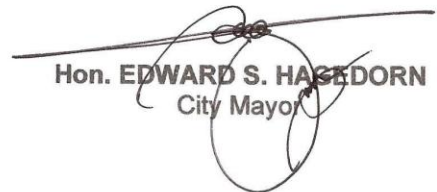


AGENCY: City Government of Puerto Princesa

DOCUMENT: Citizens' Charter


Hon. EDWARD S. HASEDORN
City Mayor



City Government of Puerto Princesa
City Hall, Sta. Monica, Puerto Princesa City 5300, Palawan
Tel. + Fax: (048) 433-2766



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LIST OF ABBREVIATIONS

CBO	City Budget Office/r
CED	City Engineering Department
CENRO	Community Environment and Natural Resources Office/r
CLO	City Legal Office/r
CR	Certification of Registration
CSWD	City Social Welfare Development (Office/r)
CTC	Community Tax Certificate
CTFRB	City Tricycle Franchise and Regulatory Board
CTO	City Treasurer's Office
DENR	Department of Environment and Natural Resources
DOH	Department of Health
DOLE	Department of Labor and Employment
DTI	Department of Trade and Industry
ECCD	Early Childhood Care Development
EIA	Environmental Impact Assessment
EMB	Environment Management Bureau
ENRO	Environment and Natural Resources Office/r
GSIS	Government Service and Insurance System
GSO	General Services Office/r
IEC	Information Education Campaign
IEE	Initial Environmental Examination
LRCO	Local Revenue Collection Officer
LTO	Land Transportation Office
MTOP	Motorized Tricycle Operators Permit
NBI	National Bureau of Investigation
OFW	Overseas Filipino Workers
OR	Official Receipt
PENRO	Provincial Environment and Natural Resources Office/r
PMMC	Pre-Marriage Counseling Certificate
PNP	Philippine National Police
POEA	Philippine Overseas Employment Agency
POW	Program of Work
PRC	Professional Regulation Commission
RA	Republic Act
RPT	Real Property Tax
SP	Sangguniang Panlungsod
TIN	Tax Identification Number
TODA	Tricycle Operators and Drivers Association
TOE	Tourism Oriented Establishments
TORU	Treasury Operation Review Unit
TRE	Tourism Related Establishments
TT	Tetanus Toxoid



1 INTRODUCTION

RA 9485, otherwise known as “*Anti-Red Tape Act of 2007*”, mandates all local government units to create their Citizens' Charter. The Implementing Rules of RA 9485 define Citizens' Charter as ***“an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service”***.

Prior to the enactment of RA 9485, the City Government of Puerto Princesa under the leadership of City Mayor Edward S. Hagedorn, has already made its service standards or pledge as provided in its Quality Management System Manual in accordance with standards set by ISO 9000:2001. It has also its Performance Management System – Office Performance Management System (PMS-OPES) approved by the Civil Service Commission. The City Government of Puerto Princesa has established and maintained a quality management system to enhance customer satisfaction through effective application of the systems.

In compliance with RA 9485, this Citizens' Charter is established to serve more than just a citizen's guide in transacting with the City Government of Puerto Princesa but also as a pledge between the City Government of Puerto Princesa and its constituents.

2 VISION and MISSION

VISION

TOWARDS A MODEL CITY
IN SUSTAINABLE DEVELOPMENT

MISSION

Promote a high degree of citizen and private sector participation in attaining balance between development initiatives and environmental protection;

Provide quality social services, community facilities and economic support services;

Carry out programs, projects and activities that will support the development thrusts of the provincial, regional and national governments;

To ensure transparent, responsive and client oriented governance with the highest degree of professionalism and public accountability.



3 PERFORMANCE PLEDGE and FEEDBACK AND REDRESS MECHANISMS

PERFORMANCE PLEDGE

**WE, the officials and employees of the
CITY GOVERNMENT OF PUERTO PRINCESA
in compliance with RA 9485 (Anti-Red Tape Law) do hereby
commit to deliver quality public service
as promised in the Citizens' Charter.**

Specifically, we will:

Ensure equal treatment of clients regardless of gender, religion or socio-economic class.

Serve efficiently with utmost courtesy from Monday to Friday at 8:00 AM to 5:00 PM wearing prescribed uniform and Identification Cards, without noon break. We will not entertain fixers.

Hear and act immediately on complaints within the day and provide complaint and assistance desk to take immediate corrective measures.

All these we pledge, **BECAUSE YOU DESERVE QUALITY SERVICE.**

FEEDBACK AND REDRESS MECHANISMS

WE would like to know how we have served you. Please do the following:

1. Accomplish our Customer's Feedback Form and give to our Complaint and Assistance Desk Officer of the Day.
2. Talk to our Complaint and Assistance Desk Officer of the Day for assistance.

If you are not satisfied with our service or have experienced some form of discrimination or unfair treatment, kindly refer your complaints, written or verbal to our Complaint and Assistance Desk Officer of the Day who shall immediately attend to your complaints.

4 SERVICE STANDARDS

Table 1. Office of the City Mayor

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Mayor's Clearance	1. Submit required documents to the Office of the City Mayor-Administrative Division	1. Receive the documents and prepare the clearance	1. Judge clearance, Fiscal clearance, Police clearance	depends on the purpose	10 minutes	Aileen San Luis/ Imee Cacatian
		2. Approve the clearance	2. Official Receipt		10 minutes	Asst. City Administrator Jessie Tabang
	2. Receive approved Mayor's clearance	3. Record and release document with dry seal	3. Community Tax Certificate		8 minutes	Aileen San Luis/ Imee Cacatian
2. Issuance of Mayor's Permit for:						
a. Cockfight	1. Submit letter request with official receipt for prescribed fee for cockfighting permit; if for other purpose, no Official Receipt needed	1. Receive the documents and prepare the permit	Letter request (with OR for cockfight permit)	250.00 per day for cockfight permit only	10 minutes	Aileen San Luis/ Imee Cacatian
b. Streamers		2. Approve the permit			1 hour for cockfighting and 20 minutes for other permits	City Administrator Atty. Agustin M. Rocamora/ Asst. City Administrator Jessie Tabang
c. For the Use of City Streets		3. Record and release document			8 minutes	Aileen San Luis/ Imee Cacatian
d. For the Use of Mendoza Park	2. Receive approved Mayor's permit					



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Issuance of: a. Mayor's Business Permit	1. Submit all the requirements to the assigned staff 2. Wait for the instruction if requirements are already complete 3. For businesses with capital/gross of P100,000.00 below, wait for the release within 30 minutes. 4. If the capital/gross is more than P100,000.00, wait for the given schedule of release. 5. Receive approved Mayor's permit	1. Interview and check the requirements 2. Capture and print Mayor's permit 3. Sort and review as to correctness of data 4. Initial and recommend for approval 5. Record and release to taxpayer	1. Barangay Clearance 2. Community Tax Certificate 3. Sanitary Permit/ Health Card 4. Zoning conformance 5. Business Tax Clearance 6. Land Tax Clearance 7. Fire Safety Clearance 8. DTI 9. SSS Clearance 10. Phil Health 11. Additional requirements accdg to category of business	Depends on the gross sales	30 minutes	Warlito Salido & staff
b. Registration of Motorized Fishing Boats / License for Motorboat Operator	1. Submit all the requirements	1. Interview and check the requirements	1. Barangay Clearance	160.00 / 310.00	15 minutes	Warlito Salido & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
c. Sticker to Tricycle Franchised Holder	<ol style="list-style-type: none"> 2. Wait for the instruction if requirements are already complete. 3. Wait for the given schedule of release. 4. Receive the approved certificate of number and motorboat operator license. <ol style="list-style-type: none"> 1. Submit all the requirements 2. Wait for the release of sticker 3. Receive the sticker 	<ol style="list-style-type: none"> 2. Encode and print certificate of number and motorboat operator 3. Sort and review as to correctness of data 4. Initial and recommend for approval 5. Record and release to taxpayer 1. Interview and check the requirements 2. Record the data 3. Release sticker to tricycle franchise holder 	<ol style="list-style-type: none"> 2. Community Tax Certificate 3. BFARMC 4. Baywatch Clearance 5. Builders Certificate 1. Barangay Clearance 2. Community Tax Certificate 3. TODA Certificate 4. OR and CR from LTO 5. Franchise copy 6. Inspection Slip 7. Validation of Franchise 	700.00 to 858.00	15 minutes	Warlito Salido & staff
d. Special Permit: - Caroling - Benefit Dance - Concert - Raffle Draw	<ol style="list-style-type: none"> 1. Submit letter request 2. Pay the corresponding fees. 3. Receive approved request 	<ol style="list-style-type: none"> 1. Receive and record letter request 2. Encode and print approval 3. Initial and sign the approval 4. Release approved request 	Letter request	20.00	30 minutes	Warlito Salido & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
e. Certification as requested: <ul style="list-style-type: none"> - No registered Business in the City - Has Secured Mayor's Permit - Mayor's Permit is under Processed 			Letter request	100.00	30 minutes	Warlito Salido & staff
f. Certified Xerox/True Copies of Mayor's Permit, Certificate Number, Motorboat Operator License	<ol style="list-style-type: none"> 1. Submit letter request 2. Pay the corresponding fees. 3. Receive certified copies as requested 	<ol style="list-style-type: none"> 1. Receive letter request 2. Research for the document to be certified 3. Release certified copies as requested 	Letter request	100.00	30 minutes	Warlito Salido & staff
4. Issuance of Market Clearance & Lease Contract	<ol style="list-style-type: none"> 1. Submit the complete requirements 2. Payment of arrear or market rental if any & clearance fee 3. Notary public of Lease Contract 4. Receive copy of the approved clearance/ contract 	<ol style="list-style-type: none"> 1. Check name on masterlist 2. Fill up form 3. Actual inspection on the stall site 4. Approval of Market Supt. 5. Record & release Market Clearance/ Lease Contract 	<ol style="list-style-type: none"> 1. Old Mayor's Permit 2. Barangay clearance 3. ID picture (2 x 2) 4. Trash Can 	100.00	2 hours	<p>Marjorie A. Mangilit</p> <p>Remedios T. Boy</p> <p>Roberto De Guzman</p> <p>Alfred Sy</p> <p>Armi Dela Torre</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
5. Issuance of Official Receipt (Market)	<ol style="list-style-type: none"> 1. Show the previous receipt 2. Pay the market stall rental 	<ol style="list-style-type: none"> 1. Refer to customer account record or record book 2. Computation 3. Issue OR 4. Record & release 	Old Official Receipt	None	30 minutes	Remedios T. Boy
6. Issuance of Cash Tickets	<ol style="list-style-type: none"> 1. Pay the stall rental 	<ol style="list-style-type: none"> 1. Check name on masterlist 2. Issue cash ticket 	None	None	5 minutes	Lilia Bumanlag Pablo P. Lungcay Carmelita A. Sebalda Rayam H. Taneo
7. Issuance of certification	<ol style="list-style-type: none"> 1. Fill up request form 2. Pay a certification fee 	<ol style="list-style-type: none"> 1. Check name on masterlist 2. Prepare certification 3. Approval of the Market Superintendent 4. Record & release 	<ol style="list-style-type: none"> 1. Request form 2. Mayor's Permit 	100.00	1 hour	Remedios T. Boy Delma M. Piñgol Alfred Sy Armi Dela Torre
8. Calibration of Weighing Scale	<ol style="list-style-type: none"> 1. Pay the corresponding fee if no Mayor's Permit 	<ol style="list-style-type: none"> 1. Check name on masterlist 2. Fill up calibration form 3. Actual calibration 4. Attach sticker 5. Record & release 	<ol style="list-style-type: none"> 1. Request Form 2. Mayor's Permit 3. Official Receipt 	60.00	1 hour	Eduardo P. Lorenzo

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
9. Slaughtering of: - Hogs - Cattle	<i>For Regular Meat Vendors & Walk-in clients:</i> 1. Bring animals for slaughter	1. Ante-mortem inspection	Veterinary Health Certificate	5.00/head	5 minutes	Ricardo Lagmay & Staff
		2. Slaughter animals		2.00/kg.	15 minutes	Ricardo Lagmay & Staff
		3. Post-mortem inspection		0.25/kg.	10 minutes	Ricardo Lagmay & Staff
		4. Scale carcass		None	3 minutes	Nora B. Callanga
		5. Issue official receipts			5 minutes	Elmer Marbella (Assigned CTO Staff)
	<i>For Walk-in clients only:</i> 2. Pay slaughter fees & submit O.R. 3. Pick-up carcass of animals	6. Deliver carcass to old and new market		0.50/kg.	1 hour	Ricardo Lagmay & Staff
		7. Collect slaughter fee			1 hour	Elmer Marbella (Assigned CTO Staff)
	<i>Regular Meat Vendors & Walk-in clients:</i> 1. Bring animals for slaughter	1. Ante-mortem inspection	1. Veterinary Health Certificate	10.00/head	5 minutes	Ricardo Lagmay & Staff
		2. Slaughter animals	2. Barangay Clearance	2.00/kg.	1 hour	Ricardo Lagmay & Staff
		3. Post-mortem inspection	3. Proof of Ownership (Inside the City)	0.25/kg.	10 minutes	Ricardo Lagmay & Staff
4. Scale carcass		4. Shipping Permit from PNP (outside the City)	None	3 minutes	Nora B. Callanga	

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
- Goats	<i>For Walk-in clients only:</i> 2. Pay slaughter fees & submit O.R. 3. Pick-up carcass of animals	5. Issue official receipts	5. Certification of Meat Inspection		5 minutes	Elmer Marbella (Assigned CTO Staff)
		6. Deliver carcass to old and new market 7. Collect slaughter fee		0.50/kg.	1 hour	Ricardo Lagmay & Staff
	<i>Regular Meat Vendors & Walk-in clients</i> 1. Bring animals for slaughter	1. Ante-mortem inspection	Veterinary Health Certificate	5.00/ head	5 minutes	Elmer Marbella (Assigned CTO Staff)
		2. Slaughter animals		2.00/kg.	1 hour	Ricardo Lagmay & Staff
		3. Post-mortem inspection		0.25/kg.	10 minutes	Ricardo Lagmay & Staff
		4. Scale carcass		None	3 minutes	Nora B. Callanga
		5. Issue official receipts			5 minutes	Elmer Marbella (Assigned CTO Staff)
	<i>For Walk-in clients only:</i> 2. Pay slaughter fees & submit O.R. 3. Pick up carcass of animals	6. Deliver of carcass to old and new market		0.50/kg.	1 hour	Ricardo Lagmay & Staff
7. Collect slaughter fee				1 hour	Elmer Marbella (Assigned CTO Staff)	
10. Issuance of Certification of Gross Sales	1. Submit letter request	1. Receive and Record letter request 2. Prepare Certification 3. Approve Certification	Letter Request	None	20 minutes	Saturnina O. Tesorio Dra. Indira A. Santiago

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Receive the approved certification	4. Record and release Certification of Gross Sales				
11. Request for Annual Gross Sales of Individual Meat Vendors	1. Submit letter request 2. Receive the approved Annual Gross Sales	1. Receive and Record letter request 2. Prepare Annual Gross Sales 3. Approve Annual Gross Sales 4. Record and release Annual Gross Sales	Letter Request	None	2 weeks	Saturnina O. Tesorio Dra. Indira A. Santiago
12. Licensing of Tourism Oriented establishments (TOE) and Tourism related Establishments (TRE)	1. Proceed to the City Tourism Office 2. Accomplish and submit application form	1. Issue and explain requirements on Application forms 2. Evaluate and assess application forms	1. Application form is duly accomplished and notarized 2. If corporation or partnership, copy Articles of Incorporation/partnership & its By-Laws; If single Proprietorship, Business Name Certificate (Not applicable if renewal, unless there are amendments).	Resort: New Applicant a.) Class "AAA" - 8,000.00;	3 minutes 3 minutes	Joselito Cruz Joselito Cruz

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the documents and proceed to Permits and Licensing Division	3. Inspect TOEs and TREs applied for	3. Latest Income Tax Return and audited financial statements for preceding year of operation & Mayor's Permit-preceding year. (Not applicable for new establishments)	b.) Class "AA" - 5,000.00;	30 minutes to 1 hour	Joselito Cruz
		4. Finalize checking of requirements	4. List of officials and employees and their respective designation a. Managerial and b. Rank and File and Bio-Data. For alien personnel, valid visa from the Commission on Immigration and deportation, Labor Permit from DOLE.	c.) Class "A" - 3,000.00;	2 minutes	Joselito Cruz
		5. Recommend approval to Permits and Licensing Division	5. Board Resolution designating person authorized to sign and transact business with the City Tourism Office	d.) Special Interest Resort: 1,000.00	3 minutes	Corazon Timones

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			6. Schedule of Current Room Rates, Food & Beverage Menu & latest Brochure 7. Ocular Inspection to be Conducted by the City Tourism Office 8. Such other papers or documents as may be required pertinent laws, rules and regulations and relevant local ordinances. Resort: 1. Comprehensive General Liability Insurance (validity shall be co-terminus with that of license): AAA Resort: P 100,000.00 AA Resort: P 50,000.00 A Resort: P 20,000.00	Renewal: Class AAA: 1,500.00 Class AA: 1,200.00 Class A: 1,000.00 Special Interest: 1,000.00 Hotel: Registration Fee: Deluxe Hotel 10,000.00		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			2. Signboard	First Class Hotel 8,000.00		
			3. Fire Fighting Facilities	Standard Hotel 5,000.00		
			4. Medical services	Economy Hotel 3,000.00		
			5. Registry Form/Book	Annual Supervision Fee:		
			6. Lifeguard and Security	Deluxe Hotel 1,500.00		
			Hotel:	First Class Hotel 1,200.00		
			1. Comprehensive General Liability Insurance (validity shall be co-terminus with that of license):	Standard Hotel 1,200.00		
			De luxe and First Class Hotel P 100,000.00	Economy Class Hotel 1,000.00		
			Standard and Economy Class Hotel: P 50,000.00	Tourist Inn:		
			Tourist Inn:	New Applicant 2,500.00		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			<p>1. Comprehensive General Liability Insurance (validity shall be co-terminus with that of license): See Ordinance</p> <p>Travel Agency:</p> <p>1. List of tour guides indicating their citizenship and home address (bio-data and photo)</p> <p>2. List of travel representatives, consultants, sales agents or persons who are regularly engaged in soliciting and booking of passengers.</p>	<p>Annual Supervision Fee - 800.00</p> <p>Pension House:</p> <p>New Applicant - 2,000.00</p> <p>Annual Supervision fee - 600.00</p>		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			<p>4. Contract of lease of office space or a sworn statement that the agency is a leasee thereof. Location shall be in a commercial district easily identifiable and shall be used exclusively for the travel agency business</p> <p>5. Two-year projected Financial Statement to reflect among other things, a minimum working capital of P 500,000.00</p> <p>6. Tourist vehicles registration and plate numbers.</p> <p>7. Performance Report on sales production of the preceding year.</p>	<p>Annual Supervision Fee - 375.00</p> <p>Restaurant:</p> <p>Annual Supervision fee - 500.00</p> <p>Sing Along Bar:</p>		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			<p>8. Tariff sheet detailing schedule of charges on all services, tour rates, validity, terms, conditions and responsibilities.</p> <p>9. Qualification of Travel/Tour agency manager and permanent staff.</p> <p>TRE'S/ Internet Café/Restaurant/ Sing Along:</p> <p>1. Sanitary Permit (City Health Office)</p> <p>2. Services and Rate Schedules</p> <p>3. Menu Schedule and rates</p> <p>4. Signboard</p> <p>5. Firefighting Facilities</p> <p>Van:</p>	<p>Annual Supervision Fee - 425.00</p> <p>Coffee Shops;etc:</p> <p>Annual Supervision fee - 475.00</p> <p>Van:</p> <p>Annual Supervision fee - 600.00</p> <p>Motorized Banca:</p> <p>Annual Supervision fee - 400.00</p> <p>Tricycle:</p> <p>Annual Supervision fee - 200.00</p>		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			1. OR and CR of the Vehicle (Xerox Copy). 2. Driver's License (Xerox Copy). 3. Contract of Lease of office space/garage or a sworn statement that the agency is a leasee thereof. Location shall be in a commercial district easily identifiable and shall be used exclusively for the travel agency business. 4. Tariff sheet detailing schedule of charges on all transport rates and other services with validity, terms, conditions and responsibilities 5. Trash Can/Fire Extinguisher/First Aid Kit	Souvenir shop: Annual Supervision fee - 425.00		

