to effectively carry out its assigned duties and responsibilities.

Section 5. SECRETARIAT. The Committee shall be assisted by the Secretariat. It shall be headed the Acting City Internal Auditor, Internal Audit Services (IAS) and assisted by its members, which shall be as follows:

1. **ATTY. RIZZA MAE L. BORJA**
Attorney III
Acting Head, Internal Audit Services
2. **RUCHIE M. ABAD**
Legal Assistant II
3. **KENETH S. TABLA**
Legal Assistant II
4. **RANDY M. ECHAGUE**
Legal Assistant II
5. **HRMO Personnel** *(to be determined)*
6. **City Administrator's Office Personnel** *(to be determined)*

Section 6. GUIDING LAWS. The duly constituted Committee on Anti-Red Tape (CART) shall be guided by the provisions of all issuances and orders issued by the Anti-Red Tape Authority (ARTA) and all other existing issuances relating thereto.

Section 7. SEPARABILITY. If any provision of this Order is invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

Section 8. FUNDING. Upon effectivity of this Order, the Committee (CART) may draw its administrative, including honoraria for the Committee, operational, and budgetary requirements from the 20% Development Fund under the Office of the City Mayor.

Section 9. EFFECTIVITY. This Executive Order shall take effect immediately and shall remain to be in force until revoked by the undersigned.

27 October 2020, Puerto Princesa City.


LUCILO R. BAYRON
City Mayor *ar*



ANNEX "C"
City Ordinance No. 794 (Schedule of Fees)



**ARTICLE D. FEES AND CHARGES IN THE CONDUCT OF INSPECTION AND EVALUATION FOR
ISSUANCE OF LOCATIONAL CLEARANCE/PERMIT [ZONING PERMIT] AND APPROVAL
THROUGH "CONSENT ON MERIT USES" OF THE DEVELOPMENT CONTROL AND ENVIRONMENTAL
PROTECTION
COMMITTEE [DCEPC].**

SECTION 11D. 01. Scope of Application - This Article shall cover all persons, individual or juridical, either owners/developers, who are required to secure a locational clearance from the City Zoning Officer/Deputized Zoning Administrator for Allowable Uses or to the [DCEPC] Development

Control and Environmental Protection Committee for Consent on Merit proposals, prior to the conduct of any activity or construction/development of a particular property, within the territorial jurisdiction of Puerto Princesa City, pursuant to the mandates of City Ordinance No. 560-2014 or the Revised Zoning Ordinance of Puerto Princesa City, and based on the approved City Comprehensive Land Use Plan[CLUP] and other existing and applicable laws.

SECTION 11D. 02. Definition of Terms - The definition of technical terms used in City Ordinance No. 560-2014 or the Revised Zoning Ordinance of Puerto Princesa City shall apply and carry the same meaning, terms and phrases as use in this Article.

SECTION 11D.03.Imposition of Fees and charges - The following fees are payable upon lodgment of an application for Locational Clearance, without which, the application is deemed to be not lodged.

ITEM:	SPECIFICATION:	FEE/CHARGES:
A. Permit Fee for Zoning/Locational Clearance:	A.1 Residential Structures, the project cost of which is: <ul style="list-style-type: none"> ➢ P100,000.00 and below ➢ Over P 100,000 to P 200,000 ➢ Over P 200,000 	P400.00 P600.00 P600.00 plus 1/10 of ½% of cost in excess of P 200T
	A.2 Apartments, the project cost of which is: <ul style="list-style-type: none"> ➢ P500,000.00 and below ➢ Over 500T to 2M ➢ Over P2M 	P1,500.00 P2,000.00 P2,500.00 plus 1/10 of 1% of cost in excess of P 2M regardless of the number of doors
	A.3 Dormitories, the project Cost of which is: <ul style="list-style-type: none"> 2M and below Over P2M 	P3,000.00 P3,000.00 plus 1/10 of 1% of cost in excess of P 500T regardless of the number of rooms
	A.4 Institutional, the project Cost of which is: <ul style="list-style-type: none"> P2M and below Over P2M 	P1,000.00 P1,000.00 plus 1/10 of 1% of cost in excess of P 100T
	A.5 Commercial, Industrial, Agro- Industrial, the project cost of which is: <ul style="list-style-type: none"> P100,000.00 and below Over P100T to P 500T Over P500T to P1M Over P1M to P2M Over P2M 	P2,000.00 P2,500.00 P3,000.00 P4,000.00 P5,000.00 plus 1/10 of 1% of cost in excess of P 2M
	A.6 Fence (CHB): <ul style="list-style-type: none"> P500,000.00 and below Over P500T – P1M Over P1M - P2M Over P2M 	P1,000.00 P1,500.00 P2,500.00 P3,000.00 plus 1/10 of 1% of cost in



