



CITY GOVERNMENT OF TACLOBAN
CITIZEN'S CHARTER

CY 2023, 1st Edition

I. Mandate

The City Government of Tacloban is mandated to deliver basic, regular, and direct services and effective governance to its inhabitants.

II. Vision

A Globally competitive, green and resilient city, propelled by God-loving, gender responsive leaders and empowered citizenry.

III. Mission

To develop tacloban into a resilient, commercial and industrialized city with a fast-growing economy, ecological balance and
Social equity to maintain its status as the strategic hub of eastern visayas.

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CITY MAYOR'S OFFICE

RECEIVING OF COMMUNICATION LETTERS

Receiving of Communication Letters from City Government of Tacloban Offices and outside offices

The City Mayor's Office receives a great amount of communication letters from various offices and clients such as but not limited to requests, notice of meetings, letter of intent, coordination letter.

Office/Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of the communication letter		Client		
Complete contact details of the sender		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the 3 copies of communication letter to the CMO receiving area	1. Read the content of the communication letter	None	5 Minutes	Ms. Manilyn M. Jaboyanon <i>Administrative Aide I</i> City Mayor's Office
	2. After verifying the content, acknowledge receipt of the letter 2.1 Stamp the "RECEIVED" logo to the communication letter 2.2 Write the name of the	None	5 Minutes	Ms. Manilyn M. Jaboyanon <i>Administrative Aide I</i> City Mayor's Office

	<p>receiver, including the date and time</p> <p>2. 3 Place a barcode to the letter</p>			<p>Ms. Norena Tupaz <i>Administrative Aide I</i> City Mayor's Office</p>
	<p>3. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)</p> <p>3.1 Scan the documents and upload the same to DTAS</p>		<p>3 Minutes</p>	<p>Mr. Beryl Karl Espino <i>Administrative Aide I</i> City Mayor's Office</p>
2. Accept the ends users copy	4. Release the end users copy	None	<p>1 Minute</p>	<p>Ms. Manilyn M. Jaboyanon <i>Administrative Aide I</i> City Mayor's Office</p> <p>Ms. Norena Tupaz <i>Administrative Aide I</i> City Mayor's Office</p>
	5. Attach route slip to communication letter and forward the document/s to the City Mayor's Office	None	<p>1 Minute</p>	<p>Ms. Daisy Cinco <i>Executive Assistant III</i> City Mayor's Office</p>
	6. Designated employee verifies the content and route the document/s to the Executive Assistants responsible for various	None	<p>3 Minutes</p>	<p>Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office</p>

	sectors			
	7. Route the document/s to responsible offices with recommendatory comments or action taken	None	5 Minutes	<p>Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office</p> <p>Ms. Russel Grego <i>Administrative Aide I</i> City Mayor's Office</p>
Total			23 MINUTES	



RECEIVING OF COMMUNICATION LETTERS THROUGH EMAIL

Receiving of Communication Letters sent by various offices through the official email of City Mayor's Office

The City Mayor's Office official email address receives numerous emails from various offices and agencies mostly communication letters for coordination meetings, courtesy calls and other inquires.

Office/Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email with complete attachments		Client		
Complete contact details of the sender		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email with all the complete attachments and contact details	1. Read the content of the communication letter 1.2. After verifying the content and acknowledge receipt of the letter	None	5 Minutes	Ms. Maureen E. Paciencia <i>Administrative Officer – Designate</i> City Mayor's Office
	2. Print the email and all its attachments 2.1 Forward the hard copy of the email to the Receiving division	None	1 Minutes	Ms. Maureen E. Paciencia <i>Administrative Officer – Designate</i> City Mayor's Office

	<p>3. Stamp the "RECEIVED" logo to the communication letter</p> <p>3.1 Write the name of the receiver, including the date and time</p> <p>3.2 Place a barcode to the letter</p>	None	<p>5 Minutes</p> <p>2 Minutes</p>	<p>Ms. Manilyn M. Jaboyanon <i>Administrative Staff</i> City Mayor's Office</p> <p>Ms. Norena Tupaz <i>Administrative Aide I</i></p>
	<p>4. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)</p> <p>4.1 Scan the documents and upload the same to DTAS</p>	None	5 Minutes	<p>Mr. Beryl Karl Espino <i>Administrative Aide I</i> City Mayor's Office</p>
Total			18 MINUTES	



RECEIVING OF DOCUMENTS FOR SIGNATURE OF THE CITY MAYOR OR THE DULY AUTHORIZED REPRESENTATIVE

The City Mayor as the Local Chief Executive is vested with the authority to sign documents in behalf of the City

Government of Tacloban on a daily basis the City Mayor's Office receives volumes of documents that the City Mayor should sign as part of his ministerial function.