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			6. Inspection of Transport Units by the City Tourism Office. Motorized Banca: 1. Xerox copy of Certificate of Registration from MARINA 2. Bio-data of Boatmen and helper/s with I.D Picture. 3. Certificate of Training to operate a Motorized Banca from PNP Maritime/Marina. 4. Medicine Kit 5. Fire Extinguisher Certified by Bureau of Fire Protection 6. Uniform of Boatmen and Helper as prescribed by the organization and the City Tourism Office			

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			7. New Life Vest that corresponds to the number of passengers allowed by MARINA. 8. Newly Painted/Maintained 9. Tariff sheet detailing schedule of charges on all transport rates and other services with validity, terms, conditions and responsibilities Tricycle: 1. Certificate of Registration/OR from LTO. 2. Tariff sheet detailing schedule of charges on all transport rates and other services with validity, terms, conditions and responsibilities 3. Good Lighting Condition (Stop/Signal/Head Lights)			

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			4. Good Break and Tire Condition. 5. Certificate of Training from the City Tourism Office as Frontliner (XEROX). 6. Trash Can. 7. Uniform and Identification Card (XEROX) 8. Newly Painted/Well Maintained 9. Certificate of Franchise (XEROX) Souvenir Shop: 1. Price List of Products Tour Guide: 1. Proof of passing a seminar on basic Tour Guiding (local or national) 2. Latest Income Tax 3. Police Clearance (including Barangay, Judge and Fiscal Clearance) 4. NBI Clearance			

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON	
	Applicant/Client	Service Provider					
			5. 1 piece 2"x2" colored picture (New Applicant only)				
13. Reception/Guest Assistance	1. Submit request letter	1. Receive request letter	Letter of Request	None	30 seconds	Marlyn Navales	
		2. Classify needs of guests: a. Airport courtesies			30 seconds		Mary Mae Arcegono Doris Suelo Rene Baylon
		b. Tour Assistance			30 seconds		
		c. Briefing/ Orientation			1 hour		
	2. Coordinate with City Tourism Office regarding the status of request	3. Endorse to section in-charge	5 minutes	5 minutes	Corazon Timones Doris Suelo		
	4. Assign staff to do the job						
14. Complaints of TOEs and TRES	1. Submit complaint to the City Tourism Office	1. Receive letter of complaint	Letter of Complaints	None	30 seconds	Marlyn Navales	
		2. Record complaints			1 minute		Marlyn Navales
		3. Analyze the merits of complaint			5 minutes		
		4. Give due notice to concern person			6-8 hours		
2. Receive the action taken on the complaints							
15. Labor Market Information a. Registration of Job Applicants	1. Fill-up manpower registry	1. Interview and evaluate the applicant	1. Curriculum Vitae 2. School Credentials	None	5 minutes	Mary Glor Simon/ Nida Villadolid/ Joyce Enriquez	
	2. Submit documentary requirements	2. Validate submitted documents					

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
b. Job Matching	3. Register at PGMA Employment Kiosk Approach the responsible person and submit bio-data and other related pertinent documents	Match the applicants to job vacancies available in the masterlist	3. Licenses (PRC, Driver's License, etc) 4. Certificates of Employment 5. Certificates of Training Biodata/Resume and other related documents	None	3 minutes	Mary Glor Simon/ Nida Villadolid
16. Referral and Placement (Local and Overseas)						
a. Referral of Job Applicants for Job Placement	1. Approach the responsible person with application letter 2. Proceed to the referred employer	Provide referral slip to job seeker		None	1 minute	Mary Glor Simon/ Nida Villadolid/ Joyce Enriquez
b. Registration of Company and Job Vacancies	1. Fill-up Employer's Registration to register the company's job vacancies or manpower requirements	1. Include and update the list of registered companies and job vacancies	1. Certificate of Registration 2. TIN 3. Mayor's Permit	None	2 minutes	
c. Accreditation of Company (for licensed Placement Agencies)	1. Submit letter of intent and submit requirements 2. Receive the certificate	1. Evaluate submitted documents 2. Issue No Objection Certificate	1. Certificate of Registration 2. TIN	None	1 hour	Aileen C.M. Amurao/ Mary Glor Simon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
d. Special Recruitment Activity	1. Submit letter of intent and other documentary requirements	1. Validate submitted documents 2. Disseminate information 3. Line-up applicants 4. Screen applicants	3. Special Recruitment Authority from Accredited Job Orders for Overseas 4. POEA 1. Certificate of Registration 2. TIN	None	1 week	Nida Villadolid/ Joyce Enriquez
e. Jobs Fair	1. Submit documentary requirements	1. Invite employers 2. Disseminate information 3. Recruit and select applicant who is best suited for the vacant position	3. Accredited Job Orders 4. Letter of Intent 1. Certificate of Registration 2. TIN 3. Accredited Job Orders 4. Letter of Intent 5. Job Fair Authority from POEA	None	3 days	Aileen C.M. Amurao/ Mary Glor Simon/ Nida Villadolid/ Joyce Enriquez
17. Special Credit Assistance for OFWs - Lending Program for Departing OFWs	1. File application and submit necessary documents as to the proof of legal deployment	1. Evaluate and verify submitted documents 2. Conduct investigation	1. Duly accomplished Loan Application 2. Resume, Contract of Employment	3% of amount approved 1% interest per month	2 days	Aileen C.M. Amurao/ Nida Villadolid/ Mary Glor Simon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		3. Approve the loan 4. Monitor the processing and releasing of check 5. Collect payments 6. Issue Official Receipt	3. Passport, Medical Certificate, Residence Certificate 4. CSWD Certification, Barangay Certification 5. Sketch Map of Residence 6. Proof of Net Income (W2, Certificate of Employment) 7. Special Power of Attorney	1% penalty per month for delayed payments		
18. Special Program for Employment of Students (SPES)	1. Submit the biodata 2. Appear personally and submit the documents	1. Interview and screen the applicant 2. Evaluate the submitted documents 3. Sign Contract of Employment 4. Prepare the Assignment Order 5. Submit documents to DOLE for payment of 40% salary counterpart 6. Pay the salaries (60%)	1. Biodata, School Certification 2. W2 of parents with Income not more than P36,000.00/annum 3. Grades with gen average of at least 80% 4. Certificate of Employment	100.00		Aileen C.M. Amurao/ Mary Glor Simon/ Nida Villadolid/ Joyce Enriquez

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
19. Manpower Enhancement Program	1. Fill-up the Trainee's Profile and submit documents	1. Screen the submitted trainee's profile 2. Select skills training program 3. Conduct the training	1. Trainee's Profile, School Credentials 2. Licenses (PRC, Driver's License, etc) 3. Certificates of Employment and Certificates of Training	None		Mary Glor Simon/ Nida Villadolid/ Joyce Enriquez
20. Career Guidance and Counseling	1. Manpower Registration 2. School Credentials	1. Interview the applicant 2. Occupational Testing 3. Counseling 4. Referral 5. Conduct career information guidance to all secondary and tertiary schools within the city	1. School Credentials 2. Duly filled-up forms		3 minutes 1 hour 30 minutes 1 minute 4 hours per session	Aileen C.M. Amurao/ Mary Glor Simon/ Nida Villadolid

Approved by:

BY AUTHORITY OF THE CITY MAYOR:



 Atty. AGUSTIN M. ROCAMORA
 City Administrator II

Table 2. Office of the City Vice Mayor

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Processing of Application for Transfer of Franchise	1. Fill out Application Form and letter of Intent 2. Submit the accomplished form with required supporting documents to the Person-In-Charge 3. If already approved by the Sangguniang Panlungsod, pay the certification fee at the Office of the City Treasurer then proceed to SP Administrative Section for processing	1. Check and record the documents 2. Endorse the application for transfer to the SP Secretariat then SP Secretariat will endorse it to Committee on Transportation. 3. If approved, forward the application to SP Secretariat then SP Secretariat to SP Administrative Section	1. Accomplished Application Form 2. Accomplished letter of Intent 3. LTO OR-CR (photocopy) 4. Mayor's permit 5. Barangay Certification (as resident) 6. Deed of Sale in case of sale or Deed of Donation and Affidavit of Affinity in case of donation 7. Certificate of franchise (original)	2,500.00 (sale) or 100.00 (donation or inheritance)	10 minutes 10 minutes for inspection of unit more or less 1 month upon submission of the approval of application by Sangguniang Panlungsod	Mateo Gol-lod and Camila Guarino Mateo Gol-lod SP Committee on Transportation

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
2. Processing of Application for New Franchise	1. Fill out the Application Form and have it duly notarized	1. Check all submitted documents	8. Extra Judicial Settlement in case of a deceased donor 1. Duly notarized application form	693.00 for Mayor's permit	10 minutes	Hydhe Dizon
	2. Submit the duly notarized application form to the Person-In-Charge	2. Inspect the tricycle units 3. Record and file 4. Approve the release of new franchise	2. ID pictures, 2x2 3. Pictures of tricycle unit 4. LTO OR-CR		10 minutes	Delfin Gabo Hydhe Dizon
	3. Proceed to SP Administrative Section for processing	5. Forward the approved application to SP Secretariat then to SP Administrative Section	5. Barangay Certification 6. Letter addressed to the City Vice Mayor		more or less 1 week from the approval of the Sangguniang Panlungsod	SP Committee on Transportation
3. Provision of small infrastructures under the Bayanihan sa Barangay Program	1. Submit letter of request/proposal	1. Inspect proposed site	Letter request from schools or barangay officials	None	1 hour	Danilo Abrea/ Charlie Nalzaro and the Bayanihan Brigade of the City Vice Mayor's office

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
4. Provision of Educational Assistance to Grade 1 to VI and 4th year students	2. Arrange for site inspection	2. If approved, prepare Program of Works (POW)	Endorsement from teachers and approved by the City Vice Mayor	None	1 week	Violeta Dalonos/ Jenifer Guzman
	3. If approved, provide free labor counterpart until completion of the project	3. Groundbreaking ceremony. Construct the requested infrastructure thru bayanihan system			More or less one (1) week to complete the project depending on the extent of involvement of the community	
	4. Spearhead the inauguration and turn over of the project	4. Inauguration and turn over of the project				
	5. Responsible for the operation and maintenance of the project					
	1. Submit lists of beneficiaries (School or Teachers concerned)	1. Conduct orientation with the teachers and beneficiaries			1 hour	
5. Provision of Financial Assistance		2. Prepare final listing of beneficiaries			1 hour	
		3. Prepare payroll for educational assistance			4 hours	
	2. Personally claim monthly allowance (beneficiaries)	4. Distribute cash assistance to every school/beneficiaries			5 minutes per payee	
	1. Submit letter or request with attachment	1. Receive and record the letter and the required attachments	1. Letter request	None	10 minutes	Hydhe Dizon



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Fill out necessary documents before claiming the assistance	2. Approve and sign the request 3. Release the cash assistance	2. Barangay certification 3. Other requirement if needed such as medical certificate		1 week upon submission (first come first serve basis)	

Approved by:

LUCILO R. BAYRON
City Vice Mayor II

Table 3. Office of the Sangguniang Panlungsod

SERVICE STANDARD

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
I. ISSUANCE OF MOTORIZED TRICYCLE OPERATORS PERMIT 1. New Franchise approved by the Sangguniang Panlungsod	1. Pay the filing fee and franchise fee at the City Treasurer's Office 2. Submit the required documents 2. Receive MTOP certificate of franchise	1. Receive and record approved MTOP application from CTFRB	1. LTO Official Receipt (original with photocopy)	150.00 (filing fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		2. Issue list of requirements for issuance of certificate of franchise	2. LTO Certificate of Registration (original with photocopy)		10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		3. Receive and record required documents	3. Latest 2x2 ID picture, 2 pcs	350.00 (franchise fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		4. Process MTOP approved application and advise the applicant to return on a specific date for the release of certificate	4. Official Receipt for prescribed fees		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
		5. Release MTOP certificate of franchise			8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
2. Renewal of Franchise	1. Fill-up application form at the Sangguniang Panlungsod and pay the filing fee and franchise fee at the City Treasurer's Office	1. Provide application form	1. Official Receipt for prescribed fees	150.00 (filing fee)	1 minute	Rodelo M. Muñoz/ Romeo DG. Baylon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>2. Submit accomplished form and required documents</p> <p>3. Receive MTOP certificate of franchise</p>	<p>2. Receive and record accomplished application and required documents</p> <p>3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate</p> <p>4. Release MTOP certificate of franchise</p>	<p>2. LTO Official Receipt (original with photocopy)</p> <p>3. LTO Certificate of Registration (original with photocopy)</p> <p>4. Validation/ Inspection/ Sticker (original with photocopy)</p> <p>5. Receipt of payment of supervision fee (orig. w/ photocopy)</p> <p>6. Latest 2x2 ID picture, 2 pcs.</p> <p>7. Original certificate of franchise</p> <p>8. Barangay Clearance (original with photocopy)</p> <p>9. Tricycle Operators & Drivers Associations (TODA certification) (original with photocopy)</p>	<p>350.00 (franchise fee)</p>	<p>10 minutes</p> <p>1 week</p> <p>8 minutes</p>	<p>Rodelo M. Muñoz/ Romeo DG. Baylon</p> <p>Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfamoso II</p> <p>Rodelo M. Muñoz/ Romeo DG. Baylon</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Re-Issuance of Franchise	1. Fill-up application form at the Sangguniang Panlungsod and pay the reprinting fee of franchise and certification fee at the City Treasurer's Office	1. Provide application form	1. Official Receipt for prescribed fees	50.00 (reprinting fee)	1 minute	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit accomplished application and required documents	2. Receive and record accomplished application and required documents	2. LTO Official Receipt (original with photocopy)	20.00 (certification fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate	3. LTO Certificate of Registration (original with photocopy)		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
	3. Receive MTOP certificate of franchise	4. Release MTOP certificate of franchise	4. Validation/ Inspection/ Sticker (original with photocopy) 5. Receipt of payment of supervision fee (orig. w/ photocopy) 6. Latest 2x2 ID picture, 2 pcs 7. Original certificate of franchise 8. Barangay Clearance (original with photocopy)		8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			9. Tricycle Operators & Drivers Associations (TODA) certification (original with photocopy) 10. Affidavit of Loss			
4. Application for Substitution Motorcycle	1. Fill-up application form at the Sangguniang Panlungsod and pay the reprinting fee of franchise and certification fee at the City Treasurer's Office	1. Provide application form	1. Official Receipt for prescribed fees	50.00 reprinting of franchise	1 minute	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit accomplished application and required documents	2. Receive and record accomplished application and required documents 3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate	2. LTO Official Receipt (original with photocopy) 3. LTO Certificate of Registration (original with photocopy)	20.00 certification fee	10 minutes 1 week	Rodelo M. Muñoz/ Romeo DG. Baylon Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
	3. Receive MTOP certificate of franchise	5. Release MTOP certificate of franchise	4. Validation/ Inspection/ Sticker (original with photocopy) 5. Receipt of payment of supervision fee (orig. w/ photocopy)		8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			6. Latest 2x2 ID picture, 2 pcs. 7. Original certificate of franchise 8. Barangay Clearance (original with photocopy) 9. Tricycle Operators & Drivers Asso.(TODA certification) (original with photocopy)			
5. Application for Transfer of Franchise approved by the Sangguniang Panlungsod		1. Receive and record approved MTOP application from CTFRB	1. LTO Official Receipt (original with photocopy)	2,500.00, transfer fee (sale)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	1. Pay the prescribed fee at the City Treasurer's Office	2. Issue list of requirements for issuance of certificate of franchise	2. LTO Certificate of Registration (original with photocopy)	100.00, transfer fee (donation)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit the required documents	3. Receive and record required documents	3. Latest 2x2 ID picture, 2 pcs		10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		4. Process MTOP approved application and advise the applicant to return on a specific date for the release of certificate	4. Official Receipt for prescribed fees		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfamoso II
	2. Receive MTOP certificate of franchise	5. Release MTOP certificate of franchise			8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
6. Inspection of Motorized Tricycle and Validation of Franchise	1. Fill-up the inspection and validation form at the Sangguniang Panlungsod and proceed to the Motorpool Division for inspection of tricycle unit	1. Receive and record the inspection and validation form and Inspect the tricycle unit as to its road worthiness	1. Previous Inspection Form	None	10 minutes	Mateo Gol-lod
		2. Check the description of the motorcycle	2. Previous validation form		30 minutes	Mateo Gol-lod
		3. Advise the clients to return to the Administrative Staff Office, Franchise Div. for the validation of the certificate of franchise	3. Original Certificate of Franchise		2 minutes	Mateo Gol-lod
		4. Validate Clients certificate of franchise	4. Certificate of Franchise		5 minutes	Rodelo M. Muñoz/ Romeo D. Baylon/ Daniel T.Alfanoso II
	3. Receive the validated certificate of franchise	5. Record and release validated certificate of franchise			8 minutes	Rodelo M. Muñoz/ Romeo D. Baylon/ Daniel T.Alfanoso II

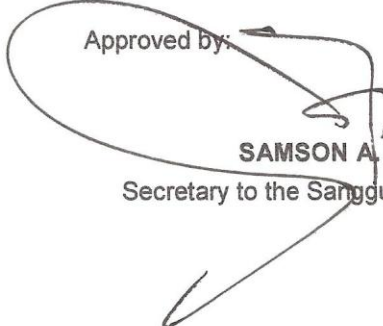
Approved by: 
SAMSON A. NEGOSA
 Secretary to the Sangguniang Panlungsod II

Table 4. Office of the City Administrator

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Request for the Approval of the following - Use of Mendoza Park - Use of Audio Visual Hall - Use of City Coliseum - Use of Sports Complex - Service Bus - Borrow/ Lease Heavy equipments - Green Trash Bin - Grass Cutters - Technical Assistance - Filling Materials - City Band/ City Choir - Demonstration of Products - Office Equipment	1. Submit letter request	1. Receive, review and record incoming documents	Letter request	None	10 minutes	Cristina A. Dacuan/ Rowena B. Molina
	2. Wait for the action on the request	2. Approve/ disapprove the request and refer to the concerned office			3 minutes	City Administrator Atty. Agustin M. Rocamora/ ACAdm Jessie A. Tabang
	3. Receive the approved/ disapproved request and proceed to the referred concerned office	3. Record and release outgoing documents			8 minutes	Cristina A. Dacuan/ Rowena B. Molina
2. Assistance to clients seeking financial/ legal assistance	1. Submit letter request	1. Receive, review and record incoming letter request	Letter request	None	10 minutes	Cristina A. Dacuan/ Rowena B. Molina
	2. Confer with the City Administrator or Asst. City Administrator	2. Act on the request and refer to the concerned office			15 - 20 minutes	City Administrator Atty. Agustin M. Rocamora/ ACAdm Jessie A. Tabang