		<i>excess of P 2M</i>
	A.7 Alteration/Expansion (cost of expansion only)	Same as original application
B] Fee for Projects approved through "Consent on Merit"	Project cost of which is: P-500,000.00 and below Over P 500,000.00	P10,000.00 P10,000.00 <i>plus</i> <i>1/10 of 1% of cost in excess of P 500,000.00</i>
C] Approval fee for Subdivision Projects pursuant to the mandates of PD 957 [HLURB]	C.1 Preliminary Approval and Locational Clearance (PALC)	P5,000.00/ha.
	C.2 Final Approval	P10,000.00/ha or fraction thereof
	C.3 Alteration of plans (affected areas only)	Same as final approval
	C.4 Certificate of Completion	P5,000.00/ha.
D] Approval fee for Subdivision Projects pursuant to BP 220	D.1 Preliminary Approval and Locational Clearance (PALC)	P3,000.00/ha.
	D.2 Final Approval	P5,000.00/ha. or fraction thereof
	D.3 Alteration of plans (affected areas only)	Same as final approval
	D.4 Certificate of Completion	P 3,000.00/ha.
E] Approval fee for Memorial Parks, Commercial and Industrial Subdivisions	E.1 Preliminary Approval and Locational Clearance (PALC) ≤ 1 ha. - 1 hectare 1 ha. and above	P5,000.00 P10,000.00/ha. or fraction thereof
	E.2 Final Approval	P10,000.00/ha. or fraction thereof
	E.3 Alteration of plans (affected areas only)	Same as final approval
	E.4 Certificate of Completion	P5,000.00/ha.
F] Approval fee for Farm lot Subdivision	F.1 Preliminary Approval and Locational Clearance (PALC)	P3,000.00/ha.
	F.2 Final Approval	P5,000.00/ha.
	F.3 Alteration of plans (affected areas only)	Same as final approval
G] Approval of Simple Subdivision Project	Approval fee	P2,000.00
H] Fees and charges on Other Transactions	H.1 Reclassification OR Amendments of Lots	P6,000.00/ha. or fraction thereof
	H.2 Appeal fee	P1,000.00



	H.3 Clearance fee for Occupancy Permit: a. Residential/Institutional/ Agricultural b. Commercial/Industrial c. Lodgement Fee [DCEPC application fee]	₱5.00/sq.m. ₱10.00/sq.m. ₱10,000.00
I] Fee for Inspection and Verification of Subdivision	a. Residential/Institutional/ Agricultural b. Commercial/Industrial	₱1,000.00 ₱2,000.00
J] Service fee for:	J.1 Map production printing J.2 Certification printing Fee J.3 Certificate of Zoning Viability J.4 Certificate of Subd. And Non-subd. Project	₱300.00 ₱300.00/lot ₱500.00/lot ₱250.00/lot

SECTION 11D.04. Exemptions from payment -Agencies and Departments of the Republic of the Philippines, City Government of Puerto Princesa and the Province of Palawan shall be exempted from payment of fees required herein, but not exempted from filing the required application and documentary requirements.

SECTION 11D.05. Requirements for issuance of Building Permit -The Local Building Official, without a valid Locational Clearance/permit in accordance with City Ordinance 560 and this Ordinance, shall not be allowed to issue any building permit to any person or entity.

SECTION 11D.06. Non-Use of Locational Clearance -Upon payment of the imposed fees and charges and issuance of a Locational Clearance, the grantee thereof shall have one year [1] within which to commence or undertake the use, activity or

development covered by such Clearance on his property. Non-use of said Clearance within said period shall result in its automatic expiration and subsequent cancellation. The grantee is not allowed to proceed with his project without applying for a new Clearance and payment of new fees and charges.

SECTION 11D.07. Requirements/procedure. Applicability of existing Ordinance - The procedures, requirements and other administrative provisions prescribed by City Ordinance No. 560 [Zoning Ordinance] shall apply to owners and developers covered by this Article. An application for any Consent on Merit with the Development Control and Environmental Protection Committee [DCEPC] shall be filed and process in accordance with the City Zoning Ordinance.