Office/Division:	CITY MAYOR'S OFFICE	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Document/s for signature such as but not limited to: Office Orders; Travel Orders; Memoranda of Understanding, Memoranda of Agreement Deeds of Donation Deeds of Sale Deed of Usufruct Service Records Application for Terminal Leave Oath of Office Authority to Reimburse Clearance Forms Local Finance Resolution GSIS Forms for Retirement Senior Citizen Booklets Senior Citizen IDs		Client

PWD IDs Solo Parent IDs				
Complete contact details of the sender		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the document/s for signature/ approval of the Local Chief Executive:	1. Read the content of the communication letter 1.1 After verifying the content and acknowledge receipt of the letter by signing the logbook	None	5 Minutes	Mr. Giesmar Bodoso <i>Administrative Aide I</i> City Mayor's Office
	2. Forward the documents for signature to the City Mayor's Office and City Administrator's Office for review and verification	None	5 Minutes	Mr. Giesmar Bodoso <i>Administrative Aide I</i> City Mayor's Office
	3. Verify the content 3.1 Affix initial on the document 3.2 Forward it to the City Mayor/ Authorized official for signature	None	10 Minutes	Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office Atty. Anacleto Rei A. Lacanilao III <i>City Administrator</i>
	4. Affixes LCE signature/ authorized representative	None	1 Day	Alfred S. Romualdez <i>City Mayor</i> Atty. Anacleto Rei A. Lacanilao III <i>City Administrator</i> <i>City Administrator's Office</i>

	5. Forward the document/s to the personnel assigned for releasing the signed documents	None	10 Minutes	Mr. Benjie Meniano <i>Admin Aide I</i> City Mayor's Office Ms. Anselma Maderazo <i>Admin Aide I</i> City Mayor's Office
	6. Sign the logbook acknowledging the signed documents 6.1 Record the signed documents 6.2 Inform the end user that the document was already signed and ready for pick up	None	5 Minutes	Mr. Giesmar Bodoso <i>Administrative Aide I</i> City Mayor's Office
	7. Release the document to the end user	None	5 Minutes	Mr. Giesmar Bodoso <i>Administrative Aide I</i> City Mayor's Office
Total			1 DAY and 40 MINUTES	



REQUEST FOR THE ATTENDANCE/ PRESENCE OF THE CITY MAYOR FOR VARIOUS ACTIVITIES AND EVENTS

Various offices, both government and private request the presence of the City Mayor to grace their activities and events

Office/Division:	CITY MAYOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		n/a		
Copy of the event's program		n/a		
Complete contact details of the sender		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Area of City Mayor's Office for verification	1. Read the content of the communication letter 1.1 Verifying the content and acknowledge receipt of the letter 1.2 Stamp the client's copy with the receiving stamp, name of the CMO staff, time and date.	None	5 Minutes	Ms. Manilyn M. Jaboyanon Administrative Staff City Mayor's Office Ms. Norena Tupaz Administrative Aide I City Mayor's Office
2. Accept his/ her receiving copy of the communication letter	2. Give the receiver's copy to the end user		1 Minutes	Ms. Manilyn M. Jaboyanon <i>Administrative Staff</i> <i>City Mayor's Office</i> Mr. Beryl Karl Espino

				<i>Administrative Aide I City Mayor's Office</i>
	3. Forward the documents to the Executive Assistants assigned for the schedule	None	5 Minutes	Ms. Norena Tupaz <i>Admin Aide I City Mayor's Office</i>
	4. Verify the content and program 4.1 Check the schedule of the City Mayor 4.2 Input the said activity to the calendar of events of the City Mayor	None	1 DAY	Ms. Irish Sheryl Tonog <i>Executive Assistant III City Mayor's Office</i>
	5. Inform the requesting party of the confirmation of the attendance of the City Mayor or his duly authorized representative	None	1 Day	Mr. Melvin Coralde <i>Admin Aide I City Mayor's Office</i> Mr. Benjie Meniano <i>Admin Aide I City Mayor's Office</i>
Total			2 DAYS AND 11 Minutes	



REQUEST TO SCHEDULE A MEETING OR COURTESY VISIT WITH THE CITY MAYOR

Request for Various offices, both government and private request the presence of the City Mayor to grace their activities and events

Office/Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter with the purpose of the meeting or courtesy visit		Client		
Complete names of the attendees		Client		
Complete contact details of the sender		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Area of City Mayor's Office for verification	1. Read the content of the communication letter 1.1 Verifying the content and acknowledge receipt of the letter 1.2 Stamp the client's copy with the receiving stamp, name of the CMO staff, time and date.	None	5 Minutes	Ms. Manilyn M. Jaboyanon <i>Administrative Staff City Mayor's Office</i> Mr. Beryl Karl Espino <i>Administrative Aide I City Mayor's Office</i>
2. Accept his/ her receiving copy of the communication letter	2. Give the receiver's copy to the end user	None	1 Minutes	Ms. Manilyn M. Jaboyanon <i>Administrative Staff City Mayor's Office</i>