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the acted upon letter request and proceed to the referred concerned office/s	3. Record and release outgoing letter request 4. Assist in coordinating with the referred concerned office/s			8 minutes 15 - 20 minutes	Cristina A. Dacuan/ Rowena B. Molina Cristina A. Dacuan/ Rowena B. Molina
3. Attestation of Resolutions and Ordinances approved by the Sangguniang Panlungsod	1. Sangguniang Panlungsod Secretariat to submit Resolutions and Ordinances approved by the Sangguniang Panlungsod	1. Receive, record and check signatories 2. Review/ attest on the veracity of the Resolution or Ordinance passed by the Sangguniang Panlungsod 3. Record and release attested Resolutions and Ordinances to the Office of the City Mayor for his signature	Resolutions and Ordinances passed by the Sangguniang Panlungsod	None	10 minutes 10 minutes 8 minutes	Cristina A. Dacuan/ Rowena B. Molina City Administrator Atty. Agustin M. Rocamora Cristina A. Dacuan/ Rowena B. Molina

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON	
	Applicant/Client	Service Provider					
4. Approval of: <ul style="list-style-type: none"> - Purchase Request - Obligation Request - BAC Resolutions - Notice of Award - Purchase Order - Voucher - Waste Material - COA Certification - Certificate of Emergency Purchase - Abstract of Bids - Program of Work - Application for Bond of Bgy. Officials - Contracts - Issuances 	1. Submit document with complete attachments and duly signed by the Head of Office	1. Receive, record and check signatories and attachments	Complete documents duly signed by the Head of concerned office	None	10 minutes	Cristina A. Dacuan/ Rowena B. Molina	
					2. Sign/ initial documents	1 minute	City Administrator Atty. Agustin M. Rocamora
	2. Receive the signed/ initialed document	3. Record and release the document			8 minutes	Cristina A. Dacuan/ Rowena B. Molina	
5. Approval of Payrolls	1. Submit payroll duly approved by the City Accountant and City Treasurer	1. Receive, record and review the completeness of attachments and signatories of the payroll	Payroll duly approved by the City Accountant and City Treasurer	None	10 minutes	Cristina A. Dacuan/ Rowena B. Molina	
		2. Approve payroll			1 minute	ACAdm Jessie A. Tabang	
	2. Receive approved payroll	3. Record and release approved payroll			8 minutes	Cristina A. Dacuan/ Rowena B. Molina	

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
6. Request for Endorsement to LTFRB	1. Submit Letter of Endorsement to LTFRB from the PPLTT Office together with the letter request of the client	1. Receive, record and review all the attachments	Letter of Endorsement to LTFRB from PPLTT Office and the letter request of the client	None	10 minutes	Cristina A. Dacuan/ Rowena B. Molina
		2. Sign the endorsement			1 minute	City Administrator Atty. Agustin M. Rocamora
	2. Receive the signed endorsement	3. Record and release the signed Letter of Endorsement			8 minutes	Cristina A. Dacuan/ Rowena B. Molina

Approved by:


Atty. AGUSTIN M. ROCAMORA
 City Administrator II

Table 5. Office of the Human Resource Management Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
Request for Issuance of Official Documents						
a. Certificate of Employment and Compensation	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Encode and proofread the certificate 5. Print and initial for signature of the CPO 6. Sign the certificate	1. Official Receipt from the City Treasurer's Office (for inactive employees only) 2. Approved Request Form	100.00	10 seconds 10 minutes 3 minutes 15 minutes 2 minutes 2 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Nelita T. Hitosis Cleofe M. Ogdamin CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the certificate requested	7. Release the signed certification thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
b. Certificate of Leave Balances	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form	1. Official Receipt from the City Treasurer's Office (for inactive employees only)	100.00	10 seconds	Lydia Herrera/ Christine T. Dacuan
		2. Receive and record accomplished request form	2. Approved Request Form		10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Compute and encode leave balances			15 minutes	Nelly Solina, Elma Villaverde, Mylene Atienza, Jean Paul Delos Reyes
		5. Print and initial for signature of the CPO			2 minutes	Cleofe M. Ogdamin

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the certificate requested	6. Sign the certificate 7. Release the signed certification thru the Administrative Division			2 minutes 8 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Lydia Herrera/ Christine T. Dacuan
c. Service Records	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Prepare the Service Records 5. Print and initial for signature of the CPO	1. Official Receipt from the City Treasurer's Office (for inactive employees only) 2. Approved Request Form	100.00	10 seconds 10 minutes 3 minutes 15 minutes 2 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Nelita T. Hitosis/ Nelly Solina, Mylene Atienza, Elma Villaverde Cleofe M. Ogdamin

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		6. Sign the Service Record			2 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
	3. Receive the Service Record requested	7. Release the signed Service Record thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
d. Training List Attended	1. Proceed to the Admin. & Records Division and fill-out the Request Form	1. Give client Request Form	- Latest Certificate of Training Attended, if there is any	None	10 seconds	Lydia Herrera/ Christine T. Dacuan
	2. Submit accomplished Request Form to the Admin. & Records Division	2. Receive and record accomplished request form			10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Print the Training Records			20 minutes	Delilah Fontanilla
		5. Sign the printed Training Records			2 minutes	Flora M. Aurelio
	3. Receive the Training List requested	6. Release the signed Training Records thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
e. Copy of Appointment and Other Pertinent Documents	1. Proceed to the Admin. & Records Division and fill-out the Request Form	1. Give client Request Form		None	10 seconds	Lydia Herrera/ Christine T. Dacuan

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Submit accomplished Request Form to the Admin. & Records Division 3. Receive the Documents requested	2. Receive and record accomplished request form 3. Approve the request 4. Locate from 201 Files requested documents 5. Release the requested documents thru the Administrative Division	- Approved Request Form		10 minutes 3 minutes 13 minutes 8 minutes	Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Angelina E. Magbanua/ Elena Cuison Lydia Herrera/ Christine T. Dacuan
f. Authentication of Documents	1. Proceed to the Admin. & Records Division and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Authenticate the documents	- Approved Request Form	None	10 seconds 10 minutes 3 minutes 5 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Remedios D.Redoña/ Angelina E. Magbanua

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the requested documents	5. Release the requested data thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
g. List of Existing Vacant Positions	1. Proceed to the Admin. & Records Division and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division 3. Receive the requested List of Vacant Positions	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Photocopy the list of vacant positions 5. Sign the list 6. Release the requested list of vacant positions thru the Administrative Division	- Approved Request Form	None	10 seconds 10 minutes 3 minutes 5 minutes 2 minutes 8 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Nelia T. Badilla/ Melanie M. Sabas Pacencia A. Contreras Lydia Herrera/ Christine T. Dacuan
h. Human Resource Data and Statistics Services	1. Proceed to the Admin. & Records Division and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form	- Approved Request Form	None	10 seconds 10 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		3. Approve the request			3 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Print the necessary data			10 minutes	Nelia T. Badilla/ Melanie M. Sabas
		5. Sign the printed data			2 minutes	Pacencia A. Contreras
	3. Receive the requested data	6. Release the requested data thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan

Approved by:



FELIMON R. SABAS
 CG Department Head II
 (City Personnel Officer)

Table 6. Office of the City Planning & Development Coordinator

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Locational Clearance a. for Mayor's Permit	1. Submit the application with the requirements	1. Receive and record the application with the required attachments 2. Review and assess the documents	1. Business Clearance from the Brgy. 2. Occupancy Permit (for new application) 3. Lease Contract (for new application/ if not the lot owner) 4. Brgy. Resolution (for new application) 5. Official Receipt for Zoning Fee	100.00	10 minutes 10 minutes	Beatriz C. Avorque/ Engr. Learsi R. Guinto/ Policarpio A. Miguel, Jr./ Bobby T. Dagaraga
	2. Pay the prescribed zoning fee at the Office of the City Treasurer 3. Receive the requested clearance	3. Receive the OR and process the application 4. Issue the clearance				
b. for Building Permit	1. Submits all the necessary requirements 2. Accomplish the Zoning Conformance & Application for Locational Clearance and pay the prescribed fee	1. Receive and review all submitted documents 2. Process the issuance of Locational Clearance	1. Certified true copies of title & tax declaration, and land tax clearance 2. Consent from lot owner/lease contract/deed of sale/ certification from CENRO-DENR (if not lot owner)	Based on project cost	25 minutes	Engr. Rex G. Bundac/ Engr. Edwin A. Roña/ Policarpio A. Miguel, Jr./ Engr. Learsi R. Guinto/ Bobby T. Dagaraga/ Danilo S.J. del Rosario

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
c. Consent on Merit Use	<p>3. Receive the clearance</p> <p>1. Fill-up the Application Form and submit all the requirements with the corresponding Lodgment Fee</p>	<p>3. Approve and release the clearance</p> <p>1. Receive and record the application with the required attachments</p> <p>2. Review and make initial assessment on the merits of the proposed project.</p> <p>3. Initiate the conduct of public/ community consultation, if necessary.</p> <p>4. Call for a meeting to deliberate and approve/deny the application</p>	<p>3. Building Plans, Specification, Bill of Materials/ Estimates</p> <p>4. Official Receipt for locational clearance</p> <p>1. Certified true copies of title, tax declaration, and tax clearance</p> <p>2. Segregation plan, building/structure plan</p> <p>3. Consent from lot owner/ lease contract/ deed of sale (if the applicant is not the lot owner)</p> <p>4. Brgy. Resolution, NTC/ DOTC Clearance, CAAP/ATO Clearance/ Evaluation Report from DOH</p>	3,000.00	15 days to 1 month	CPDO Engr. Jovenee C. Sagun/ Engr. Rex Bundac/ Engr. Edwin A. Roña/ DCC Members/ Engr. Learsy R. Guinto

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Accomplish the Certificate of Consent on Merit Use & Application for Locational Clearance, and pay the prescribed fee 3. Receive the approved clearance	5. If approved, process the issuance of Locational Clearance; if denied return the submitted documents to the applicant 6. Approve and release the clearance.	5. Official Receipt for prescribed fee	Based on project cost	25 minutes	
2. Printing of Maps	1. Accomplish the request form 2. Pay the map printing fee 3. Receive the requested maps	1. Receive and record the application 2. Approve the request form 3. Check the O.R. and process the requested map 4. Release and record the requested maps	1. Accomplished form 2. Official Receipt for the map printing fee	Based on requested map	1 to 2 days	Ronilito S. Cases/ Vilma C. Hoseley/ Julius C. Cayabyab CPDO Engr. Jovenee C. Sagun or authorized representative

Approved by:


Engr. JOVENE E SAGUN
 City Planning and Dev't. Coord. II

Table 7. Office of the City Registrar

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
Issuance of Civil Registry Documents a. Certificate of Live Birth - Registered on time	1. Fill-up request form (data sheet)	1. Receive and review the documents 2. Prepare the certificate 3. Record the documents for registration 4. Sign the certificate	Certificate of Marriage	50.00	10 minutes	Ma. Beatriz R. Engreso
	2. Pay the corresponding certificate fee	5. Issue receipt as proof of payments			30 minutes	Ma. Beatriz R. Engreso
- Delayed Registration	1. Fill-up request form (data sheet)	3. Receive the signed Certificate of Live Birth	1. Certificate of Marriage		2 minutes	Ma. Beatriz R. Engreso
		6. Release owner's copy			2 minutes	Madeleine G. Ordillas/ CCR Abner L. Maduro Sylvia R. Cabansag
		4. Record the document for registration	2. Baptismal Certificate		8 minutes	Ma. Beatriz R. Engreso
					10 minutes	Ma. Beatriz R. Engreso/ Madeleine G. Ordillas
		2. Post the Notice			10 days	Ma. Beatriz R. Engreso
		3. Prepare the documents			30 minutes	Ma. Beatriz R. Engreso

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Pay the corresponding certificate fee 3. Receive the signed Certificate of Live Birth	5. Sign the document 6. Issue receipt as proof of payments 7. Release owner's copy	3. School Records 4. Immunization Record	300.00	2 minutes 2 minutes 8 minutes	Madeleine G. Ordillas/ CCR Abner L. Maduro Sylvia R. Cabansag Ma. Beatriz R. Engreso
b. Death Certificate	1. Submit filled-up Death Certificate Form 2. Pay burial permit fee 3. Receive the Death Certificate	1. Receive and review the document 2. Record the documents for registration 3. Sign the certificate 4. Issue burial permit 5. Post the Notice (if delayed registration) 6. Release the copy	1. Accomplished Certificate of Death (MF 103) 2. Affidavit (for delayed registration)	10.00	10 minutes 5 minutes 2 minutes 20 minutes 10 days 8 minutes	Sylvia R. Cabansag Sylvia R. Cabansag CCR Abner L. Maduro Sylvia R. Cabansag Sylvia R. Cabansag Sylvia R. Cabansag
c. Marriage License	1. Apply for issuance of Marriage License 2. Pay the processing fee	1. Prepare the application for Marriage License 2. Record the application 3. Issue receipt for payment 4. Prepare Notice for posting 5. Post the Notice	1. Certificate of Live Birth 2. Baptismal Certificate	150.00	20 minutes 5 minutes 2 minutes 10 days	Sylvia R. Cabansag Sylvia R. Cabansag Sylvia R. Cabansag Sylvia R. Cabansag Sylvia R. Cabansag

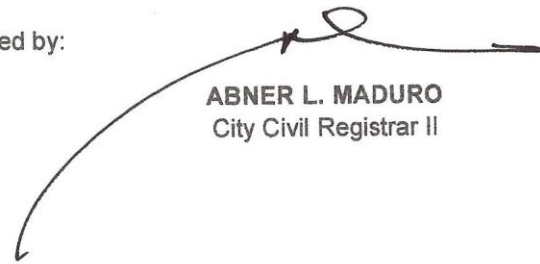


FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the Marriage License	6. Issue Marriage License			8 minutes	Sylvia R. Cabansag/ CCR Abner L. Maduro
d. Registered Certificate of Marriage	1. Submit filled-up Certificate of Marriage Form	1. Receive, review and record the documents for registration	1. Accomplished Certificate of Marriage (MF 97)	None	10 minutes	Marichu O. Heredero
		2. Sign the certificate	2. Affidavit (for delayed registration)		2 minutes	CCR Abner L. Maduro
		3. Post the documents (if delayed registration)			10 days	Marichu O. Heredero
	2. Receive the Certificate of Marriage	4. Issue the registered certificate of marriage	8 minutes		Marichu O. Heredero	
e. Legitimation and AUSF (Affidavit to Use the Surname of the Father pursuant to RA 9255)	1. Submit the required documents	1. Receive and examine the document	1. Certificate of Marriage	200.00	10 minutes	Ma. Beatriz R. Engreso/ Madeleine G. Ordillas
		2. Post the document	2. Joint Affidavit for Legitimation		15 days	Ma. Beatriz R. Engreso
		3. Prepare annotation on the Certificate of Live Birth	3. Affidavit of Acknowledgement		20 minutes	Ma. Beatriz R. Engreso
	2. Pay the corresponding processing fee	4. Indorse annotated Certificate of Live Birth to NSO upon request of the clients	4. Certificate of No Marriage (CENOMAR)		1 hour	Madeleine G. Ordillas/ CCR Abner L. Maduro
	3. Receive copy of annotation	5. Release copy of annotated Certificate of Live Birth			8 minutes	Madeleine G. Ordillas
f. Approved Petition for Correction of Clerical Error pursuant to RA 9048	1. Submit the petition including the requirements	1. Examine the petition as to completeness of requirements and supporting documents.	1. Baptismal Certificate		5 minutes	Marichu O. Heredero

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Pay the corresponding processing fee	2. Receive the petition upon payment by the petitioner of prescribed fees.	2. School Record	1,000.00	10 minutes	Marichu O. Heredero
		3. Post the Petition in a bulletin board	3. Marriage Certificate		10 consecutive days	Marichu O. Heredero
		4. Act on the petition and render a decision after the completion of the posting requirement	4. Voter's Registration Record		20 minutes	CCR Abner L. Maduro
	3. Receive a copy of the decision	5. Transmit a copy of the decision together with the records of the proceedings to the Office of the Civil Registrar General within 5 days	5. Passport		1 hr	Marichu O. Heredero/ CCR Abner L. Maduro
			6. Valid Identification Cards			
g. Approved Petition for Change of First Name pursuant to RA 9048	1. Submit the petition including the requirements	1. Provide the list of required documents to support the petition	1. Documentary Evidence to Support the Petition		2 minutes	Marichu O. Heredero
		2. Examine the petition	2. NBI Clearance		2 minutes	Marichu O. Heredero
	2. Pay the prescribed fees	3. Receive the petition upon payment of prescribed fees.	3. Police Clearance	3,000.00	10 minutes	Marichu O. Heredero

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the copy of the decision	4. Post the petition in a bulletin board 5. Publish the petition in a newspaper of general circulation 6. Act on the petition and render a decision 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	4. Certificate of Employment (if employed) 5. Affidavit on Non-Employment (if not employed) 6. Affidavit of Publication from the Publisher and a Copy of the News Paper Clipping		10 consecutive days once a week for two consecutive weeks 5 days 1 hour	Marichu O. Heredero Marichu O. Heredero CCR Abner L. Maduro Marichu O. Heredero/ CCR Abner L. Maduro
h. Authentication/ Certification of Civil Registry Documents	1. Fill-up request form 2. Pay the prescribed fee and receive the requested document	1. Receive the accomplished request form 2. Prepare the certification 3. Sign/ authenticate the documents 4. Issue receipt as proof of payment and release the document	Accomplished Request Form	50.00	10 minutes 30 minutes 5 minutes 10 minutes	Ma. Beatriz R. Engreso CCR Abner L. Maduro & staff Sylvia R. Cabansag Sylvia R. Cabansag

Approved by:



ABNER L. MADURO
City Civil Registrar II

Table 8. Office of the City General Services Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Inspection of supplies, materials, equipment, land and building owned by the City Government of Puerto Princesa	1. Proceed to GSO to inform them on the items/equipment/ land to be inspected	1. Prepare request for inspection of supplies, materials, and equipment delivered	Written/ verbal request for inspection	None	2 minutes	Arsenio Carambas/ Dante Gapulao/ Crizon Grande
	2. Await inspection result (approved report)	2. Assign inspector to conduct inspection			1 minute	
	3. Receive copy of signed DR	3. Sign the Delivery Receipts (DR) and approve Inspection and Acceptance Report			5 minutes	
2. Facilitate Registration and Insurance of Vehicle	1. Submit vehicle documents	1. Receive and record/check the documents	Vehicle documents from vehicle dealer: 1. Vehicle Invoice a. Official Receipt b. Certificate of Registration	None	20 minutes	Crizon Grande
		2. Stencil Engine Chassis number			30 minutes	
		3. Accomplish application form for vehicle based on complete documents received			20 minutes	
		4. Release application documents to the Government Service Insurance System for issuance of Premium Bill for processing of vehicle insurance			30 minutes	

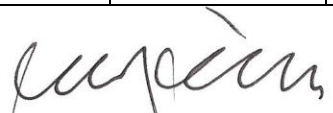
FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		5. Registration of vehicle at the LTO	2. PNP Clearance 3. Stock Report		1 hour	