SECTION 11D.08. Administrative Penalties -Any person or entity who, after investigation, was found violating any of the provisions of the City Zoning Ordinance and/or this Article, shall be administratively penalized as follows:

- a. For committing fraud or misrepresentation
 - a.1 Fraud or misrepresentation as to use ₱5,000.00
 - a.2 Fraud or misrepresentation as to location ₱5,000.00
 - a.3 Non-disclosure of any material fact ₱2,000.00
 - a.4 For submission of forged or fake documents ₱5,000.00
- b. For failure to secure the Locational Clearance prior to the construction or development activity and non-payment of the required fees and charges
₱10,000.00
- c. For refusing admission within any premises subject to inspection by a duly authorized inspector:
 - c.1 First act of refusal ₱2,000.00
 - c.2 Subsequent refusals ₱5,000.00



ANNEX “D”

New Schedule of Fees and other charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (PD 1096)



NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

1. BASES OF ASSESSMENT

- a. Character of occupancy or use of building/structure
- b. Cost of construction
- c. Floor area
- d. Height

2. Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1. On Fixed Cost of Construction per Sq. Meter

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	₱10,000	₱8,000	₱6,000

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

a. Division A-1

	Area in Sq. Meters	Fee per Sq. Meter
i.	Original complete construction up to 20.00 sq. meters	₱ 2.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters	3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters	4.80
v.	Above 100.00 sq. m to 150 sq. meters	6.00
vi.	Above 150.00 sq. meters	7.20

Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters
Therefore area bracket is 3.a.iv.
Fee = P 4.80/sq. meter
Building Fee = 75.00 x 4.80 = P 360.00

b. Division A-2

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00 sq. meters	₱ 3.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	3.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters	5.20
iv.	Above 50.00 sq. meters to 100.00 sq. meters	8.00
v.	Above 100.00 sq. meters to 150.00 sq. meters	8.00
vi.	Above 150.00 sq. meters	8.40



c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000	₱ 23.00
ii. Above 5,000 to 6,000	22.00
iii. Above 6,000 to 7,000	20.50
iv. Above 7,000 to 8,000	19.50
v. Above 8,000 to 9,000	18.00
vi. Above 9,000 to 10,000	17.00
vii. Above 10,000 to 15,000	16.00
viii. Above 15,000 to 20,000	15.00
ix. Above 20,000 to 30,000	14.00
x. Above 30,000	12.00

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 32,000 sq. meters:

First 5,000 sq. meters @ 23.00	₱ 115,000.00
Next 1,000 sq. meters @ 22.00	22,000.00
Next 1,000 sq. meters @ 20.50	20,500.00
Next 1,000 sq. meters @ 19.50	19,500.00
Next 1,000 sq. meters @ 18.00	18,000.00
Next 1,000 sq. meters @ 17.00	17,000.00
Next 5,000 sq. meters @ 16.00	80,000.00
Next 5,000 sq. meters @ 15.00	75,000.00
Next 10,000 sq. meters @ 14.00	140,000.00
Last 2,000 sq. meters @ 12.00	24,000.00
Total Building Fee	₱ 531,000.00

d. Divisions C-2/D-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000	₱ 12.00
ii. Above 5,000 to 6,000	11.00
iii. Above 6,000 to 7,000	10.20
iv. Above 7,000 to 8,000	9.60
v. Above 8,000 to 9,000	9.00
vi. Above 9,000 to 10,000	8.40
vii. Above 10,000 to 15,000	7.20
viii. Above 15,000 to 20,000	6.60
ix. Above 20,000 to 30,000	6.00
x. Above 30,000	5.00

NOTE: Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).



4. ELECTRICAL FEES

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

				Fee
i. 5 kVA or less	P	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	+	10.00/kVA
iv. Over 300 kVA to 1,500 kVA		3,600.00	+	5.00/kVA
v. Over 1,500 kVA to 6,000 kVA		9,600.00	+	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)

				Fee
i. 5 kVA or less	P	40.00		
ii. Over 5 kVA to 50 kVA		40.00	+	P 4.00/kVA
iii. Over 50 kVA to 300 kVA		220.00	+	2.00/kVA
iv. Over 300 kVA to 1,500 kVA		720.00	+	1.00/kVA
v. Over 1,500 kVA to 6,000 kVA		1,920.00	+	0.50/kVA
vi. Over 6,000 kVA		4,170.00	+	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				P 30.00/pole
ii. Guying Attachment			+	P 30.00/attachment