				Ms. Norena Tupaz <i>Administrative Aide I</i> City Mayor's Office
	3. Forward the documents to the Executive Assistants assigned for the schedule	None	5 Minutes	Ms. Norena Tupaz <i>Administrative Aide I</i> City Mayor's Office
	4. Verify the content and program a. Check the schedule of the City Mayor b. Input the said activity to the calendar of events of the City Mayor	None	1 DAY	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office
	5. Inform the requesting party of the confirmation of the schedule of the meeting/ courtesy call with the City Mayor or his duly authorized representative	None	1 Day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office Mr. Melvin Coralde <i>Admin Aide I</i> City Mayor's Office Mr. Benjie Meniano <i>Admin Aide I</i> City Mayor's Office

Total			2 DAYS AND 12 Minutes	



REQUEST TO SCHEDULE A CIVIL WEDDING

Couples residing in Tacloban who wish to get married through a Civil Wedding

As vested by the Local Government Code of 1991 the Local Chief Executive as one of his function has the authority to solemnize marriage for residents of Tacloban who wish to get married.

Office/Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Civil Wedding schedule form		City Mayor's Office		
Marriage License		City Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple may proceed to the City Mayor's Office	1. Give the civil wedding schedule form to the couple	None	1 Minutes	Mr. Melvin Coralde <i>Administrative Staff</i> City Mayor's Office
2. Couple will fill out the form and upon completion they may give the same to the attending staff	1. Accept the accomplished form 1. 2 Check whether the couple have a valid Marriage License	None	10 Minutes	Mr. Melvin Coralde <i>Administrative Staff</i> City Mayor's Office
3. Accept the copy of their civil wedding schedule form and wait for the confirmation of the schedule through a text of phone call from the City Mayor's Office	2 Give the couple a copy of the schedule form 2.1 Inform the couple of the waiting period for the confirmation.	None	5 Minutes	Mr. Melvin Coralde <i>Administrative Staff</i> City Mayor's Office

	<p>2.2 Forward the Accomplished Form to the Executive Secretary</p> <p>2.3 Forward the Accomplished Form to the Executive Secretary</p>			
	<p>3. Check the schedule of the City Mayor</p> <p>3.1 Input the said wedding date to the calendar of events of the City Mayor upon confirmation of its availability</p>	None	1 DAY	<p>Ms. Irish Sheryl Tonog Executive Assistant III City Mayor's Office</p>
	<p>4. Inform the requesting party of the confirmation of the schedule of the civil wedding with the City Mayor or his duly authorized representative</p>	None	5 Minutes	<p>Ms. Irish Sheryl Tonog Executive Assistant III City Mayor's Office</p>

Total		1 DAY AND 21 Minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Mayor's Office</p> <p>Contact info: (053) 832-3131/ 0926-406-6591 or taclobancitymayorsoffice@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer-Designate opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The action taken and answer of the City Mayor's Office is then relayed to the citizen/ complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (053) 832-2634 or 0926-4066-591</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Mayor's Office.</p> <p>Complaints can also be filed via telephone or cellphone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence

	<p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>(053) 832-2634 or 0926-4066-591</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation within 24 hours upon receipt.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Chief of Staff or duly authorized representative for appropriate action.</p> <p>The Complaints Officer will give the feedback with regards to the action taken and investigation conducted to the client/ complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and cellphone number : (053) 832-2634 or 0926-4066-591</p>
<p>Contact Information of the City Mayor's Office</p>	<p>E-MAIL: taclobancitymayorsoffice@gmail.com</p> <p>(053) 832-2634 or 0926-4066-591</p>



CITY LEGAL OFFICE

DRAFTING OF LEGAL DOCUMENTS FOR CITY EMPLOYEES AND WALK IN CLIENTS

To provide quality assistance to clients on the preparation of their legal documents.

Office/Division:	CITY LEGAL OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of the Client at the CLO		City Legal Office		
Clients should bring a Valid Identification Cards, Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients appears at the CLO and bring documents for evaluation	1. Interview clients and evaluation of documents	None required	3 minutes	KIMBERLY L. OSI Administrative Aide I <i>Receiving clerk/Admin. Staff</i>
2. Interview from Lawyer/Para Legal	2. Referral to Para Legal for the preparation of the needed legal		20 minutes	Paralegal Contract of Service

	documents.			
3. Clients signs the prepared document.	3. Documents will be endorsed to the Lawyer on duty for notarization.		1 minute	Lawyer Contract of Service
4. Client will wait for their documents to be released.	4. The Receiving clerk will release the notarized documents.		1 minute	KIMBERLY L. OSI Administrative Aide I <i>Receiving clerk/Admin Staff</i>
Total		None required	25 minutes	



NOTARIZATION OF LEGAL DOCUMENTS FOR CITY EMPLOYEES AND WALK IN CLIENTS

To provide prompt and efficient notarial services to clients.