Approved by:


REUBEN J. FERNANDEZ
 City General Services Officer II

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	5. Receive the Bgy.'s copies of the CBO reviewed and SP approved Bgy. Budget	4. Release copy of SP approved Bgy. Budget				Roberto D. Herrera and Staffs
2. Request for certification on existence of available appropriation.	1. Submit prepared obligation request to expenditures duly signed/certified of appropriate, necessary, lawful & proper charges.	1. Receive, stamp, index and journalize according to approved program and released allotment per quarter.	1. Certified charges/requests are necessary, lawful and proper	None	3 minutes	Jerico T. Casia/ Victoria M. Sermonia and staff
	2. Attach documents when required by CBO and Admin & Appropriation Division.	2. Review and verify if charges are necessary, lawful and proper 3. Require documents if found necessary by Admin. & Appropriation Division.			2 minutes	Victoria M. Sermonia and staff Asst. City Budget Officer Regina Cantillo & City Budget Officer Ruben J. Francisco
	3. Follow-up submitted documents with certification of funds.	4. Certify existence of appropriation and forward the OBR's to the accounting or other departments.			1 minute	City Budget Officer Ruben J. Francisco

Approved by:



RUBEN J. FRANCISCO
City Budget Officer II

Table 10. Office of the City Accountant

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Certificate of Clearance	<p>1. Pay the certification fee at the Office of the City Treasurer</p> <p>2. Receive the certificate of clearance and sign the duplicate copy</p>	<p>1. Check from the Subsidiary Ledger of the General Fund Special Education Fund and Trust Fund if an employee/client has no unliquidated cash advance/travel and loans</p> <p>2. Print the certification if the client has no unliquidated cash advance/travels and loan</p> <p>3. If the client has unliquidated cash advance/travels or loans, require him to liquidate it first before issuing the certification</p> <p>4. Initial the certificate of clearance</p> <p>5. Sign the certificate of clearance</p> <p>6. Record and release the certificate to the client</p>	<p>1. Official Receipt for Certification fee</p> <p>2. Res. Certificate</p> <p>3. Monthly Salary</p> <p>4. Rate/Position</p>	100.00	10 minutes	<p>Ma. Elena R. Gabinete/ Marina April V. Cahilig/ Quintiano M. Tucay Jr./ Jimmy L. Laab</p> <p>Asst. City Accountant Aida G. Dusong/ City Accountant Nanette A. Dario</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
2. Issuance of Certificate of Pag-ibig and GSIS Premiums/ Certificate of Multi-Purpose and Salary Loans	<p>1. Approach the responsible person and make a request for the certificate of Pag-ibig and GSIS premiums</p> <p>2. Receive the certificate of Pag-ibig and GSIS premiums and sign the duplicate copy</p>	<p>1. Check from the Salary Card and Remittance File the data of payments</p> <p>2. Print the certificate of remittance</p> <p>3. Initial the certificate</p> <p>4. Sign the requested certificate</p> <p>5. Record and release the requested certificate</p>	None	None	10 minutes	Ma. Elena R. Gabinete/ Ma. Shiela N. Atienza/ Esmeralda A. Sitchon
3. Certificate of Net Pay	<p>1. Approach the responsible person and make a request for the Certificate of Net Pay</p> <p>2. Receive the requested certificate and sign the duplicate copy</p>	<p>1. Check from the Salary card and Payroll the salary rate and all the deductions</p> <p>2. Print the certification of net pay</p> <p>3. Initial the certification of net pay</p> <p>4. Sign the requested certification</p> <p>5. Record and release the requested certification</p>	None	None	10 minutes	Aquilino B. Cariño Jr.
4. Certificate of Livelihood Loans	<p>1. Pay the certification fee at the Office of the City Treasurer</p> <p>2. Give the OR of certification fee to the employee in-charge of the livelihood loan</p>	<p>1. Check from the subsidiary Ledger if client has or has no outstanding loan</p> <p>2. Print the certification if the client has no outstanding loan</p>	<p>1. Official Receipt for the Certification fee</p> <p>2. Res. Certificate</p>	100.00	10 minutes	Marina April V. Cahilig

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		3. Initial the certification then forward it to the Department Head for signature 4. Sign the certification 5. Record and release the signed certification to the client				Asst. City Accountant Aida G. Dusong/ City Accountant Nannette Dario
5. Cert. of Service Record	1. If the client is an inactive employee, pay first the certification fee at the Office of the City Treasurer. But, if the client is an active employee, certification fee is not required. 2. Receive the requested certification and sign the duplicate copy	1. Check from the salary card the data of her/his record 2. Print the data and initial the certification 3. Sign the certification 4. Record and release the signed certification to the client	1. Official Receipt for the Certification fee	100.00	10 minutes	Ma. Shiela N. Atienza Asst. City Accountant Aida G. Dusong/ City Accountant Nannette Dario

Approved by:


NANNETTE A. DARIO
 City Accountant II

Table 11. Office of the City Treasurer

SERVICE STANDARD

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Community Tax Cert.	1. Secure and fill-up application form for CTC 2. After payment, receive the requested CTC	1. Assess and approve form for issuance of CTC 2. Issue CTC to taxpayers	1. Identification Card 2. Previous Year CTC	as per assessment	5 minutes	Norma M. Dacuan Remedios B. Valencia and staff
2. Collection of Taxes/Issuance of Official Receipts						
a. Real Property Tax	1. Get the request billing statement from the Real Property Tax/Business Tax & Fees Division and proceed to the Cash Receipts for payment of corresponding taxes 2. Receive the OR and have it posted to individual cards at the RPT Division	1. Issue Official Receipts as per statement of account 2. Post to individual cards	1. Billing Statement 2. Official Receipt	as per assessment	5 minutes	Remedios B. Valencia and staff
b. Traffic Violations	1. Present traffic citation ticket and pay the corresponding penalty 2. Return to the Traffic Management Office/LTO and present the OR for retrieval of vehicle	1. Compute, accept payment as per violation committed, and issue official receipts	Traffic Citation Ticket	as per assessment	5 minutes	Remedios B. Valencia and staff
c. Transfer Tax	1. Secure tax declaration from the City Assessor's Office	1. Compute proper tax	Deed of Sale/Tax Declaration	Whichever the higher x .00605	10 minutes	Remedios B. Valencia and staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
d. Certification Fees (CTO, Assessor, Engineering, Sangguniang Panlungsod)	2. Pay the corresponding taxes to the Cash Receipt Division, then return to the Register of Deeds for issuance of documents requested 1. Secure order of payment from the concerned department and proceed to the Cash Receipts Division 2. Pay the corresponding fees 3. Proceed to the concerned department for the issuance of certification requested	2. Issue Official Receipt 1. Accept payments based on the order of payment 2. Issue Official Receipt	Order of Payment/ Letter Request	Prescribed fees	5 minutes	Remedios B. Valencia and staff
e. Business Tax (Processing of Business Permit)	1. Accomplish and submit business application forms 2. Request billing statement and pay the corresponding taxes	1. Receive and assess gross business income 2. Issue/compute taxes, fees and quarterly dues	1. Barangay Clearance 2. Zoning Clearance		10 minutes 10 minutes	Juanito M. Basaya, Jr. and Elvira DC. Carlos Fe Padilla, Bert Condesa, Jason Escalona, Adorito Alleda, Fernando Lagrada, Eleonor Gaid
	3. Present official receipt for posting to individual cards 4. Submit documents to permits and licensing division for issuance of Mayor's Permit	3. Post Official Receipt to individual cards and return to taxpayers	3. Old Mayor's Permit/Renewal 4. Application forms		5 minutes	

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Checking of Remittance and Deposit of Collections	1. Present Statement of Collections and have it checked by the TORU personnel	1. Review computation of remittance and post to record book	5. Official Receipts		10 minutes	Loreto Mananon, Evelyn Bungcayao, Felipe Carbonell, Philip Ong Remedios B. Valencia
	2. Submit collection to LRCO III	2. Accept cash remittance and deposit to the banks	1. Statement and Summary of Collection and duplicate of official receipt 2. Deposit Slips, Cash and Check and Bank Book		10 minutes	
4. Disbursement and Issuance of Checks	1. Present approved payrolls/vouchers properly signed 2. Receive check / cash for payment of claims	1. Pay payrolls/vouchers to claimant or issue checks	1. Special Power of Attorney 2. Community Tax Certificate 3. Identification Card		15 minutes	Belen Larosa, Mila Tan, Moira Magno

Approved by:


ARMANDO D. ABREA
 City Treasurer II

Table 12. Office of the City Assessor

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Tax Declaration a. Simple Transfer Without Improvement	1. Fill-up request form	1. Receive/examine documents	1. Filled-up request form	30.00/ parcel	1 to 5 days	Alma O. Romasanta/ Janet M. Cuyno/ Cecilia V. Capalla/ Jasmin G. Abrea/ Alfred Ryan C. Sabas City Assessor Engr. Filemon D. Reynoso Jr.
	2. Fill-up sworn statement of true and current fair market value of real property	2. Review of assignment of City Assessor	2. Photocopy of Title			
	3. Pay the processing fee at the Treasurer's Office	3. Process documents	3. Tax Clearance			
		4. Approve/ sign Tax Declaration	4. Certificate of Authorizing Registration (CAR)			
	4. Receive copy of Tax Declaration	5. Release owner's copy of Tax Declaration	5. BIR fees			
						Roberto R. Nalica & staff/ Pacifico S. Palanca & staff/ Engr. Joven C. V. Baluyut & staff City Assessor Engr. Filemon D. Reynoso Jr.
						Alma Romasanta/ Janet M. Cuyno/ Cecilia V. Capalla/ Jasmin G. Abrea/ Alfred Ryan C. Sabas

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
b. Simple Transfer With Improvement c. Subdivision/Consolidation: - (1-5 parcels) without improvement - (1-5 parcels) with improvement - (6-10 parcels) without improvement - (6-10 parcels) with improvement - (10-15 parcels) without improvement - (10-15 parcels) with improvement - (15 - up parcels) with & without improvement			6. Deed of Sale 7. Deed of Donation 8. Transfer Tax 9. Official Receipt for Transfer fee		8 days	
					8 days	
					10 days	
					13 days	
					20 days	
					20 days	
					25 days	
				30 days or more		
2. Issuance of Computerized or Photocopy of Taxmap	1. Fill-up request form	1. Receive and evaluate documents	1. Filled-up request form	100.00 (computerized)	1 day	Samson D. Dagaraga
	2. Pay the corresponding fee at the Treasurer's Office	2. Research and prepare computerized map including adjacent owners	2. Tax Declaration	50.00 (photocopy)		Ma. Socorro R. Caniedo/ Samson D. Dagaraga
		3. Reproduce taxmap	3. Title			Arturo M. Timbancaya

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Receive the computerized or photocopy of tax map	4. Evaluate and check computerized maps 5. Approve computerized and photocopy of tax map 6. Release the computerized or photocopy of tax map	4. Official Receipt for Tax map fees			Engr. Joven CV Baluyot City Assessor Engr. Filemon D. Reynoso, Jr.
3. Issuance of Certified/Photocopy of Tax Declaration	1. Fill-up request form 2. Secure tax clearance at the Land Tax Office 3. Pay the corresponding fee at the Treasurer's Office 4. Receive certified/ photocopy of tax declaration	1. Receive and examine the documents 2. Research and verify the request 3. Reproduce and certify the tax declaration 4. Review the documents 5. Approve/ sign the tax declaration 6. Record and release the documents	1. Filled-up request form 2. Tax clearance 3. Official Receipt for certified copy fee	60.00 per tax declaration	1 day	Ellen C. Baylon Romeo Gaid/ Robert P. Oliveros Andross P. Del Rosario Elsa O. Colar Abcede H. Zabalo Alicia A. Ramirez
4. Issuance of Certifications - Certification of No Property - Certification of Total Land Holdings - Certification of Encumbrance	1. Fill-up request form 2. Secure tax clearance at the Land Tax Office 3. Pay the certification fee at the Treasurer's Office	1. Receive and examine the documents 2. Research and verify the request 3. Prepare and type the certification	1. Filled-up request form 2. Tax clearance 3. Official Receipt for certification	60.00 per certification	1 day	Ellen C. Baylon Romeo T. Gaid Crisanto T. Domino

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
- Certification of Tax Declaration & Still Existing	4. Receive the requested certification	4. Review the documents 5. Approve/sign the certification 6. Record and release the document				Elsa O. Colar Abcede H. Zabalo Alicia A. Ramirez
5. Issuance of Certification of No and With Improvements	1. Fill-up request form 2. Secure tax clearance at the Land Tax Office 3. Pay the certification fee at the Treasurer's Office	1. Receive and examine the documents 2. Assign request to appraisers for ocular inspection 3. Conduct ocular inspection 4. Prepare the documents 5. Type the certification 6. Review the documents 7. Approve/sign the certification	1. Filled-up request form 2. Tax clearance 3. Official Receipt for certification fee	60.00 per certification	4 days	Ellen C. Baylon City Assessor Engr. Filemon D. Reynoso Jr. Roberto M. Nalica & staff/ Pacifico S. Palanca & staff/ Engr. Joven C. V. Baluyut & staff Roberto M. Nalica & staff/ Pacifico S. Palanca & staff Andross P. Del Rosario/ Crisanto T. Domino Elsa O. Colar Roberto M. Nalica/ Pacifico S. Palanca

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Receive the requested certification	8. Record and release the documents				Alicia A. Ramirez

Approved by:

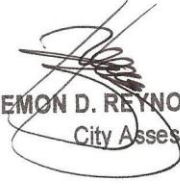

Engr. FILEMON D. REYNOSO JR.
 City Assessor II


Table 13. Office of the City Information Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Furnishing of Audio-Visual Information Materials	1. Fill-up the Request Form/Submit letter of Request	1. Give blank copy of Request Form/Receive letter of request	1. Filled-up Request Form	None	2 minutes	Elmer Guinto, Amie Bonales, Ricky Obligar
		2. Approve the request	2. Letter of Request		2 minutes	CIO Alroben J. Goh, Connie T. Aban
		3. Print the visual material from the computer			5 minutes	Elmer Guinto, Amy Bonales, Kris Romasanta
		4. Record the AV materials on file/burn CD Copy from file			10 minutes to 1 hour (depending on the length of AV materials)	Kris Romasanta
	2. Sign in the receiving book	5. Give copy to the requesting person			2 minutes	Elmer Guinto, Amie Bonales, Kris Romasanta
2. Documentation of activities of the city/bgys.	1. Fill-up the Request Form/Submit request letter	1. Provide blank request form/Receive letter of Request	1. Filled-up Request Form	None	2 minutes	Elmer Guinto, Amie Bonales, Ricky Obligar
		2. Approve the request	2. Letter of Request		3 minutes	CIO Alroben J. Goh, Connie T. Aban
	2. Confirm the status of the request	3. Schedule documentation activity for the confirmation of the request.	3. Program/ Invitation		3 minutes	Jojo Remo Jr., WPSED Cameramen.

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Distribution of Press Releases	1. Verbal inquiry of the press release needed 2. Receive the requested copy and sign in the logbook	1. Scan on file for a copy/Reprinting from copy on file	None	None	3 minutes	Maya Estiandan Ricky Obligar

Approved by:



ALROBEN J. GOH
City Information Officer II

Table 14. Office of the City Legal Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Rendering of legal opinion	<p>1. Submit letter-request/ referral & supporting papers, if necessary, to the CLO.</p> <p>2. See to it that client's copy has been properly stamped "RECEIVED" bearing the date, time and signature of the Receiving Officer.</p> <p>3. Receive the approved legal opinion</p>	<p>1. Receive and record letter-request/ referral for legal opinion.</p> <p>2. Check supporting papers as stated and submit to CLO or ACLO for assessment and work assignment</p> <p>3. Conduct research and start drafting the legal opinion. Advise the client the release date of the document</p> <p>4. Review, finalize and approve the legal opinion</p> <p>5. Record and release the approved legal opinion</p>	Letter-request	None	1 hour- 3 days	<p>Divina O. Fernandez/ Rosa Katherine J. Angeles Divina O. Fernandez/ Rosa Katherine J. Angeles</p> <p>Reynaldo O. Abordo</p> <p>CLO Atty. Gregorio Q. Austria/ACLO Atty. Shirley R. Daganta Lopel B. Zapanta/ Divina O. Fernandez/ Rosa Katherine J. Angeles</p>
2. Legal counseling	1. Proceed to the City Legal Office	1. Acknowledge the presence of the Client and know the purpose of visiting the office.		None	30 minutes- 1 hour	Lopel B. Zapanta/ Divina O. Fernandez/ Rosa Katherine J. Angeles

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Make an appointment with the Frontline Service Officer regarding the availability of the CLO/ACLO on a "FIRST COME, FIRST SERVE BASIS" 3. Sign the visitor's logbook before leaving the office	2. Advise client on the availability of the CLO/ACLO on a "FIRST COME, FIRST SERVE BASIS" 3. Provide legal assistance 4. Request client to sign the visitor's logbook before leaving the office				Lopel B. Zapanta/ Estelita T. Calilung CLO Atty. Gregorio Q. Austria/ ACLO Atty. Shirley R. Daganta/ Reynaldo Abordo Melfe Alvarez
3. Issuance of various legal instruments (affidavits/ deeds/ contracts)	1. Inform the Frontline Service Officer about the purpose of the visit to the CLO and present the required IDs and CTC 2. Provide honest and relevant information 3. Sign the requested legal instrument	1. Acknowledge the presence of the client and ask the client the needed legal document 2. Advise client to wait while the document is being prepared 3. Request client to sign the document	1. Two (2) valid ID's 2. Community Tax Certificate		30 minutes-1 hour	Lopel B. Zapanta/ Divina O. Fernandez/ Florencio M. Fernandez Jr/ Estelita T. Calilung/ Rosa Katherine J. Angeles

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Receive the notarized legal instrument	4. Notarize and release the requested legal instrument				CLO Atty. Gregorio Q. Austria/ ACLO Atty. Shirley R. Daganta

Approved by:

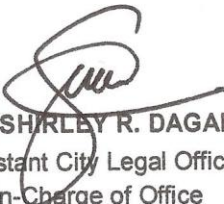

ATTY. SHIRLEY R. DAGANTA
 Assistant City Legal Officer
 In-Charge of Office

Table 15. Office of the City Health Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Request for Medical Consultation/ Medicines a. General consultation	1. Secure Priority Number from the security guard on duty 2. Approach admitting personnel when priority number is called for vital sign taking and give vital information and chief complaints 3. Proceed to Medical Officer at the Annex Building (CHO II) to submit self for medical examination to the physician and receive prescription for medicines/lab requests 4. If given with laboratory requests, proceed to laboratory section for laboratory test	1. Call the number to be served 2. Search & locate patient's record from the files, if none, issue family number to new client/ patient. Document chief complaint, vital signs, medical history and other relevant information in the patient record. 3. Bring client's record and assist client to the physician for further evaluation and assessment to complete physical examination 4. Perform the necessary procedure: extract blood as needed or collect specimen such as stool, urine, sputum; examine the specimen submitted; and issue result	1. Family Number Identification Card (for old patient) 2. Growth Chart/Child Immunization Record (for old patient)	None	20 minutes	Ma. Helene C. Palanca & staff/ CHO Dr. Juancho Monserate/ ACHO Dr. Ricardo Panganiban/ Dr. Dean Palanca/ Dr. Eunica Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>5. Prescription (for unavailable medicines)- purchase/buy the medicines at any private pharmacy.</p> <p>6. Bring patient's record and proceed to CHO Main Bldg to the Dispensing Section/Pharmacy (BOTIKA)</p> <p>7. Approach Dispensing Nurse to get medicines prescribed and sign receipt on listed medicines received.</p>	<p>5. Make final diagnosis based on history and physical examination and the laboratory result</p> <p>6. Provide medical advices to client on how to take medicines and the scheduled follow-up</p> <p>7. Retrieve and collect patient's records, return them to Records Section for proper filing and reporting</p>	<p>3. Patient's record/Admission form for dispensing of medicines</p>		<p>5 minutes</p>	<p>Ma. Helene C. Palanca</p> <p>Nestor Timbancaya</p>
<p>b. Medico Legal Consultation/ Commitment to jail/ Medical Certificate (Sick leave, athletes/ Encampment/ Reinstatement/ Employment/ Appointment)</p>	<p>1. Proceed to Admission Section and approach admitting personnel</p>	<p>1. Admit client and fill-up Patient's Admission Form and take vital information regarding their complaints</p>	<p>Request from PNP for jail commitment</p>		<p>20 minutes</p>	<p>Ma. Helene C. Palanca & staff/ CHO Dr. Juancho Monserate/ ACHO Dr. Ricardo Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Give vital information/incident/chief complaints and submit for vital signs taking before proceeding to the Medical Officer at the Annex building	2. Advise the client to proceed to the physician for examination	Family Number for Sick leave and medical certificate form for athletes/schools/agencies			
2. Request for Pre-natal care	<p>1. Secure Priority number and wait to be called</p> <p>2. Present priority number when called and family number for old clients. For new clients, provide personal data. Subject self to pre-natal examination. Retrieve back HBMR and follow subsequent instruction for return visit.</p>	<p>1. Give Priority Number - for old clients: get and fill-up HBMR/ Interview/ record the data needed; for new clients: provide HBMR/ get personal data and OB History and Record</p> <p>2. Conduct routine pre-natal and complete physical exam to clients. Counseling & IEC to pregnant woman, give advise for schedule of Tetanus Toxoid Immunization</p> <p>3. Refer pregnant woman with danger signs/other illnesses to Admission or physician for consultation & evaluation. Return to PHN/RHN for recording of lab results and for proper instruction and management and return back HBMR to clients. Advise for return visit.</p>	HMMR (Home Based Maternal Record) for old clients and Family Number	None	<p>10-15 minutes</p> <p>5-10 minutes</p>	<p>Ma. Dolores Mesicula & staff</p> <p>Elma T. Reynoso & staff</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Request for Immunization to: a. Infant (0-11 months)	1. Parents/Guardian should secure priority number and wait for the number to be called 2. Present priority number and family number when called (old client); for new clients provide child's personal data. 3. Wait for child's turn to be immunized. Get copy of your child's ECCD Card (Early Childhood Care Development) Card after the child has been immunized.	1. Provide priority number, get ECCD Card for old client and provide card to new one. 2. Get vital information and fill-up ECCD Card. Record information to TCL 3. Assess and screen infants for immunization; give immunization to eligible infants and give vitamin A to 9 months infant simultaneous with measles. 4. Refer sick children before immunization to admission section/ physician/ hospital for further evaluation and management 5. Advice and educate parents/ caregivers on health; return ECCD to clients and give instruction for schedule of return visit.	ECCD Card (old clients) or growth monitoring Chart Family number for old clients	None	10-15 Minutes 5-10 minutes	Ma. Dolores Mesicula & staff Elma T. Reynoso & staff
	b. Pregnant Mother	1. Secure priority number and wait to be called	1. Follow procedure for pre-natal care	HMMR (Home Based Maternal Record) for old clients and Family Number	None	10-15 minutes

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Present priority number when called and family number for old clients. For new clients provide personal data. Subject self to immunization. Retrieve back HBMR and follow subsequent instruction for return visit.				5-10 minutes	Elma T. Reynoso & staff
4. Request for laboratory examination services and issuance of results						
a. BSMP (Blood Smear for Malaria Parasites)	1. Pay prescribed fees (for laboratory test requiring payments)	1. Advise client to pay corresponding fee	Physician's request	None	1 hour	Lolita M. Moraga & staff
b. CBC	2. Submit specimen	2. Get/accept specimen	Official Receipt	75.00	Half day	
c. Blood Typing		3. Advise the client when to return to get the result	Specimen	30.00		
d.. Hemoglobin		4. Examine specimen	Health Card (food Handlers)	30.00		
e. Hematocrit	3. Get Result	5. Record and release the result		30.00		
f. Platelet Determination				40.00		
g. Bleeding/Clotting Time				40.00		
h. Widal Test				100.00		
i. Urinalysis/Pregnancy Test				40.00		
j. Fecalalysis				50.00		
k. Lipid Profile				340.00		



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
l. Fasting Blood Sugar m. Hepatitis B n. Gram Stain for Sexual Transmitted Infection o. Sputum	<i>(Note: Lab Exam shall have the physician's request.)</i>			100.00 150.00 30.00 None	4 days	
5. Request for Tetanus Toxoid	1. Proceed to NTP section 1st dose - 1st visit 2nd dose - after 1 month 3rd dose - after 6 months 4th dose - after one year 5th dose - after one year <i>If there's a wound:</i> Gathering of patient's history Assessment of patient's condition	1. Carry out doctor's order 2. Conduct Health Education to patient 3. Give intramuscularly Tetanus Toxoid, 5 ml injection 4. Give post injection instruction	TT Card <i>If severe: Doctor's Order</i>	5.00 for syringe	5 minutes 10 minutes	Joy Tianchon
6. Request for Dental Services						
a. Oral Examination	<i>New:</i> 1. Get family number to the Dental Aide Admission of patient by Dental Aide 2. Wait for your turn for personal data gathering and evaluation	1. Issue Family Number 2. Screen and evaluate px individually for a new one	Family Number (old patient) Official Receipt		10 minutes	Dr. Edgar G. Villagracia & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
b. Tooth Extraction c. Oral Prophylaxis d. Dental Filling e. Dental Consultation and Gum treatment	3. Prepare for oral examination, and undergo individual screening and evaluation 4. New patient will undergo oral examination before tooth extraction/ oral prophylaxis 5. Get prescription for medicine to CHO Pharmacy	3. Conduct oral examination of teeth and required service: - Tooth extraction -Oral prophylaxis/ scaling -Dental filling -Dental examination and gum treatment 4. Fill-up individual record of px 5. Prescribe medicines and refer to CHO Pharmacy		75.00 temporary tooth 100.00 permanent tooth 250.00 100.00 (d) None (e)	30 minutes 30 minutes	
7. Request for Tooth Brushing Drill and Fluoridization (in different schools)	1. Provide glasses and clean water to be used in tooth brushing drill and fluoridization 2. Listen attentively to the lecture about oral dental care before the actual tooth brushing drill and fluoride mouth rinsing	1. Coordinate with school officials 2. Give lecture and demonstration on proper oral hygiene 3. Distribute toothbrush with toothpaste to every pupil (Grades 1 and 11)	Attendance in school	None	1 hour (with follow-up monthly)	Dr. Edgar G. Villagracia & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		4. Conduct actual tooth brushing drill and fluoridization 5. Get the list of pupils who participated in the drill				
8. Request for Re-supply of Contraceptives	1. Present return visit card to Popcom personnel 2. Submit self for vital signs examination (blood pressure, weight, etc.) 3. Accept necessary Family Planning Service/ contraceptive, sign logbook and get return visit card again	1. Get Record from file 2. Interview/ assess the client for possible complaint 3. Help/ recommend other method 4. Release/Give Family Planning supply 5. Update client record	None	None	10 minutes	Isabelita Pelonia & staff
9. Request for Intra Uterine Device (IUD)	1. Approach front desk personnel 2. Submit self for necessary examination (menstruation, weight, blood pressure, etc.) and IUD insertion	1. Interview/counsel the client 2. Prepare family planning service record 3. Prepare instrument 4. Conduct physical, pelvic and internal examination before insertion of IUD, if qualified	Have menstruation	None	30 minutes	Arminda Buaya

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Sign necessary documents	5. Provide return visit card and conduct post counseling				
10. Request for PAPANICULAO SMEAR (PAP SMEAR) for early detection of cervical cancer	1. Approach the staff and asked about PAP smearing 2. Submit self for physical examination 3. Receive the released specimen and sign in the logbook 4. Bring specimen to Pathologist and get result on specified date of return 5. Return to Popcom Office and present the result of Laboratory to physician	1. Interview/ assess the client 2. Physically examine the client and prepare for actual Pap Smearing 3. Examine the pelvic and collect specimen for pap smear 4. Release slides to client for laboratory reading of the Pathologist 5. Advise the client for return visit	At least 10 days after menstruation 3 days no sexual contact	150.00	30 minutes	Arminda Buaya Arminda A. Buaya/ Dra. Eunice Rina Herrera
11. Request for Resource Speaker on Family Planning Health and Nutrition Subjects	1. Approach front desk personnel and present the letter request 2. Ask for the availability of speaker 3. Return/ call for confirmation of speaker	1. Receive and record letter request 2. Schedule date of Resource Speaker and personnel assigned to do the job	Letter request for approval of the Department Head	None	15 minutes	Concerned personnel

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
12. Issuance of Medico Legal/ Autopsy Examination results	<p><i>For Medico-Legal:</i></p> <p>1. Proceed to CHO Secretary to present/give the letter request</p> <p>2. Subject self for physical examination by the Physician</p> <p>3. Bring admission form to Admin Section for preparation of document, then bring the document back to the physician for signature and receive the client's copy</p>	<p>1. Receive request for medico legal examination and advise the client to proceed to Admission Section</p> <p>2. Take vital information on the patient and refer to physician afterwards</p> <p>3. Conduct physical examination, document the findings/ recommendations on the admission form, and advise the patient to bring the record to the Admin Aide for preparation of Medico Legal document</p>	<p>Request from the authority if the case was brought to the police or from the surviving family (for autopsy exam)</p> <p>Admission Form and Official Receipt</p>	<p>80.00 (Medico Legal)</p>	<p>30 minutes</p>	<p>Ma. Helene C. Palanca & staff</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p><i>For Autopsy:</i></p> <p>1. Proceed to Admission Section and wait for the assignment of the CHO who will conduct the autopsy</p> <p>2. Receive the copy of the autopsy report from the Admin Section</p>	<p>1. CHO will assign Physician who will conduct an autopsy exam</p> <p>2. Conduct autopsy examination and document the result for preparation of autopsy report</p> <p>3. Prepare and sign the autopsy report</p>		100.00	3 hours	<p>CHO Dr. Juancho V. Monserate/ ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro</p>
<p>13. Issuance of physically fit Certificate for Medical/ Physical Examination Result/ Dental/ Pre-Marriage Certificate</p>	<p>Proceed to Admin staff/Clerk for the preparation of the medical certificate after presenting the laboratory tests and present self to the physician for medical examination and signature</p> <p>Pay the corresponding fee</p>	<p>Prepare medical certificate and advise client to proceed to admission for some vital signs taking before proceeding to the physician for physical examination. (a,b,c,d,f,g)</p>	<p>Laboratory Results (CBC, Chest X-ray, Urinalysis, Drug Test) for (a) Drug Test (b)</p>		10 minutes	<p>ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
a. Employment	<i>For sickness:</i>	<i>For e and h:</i>	Patient's record (e)			
b. Driver's license	Proceed to Admission section for vital information and to physician for physical examination then to Admin. Section for preparation of Medical Certificate	Take vital information and advise the patient to proceed to the physician for examination	Bond Form (f)	70.00 (medical cert.)		
c. Physically/Mentally fit	<i>For Immunization:</i>		Official Receipt			
d. Jail Commitment	Proceed to MCH Section for the record of the child (City Health Officer signs the Immunization Certificate)	Interview client, search data needed and submit records to Admin Division for payment of Research and Certification Fee before issuance of immunization signed by the City Health Officer	Marriage application for License (K)	70.00 (Immunization Certificate)	15 minutes	CHO Dr. Juancho Monserate (immunization cert.) with the support of immun. & pre-natal section
e. Diagnosis (Financial/Medical Assistance)	<i>For Dental Clearance:</i> Wait for your turn for oral examination and payment of corresponding fees before the Dental Certificate will be issued	Admit client for oral examination of the dentist before issuance of Dental Certificate	Attendance for Pre-Marriage Counseling	30.00 (dental)	20 minutes	Dr. Edgar G. Villagracia & staff
f. Bond	<i>For PMCC:</i> Present Marriage Application Form	1. Receive application for recording and prepare Pre-Marriage Counseling Cert		None	2 hours (PMC)	Isabelita A. Pelonia & staff
g. School Requirements		2. Conduct Counseling session before releasing PMC Certificate				



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
h. Leave of Absence i. immunization j. Dental Clearance k. Pre-Marriage Counseling Certificate l. Health Certificate	<i>For Health Certificate:</i> Proceed to Laboratory Section for examination/Physician/Disease Control/CHO	Check if required examinations were done; record in the logbook		310.00 (FH); 50.00 (NFH)		Chona C. Cabiguen & staff
14. Issuance of Death Certificate	1. Proceed to Admin Section and show proof of Death of the deceased person before referring to the physician 2. Proceed to the physician for determination of the cause of death before going back to the Admin Section for preparation of death certificate 3. Bring back the prepared death certificate to the physician for signature before the admin Staff releases the copy	1. Check/verify proof of death/ Certificate of death or Bgy. Certificate 2. Determine cause of death to be indicated in the death certificate then advice the client to go back to Admin Section for preparation of Death Certificate before affixing his signature	Bgy. Certification or proof of death; if delayed (Affidavit of Delayed Registration & Affidavit of two Disinterested persons Official receipt	50.00	15 minutes	ACHO Dr. Ricardo B. Panganiban/ Dr. Dean Palanca/ Dr. Eunice Rina Herrera/ Dr. Ma. Teresa Wycoco/ Dr. Janeth Reston/ Vilma Abaa/ Marilyn Tabang/ Trini Ann Castro

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
16. Issuance of Food Commodities for the UWPS children and identified Underweight Pregnant for Patient who seek consultation at the CHO	Present referral from Midwife or Medical Officer, receive food commodities, and log to record book	Receive referral form, identify the client if underweight, give counseling, give supplementary food, and advise for monitoring and for re-issuance of food	Referral form/patient medical record	None	10 minutes	Ms. Analiza R. Herrera & staff
17. Provisions of Other Health Related Services: a. Giving Free counseling on proper diet & diet management (Adult & children) b. Parents of UWPS Underweight pregnant c. Provide technical assistance	Present concern to the Nutritionist-Dietitian, give pertinent data on health status and vital statistics and/ or present the diet prescription given by the doctors, if any. Present self for counseling on proper diet and diet management and/or necessary documents or data Receive diet prescription from the nutritionist-Dietitian and affix signature on client Counseling Record Book/walk-in clients.	Inquire patients/clients concern and conduct nutrition counseling; Provide technical assistance and advise for monitoring and return visit if necessary	a.) None b.) Parents record from admission indicating underweight child c.) Pink card and referral from midwife	None	15-20 minutes	Ms. Analiza R. Herrera
18. Provisions of Food Handler Seminar	Participants sign at the Attendance Sheet and attend the lectures	Give lectures using Visual Aids	Attendance	None	One day	Chona C. Cabiguen & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
19. Provisions of Services to Sanitary complaints	Fill-up sanitary complaint form and submit to the receiving clerk	Secure Mission Order from the City Health Officer to inspect the subject complaint and issue Sanitary Order/recommendation	Complaint Form	None	2-5 days	Chona C. Cabiguen & staff
20. Provision of Services to Facilitate application for tomb construction at the City Cemetery	File application before proceeding to the city cemetery for the caretaker to sketch the location and back to the CHO for signature of the Sanitary Inspector and City Health Officer	Check the OR or certification from CSWD in case of indigent before signing and recording/releasing the document	Official Receipt	420.00 300.00 120.00 100.00	10 minutes	Chona C. Cabiguen & staff

Approved by:



Dr. JUANCHO V. MONSERATE
 City Health Officer II

Table 16. Office of the City Social Welfare and Development Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
Issuance of CSWD Documents a. Social Case Study Report	1. Submit request letter form	1. Receive request letter	1. Request letter	None	5 minutes	Fe D. Raiz/ Belinda M. Macapobre/ Teresita C. Austria/ Susan D. Dadule/ Dolores S. Gatpandan/ Ma. Leonila C. Mojal/ Aniceta C. Pascua
	2. Cooperate with the service provider and disclose important information	2. Interview client/extract information from the client to gather accurate data	2. Intake sheet		30 minutes	
		3. Fill-out intake sheet			30 minutes	
		4. Review and sign intake sheet			10 minutes	
		5. Prepare Social Case Study Report			1 hour	
		6. Review and sign Social Case Study Report			30 minutes	
	3. Receive Social Case Study Report and register in the logbook	7. Release/issue Social Case Study Report			10 minutes	

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Receive referral letter and register in the logbook	5. Review and sign referral letter 6. Issue/release referral letter			20 minutes 10 minutes	Amelia T. Bachiller/ City SWDO Lolita C. Yulo Felicidad N. Balatero

Approved by:


LOLITA C. YULO
 City Social Welfare Officer II

Table 17. Office of the City Agriculturist

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS / PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON	
	Applicant/Client	Service Provider					
1. Provision of Farm Development Service	1. Write a letter request addressed to the City Agriculturist.	1. Receive and record request letter and inform customer of 7 days lead time to know the status or action taken on the request.	Request Letter	None	5 minutes	Jenny M. Cayanan/ Marianita P. Guinto/ Tito N. Murcia & staff/ Enera Tuibeo & staff	
		2. Review the request and refer it to Tractor Pool Staff 3. Check availability of requested equipment			4 hours		City Agriculturist Melissa T.U. Macasaet/ Asst. City Agriculturist Roberto C. Sebido & staff/ Tito N. Murcia & staff
	2. Coordinate with Agriculturist/Technician / Tractor Pool staff	4. If not available, place request on file and defer for further action until available and inform client properly 5. Issue memorandum informing customer and acknowledging receipt of letter submitted to the office indicating the requirements to avail the equipment services.			30 minutes		Asst. City Agriculturist Roberto C. Sebido/ Tito N. Murcia/ City Agriculturist Melissa T.U. Macasaet
	3. Coordinate with Agriculturist/Technician / Tractor Pool staff on schedule of meeting.	6. Inform and coordinate schedule of briefing with requesting client			8 hours	Tito N. Murcia & staff/ Enera A. Tuibeo & staff/ Asst. City Agriculturist Roberto C. Sebido & staff	

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Attend the briefing / meeting.	7. Conduct briefing on the Policies and Guidelines on Tractor Use and on Backhoe and Bulldozer Use and distribute application forms	-Community Tax -Bgy. Certification -Application form -Attendance to pre- orientation meeting -Diesel Fuel		8 hours	Tito N. Murcia & staff/ Enera A. Tuibeo & staff/ Asst. City Agriculturist Roberto C. Sebido & staff
	5. Submit eligibility requirements	8. Check the eligibility requirements submitted			1 hour	Tito N. Murcia & staff
		9. Prepare Job Order which must consist of not more than 7 farmer beneficiaries			30 minutes	Tito N. Murcia & staff/ Enera A. Tuibeo & staff/ Asst. City Agriculturist Roberto C. Sebido & staff
		10. Review, approve job order.			1 hour	Tito N. Murcia / Asst. City Agriculturist Roberto C. Sebido/ City Agriculturist Melissa T. U. Macasaet
	6. Receive copy of job order	11. Release job order copies			5 minutes	Marianita P. Guinto & staff
		12. Prepare and deploy equipment			6 hours	Asst. City Agriculturist Roberto C. Sebido & staff