This applies to designs/installations within the premises.

d. 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	P 15.00	P 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.



f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. MECHANICAL FEES

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof	₱ 40.00
ii. Ice Plants, per ton or fraction thereof	60.00
iii. Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton	90.00
iv. Every ton or fraction thereof above 100 tons	40.00
v. Window type air conditioners, per unit	60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	

For evaluation purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):

- 1.10 kW per ton, for compressors up to 5 tons capacity.
- 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
- 0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

- 3.50 kW per ton, for compressors up to 50 tons capacity.
- 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
- 3.00 kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
- 0.80 kW per ton, for above 5 up to 50 tons capacity.
- 0.70 kW per ton, for compressors above 50 tons capacity.

b. Escalators and Moving Walks, funiculars and the like:

i. Escalator and moving walk, per lineal meter or fraction thereof	₱ 10.00
ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00
iv. Funicular, per lineal meter or fraction thereof	200.00
(a) Per lineal meter travel	20.00
v. Cable car, per lineal meter or fraction thereof	40.00
(a) Per lineal meter travel	5.00



c. Elevators, per unit:

i. Motor driven dumbwaiters	P 600.00
ii. Construction elevators for material	2,000.00
iii. Passenger elevators	5,000.00
iv. Freight elevators	5,000.00
v. Car elevators	5,000.00

d. Boilers, per kW:

i. Up to 7.5 kW	P 500.00
ii. Above 7.5 kW to 22 kW	700.00
iii. Above 22 kW to 37 kW	900.00
iv. Above 37 kW to 52 kW	1,200.00
v. Above 52 kW to 67 kW	1,400.00
vi. Above 67 kW to 74 kW	1,600.00
vii. Every kW or fraction thereof above 74 kW	5.00

NOTE:

- (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
- (b) Steam from this boiler used to propel any prime-mover is exempted from fees.
- (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

e. Pressurized water heaters, per unit	P 200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof	P 60.00
g. Automatic fire sprinkler system, per sprinkler head	P 4.00
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:	
i. Every kW up to 50 kW	P 25.00
ii. Above 50 kW up to 100 kW	20.00
iii. Every kW above 100 kW	3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet	P 20.00
j. Gas Meter, per unit	P 100.00
k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher	P 4.00
l. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:	
i. Up to 50 kW	P 10.00
ii. Above 50 kW to 100 kW	12.00
iii. Every above 100 kW or fraction thereof	3.00



m. Pressure Vessels, per cu. meter or fraction thereof	P	60.00
n. Other Machinery /Equipment for commercial /Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof	P	60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof	P	10.00
p. Weighing Scale Structure, per ton or fraction thereof	P	50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

6. PLUMBING FEES

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".	P	24.00
b. Every fixture in excess of one unit:		
i. Each water closet	P	7.00
ii. Each floor drain		3.00
iii. Each sink		3.00
iv. Each lavatory		7.00
v. Each faucet		2.00
vi. Each shower head		2.00
c. Special Plumbing Fixtures:		
i. Each slop sink	P	7.00
ii. Each urinal		4.00
iii. Each bath tub		7.00
iv. Each grease trap		7.00
v. Each garage trap		7.00
vi. Each bidet		4.00
vii. Each dental cuspidor		4.00
viii. Each gas-fired water heater		4.00
ix. Each drinking fountain		2.00
x. Each bar or soda fountain sink		4.00
xi. Each laundry sink		4.00
xii. Each laboratory sink		4.00
xiii. Each fixed-type sterilizer		2.00
d. Each water meter	P	2.00
i. 12 to 25 mm ø	P	8.00
ii. Above 25 mm ø		10.00



- e. Construction of septic tank, applicable in all Groups
 - i. Up to 5.00 cu. meters of digestion chamber ₱ 24.00
 - ii. Every cu. meter or fraction thereof in excess of 5.00 cu. meters 7.00

7. ELECTRONICS FEES

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication 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 of wired or wireless communications ₱ 2.40 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 centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location ₱ 1,000.00 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 indoor 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 of 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 systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire



alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management 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, multi-media 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 or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above	₱ 50.00 per unit