Office/Division:	CITY LEGAL OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of the Client at the CLO		City Legal Office		
Clients should bring a Valid Identification Cards, such; Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clarence, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration		Clients		
Client pays the notarial fees		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients appears at the CLO and bring documents for evaluation	1. Interview clients and evaluation of documents	For ORDINARY AFFIDAVITS "Affidavit Of loss, Affidavit of Undertaking, Affidavit	3 Minutes	KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk
2. Interview from Paralegal/Receiving	2. Referral to the lawyer on duty for the		10 minutes	Lawyer Contract of Service

and office clerks. 3. Client will wait for their documents to be released.	notarization of documents 3.The Receiving clerk will release the notarized documents.	of Singleness, Affidavit of Ownership, Authorization Letter, Affidavits (related to Processing of Live Birth – Non-residents of Tacloban), Affidavits (Related in processing of Business Permits/Renewal), MCH Affidavits, Other legal documents prepared in advance which are for notarization	1 minute	KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk
	TOTAL:	None required	14 minutes	



1. Preparation of Legal Opinion/ Research on Law and Jurisprudence

To conduct research, gathers and analyzes on law and jurisprudence to provide quality and effectual legal opinion to the requesting party.

Office/Division:	City Legal Office			
Classification:	Technical			
Type of Transaction:	Government to Government			
Who may avail:	Department/Offices of the City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request/endorsement from requesting party to be submitted to CLO			Concerned office or the Requesting party	
Requesting party are required to provide their receiving copy			Concerned office or the Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents to the CLO a letter request/ endorsement from other Department /offices	1. Recording in the logbook & endorsement of the documents to OIC- City Legal Officer for notation	None required	3 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk

				ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer
2. Client attaches documents relevant to the request.	2. Receipt of the request for Legal opinion or research on law and jurisprudence and other documents needed to be secured. Referral to the CLO Assessment & referral of the Legal opinion to Lawyer/Para Legal.		1 day	Lawyer Contract of Service Paralegal Contract of Service
	3. Conduct research & draft of legal opinion		7 days	ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer
3. Client will follow up with the requesting Department/office	4. Review, finalize & approval by the City Legal Officer of the legal opinion		30 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk

	<p>1. Draft endorsement/cover letter attached to the drafted legal opinion</p> <p>2. Record & release the approved legal opinion to the Department/Office who requested for such legal opinion.</p>		<p>3 minutes</p> <p>15 minutes</p>	<p>ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk</p>
Total		Non required	8 days and 51 minutes	



4. Preparation and review of contracts entered into by the City of Government Tacloban with various persons, entities or offices (both private & public).

To draft contracts and validate the same through related articles on law and jurisprudence.

Office/Division:	City Legal Office			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Department/Offices of the City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request/endorsement from requesting party to be submitted to CLO			CLO	
Requesting party are required to bring their receiving copies			Requesting party/concerned office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents to the CLO a letter request/ endorsement from other Department /offices	1. Receipt of the endorsement from different offices of the City government or private individuals/entities/offices requesting the review of the contracts. 2. Recording of the communication letter in our official logbook.	None required	5 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk

<p>2.Client attaches documents relevant to the request.</p> <p>3.Client will follow up with the requesting Department/office</p>	<p>2.Review and research of contracts and attachments.</p> <p>3. Drafting of cover letter attached to the letter request for proper endorsement</p>		<p>4 DAYS</p> <p>20 minutes</p>	<p>ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer</p> <p>Paralegal Contract of Service</p> <p>Lawyer Contract of Service</p> <p>ELLA JEAN MAALA Administrative Aide I Office Clerk</p> <p>ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk</p>
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	4.Endorsement to the requesting office together with the comments of the CLO			
Total		None required	4 days and 25 minutes	



5. Preparation & review of proposed ordinances for the submission to the Sangguniang Panglunsod.

To prepare and review the proposed ordinance accurately and endorse the same to the Sanggunian Panglunsod for proper authorization.

Office/Division:	City Legal Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Department/Offices of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/ endorsement submitted to CLO		CLO		
Requesting party are required to secure their receiving copies		Requesting Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents to the CLO a letter request/ endorsement from other Department /offices	1. Receipt and recording of the endorsement/communication from various City government offices/departments	None required	5 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk Paralegal Contract of Service

<p>2.Client attaches documents relevant to the request.</p> <p>3.Client will follow up with the requesting Department/office</p>	<p>2.Preparation of the ordinance, review and finalization of the draft ordinance.</p> <p>3. Drafting of cover letter attached to the drafted ordinance and endorsement to the concerned/requisting office/department.</p>		<p>4 Days</p> <p>25 minutes</p>	<p>Lawyer Contract of Service</p> <p>ELLA JEAN MAALA Administrative Aide I Office Clerk</p>
Total		None required	4 days and 30 minutes	



5. Administrative investigation of officials or employee for neglect/misconduct or violation of oath of office.

To provide a fair and unbiased investigation to all employees of the City Government.