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	7. Be present at the area and accommodate the team.	13. Conduct plowing/harrowing/ backhoe operations		50.00 lit/plow/ha	3 hours/ha	Tito N. Murcia & staff/ Enera A. Tuibeo & staff/ Asst. City Agriculturist Roberto C. Sebido & staff
	8. Sign the acceptance form and rate the performance of the operator on the customer feedback	14. Secure customer feedback to determine level of satisfaction.		60.00 lit/harrow/ ha 20.00 liters/hour (backhoe)	1.5 hours/ha 1 hour/ 150 cu.m 8 minutes	Asst. City Agriculturist Roberto C. Sebido & staff
2. Provision of Planting Materials and Other Farm Inputs	1. Write a letter request addressed to the City Agriculturist. 2. Ask for the RIF form and fill up completely the data tabs. 3. Coordinate with Administrative staff and Field worker.	1. Receive, review letter of request for completeness of information. 2. Receive review requisition and issue form for completeness of information. 3. Check the availability of materials/farm inputs and inform the customer on the status of the request 4. Process the application if inputs are available.	Request Letter Requisition and Issuance Form (RIF)		5 minutes 7 days	Marianita P. Guinto & staff/ Tito N. Murcia & staff/ Enera Tuibeo & staff



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Prepare the area to pass the validation process. Coordinate with the Agriculturist/Technician for schedule of inspection.	a. Conduct actual inspection of the area where input will be utilized. Material/ Input Distribution Monitoring Form is attached as reference to evaluate the status of previous releases to the requesting person.	Material / Input Distribution Monitoring Form		1 hour	Tito N. Murcia & staff/ Enera A. Tuibeo
	5. Make the necessary adjustments to meet the eligibility requirements.	b. Inform the customer of denial of request if failed to meet eligibility requirements/ standards to qualify.	Eligibility requirements checklist			Tito N. Murcia & staff/ Enera A. Tuibeo
		5. Prepare and submit validation report. Attach farm input validation report to RIF	Farm Input Validation Report		15 minutes	Tito N. Murcia & staff/ Enera A. Tuibeo
		6. Check validation report for completeness of data and requirements and indorse report.	Requisition and Issue Form		15 minutes	Tito N. Murcia
		7. Review the request, confirm availability of inputs and approve request.			15 minutes	City Agriculturist Melissa T. U, Macasaet
	6. Receive a copy of the approved request and present the approved request to farm foreman at the City Nursery	8. Record request in the logbook and provide the customer copy of the approved request. (Customer is informed of the disapproval of request citing reasons.)			8 hours and 15 minutes	Marianita P. Guinto & staff

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	7. Receive the inputs and sign the RIF	9. Release the requested inputs and sign the RIF.	Approved RIF Releasing Officer	10.00/ sexually propagated seedling 15.00/ asexually propagated seedling	1 hour	Elvira Royo
		10. Monitor inputs released to the customers to know the status of the inputs released and determine if these inputs are utilized according to the purpose as requested.	Input Distribution Report Form		1 hour	Tito N. Murcia & staff/ Enera A. Tuibeo
	8. Fill-up CFF and rate level of services rendered	11. Secure customer feedback form (CFF) to determine level of satisfaction.	Farm Input Monitoring Form		3 minutes	Tito N. Murcia & staff/ Enera A. Tuibeo/ Elvira Royo
3. Control of MPW Pest/ Providing X-Ray Services Mango Fruits at PMQCC	1. Write a letter request for use of MPW X-Ray Machine addressed to the City Agriculturist. Call or text message is also acceptable	1. Receive request for the service of the MPW X-Ray Machine. Check requirements including volume of delivery of mango fruits.	-Request for MPW X-		30 minutes	Romar Cayanan & staff
	2. Coordinate with the Manager / MPW staff re-schedule of x-ray	2. Schedule delivery and submit schedule to the manager for approval. 3. Validate request and issue a schedule of delivery . 4. Coordinate with client schedule of delivery of mangoes for X-Ray.	Ray Services Form -Letter of Request		3 minutes	Romar Cayanan

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>3. Deliver mangoes at the Center for X-Ray.</p> <p>4. Assist MPW Staff unloading, loading and packing of mango fruits</p>	<p>5. Receive mango at the Center and Record at the registration form.</p> <p>6. Process mango fruits for x-ray as follows:</p> <p>a. Classify Mangoes according to class 1 and class 2</p> <p>b. Pass thru the x-ray machine class 1 fruits</p> <p>-Class 2 fruits will not pass thru the x-ray machine but thru Destructive sampling 10% of volume are sampled</p> <p>d. Confiscate all identified mangoes positive from Mango Pulp Weevil</p> <p>e. Weigh all mangoes that are classified class 1 for scanning, x-ray all class 1 mango fruits</p>	Registration Form		<p>8 hours</p> <p>4.2min/kg of fruits starting from the receiving of the mango fruits to the scanning until the releasing of the scanned fruits.</p>	<p>Romar Cayanan & staff</p> <p>Romar Cayanan & staff</p>

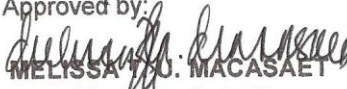
FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>5. Pay for the charges due to mangoes weighed.</p> <p>6. Receive the Certification.</p> <p>7. Receive the MPW free mangoes that are ready for sale.</p> <p>8. Fill up the CFF and rate level of services rendered.</p>	<p>7. Receive payment according to no. of kgs. scanned and issue official receipts to client</p> <p>8. Issue Certification indicating volume, origin, name of owner / shipper and negative to mango pulp weevil</p> <p>9. Release fruits negative to MPW to customer and confiscate fruits positive to MPW for proper disposal.</p> <p>10. Prepare MPW X-ray Operations Report</p> <p>11. Secure customer feedback form (CFF) to determine level of satisfaction</p>	<p>Official Receipt</p> <p>MPW Free Certification</p> <p>MPW X-Ray Operation Form</p>	<p>1.00/ kg of mango fruits scanned</p>	<p>3 minutes</p> <p>30 minutes</p> <p>3 minutes</p>	<p>Romar Cayanan & staff</p> <p>Romar Cayanan & staff</p> <p>Romar Cayanan & staff</p> <p>Romar Cayanan & staff</p>
4. Provision of Agricultural Extension Services	<p>1. Write a request letter for extension service addressed to the City Agriculturist</p> <p>2. Coordinate with the Administrative staff / fieldworkers results of requested services.</p>	<p>1. Receive and record the request for extension service</p> <p>2. Check the resources based on the stated request and also on the planned activities in the annual investment plan.</p> <p>3. Inform the client if resources are not available</p>	<p>Request for Extension Services</p>		<p>1 hour</p>	<p>Tito N. Murcia & staff/ Enera A. Tuibeo & staff/ Delia Martinez & staff</p> <p>Asst. City Agriculturist Roberto Sebido/ City Agriculturist Melissa T.U. Macaset/ Tito N. Murcia & staff</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		4. Review Approved Plans, Program and Projects of the office from the annual investment plan and the status of implementation	Plans and Programs		2 hours	City Agriculturist Melissa T. U. Macaset/ Asst. City Agriculturist Roberto C. Sebido/ Tito N. Murcia
		5. Discuss activities to be implemented for the week to fieldworkers			2 hours	Tito N. Murcia
		6. Prepare a weekly Plan of the Extension Service to be rendered.	Weekly Plan of Activities		30 minutes	Enera A. Tuibeo & staff/ Tito N. Murcia/ Asst. City Agriculturist Roberto C. Sebido
		7. Review and check if plan of activities is in conformance with projected activities for the week. If not in conformance. Plan of activities is returned to the Fieldworker for revision			10 minutes	Tito N. Murcia
	3. Assist and provide necessary inputs, data, information needed by fieldworker	8. Provide extension services / technical assistance to customers.	Weekly Extension Activity Report		1 hour/customer	Enera A. Tuibeo & staff



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Fill up CFF to know how well the job is performed.	9. Prepare Weekly Extension Activity Reports 10. Secure customer feedback to determine customer level of satisfaction			1 hour 5 minutes/ customer	Enera A. Tuibeo & staff Enera A. Tuibeo & staff

Approved by:



MELISSA U. MACASAET

City Agriculturist II

Table 18. Office of the City Veterinarian

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Meat Inspection	1. Present animal/meat	1. Conduct inspections: - Anti-Mortem Inspection - Carcass Inspection - Post-Mortem Inspection - Post-Abattoir Inspection 2. Prepare certificate of meat inspection 3. Sign certificate 4. Issue certificate	None	10.00	5 minutes	Meat Inspectors: Ricardo R. Lagmay Cecilia F. Haro Aileen B. Abante John B. Santiago Roger Z. Badenas
	2. Receive Meat Inspection Certificate				15 minutes	
2. Issuance of Animal Vaccination Certificate - (Anti-Rabies Vaccination) - (Immunization (DHLP))	1. Present animal/pet	1. Interview Client/form 2. Vaccinate pet/animal 3. Prepare certificate 4. Sign certificate 5. Issue certificate	(old) Vaccination Certificate Form (new) None	None	5 minutes	Dra. Indira A. Santiago Dra. Ma. Teresa A. Quintero
	2. Receive certificate of vaccination					



FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Animal Consultation, Disease Treatment and Control	1. Bring or report animal/pet	1. Interview Client/form 2. Conduct necessary action - Treat - Prescribe medicine - Give instructions/prescription	None	None	15 minutes - 1 hour	Dra. Indira A. Santiago Dra. Ma. Teresa A. Quintero
4. Issuance of Certificate of Ownership & Release Paper of Cattle/Carabao Dispersal Program	1. Present application letter (if qualified): 2. Receive documents for notarization 3. Return/submit notarized documents for signing/approval of the head of office	1. Receive application letter 2. Refer to records of availability of stocks 3. Investigate/Study applicants background 4. Orientation/lecture of applicants 5. Prepare certificate and documents 6. Give documents to the applicant for notarization 7. Receive notarized documents	1. Application letter 2. Bgy. Certificate 3. 2pcs 2x2 ID picture 4. Residence certificate	None	2 days	Naida P. Hugo/ Livestock Inspector

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Receive Loan Contract Certificate	8. Sign/approve certificate/documents by the head of office 9. Issue Loan Contract Certificate				
5. Request for home service vaccination/treatment	1. Bring or report animal/pet 2. Sign home service form	1. Interview Client/form 2. Conduct necessary action - Treat - Prescribe medicine - Give instructions/prescription	1. None for walk-in/phone or radio client 2. Letter request	None	15 minutes - 1 hour	Dra. Indira A. Santiago Dra. Ma. Teresa A. Quintero

Approved by:


INDIRA A. SANTIAGO, DVM
Veterinarian III
 Acting City Veterinarian

Table 19. Office of the City Environment and Natural Resources Officer

SERVICE STANDARD

FRONTLINE SERVICE	STEPS/PROCERDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of certification for extraction of sand, gravel, quarry resources and other earth materials.	1. Submit survey plan	1. Receive survey plan and determine if the application is not in conflict with any other application of the same nature. If there is no conflict, give the list of other requirements or checklist.	1. Survey plan		1 hour	Manuelito Ramos/ Romina Magtanong
	2. Submit other requirements listed in the checklist	2. Issue order of payment.	2. Official Receipts	35.00 Filing Fee	30 minutes	Manuelito Ramos/ Romina Magtanong
	3. Pay the different fees at the Office of the City Treasurer	3. Fill-up application form and give to the client	3. Notarized Application Form	30.00/ hectare application fee	1 hour	Manuelito Ramos/ Romina Magtanong
	4. Sign and submit duly notarized application form	4. Receive and review application form duly accomplished and notarized	4. Community Tax Certificate	50.00 projection fee (for new application only)		Manuelito Ramos/ Romina Magtanong
		5. Require the client to get Area Status Clearance from DENR-MGB, Regional Office	5. Area Status Clearance	10.00 for PD 1856 Fee (support for UP Law Center)		Manuelito Ramos/ Romina Magtanong

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	5. Submit Area Status Clearance Barangay Clearance/Consent, Detailed Operational Plan, Initial Environmental Examination Report	6. Receive and review Area Status Clearance/ Barangay Clearance/ Consent, Detailed Operational Plan, Initial Environmental Examination Report/ Environmental Checklist	6. Barangay clearance/ consent from lot owners/clearance from concerned agencies if the area being applied for is near public/ private structures or within government reservations/ consent from indigenous cultural minorities if within the ancestral domain.	50.00 Processing Fee	1 day	Manuelito Ramos/ Romina Magtanong
		7. Conduct actual inspection (on site evaluation) of the applied area	7. Detailed Operational Plan	Verification Fee of 500.00/hectare sand and gravel	1 day	Manuelito Ramos/ Romina Magtanong
		8. Prepare and submit field verification report	8. Initial Environmental Examination Report/ Environmental	3,000.00 Industrial Application	1 day	Manuelito Ramos/ Romina Magtanong
		6. Pay certification fee at the Office of the City Treasurer	9. Prepare certification	9. Approved survey plan	100.00 certification fee	1 hour
		10. Review and sign certification		-	20 minutes	City ENRO Rogelio Daquer

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	7. Receive approved certification	11. Record and release certification			8 minutes	Manuelito Ramos/ Romina Magtanong
2. Issuance of permit to extract and transport sand, gravel, quarry resources and other earth materials	1. Submit all the requirements	1. Receive and review the requirements	1. Zoning clearance/ ECAN Board Resolution		1 day	Manuelito Ramos/ Romina Magtanong
		2. Fill-up permit form	2. City Council Resolution/ Endorsement		1 hour	Manuelito Ramos/ Romina Magtanong
	2. Get the permit form, have it notarized, and return it to CENRO	3. Sign and issue order of payment for extraction/ excavation fee	3. Strategic Environmental Plan (SEP) Clearance issued by PCSDS		30 minutes	Manuelito Ramos/ Romina Magtanong
	3. Pay full payment of excavation/ extraction fee at the Office of the City Treasurer and present the OR to CENRO	4. Submit complete documents to City Mining Regulatory Board for deliberation	4. Environmental Compliance Certificate (ECC) issued by the DENR-EMB Regional Office	15,000.00/ 500 cu.m. of quarry materials excavated	1 hour	Manuelito Ramos/ Romina Magtanong

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
		5. Deliberate for issuance of City Mining Regulatory Board (CMRB) Resolution requesting the Hon. City Mayor for the approval of the permit to extract and transport sand, gravel, quarry resources and other earth materials.	5. DENR Certification/ Clearance from DENR-PENRO		4 hours	CMRB Members from Office of the City Mayor represented by Asst. City Administrator Jessie A. Tabang; City ENRO Rogelio C. Daquer; DENR-CENRO Diosdado Ocampo; Secretariat from City ENRO
		6. Endorse the carpeta and CMRB Resolution to the Office of the City Mayor for signature of the Hon. City Mayor in the permit form.	6. Official Receipt		1 hour	Manuelito Ramos/ Romina Magtanong
	4. Return the carpeta/ dossier to the City ENRO	7. Indicate the date when permit was granted and its expiration			10 minutes	Manuelito Ramos/ Romina Magtanong
	5. Receive approved permit	8. Record and release approved permit			8 minutes	Manuelito Ramos/ Romina Magtanong
3. Issuance of certification as a requirement for cutting tree permit	1. Submit endorsement letter from DENR-CENRO, requesting the Office for clearance, comments and recommendation	1. Receive endorsement letter	1. Endorsement letter from DENR-CENRO		10 minutes	Analyn Tabora/ Lorna Ganotice

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Schedule and agree field inspection	2. Issue marginal note 3. Inform client about the marginal note of the City ENRO 4. Agree or fix schedule 5. Conduct actual inspection 6. Prepare and submit inspection report for request of cutting tree permit 7. Prepare certification 8. Review and sign certification	2. Official Receipt		15 minutes 15 minutes 30 minutes 1 day 1 day	City ENRO Rogelio Daquer Analyn Tabora/ Lorna Ganotice For. Elgino V. De Guzman/ Lorna Ganotice For. Elgino De Guzman/ Lorna Ganotice For. Elgino De Guzman/ Lorna Ganotice
	3. Pay certification fee at the Office of the City Treasurer	9. Affix the Official Receipt to the certification		100.00 for certification fee	10 minutes	For. Elgino De Guzman/ Lorna Ganotice City ENRO Rogelio Daquer Lorna Ganotice
	4. Receive approved certification	10. Record and release certification			8 minutes	Analyn Tabora/ Lorna Ganotice
4. Provision / dispersal of assorted seedlings / forest tree species, including mangrove seedlings and propagules	1. Submit request letter	1. Receive and record in the logbook the request letter		None	10 minutes	Analyn Tabora
		2. Issue/give marginal note			10 minutes	City ENRO Rogelio Daquer

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>2. If approved, inform the Office when to get the seedling requested.</p> <p>3. Register in the logbook</p>	<p>3. Inform client/ requesting party of the status of their request regardless if approved or disapproved</p> <p>4. If request is approved, provide seedlings to the client</p> <p>5. Record and release/provide seedlings</p>			<p>1 day</p> <p>30 minutes</p>	<p>Analyn Tabora/ Lorna Ganotice</p> <p>For. Elgino de Guzman/ Lorna Ganotice</p> <p>For. Elgino de Guzman/ Lorna Ganotice</p>
<p>5. Issuance of certification for operation of hotels, resorts, restaurants and other commercial establishments (requirement for approval and issuance of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC))</p>	<p>1. Submit the requirements</p>	<p>1. Receive and review IEE / EIA report</p>	<p>1. Initial Environmental Examination/ Environmental Impact Assessment (IEE / EIA) Report</p>		<p>1 hour</p>	<p>Mary Ann Joylle Madriñan/ Analyn Tabora</p>
	<p>2. Schedule and agree when to conduct actual inspection to commercial establishments</p>	<p>2. Inform the client about the findings</p> <p>3. Conduct inspection and evaluation of establishments</p>	<p>2. Official Receipt</p>		<p>30 minutes</p> <p>1 day</p>	<p>Mary Ann Joylle Madriñan</p> <p>Mary Ann Joylle Madriñan</p>
	<p>3. Pay the certification fee at the Office of the City Treasurer</p>	<p>4. Prepare and submit inspection report</p> <p>5. Prepare certification</p>			<p>1 day</p>	<p>Mary Ann Joylle Madriñan</p>
				<p>100.00 for certification fee</p>	<p>1 hour</p>	<p>Mary Ann Joylle Madriñan</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Receive approved and signed certification	6. Review and sign certification 7. Record and release approved certification			20 minutes 8 minutes	City ENRO Rogelio Daquer Mary Ann Joylle Madriñan/ Analyn Tabora

Approved by:


ROGELIO DAQUER
 City ENRO II

Table 20. Office of the City Engineer

SERVICES STANDARDS

FRONTLINE SERVICES	STEPS/ PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	APPLICANT/ CLIENT	SERVICE PROVIDER				
1. Issuance of National Building Code (NBC) Documents: a. Building Permit	1. Accomplish the Building Permit Form and submit all the required documents	1. Receive and record all the required documents 2. Upon review, indorse the application/ documents to Bureau of Fire Department	1. Zoning Land Use (Locational Clearance) 2. Certificate of Lot Ownership	Based on Plans & Estimated Project Cost	5 working days	Annabel Medel Engr. Ricardo B. Lagrada
	2. Follow-up the application at the BFD	3. Receive the application from the BFD 4. Process the application (line & grade, architectural, structural, electrical, sanitary, mechanical, and assessment) and recommend for approval	a. Certified True Copy of Lot Title b. Certified True Copy of Latest Tax Declaration			Annabel Medel Engr. Catalino O. Magno/ Arch. Andrew N. Del Rosario/ Engr. Ricardo L. Bundal, Jr./ Engr. Alladin Cruz/ Engr. Albert Joseph G. Garcia/ Engr. Sergio S. Red/ Mr. Wilfran S. Cantillo

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>3. Pay the assessment fee at the Cash Receipts Division of CTO</p> <p>4. Receive the approved Building Permit Form</p>	<p>5. Receive the OR</p> <p>6. Initial the Building Permit Form</p> <p>7. Sign the Building Permit Form</p> <p>8. Record and release the approved Building Permit Form</p>	<p>c. Current Real Property Tax Certification</p> <p>3. In case the applicant is not registered lot owner:</p> <p>a. Duly Notarized Written Consent from the Lot Owner/ Lease Contract/ Deed of Absolute Sale</p> <p>b. Photo copy of 2a,2b,2c</p> <p>4. In the absence of any existing Certificate of Title in the name of applicant</p> <p>a. Certified True copy of Latest Tax Declaration</p> <p>a.1 The Applicant is the owner/ claimant of the lot subject for application of Title</p> <p>a.2 Certification from the DENR-CENRO/PENRO</p>			<p>Annabel Medel</p> <p>Engr. Ricardo B. Lagrada</p> <p>City Engr. Vicente C. Licerio Jr.</p> <p>Annabel Medel</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			5. Building Plans/ Documents (6 sets each) a. Building Plans signed & sealed by the ff: a.1 Plumbing/Sanitary Plan (Master Plumber/ Sanitary Engineer) a.2 Electrical Plan (Prop. Elect. Engineer) a.3 Civil/ Structural or Architectural (Civil Engineer or Architect) b. Bill of Materials & Cost Estimates c. Structural Design & Analysis (for 2-Storey Building and up) d. Building Specifications e. Logbook for Construction			
b. Occupancy Permit	1. Accomplish the Occupancy Permit Form and submit all the required documents	1. Receive and record all the required documents	1. Zoning Land Use and Locational Clearance			Annabel Medel

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	<p>2. Follow-up the application at the BFD</p> <p>3. Pay the assessment fee at the Cash Receipts Division of CTO</p> <p>4. Receive the approved Occupancy Permit Form</p>	<p>2. Upon review, indorse the application/ documents to Bureau of Fire Department</p> <p>3. Receive the application from the BFD</p> <p>4. Process the application (line & grade, architectural, structural, electrical, sanitary, mechanical, and assessment) and recommend for approval</p> <p>5. Receive the OR</p> <p>6. Initial the Occupancy Permit Form</p> <p>7. Sign the Occupancy Permit Form</p> <p>8. Record and release the approved Occupancy Permit Form</p>	<p>2. Approved Building Permit</p> <p>3. Approved Electric Permit</p> <p>4. Approved Plans (As-Built Plans (if needed))</p> <p>5. Logbook of construction</p> <p>6. Certificate of Completion (Civil Works)</p> <p>7. Certification of Final Electrical Completion</p> <p>8. Pictures (left, right, front, back & inside)</p>	<p>Based on Plans & Estimated Project Cost</p>	<p>5 Working days</p>	<p>Engr. Ricardo B. Lagrada</p> <p>Annabel Medel</p> <p>Engr. Catalino O. Magno/ Arch. Andrew N. Del Rosario/ Engr. Ricardo L. Bundal, Jr./ Engr. Alladin Cruz/ Engr. Albert Joseph G. Garcia/ Engr. Sergio S. Red/ Mr. Wilfran S. Cantillo Annabel Medel</p> <p>Engr. Ricardo B. Lagrada</p> <p>City Engr. Vicente C. Licerio Jr. Annabel Medel</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
c. Fencing Permit	<p>1. Accomplish the Fencing Permit Form and submit all the required documents</p> <p>3. Pay the assessment fee at the Cash Receipts Division of CTO</p> <p>4. Receive the approved Fencing Permit Form</p>	<p>1. Receive, record and review all the required documents</p> <p>2. Process the application (line & grade, architectural, structural, electrical, and assessment) and recommend for approval</p> <p>3. Receive the OR</p> <p>4. Initial the Fencing Permit Form</p> <p>5. Sign the Fencing Permit Form</p> <p>6. Record and release the approved Fencing Permit Form</p>	<p>1. Zoning Clearance</p> <p>2. Certificate of Lot Ownership a. Certified True Copy of Lot Title</p> <p>b. Certified True Copy of Latest Tax Declaration</p> <p>c. Current Real Property Tax Certification</p> <p>3. Incase the applicant is not registered lot owner</p> <p>a. Duly Notarized Written Consent from the Lot Owner/ Lease Contract/ Deed of Absolute Sale b. Photo copy of 1a,1b,1c</p>	Based on Plans & Estimated Project Cost	5 Working days	<p>Annabel Medel</p> <p>Engr. Catalino O. Magno/ Arch. Andrew N. Del Rosario/ Engr. Ricardo L. Bundal, Jr./ Engr. Alladin Cruz/ Mr. Wilfran S. Cantillo</p> <p>Annabel Medel</p> <p>Engr. Ricardo B. Lagrada</p> <p>City Engr. Vicente C. Licerio Jr.</p> <p>Annabel Medel</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			4. In the absence of any existing Certificate of Title in the name of applicant a. Certified True copy of Latest Tax Declaration a.1 The Applicant is the owner/ claimant of the lot subject for application of Title a.2 Certification from the DENR-CENRO/PENRO 5. Building Plans/ Documents (6 sets each) a. Building Plans signed & sealed by the ff: a.1 Electrical Plan (Prop. Elect. Engineer) a.2 Civil/ Structural or Architectural (Civil Engineer or Architect) b. Bill of Materials & Cost Estimates c. Logbook for Construction			

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
d. Sign Permit	<p>1. Accomplish the Sign Permit Form and submit all the required documents</p> <p>2. Follow-up the application at the BFD</p> <p>3. Pay the assessment fee at the Cash Receipts Division of CTO</p>	<p>1. Receive and record all the required documents</p> <p>2. Upon review, indorse the application/ documents to Bureau of Fire Department</p> <p>3. Receive the application from the BFD</p> <p>4. Process the application (line & grade, architectural, structural, electrical, and assessment) and recommend for approval</p> <p>5. Receive the OR</p> <p>6. Initial the Sign Permit Form</p> <p>7. Approve the Sign Permit Form</p>	<p>1. Zoning Land-Use Clearance</p> <p>2. Certification from Department of Highways</p> <p>3. Certificate of Lot Ownership</p> <p>a. Certified True Copy of Lot Title</p> <p>b. Certified True Copy of Latest Tax Declaration</p> <p>c. Current Real Property Tax Certification</p> <p>4. In case the applicant is not registered lot owner</p>	<p>Based on Plans & Estimated Project Cost</p>	<p>5 working days</p>	<p>Annabel Medel</p> <p>Engr. Ricardo B. Lagrada</p> <p>Annabel Medel</p> <p>Engr. Catalino O. Magno/ Arch. Andrew N. Del Rosario/ Engr. Ricardo L. Bundal, Jr./ Engr. Alladin Cruz/ Mr. Wilfran S. Cantillo Annabel Medel</p> <p>Engr. Ricardo B. Lagrada</p> <p>City Engr. Vicente C. Licerio Jr.</p>

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	4. Receive the approved Sign Permit Form	8. Record and release the approved Sign Permit Form	a. Duly Notarized Written Consent from the Lot Owner/ Lease Contract/ Deed of Absolute Sale b. Photo copy of 3a,3b,3c 5. In the absence of any existing Certificate of Title in the name of applicant: a. Certified True copy of Latest Tax Declaration a.1 The Applicant is the owner/ claimant of the lot subject for application of Title a.2 Certification from the Bureau of Lands regar 6. Signage Plans/ Documents (6 sets each) a. Signage Plans signed & sealed by the ff: a.1 Electrical Plan (Prop. Elect. Engineer)			Annabel Medel

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			a.2 Civil/ Structural or Architectural (Civil Engineer/ Architect) b. Bill of Materials & Cost Estimates			
e. Temporary Electrical Permit	1. Accomplish the Temporary Permit Form and submit all the required documents 2. Pay the assessment fee at the Cash Receipts Division of CTO	1. Receive, record and review all the required documents 2. Indorse the application to the Electrical Division at the Mendoza Park 3. Upon return from the Electrical Division, assess the application and recommend for approval 4. Receive the OR 5. Initial the Temporary Permit Form 6. Sign the Temporary Permit Form	1. Certificate of Lot Ownership a. Certified True Copy of Lot Title b. Certified True Copy of Latest Tax Declaration c. Current Real Property Tax Certification 2. If the applicant is not the registered lot owner: a. Notarized written consent from Lot Owner/ Lease Contract	Based on number of outlets & lights of the building	3 working days	Annabel Medel Engr. Alladin Cruz Mr. Wilfran S. Cantillo Annabel Medel Engr. Ricardo B. Lagrada City Engr. Vicente C. Licerio Jr.

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	3. Submit the approved Temporary Permit Form to the Electrical Section at the Mendoza Park	7. Record and release the approved Temporary Permit Form	b. Photo Copy 1a,1b,1c 3. Barangay Certification 4. Certification from Anti-Squatting Office 5. Certification from Homeowners' Association 6. Location Plan 7. Drawing and Layout of house to be installed 8. Electrical Layout Plan & form signed & sealed by Prof. Elect. Engineer			Annabel Medel
2. Issuance of Certification of No Rental Obligation, Unavailability of Equipment and Certification of Inspection	1. Present the disbursement voucher 2. Receive the approved certification	1. Based on Disbursement Voucher, prepare the certification to be issued and the required documents 2. Approve the certification 3. Record and release the approved certification	1. Equipment Utilization 2. Reimbursement Voucher 3. Car Rental Receipt 4. Purchased Order	None	15 minutes	Engr. Sergio C. Red Jr./ Engr. Alexander S. Gualin and Engr. Ernesto M. Miguel

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Issuance of Rental Documents	1. Present approved Letter Request 2. Pay the prescribed fee at the Office of the City Treasurer and present the OR to the CED-Motorpool Division 3. Receive the equipment or the schedule of release and return the rented equipment after the agreed period of utilization	1. Based on the approved request, interview the client. 2. Determine the period of utilization and conduct site inspection if necessary 3. Compute the amount of rental fee and prepare the Statement of Account and Order of Payment 4. Schedule the release of the requested equipment 5. Record and release the requested equipment	1. Approved Rental Letter Request 2. Accomplished Contract of Agreement	Based on the computation	3 hours	Engr. Sergio C. Red Jr./Engr. Ernesto M. Miguel/ Elinda B. Villanueva

Approved by:


VICENTE C. LICERIO, JR.
 City Engineer II

5 APPENDICES



Appendix 1. Minutes of the Related Meetings

MINUTES OF THE SPECIAL MEETING OF THE DEPARTMENT HEADS, ASST. DEPARTMENT HEADS AND ADMINISTRATIVE OFFICERS WITH CSC FIELD DIRECTOR DANIEL S. DAVID HELD ON MARCH 30, 2009 AT THE AUDIO VISUAL HALL.

Present:

- | | |
|------------------------------|--|
| 1. Reuben J. Fernandez | City GSO |
| 2. Alroben J. Goh | City Information Officer |
| 3. Felimon R. Sabas | City Personnel Officer |
| 4. Armando D. Abrea | City Treasurer's Office |
| 5. Abcede H. Zabalo | LAOO IV, Acting. City Assessor's |
| 6. Lopel B. Zapanta | Admin. Officer V |
| 7. Zenaida B. Palanca | CED- Admin. Officer V |
| 8. Felimon D. Reynoso, Jr. | City Assessor |
| 9. Toribio M. Nalica | Admin. Officer V |
| 10. Rosalia M. Arbon | Admin. Aide IV |
| 11. Reuben Francisco | City Budget |
| 12. George G. Vasquez | Asst. City Planning Dev't. Coordinator |
| 13. Melissa Macasaet | City Agriculturist |
| 14. Vicente C. Licerio Jr. | City Engineer |
| 15. Juancho V. Monserate | City Health Officer II |
| 16. Amelia T. Bachiller | Social welfare Officer IV |
| 17. Anelyn M. Tabora | EMS – II |
| 18. Aida G. Dusong | Asst. city Accountant |
| 19. Ma. Elena R. Gabinete | Admin. Officer III |
| 20. Elisa P. Daquer | Admin. Officer III |
| 21. Regina V. Cantillo | Asst. CBO |
| 22. Ma. Corazon A. Abayari | Asst. CTO |
| 23. Indira Santiago | Acting City Vet. |
| 24. Judith D. Sumpio | Sec. to the SP- Supervising Admin. Officer |
| 25. Demetrio A. Lopez, Jr. | Admin. Officer II |
| 26. Aurea G. Pallaya | CMO- Licensing Officer II |
| 27. Anthony S. Dela Torre | CMO-CAO III |
| 28. Sylvia B. Badenas | OCPDC- Admin. Officer II |
| 29. Roberto C. Sebido | ACA II |
| 30. Jessie A. Tabang | Asst. City Administrator |
| 31. Marianita P. Guinto | Admin. Officer V |
| 32. Vilma B. Abaa | Admin. Aide IV |
| 33. Alroben J. Goh | City Information Officer |
| 34. Wenifreda J. Arcegono | Asst. City Personnel Officer |
| 35. Helen C. Lim | HRMO-Admin. Officer IV |
| 36. Khraiskruz kandaf Ravlib | |
| Kraftberk B. Bundal | HRMO- Admin. Asst. II |
| 37. Delilah B. Fontanilla | HRMO-Admin. Officer II |
| 38. Atty. Daniel S. David | Director II, CSCFO-Palawan |
| 39. Cherry Mae A. Famillaran | Detailed CSCFO – Palawan |
| 40. Maribel H. Padon | Detailed CSCFO - Palawan |
| 41. Ellen C. Baylon | Admin Aide VI |

42. Mary Ann Buñi	CTO
43. Pacifico A. Palanca	City Assessor's Office
44. Marianita P. Guinto	Admin. Officer V
45. Ma.Elena R. Gabinete	Admin. Officer III
46. Aida M. Romasanta	CTO-Land Tax div.
47. Lolita C. Yulo	CSWD
48. Amie H. Bonales	Information Officer II
49. Joven Ciriaco V. Baluyot	Taxmapper IV
50. Bert F. Condesa	Admin. Asst. II
51. Nelita D. Hitois	Admin. Asst.
52. Lydia L. Herrera	Engineering Aide
53. Leonora M. Dagot	HRMO II
54. Jessie Bonite	Computer Programmer I
55. Christine T. Dacuan	Admin Officer II
56. Elena R. Cuison	Admin. Aide IV
57. Angelina E. Magbanua	Admin. Officer I
58. Melanie M. Sabas	Admin. Asst. II
59. Nelia T. Badilla	Admin. Officer IV
60. Pacencia T. Contreras	Supvg. Admin. Officer

SECRETARIAT:

1. Flora M. Aurelio	Supvng. Admin. Officer
2. Helen C. Lim	Administrative Officer IV
3. Delilah B. Fontanilla	Administrative Officer II
4. Khraiskruzkandaf Ravlib Krafberk B. Bundal	Administrative Asst. II

In connection with the selection of the City Government of Puerto Princesa by the CSC Region IV as Model City in implementing the Anti Red-Tap Act of 2001, a special meeting of the Department Heads, Asst. Department Heads and Administrative Officers was called in connection with the orientation on RA 9485 otherwise known as “Anti Red-Tape Act of 2001” with Dir. Daniel S. David, CSC Palawan Field Director as speaker.

The meeting started at 9:30. Mrs. Flora M. Aurelio, Supervising Administrative Officer, HRMO, led the prayer and the singing of the national anthem followed by the singing of Puerto Princesa Mabuhay.

Atty. Daniel David, CSC Field Director was the Resource Speaker. Hereunder is the brief summary of the orientation:

Anti-Red Tape Law- known as RA 9485. This law redefines public service by putting the interest of the Public first and foremost as the end goal of government service delivery. It seeks to prevent graft and corruption in government and at the same time improve efficiency in government service delivery.



IDENTIFICATION OF FRONTLINE SERVICES

Frontline services – refer to those processes or transactions between clients and government agencies involving applications for any privilege, right, permits, etc. which are acted upon in the ordinary course of business of the government agency concerned.

Frontline Services pertain to the application for permits, licenses and clearances are the following:

1. Business Permits & Licenses
2. Sanitary Permit
3. Fire Clearance
4. Zoning Clearance
5. Barangay Clearance
6. Community Tax Certificate
7. Tricycle Franchising

Rules on Frontline Services

1. Action of Officers – with a maximum period of 5 days on simple transaction and 10 working days on complex transaction
2. Denial of Request – send written notice about the reason for the delay and the final date of the release of frontline services requested.
3. Maximum of five (5) signatures for each document.
4. Frontline Services is done even during and after regular working hours.
5. Wear Official Identification Cards when transacting with public.
6. Establishment of Public Assistant and Complaint Desk

On Public Assistance Desk

1. Each Office shall establish a Public Assistance and Complaint Desk in all their offices.
2. The desk shall be attended to even during break time.
3. The Office shall institute a hot line number, short message service, information communications technology and other mechanism by which the client may express their complaints, comments, and or suggestions.

CITIZENS CHARTER

Information to be contained in the Citizens' Charter:

1. Vision and Mission of the government office or agency.
2. Identification of the Frontline services offered and the recipients of such services.
3. The step by step [procedure to obtain the particular service.
4. The Officer or employee responsible for each step.
5. The maximum time to conclude the process.



6. Documents to be processed by clients.
7. The amount of fees.
8. The procedure in filing the complaint in request to requests or applications.
9. Allowable period of extension due to unusual circumstances.
10. Feedback mechanism.

Lunch break at 12:15pm. At 1:00 pm the meeting resumed with the Asst. City Personnel Officer Ms. Wenifreda J. Arcegono moderating. There was a workshop on the ARTA forms to be submitted by the different departments to the HRMO. Mrs. Arcegono explained the mechanics of the workshop. Ms. Lolita Yulo, Ms. Melissa U. Macasaet and Dra. Indira Santiago attended the workshop session and worked with their administrative officers. It was agreed that all forms be filled up and be submitted to the HRMO on or before April 3, 2009.

The meeting adjourned at 3:25 pm.

I HEREBY CERTIFY TO THE CORRECTNESS OF THE ABOVE-QUOTED MINUTES OF THE SPECIAL MEETING OF THE CITY DEPARTMENT HEADS, ASST. DEPARTMENT HEADS AND ADMINISTRATIVE OFFICERS HELD ON MARCH 30, 2009 AT THE AUDIO VISUAL HALL.