8. ACCESSORIES OF THE BUILDING/STRUCTURE FEES

- a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a. to 3.d. of this Schedule).
- b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (P 0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.
- c. Bank and Records Vaults with interior volume up to 20.00 cu. meters ₱ 20.00
 - i. In excess of 20.00 cu. meters ₱ 8.00



d. Swimming Pools, per cu. meter or fraction thereof:

i. GROUP A Residential	₱	3.00
ii. Commercial/Industrial GROUPS B, E, F, G		36.00
iii. Social/Recreational/Institutional GROUPS C, D, H, I		24.00
iv. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.		
v. Swimming pool shower rooms/locker rooms, per unit or fraction thereof:		
(a) Residential GROUP A		6.00
(b) GROUP B, E, F, G		18.00
(c) GROUP C, D, H		12.00

e. Construction of firewalls separate from the building:

i. Per sq. meter or fraction thereof	₱	3.00
ii. Provided, that the minimum fee shall be		48.00

f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

Use or Character of occupancy	Self-Supporting	Tylon (Guyed)
i. Single detached dwelling units.....	₱ 500.00	₱ 150.00
ii. Commercial/Industrial (Groups B, E, F, G) up to 10.00 meters in height.....	2,400.00	240.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00
iii. Educational/Recreational//Institutional (Groups C, D, H, I) up to 10.00 meters in height.....	1,800.00	120.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00

g. Storage Silos, up to 10.00 meters in height

i. Every meter or fraction thereof in excess of 10.00 meters	₱	150.00
ii. Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule		

h. Construction of Smokestacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:

i. Smokestacks, up to 10.00 meters in height, measured from the base	₱	240.00
(a) Every meter or fraction thereof in excess of 10.00 meters		12.00
ii. Chimney up to 10.00 meters in height, measured from the base		48.00
(a) Every meter or fraction thereof in excess of 10.00 meters		2.00



i.	Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas ₱	48.00
j.	Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume ₱	12.00
k.	Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters ₱	12.00
i.	Every cu. m or fraction thereof in excess of 2.00 cu. meters ₱	12.00
ii.	For all other than Groups A and B up to 10.00 cu. meters	480.00
(a)	Every cu. meter or fraction thereof in excess of 10.00 cu. meters	24.00
l.	Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume ₱	7.00
m.	Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:		
i.	Above ground, up to 10.00 cu. meters ₱	480.00
	Every cu. m or fraction thereof in excess of 10.00 cu. meters	24.00
ii.	Underground, up to 20.00 cu. meters	540.00
	Every cu. meter or fraction thereof in excess of 20.00 cu. meters	24.00
n.	Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:		
i.	Underground, per cu. meter or fraction thereof of excavation ₱	3.00
ii.	Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank	3.00
iii.	Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above.		
o.	Booths, Kiosks, Platforms, Stages and the like, per sq. meter or fraction thereof of floor area:		
i.	Construction of permanent type ₱	10.00
ii.	Construction of temporary type	5.00
iii.	Inspection of knock-down temporary type, per unit	24.00
p.	Construction of buildings and other accessory structures within cemeteries and memorial parks:		
i.	Tombs, per sq. meter of covered ground areas ₱	5.00
ii.	Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area	5.00
iii.	Totally enclosed mausoleums, per sq. meter of floor area	12.00
iv.	Multi-level interment inches per sq. meter, per level	5.00



v. Columbarium, per sq. meter 18.00

9. Accessory Fees

a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters ₱ 24.00

i. Every meter or fraction thereof in excess of 10.00 meters ₱ 2.40

b. Ground Preparation and Excavation Fee

i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.

(a) Inspection and Verification Fee ₱ 200.00

(b) Per cu. meters of excavation 3.00

(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit 50.00

(d) Per cu. meter of excavation for foundation with basement 4.00

(e) Excavation other than foundation or basement, per cu. meter. 3.00

(f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment 250.00

c. Fencing Fees:

i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof ₱ 3.00

ii. In excess of 1.80 meters in height, per lineal meter or fraction thereof 4.00

iii. Made of indigenous materials, barbed, chicken or hog wires, per lineal meter 2.40

d. Construction of Pavements, up to 20.00 sq. meters ₱ 24.00

e. In excess of 20 sq. meters or fraction thereof of paved areas intended for commercial /industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like ₱ 3.00

f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month ₱ 240.00

i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters ₱ 12.00



g. Erection of Scaffoldings Occupying Public Areas, per calendar month.