Office/Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Letter complaint from Complainant/Head of Office submitted to the CLO			CLO	
Complainant are required to secure their receiving copies			Complainant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client/ Department head submits a letter/complaint to the HRMDO.	1.Receipt and Recording of endorsement from HRMDO and CMO.	None required	5 minutes	ROSELDA MELQUIADES Receiving & Releasing Clerk Receiving Clerk

<p>2.Client attaches documents relevant to the complaint.</p>	<p>2. Investigation and research.</p>		<p>20 Days</p>	<p>ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer ATTY. AUBREY JUSTIMBASTE Legal Service Provider</p>
<p>3.Client will be notified of the decision of the Administrative committee by the CMO</p>	<p>3.Conference/confrontation</p>		<p>1 hour</p>	<p>Administrative Disciplinary Committee members Atty. Aubrey Justimbaste Legal Service Provider</p>
	<p>4. Preparation of findings and recommendation</p>		<p>25 minutes</p>	<p>ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk</p>
	<p>5. Submission of recommendation of investigation to the City Mayors Office</p>			

Total	None required	20 days, 1 hour and 30 minutes	
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7. Clearances for relief of accountability and/or retirement upon request of employees of the City Government, Brgy. Officials of the City and employees of the City Division, Department of Education (Provided the applicant has no pending administrative case before the City Legal Office)

To provide prompt service in signing the clearances endorsed by the employees.

Office/Division:	City Legal Office		
Classification:	Simple		
Type of Transaction:	Government-to-Government (G2G)		
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal appearance at the CLO		CLO	
Clearances		Employees/Applicant	
Employees/Applicants should bring a Valid Identification Cards, Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration		Employees/Applicant	
CLIENT STEPS	AGENCY ACTIONS		

		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client makes a personal appearance at the CLO.	1.Receipt & recording of the clearance.	None required	2 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk Atty. Aubrey Justimbaste Legal Service Provider
2.Presents the clearance to the CLO Staff and a valid government issued I.D.	2. Verification & counter signing of the clearance.		5 minutes	Atty. Christian Eduard De Dios Attorney II ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer
3.Client will wait for the signed clearance to be released.	3. Signing of the clearance.		3 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk

	4. Release of the clearance		1 minute	
Total		Non required	11 minutes	



**8. Certification for loan clearance as requested by employees of the City government
(That the applicant has no pending administrative case before the City Legal Office.)**

To provide prompt service in signing and certifying loan clearances as to one of the requirements needed to process their loans.

Office/Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance at the CLO		CLO		
Employees/Applicants should bring a Valid Identification Cards, Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration		Employees/Applicants		
Loan Clearances		Employees/Applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client makes a personal appearance at the CLO.</p>	<p>1. Receipt & recording of the clearance.</p>	<p>None required</p>	<p>2 minutes</p>	<p>ROSELDA MELQUIADES Administrative Aide I Receiving Clerk & Releasing Clerk</p> <p>Atty. Aubrey Justimbaste</p>
<p>2. Presents the clearance to the CLO Staff and a valid government issued I.D.</p> <p>3. Client will wait for the signed clearance to be released.</p>	<p>2. Verification and counter signing of the clearance.</p> <p>3. Signing of the clearance.</p>		<p>5 minutes</p> <p>3 minutes</p>	<p>Legal Service Provider</p> <p>ELLA JEAN MAALA Administrative Aide I Office Clerk</p> <p>ATTY. ANACLETO REI LACANILAO III OIC- City Legal Officer</p>

	4. Release of the clearance.		1 minute	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
Total		None required	11 minutes	



9. Notarial services to all Government Employees

- * **Employees Welfare Program Loan application**
- * **SALN**
- * **Personal Data Sheet**
- * **Sworn Declaration (BIR Form)**

To provide FREE notarial services to all City Government of Tacloban employees for the submission of their documents in compliance with HRMDO mandates, CSC directives and for ARTA compliance.