(Signed) **HELEN C. LIM**
Administrative Officer IV
Member, Secretariat



**MINUTES OF THE FOURTH (4th) REGULAR EXECUTIVE MEETING HELD AT
THE AUDIO VISUAL HALL, CITY HALL BUILDING LAST MAY 5, 2009.**

After welcoming the Department Heads and Assistant Department Heads, the facilitator, Mrs. Flora M. Aurelio, Supervising Administrative Officer, HRMO, formally started the meeting with a prayer followed by the singing of the National Anthem and singing of Puerto Princesa Mabuhay.

The facilitator made a roll call.

PRESENT:

Atty. Agustin M. Rocamora	- City Administrator
Mr. Felimon R. Sabas	- City Personnel Officer
Mr. Reuben J. Fernandez	- City General Services Officer
Mr. Ruben J. Francisco	- City Budget Officer
Ms. Nanette A. Dario	- City Accountant
Ms. Melissa Theodora U. Macasaet	- City Agriculturist
Engr. Vicente C. Licerio, Jr.	- City Engineer
Mr. Abner L. Maduro	- City Civil Registrar
Engr. Filemon D. Reynoso	- City Assessor
Ms. Lolita C. Yulo	- City Social Welfare and Dev't. Officer
Ms. Roseville P. Del Rosario	- Asst. City General Services Officer
Ms. Regina S. Cantillo	- Asst. City Budget Officer
Ms. Aida G. Dusong	- Asst. City Accountant
Ms. Ma. Corazon A. Abayari	- Asst. City Treasurer
Dr. Ricardo B. Panganiban	- Asst. City Health Officer
Ms. Abcede H. Zabalo	- Acting Asst. City Assessor
Atty. Shirley R. Daganta	- Asst. City Legal Officer
Mr. Roberto C. Sebido	- Asst. City Agriculturist

ABSENT:

Mr. Armando D. Abrea	- City Treasurer
Atty. Gregorio Q. Austria	- City Legal Officer
Mr. Rogelio C. Daquer	- City ENRO
Dr. Juancho V. Monserate	- City Health Officer
Engr. Jovenec C. Sagun	- City Planning & Dev't. Coordinator
Mr. Alroben J. Goh	- City Information Officer
Mr. Samson A. Negosa	- Secretary to the Sangguniang Panlungsod
Mr. Jessie A. Tabang	- Asst. City Administrator
Ms. Wenifreda J. Arcegon	- Asst. City Personnel Officer
Mr. George G. Vasquez	- Asst. City Planning & Dev't. Coordinator
Dra. Indira A. Santiago	- Veterinarian IV, Acting City Veterinarian
Engr. Sergio S. Tapalla	- Asst. City Engineer
Ms. Mary Anne M. Juaniza	- Supervising Administrative Officer



Copies of the minutes of the third (3rd) Regular Meeting were distributed to every Department Heads for review and approval. The facilitator asked if they have corrections or amendments on the minutes. After a brief silence and having no corrections or amendments, the minutes of the previous meeting had been considered approved by the body. At this point, the facilitator turned over the microphone to Atty. Rocamora who presided over the meeting.

After the meeting was called to order, Mr. Maduro, City Civil Registrar requested that the Other Matters in the agenda be discussed first before the Department Heads' accomplishment report. The City Administrator approved the request however he mentioned further that it's good to listen to the Department Heads' accomplishment report so we can say something when asked about the programs of the City Government. We will be aware on the programs of each Department.

The City Administrator called on the City Personnel to present the first issue on the 'Other Matters'. The City Personnel Officer informed the Body, that after issuing the notice of tardiness and undertime to concerned employees, there were some Department Heads who requested that the HRMO should take the necessary action on these offenses. Mr. Sabas asked the City Administrator as to whose shoulder lies the imposing of discipline. In reply, Attorney Rocamora said that basically, the original jurisdiction for disciplining employee rest on the immediate Supervisor and the Department Head concerned before passing it to HRMO. He then assigned the Legal Officer to give a briefing on the procedure of imposing discipline during the next regular meeting. However Ms. Cantillo, Asst. City Budget Officer requested that it is better to discuss it right now considering that the first semester is about to end. It was agreed that a special meeting be scheduled on Thursday, May 7, 2009 at 2:00p.m., and tasked the City Legal Officer to present the procedures.

A remark cropped up that the License and Permits Division failed to monitor the operations of Night Spots within the City as it had been observed that these establishments violated certain rules imposed by the City Licensing Office. The City Administrator emphasized the fact that the Office is understaff but this concern should be given attention as it is a major source of income. To further probe the issue raised, it was agreed to invite Mr. Warlito Salido, to attend the next regular meeting.

Problems on Office space was taken up. Mr. Abner Maduro, City Civil Registrar was so concerned on the present set up of his Office, which is half full of records that cannot be disposed as they are permanent documents. He is requesting for an additional space if not a larger space to accommodate its clients. The City Administrator, while listening to the sentiments of the Civil Registrar informed the Body on the plans of the Chief Executive to have a new city hall building, within the government center area, so while waiting for the major changes, remedial works have to be done to solve the need and he suggested to install a temporary canvass at the vacant space in the garden area for the transacting clients. There was no comment or final approval on this suggestion.

Attorney Rocamora also stressed out that the ARTA 2007 also requires the City Government to have an information desk for public assistance. The learning Resource Center would be the best area for an information desk to answer all queries from the transacting public. The front desk according to Atty. Rocamora, will not be under the City Information Office. There was a suggestion that the vacant room under the staircase at the ground floor would also be good for an information desk, but Miss Reggie Cantillo, Asst. City Budget Officer, said that the area was already requested by the LandBank to install an ATM Machine



for salary withdrawal of the City employees. In addition Ms. Cantillo said that the employee's ID card will be functioning 3-in-1 as it will be used as Bank ATM, bundy clock swiping and for employee's identification.

At this point, Atty. Shirley Daganta, Assistant City Legal Officer gave the news that the MOA is now ready for signing for the Register of Deeds to start the construction of their own building on June. The City Assessor's Office was unanimously chosen to have the space once it is vacant. The Assistant Legal Officer continued on her report that the NIA Director had already been contacted by the City Legal Office and very soon they promised to vacate the NIA building. She also informed the body that based on the documents, the GSO is on top of the list as occupant. Atty. Rocamora said there is a portion of the building that could be used as warehouse.

Mrs. Melissa Macasaet, the City Agriculturist stood up to ask why the TEVs of CSWD and CHO have already been paid while her fieldworkers remain unpaid. The Treasurer and his Assistant were not present to answer the issue. The City Administrator emphasized that TEVs, Telephone bills and remittances should be given priority.

Mr. Abner Maduro, City Civil Registrar, aired the complaints of the public about the "one-way scheme" on the major thoroughfares. Atty. Rocamora assured that one way scheme being implemented now did not pass his office. In addition, Mr. Maduro also requested the City Administrator not to issue anymore permit to close Fernandez Street during the Baragatan Festival because many residents are complaining about the noise caused by the basketball game in the street. Atty. Rocamora gave an assurance that they will not issue permit again as there's also a big space at the back of the Capitol building.

On another item, Ms. Reggie Cantillo informed the body that there are some trainings attended by our employees that the registration fee is more than the amount allowed by the DBM Circular limiting Registrations Fees to P1,200 per day. Ms. Cantillo cited the case of the GSO and the HRMO as examples that the city employees claimed P7,000 to P6,000, respectively, as registration fees especially on Conventions and Conferences. The City Administrator said that if Registration includes accommodation and meals then the employee is no longer entitled for a daily allowance or per diems.

Miss Cantillo asked the City Administrator if an employee in the province who has availed of their early retirement program, can still be employed in the city government. On the possibility of re-employing retired Provincial employees to the City Government, Atty. Rocamora said that if the employment is purely consultancy- may be yes, but having reached the working age limit, then they should not be employed again. The problem is that people tend to go to the Mayor directly, but if we explained on the non-availability of budget- he will understand. The Mayor listens and he expects us to tell him or talk to him.

Atty. Rocamora suggested that the City should have a calendar of festivals for visitors to know or to schedule their visit to the City of Puerto Princesa.

Ms. Reggie Cantillo informed the Body that the School In charge of the Public Montessori yearly attends training in Manila costing to about a hundred thousand pesos. The City does not have a hold on him as there is no contract to effect the return of investment in all his trainings. It was then agreed that the In charge of the Public Montessori must submit an accomplishment report and be invited to attend the next regular meeting

Atty. Rocamora agreed to the suggestion of the Department Heads to have an audience with the Chief Executive again. He assigned the HRMO to check on the availability of the City Mayor and send him an invitation to attend the next regular meeting

There being no other matters to be discussed, the meeting adjourned at 11:40 a.m.

Lunch was served.

I HEREBY CERTIFY TO THE CORRECTNESS OF THE ABOVE QUOTED MINUTES OF THE 4TH REGULAR MEETING OF THE CITY DEPARTMENT HEADS AND ASSISTANT DEPARTMENT HEADS HELD ON MAY 5, 2009 AT THE AUDIO VISUAL HALL.

(Signed) **FLORA M. AURELIO**
Supervising Administrative Officer
Head, Secretariat

Appendix 2. Photos Taken During the Orientation and Meetings for the Preparation of CGPP Citizens' Charter







Appendix 3. Executive Order No. 011, s.2009. An Order Mandating the Establishment of Citizens' Charter for the City Government of Puerto Princesa and Creating the Steering Committee and Task Force for the Purpose



Republic of the Philippines
City Government of Puerto Princesa
OFFICE OF THE CITY MAYOR
New City Hall, Sta. Monica, Puerto Princesa City

EXECUTIVE ORDER NO. 011

Series of 2009

AN ORDER MANDATING THE ESTABLISHMENT OF CITIZENS' CHARTER FOR THE CITY GOVERNMENT OF PUERTO PRINCESA AND CREATING THE STEERING COMMITTEE AND TASK FORCE FOR THE PURPOSE

WHEREAS, the Anti-Red Tape Act of 2007 otherwise known as Republic Act No. 9485 declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government.

WHEREAS, in accordance with this policy, local government units have been mandated by R.A. 9485 to set up service standards to be known as the Citizens' Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino, or in the local dialect.

WHEREAS, the leadership advocates the promotion of good local governance through clear, transparent, accountable and responsive public service delivery, which is also espoused by R. A. 9485.

WHEREAS, the leadership is aware of the benefits that implementation of a Citizens' Charter brought about to other LGUs and their constituents such as less cost of public service delivery, reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment of customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others.



WHEREAS, it is the leadership's desire for the City Government of Puerto Princesa and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizens' Charter.

NOW THEREFORE, by virtue of the powers vested upon me as the local chief executive (LCE) of the City Government of Puerto Princesa, I hereby order the following:

Section 1. Establishment of a Citizens' Charter for the City Government of Puerto Princesa. The local government of the City Government of Puerto Princesa shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to its constituents. The said document shall describe the step-by-step procedures for availing a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- a. Vision and mission of the City Government of Puerto Princesa;
- b. Identification of the frontline services offered, and the recipients of such services;
- c. The step-by-step procedure to obtain a particular service;
- d. The officer or employee responsible for each step;
- e. The maximum time to conclude the process;
- f. Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g. The amount of fees, if necessary;
- h. The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- i. Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- j. Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. Creation of the Steering Committee on the Citizens' Charter Initiative. A Steering Committee on the Citizen's Charter initiative shall be created to serve as primary advisory body to the local chief executive in the overall direction and supervision of the Citizens' Charter initiative. The Steering Committee shall be composed of the following:

- a. The City Mayor, who shall act as the Committee Chairperson;
- b. The City Vice Mayor;
- c. Chairperson of the Committee on Trade and Industry, of the Sangguniang Panlungsod;
- d. All Department Heads;
- e. President of Puerto Princesa City Government Employees' Association; and



- f. The Head of the Task Force on Citizens' Charter Preparation, as *ex officio* member.

Section 3. Terms of Reference for the Steering Committee. The Steering Committee shall perform the following functions:

- a. Act as the LCE's advisory council in the overall direction and supervision of the Citizens' Charter initiative's implementation;
- b. Assist the LCE in setting the goals and objectives of the Citizens' Charter initiative;
- c. Assist the LCE in the review and refinement of the Citizens' Charter;
- d. Lead in advocating and lobbying for the institutionalization of the Citizens' Charter to the Sangguniang Panlungsod through an appropriate ordinance.

Section 4. Creation of the Task Force on Citizens' Charter Preparation. A Task Force on Citizens' Charter Preparation shall be created to take the lead in the formulation, writing and packaging of the Citizens' Charter. The Task Force shall be composed of the following:

- a. The City Administrator, who shall act as the Task Force Head;
- b. The City LGOO, who shall act as Deputy Task Force Head;
- c. Heads of Departments providing frontline services;
- d. Division Chiefs/Senior Staffs from each Department providing frontline services.

Section 5. Terms of Reference for the Task Force. Members of the Task Force shall perform the following functions:

- a. The Department Heads, assisted by one or two of their Division Chiefs/Senior Staffs, shall lead in the review of their offices' frontline services in terms of procedure, requirements, charges and fees, in the setting of new service standards, and in the conduct of consultative meetings with the consumers or beneficiaries of the services provided by their departments;
- b. The Department Heads shall also be in charge of writing their offices' new procedures, list of requirements, and schedule of charges and fees for submission to the Task Force Head.
- c. The Task Force Head shall see to it that standards and deadlines with regard to the Citizens' Charter preparation are met, assume responsibility for the review, consolidation and finalization of the published form of the Charter.
- d. The Deputy Head shall assist the Task Force Head in the review and consolidation of the Department's outputs, as well as in the finalization of the Charter.

Section 6. Secretariat. There is hereby created a Secretariat composed of the regular personnel of the Human Resource Management Office to provide administrative and operational assistance to the Steering Committee on the Citizens' Charter Initiative and Task Force on Citizens' Charter Preparation.

Section 7. Effectivity. This Executive Order shall take effect immediately.

DONE, this 20th day of April 2009 in the City of Puerto Princesa.

(Signed)

EDWARD S. HAGEDORN
City Mayor

Appendix 4. Customer's Feedback Form



Customer's Feedback Form

Instruksyon:

1. Ang pormas na ito ay ginagamit para sa ebalwasyon sa pagganap ng tungkulin ng isang kawani ng pamahalaan. Ang inyong komentaryo sa pagganap ng kanyang serbisyo ay makakatulong sa kabuuang nilalayan ng ebalwasyong ito, upang mapaunlad ang aming pagbibigay ng serbisyo.
2. Kinakailangan ang patas at makatwirang pagbibigay ng grado sa isang kawani.
3. Sa paggrado ng kawani, lagyan ng tsek ang kahon na nagtataglay ng pinakamakawatwirang presentasyon ng antas ng kanyang pagganap ng serbisyo gamit ang "rating scale" sa ilalim.

Mataas 10 – Magaling
 8 – Pinaka-angkop
 6 – Angkop
 4 – Mababa
Mababa 2 – Mas Mababa

4. Matapos masagutan, pirmahan ang pangalan at ibalik ang pormas sa Public Assistance Officer/Opisyal na nakatalaga/Tagapangasiwa ng isang kawani na siyang kausap ukol sa isang gawain.

Mga Elemento:

Bahagi I – Pagganap

Mga katuparan ng isang gawain

Siya ba ay may kaalaman sa kanyang nakatalagang trabaho at hindi naaantala ang iyong transaksyon, mabilis, alinsunod sa sistema at may tamang desisyon.

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bahagi II – Kritikal na Elemento

1. Kabutihang Asal

Siya ba ay magalang, matapat, maagap? Siya ba ay palangiti, bumabati sa mga kliyente upang maging komportable at mapalagay ang loob.

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Handa sa Serbisyo

a. (Sa loob ng opisina)

Siya ba ay nasa kanyang istasyon, laging nasa oras, hindi gumaganap ng hindi opisyal na gawain tulad ng pagkawalang bahala, pagkain, telepono, at iba pa, habang ang kliyente ay naghihintay o nakapila.

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Sa labas ng opisina (On – field)

Siya ba ay madalas sa kanyang istasyon, lagging nasa hustong oras, madaling lapitan at gumaganap sa kanyang tungkulin?

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Kalinisan at Kaayusan ng Lugar na pinagtatrabahu-an

Ang lugar na pinagtatrabahuan ay maayos at malinis.

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Maayos na Kaanyuan

Siya ba ay may presentableng kaanyuan, nagsusuot ng tamang uniporme o pananamit at may ID bilang pagkakakilanlan.

Mababa		Mataas		
2	4	6	8	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mga Komentaryo at Rekomendasyon:

Pangalan at Lagda
(Rater)

Posisyon

Opisina/Dibisyon

Petsa



Appendix 5. Sangguniang Panlungsod Resolution No. 565-2009



Republika ng Pilipinas
TANGGAPAN NG SANGGUNIANG PANLUNGSOD
 Lungsod ng Puerto Princesa

EXCERPTS FROM THE MINUTES OF THE 101ST REGULAR SESSION OF THE 12TH SANGGUNIANG PANLUNGSOD OF THE CITY OF PUERTO PRINCESA HELD ON JUNE 16, 2009 AT THE SESSION HALL OF THE SANGGUNIANG PANLUNGSOD

PRESENT:

Hon. LUCILO R. BAYRON	City Vice Mayor, Presiding Officer
Hon. FELIBERTO S. OLIVEROS III	City Councilor, Chairman Protempore
Hon. HENRY A. GADIANO	City Councilor, Asst. Majority Floor Leader, Acting Majority Floor Leader
Hon. JIMMY L. CARBONELL	City Councilor
Hon. MARK DAVID M. HAGEDORN	City Councilor
Hon. ELEUTHERIUS L. EDUALINO	City Councilor
Hon. MIGUEL T. CUADERNO IV	City Councilor
Hon. LUIS M. MARCAIDA III	City Councilor
Hon. JOAQUIN V. PALANCA, JR.	City Councilor
Hon. MARIVIC P. JAVAREZ	City Councilor
Hon. TRISHA MAE C. ASUNCION	Pres., SK Federation, Ex-Officio Member

OFFICIAL BUSINESS/OFFICIAL TRAVEL:

Hon. REBECCA V. LABIT	City Councilor, Majority Floor Leader
Hon. DOUGLAS S. HAGEDORN	Pres., Liga ng mga Barangay, Ex-Officio Member

ABSENT:

Hon. ROGELIO M. CASTRO	City Councilor
Hon. BENY B. RESUMA	City Councilor

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RESOLUTION NO. 565-2009

A RESOLUTION APPROVING THE CITIZEN'S CHARTER OF THE CITY GOVERNMENT OF PUERTO PRINCESA IN COMPLIANCE WITH REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS, "THE ANTI-RED TAPE ACT OF 2007".

Authorized by: **Hon. Mark David M. Hagedorn and Hon. Joaquin V. Palanca, Jr.**

WHEREAS, pursuant to Republic Act No. 9485, otherwise known as "The Anti-Red Tape Act of 2007", all local government units are mandated to create their respective Citizen's Charter as "the LGU's official document that shall contain its service standards, or pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect from that particular service";

WHEREAS, prior to the enactment of RA No. 9485, the City Government of Puerto Princesa has already made its service standards or pledge as provided in its Quality System Manual in accordance with standard set by ISO 9000-2001. It has also set its Performance Management System – Office Performance Management System (PMS-OPES) approved by the Civil Service Commission;

WHEREAS, in compliance to RA No. 9485, the Local Chief Executive promulgated Executive Order No. 011, Series of 2009, mandating the establishment of a Citizen's Charter for the City Government of Puerto Princesa and creating the steering committee and task force for the purpose, with their respective duties and functions;