- i. Up to 10.00 meters in length ₱ 150.00
- ii. Every lineal meter or fraction thereof in excess of 10.00 meters 12.00

h. Sign Fees:

- i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area ₱ 120.00
 - (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters 24.00
- ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	₱ 36.00	₱ 52.00
Illuminated	24.00	36.00
Others	15.00	24.00
Painted-on	9.60	18.00

iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
Neon	₱36.00, min. fee shall be ₱124.00	₱46.00, min. fee shall be ₱200.00
Illuminated	₱18.00, min. fee shall be ₱72.00	₱38.00, min. fee shall be ₱150.00
Others	₱12.00, min. fee shall be ₱40.00	₱20.00, min. fee shall be ₱110.00
Painted-on	₱8.00, min. fee shall be ₱30.00	₱12.00, min. fee shall be ₱100.00

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups ₱ 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (₱5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor)

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.



k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:

i. Buildings in all Groups per sq. meter floor area	₱	3.00
ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences		4.00
iii. Structures of up to 10.00 meters in height		800.00
(a) Every meter or portion thereof in excess of 10.00 meters		50.00
iv. Appendage of up to 3.00 cu. meter/unit		50.00
(a) Every cu. meter or portion thereof in excess of 3.00 cu. meters		50.00
v. Moving Fee, per sq. meter of area of building/structure to be moved		3.00

10. Certificates of Use or Occupancy (Table II.G.1. for fixed costing)

a. Division A-1 and A-2 Buildings:

i. Costing up to ₱150,000.00	₱	100.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00		200.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00		400.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00		800.00
v. Every million or portion thereof in excess of ₱1,200,000.00		800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i. Costing up to ₱150,000.00	₱	200.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00		400.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00		800.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00		1,000.00
v. Every million or portion thereof in excess of ₱1,200,000.00		1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to ₱150,000.00	₱	150.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00		250.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00		600.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00		900.00
v. Every million or portion thereof in excess of ₱1,200,000.00		900.00

d. Division J-I Buildings/structures:

i. With floor area up to 20.00 sq. meters	₱	50.00
ii. With floor area above 20.00 sq. meters up to 500.00 sq. meters		240.00
iii. With floor area above 500.00 sq. meters up to 1,000.00 sq. meters		360.00
iv. With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters		480.00
v. With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters		1,200.00
vi. With floor area above 10,000.00 sq. meters		2,400.00



- e. Division J-2 Structures:
- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
 - ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.
 - iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:

(a) First 10.00 meters of height from the ground	₱ 800.00
(b) Every meter or fraction thereof in excess of 10.00 meters	50.00
- f. Change in Use/Occupancy, per sq. meter or fraction thereof of area affected ₱ 5.00

11. 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
 - Architectural Presentability
 - Structural Stability
 - Sanitary and Health Requirements
 - Fire-Resistive Requirements
- 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 sq. meters/unit ₱ 150.00
 - ii. Every sq. meter or fraction thereof in excess of 3.00 sq. meters 50.00
 - iii. Floor area of up to 100.00 sq. meters 120.00
 - iv. Above 100.00 sq. meters up to 200.00 sq. meters 240.00
 - v. Above 200.00 sq. meters up to 350.00 sq. meters 480.00
 - vi. Above 350.00 sq. meters up to 500.00 sq. meters 720.00
 - vii. Above 500.00 sq. meters up to 750.00 sq. meters 960.00
 - viii. Above 750.00 sq. meters up to 1,000.00 sq. meters 1,200.00
 - ix. 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 theaters ₱ 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 Section 4.e.

f. Annual Mechanical Inspection Fees:

i.	Refrigeration and Ice Plant, per ton:		
	(a) Up to 100 tons capacity	P 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	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
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 cu. 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
	(a) 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 ferries wheel, and the like, per unit	30.00

g. Annual electronics inspection fees shall be the same as the fees in Section 7 of this Schedule.

12. Certifications:

a.	Certified true copy of building permit ₱	50.00
b.	Certified true copy of Certificate of Use/Occupancy	50.00
c.	Issuance of Certificate of Damage	50.00
d.	Certified true copy of Certificate of Damage	50.00
e.	Certified true copy of Electrical Certificate	50.00
f.	Issuance of Certificate of Gas Meter Installation	50.00
g.	Certified true copy of Certificate of Operation	50.00
h.	Other Certifications	50.00

NOTE: The specifications of the Gas Meter shall be:

Manufacturer.....
 Serial Number.....
 Gas Type.....
 Meter Classification/Model.....
 Maximum Allowable Operating Pressure – psi (kPa).....
 Hub Size - mm (inch).....
 Capacity - m3/hr. (ft3/hr.).....