Office/Division:	City Legal Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS) and Applicants of City Government of Tacloban	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Personal appearance at the CLO	CLO	
Employees/Applicants should bring a Valid Identification Cards, Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card,	Employees/Applicants	

PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration				
EWP Forms, SALN, PDS and BIR Income Sworn Declarations		Employees/Applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client makes a personal appearance at the CLO.	1. Receipt & recording of the requested document for notarization.	None required	3 minutes	KIMBERLY L. OSI Administrative Aide I Receiving Clerk & Releasing clerk
2.Presents the document to the CLO Staff and a valid government issued I.D.	2. Verification of the parties/signature.		2 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk
				Lawyer Contract of Service

3. Client will wait for the Notarized document to be released	3. Notarization and recording of the documents in the notarial register/book of the Lawyer.		3 minutes	KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk
	4. Release of the notarized document		2 minutes	
Total		None required	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>The Client can either:</p> <ol style="list-style-type: none"> 1. Fill up the Feedback Form available at the Suggestion Box in front of the City Legal Office or; 2. Send a Private message to the CLO Facebook Account
How feedbacks are processed	All feedback is collated, put into writing and endorsed to the OIC City Legal Officer for appropriate action.
How to file a complaint	Complaint should be in writing, duly signed by the complainant and stamped as received by the City Legal Office staff.
How complaints are processed	<p>Once the complaint is stamped received by the CLO staff, it will be directly endorsed to the OIC City Legal Officer.</p> <p>Action taken will be after 3 days.</p> <p>Complainant will be informed thru text/pm of the results on the 4th day.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888</p>

Prepared By:

JESSICA P. LISING
 Legal Assistant II/Admin. Officer Designate

Approved By:

ATTY. ANACLETO REI . LACANILAO III
 OIC- City Legal Officer



CITY TOURISM OFFICE

Issuance of Tourism Certificate

Tourism Certificate is issue to affirm the validity and the compliance of the stakeholder.

Office/Division:	City Tourism Operations Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Tourism-related establishments (Accommodation Establishments, Ticketing Office & Travel Agency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application Form		Business Permit & Licensing Division – City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office	1. Give the Log Book to the client	None	3 minutes	City Tourism Staff Administrative Aide I
2. Submit business permit application form	2. Receive and check business permit application form	None	5 minutes	City Tourism Staff Administrative Aide I
	2.1 Inspection of establishment		2 days	Laboratory Aide I
	2.2 Assess Tourism/Certification fees		4 hours	Administrative Aide VI (Designated Administrative Officer)

3.1. Pay the required fees at City Treasurer's Office by showing the assessment form/slip. *Make sure to secure Official Receipt that will be issued upon payment	3.1. Request the client to provide the Official Receipt Number to process the Tourism Certification.	For New Business Permit Registration P3,200.00 License P1,700.00 Certificate 50.00 Doc. Stamp 30.00	30 minutes	City Tourism Staff Administrative Aide I
4. Return to City Tourism Operation's Office for the processing and release of Tourism Certificate	4. Issue the Tourism Certification to the client	None	30 minutes	City Tourism Staff Administrative Aide I
Total		For of New Business Permit (fees +) 3200+1700+50+30	2 days, 5 hours, 8 minutes	



Issuance of Tourism Certificate

Tourism Certificate is issue to affirm the validity and the compliance of the stakeholder.

Office/Division:	City Tourism Operations Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Tourism-related establishments (Accommodation Establishments, Ticketing Office & Travel Agency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application Form		Business Permit & Licensing Division – City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office	1. Give the Log Book to the client	None	3 minutes	City Tourism Staff Administrative Aide I
2. Submit business permit application form	2. Receive and check business permit application form	None	5 minutes	City Tourism Staff Administrative Aide I
	2.1 Inspection of establishment		2 days	Laboratory Aide I
	2.2 Assess Tourism/Certification fees		4 hours	Administrative Aide VI (Designated Administrative Officer)

<p>3.2. Pay the required fees at City Treasurer's Office by showing the assessment form/slip. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>3.2. Request the client to provide the Official Receipt Number to process the Tourism Certification.</p>	<p>For Renewal of Hotels/Accommodations And Travel & Tours Permit</p> <p>License P1,700.00 Certificate 50.00 Doc. Stamp 30.00</p>	<p>30 minutes</p>	<p>City Tourism Staff Administrative Aide I</p>
<p>4. Return to City Tourism Operation's Office for the processing and release of Tourism Certificate</p>	<p>4. Issue the Tourism Certification to the client</p>	<p>None</p>	<p>30 minutes</p>	<p>City Tourism Staff Administrative Aide I</p>
<p>Total</p>		<p>For Renewal of Hotels/Accommodations and Travel & Tours Permit (fees +) 1700+50+30,</p>	<p>2 days, 5 hours, 8 minutes</p>	



Issuance of Tourism Certificate

Tourism Certificate is issue to affirm the validity and the compliance of the stakeholder.

Office/Division:	City Tourism Operations Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Tourism-related establishments (Accommodation Establishments, Ticketing Office & Travel Agency)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Business Permit Application Form			Business Permit & Licensing Division – City Treasurer’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office	1. Give the Log Book to the client	None	3 minutes	City Tourism Staff Administrative Aide I
2. Submit business permit application form	2. Receive and check business permit application form	None	5 minutes	City Tourism Staff Administrative Aide I
	2.1 Inspection of establishment		2 days	Laboratory Aide I
	2.2 Assess Tourism/Certification fees		4 hours	Administrative Aide VI (Designated Administrative Officer)

3.3. Pay the required fees at City Treasurer's Office by showing the assessment form/slip. *Make sure to secure Official Receipt that will be issued upon payment	3.3. Request the client to provide the Official Receipt Number to process the Tourism Certification.	For Renewal of Ticketing Office Certificate 50.00 Doc. Stamp 30.00	30 minutes	City Tourism Staff Administrative Aide I/Job Order Worker
4. Return to City Tourism Operation's Office for the processing and release of Tourism Certificate	4. Issue the Tourism Certification to the client	None	30 minutes	City Tourism Staff Administrative Aide I/Job Order Worker
Total		For Renewal of Ticketing Office Permit (fees +) 50+30	2 days, 5 hours, 8 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by the office staff after service is rendered. Drop this at the designated box in the front desk.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Write a letter addressed to the Coordinator narrating the specific details of the complaint Or send the complaint via email at ctootac@gmail.com
How complaints are processed	The Public Assistance and Complaint Desk will forward the complaint to the City Tourism Coordinator
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



CITY NUTRITION OFFICE

SERVICES NAME: PROCESSING AND EVALUATION OF BARANGAY NUTRITION SCHOLAR (BNS)
REPORTS

To provide BNS Honorarium

Office/Division:	City Nutrition Office			
Classification:	Simple			
Type of Transaction:	Government – to – Citizen (G2C)			
Who may avail:	All Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPT+ Report and Baseline Report		City Nutrition Office		
Monthly Accomplishment Report/BNS Action Plan		-do-		
Barangay Nutrition Action Plan for Nutrition		-do-		
Family profile		-do-		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Nutrition Scholar Submits Monthly report: E-OPT Report Baseline Family Profile Monthly Accomplishment Report	Evaluate reports as to the completeness of the documents submitted	None	30 minutes	Area 1,2 & 8, BNS Supervisor Area 4&9, BNS Supervisor Area 3&7, BNS Supervisor Area 5,6,&10, BNS Supervisor All Administrative Aide I
	If complete, make BNS Quarterly Allowance Payroll	None	20 minutes	Administrative Aide IV City Nutrition Program Coordinator
	Validate/process completeness and correctness of the documents submitted. Prepare Payroll, Obligation Request (OR) and forward the same to the City Administrator's Office for signature of OR.	None	20 minutes	Administrative Aide IV City Nutrition Program Coordinator

	Process voucher and forward to the City Budget and accounting Office	None	30 minutes	Genoveva Calumag Administrative Aide I Liaison Officer - Designate
	Route approved voucher and OR to City Treasurer's Office for Issuance of cash Advance	None	30 minutes	City Administrator City Administrator's Office
	Return cash advance to City Administrator's Office for Signature	None	1 hour	City Treasurer City Treasurer's Office
	Forward to cash Division for issuance of Check	None	1 hour	City Administrator City Administrator's Office
	Forward check to the City Treasurer's Office and City Administrator's Office for Signature	None	1 hour	Cash Division City Treasurer
	Signed check forwarded to Cash Division for cashier's encashment	None	30 minutes	Cash Division City Treasurer
	Release of payroll for BNS Allowance	None	1 day	Cash Division City Treasurer
	Total	None	1 day/ 5 Hours/ & 40 Mins	



SERVICES NAME : ISSUANCE OF CERTIFICATION TO BNS FOR APPLICATIONS FOR CIVIL SERVICE COMMISSION (CSC) ELIGIBILITY (Presidential Decree 1569)

To Facilitate BNSs CSC Eligibility

Office/Division:	City Nutrition Office			
Classification:	Simple			
Type of Transaction:	All Government – to Citizen (G2C)			
Who may avail:	All Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent for CSC eligibility		To be provided by requestee		
BNS Certification of Deployment		City Nutrition Office		
Endorsement letter from NNC 8		National Nutrition Office Region 8		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Nutrition Scholar submits request to CNO	Validate request and prepare certification as to BNS length of Service	None	30 mins	Administrative Aide IV/ City Nutrition Program Coordinator
	Receive request and forward to National Nutrition Council for Validation	None	30 mins	Administrative Aide IV/ City Nutrition Program Coordinator
	Review request with complete attachments and issue certification for Civil Service Commission	None	30 mins	Supervising Administrative Officer OIC - City Nutrition Officer
	TOTAL	None	1Hour /30 mins	



SERVICES NAME: AVAILMENT OF NUTRITION INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

To provide clientele Flyer/IEC materials

Office/Division:	City Nutrition Office			
Classification:	Simple			
Type of Transaction:	Government -to-Citizen (G2C)			
Who may avail:	All BNS's & Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for IEC materials		To be provided by requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schools: Request letter from schools/agency	Receive request for reference materials	None	2 minutes	City Nutrition Program Coordinator Administrative Aide IV
	Record on request Logbook the details: Name of Official/Staff Title of material Date of request and date of release	None	5 minutes	Asst. Administrative Officer-Designate Administrative Aide IV
General Public	Receive request and determine availability of the materials requested	None	1 hour	City Nutrition Program Coordinator Administrative Aide IV
	Identify and gather the available materials based on the information gathered	None	20 minutes	Administrative Aide IV City Nutrition Program Coordinator
	Provide brief description on the materials to be given	None	5 minutes	Supervising Administrative Officer OIC - City Nutrition Officer

	Record the identified materials to be given on the logbook for Request for Nutrition IEC Materials	None	2 minutes	Asst. Administrative Officer-Designate Admin. Aide IV
	Requesting Office to receive the materials on Logbook with the following details: Name Designation Office Contact Nos.	None	2 minutes	Asst. Administrative Officer-Designate Administrative Aide I
General Public	and gather the available materials based on the request letter	None	1 day	City Nutrition Program Coordinator Administrative Aide IV
	requesting office through phone, email or SMS when materials are ready for pick-up	None	30 Minutes	City Nut. Program Coordinator Admin. Aide IV
	Prepare Official communication to requesting office regarding the response to request	None	1 Hour	Supervising Administrative Officer OIC - City Nutrition Officer
	Record the identified materials to be given on Logbook for request for Nutrition IEC materials	None	2 Minutes	Asst. Administrative Officer - Designate Admin. Aide I
	Delivery/releasing of IEC materials	None	4 hours	Asst. Administrative Officer-Designate Administrative Aide I
		TOTAL	2 days & 8 minutes	



SERVICES NAME: REQUEST FOR ON-THE – JOB TRAINING
 To Provide Practicum/OJT students with Required Work Experience

Office/Division:	City Nutrition Office			
Classification:	Simple			
Type of Transaction:	Government -to- Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		To be provided by requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interested schools/students submit written request together with information on the objective for practicum	Request applicants to submit request for OJT. Identify Stability barangay for practicum Report to start practicum in selected barangay Evaluate the performance of the student Issued certificate of hours completed	NONE	30 minutes	Administrative Aide IV
		TOTAL	30 Min.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the PCMC Facebook Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



BUSINESS PERMITS & LICENSES DIVISION OFFICE (EXTERNAL/FRONTLINE)



CITIZEN'S CHARTER 2023

City Government of Tacloban BUSINESS PERMITS & LICENSING DIVISION

Business One Stop Shop (BOSS) Bldg. Kanhuraw hill, Brgy. 25, Tacloban City
Email: www.taclobanbplo@gmail.com

Functional Statement:

1. Records/Registers all business activities operating in Tacloban City.
2. Process and issue business permits using the unified form and automated business registration.
3. Validate compliance of business permits through business mapping/inspections.
4. Verifies the compliance of all Business establishments to applicable Local Ordinances and National Laws.
5. Submit periodic report regarding BPLS implementation to DILG, DTI and to the office of the Local Chief Executive.

Objectives:

To deliver fast and efficient service to taxpayers and encourage businessmen to invest in Tacloban City, in order to bring in more revenues and job opportunities in Tacloban City.

Vision:

Be the most efficient, prompt and business friendly office.

Mission:

To deliver a professional, efficient and honest service to taxpayers.



OTHER BUSINESS

APPLICATION OF NEW BUSINESS PERMIT (WALK-IN CLIENTS)

✚ A business permit is a certification that your business is legitimate. Having this document means your business has the license to operate in the city where it's registered. This official document is also called the Mayor's Business Permit because it's processed by the LGU with jurisdiction over the place of business.

Office/Division:	Business Permits and Licenses Division	
Classification:	Complex	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Taxpayers/Businessmen / Business Operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>SINGLE PROPRIETORSHIP:</u>		
1. Duly accomplished Unified Form		Business Permits and Licenses Division
2. DTI Business Name Registration		Department of Trade and Industry (DTI)
3. CTC/Cedula		City Treasurer's Office
4. Brgy. Clearance		Where the Business is Located
5. SPA/Notarized Authorization (Representative)		Client
6. Valid ID (Owner & Representative)		Client

7. Contract of Lease (If Renting)			Lessor/lessess	
8. Police Clearance			Tacloban City Police Office	
<u>CORPORATION:</u>				
1. SEC Registration Certificate			Respective Company	
2. Articles of Incorporation & By Laws			Respective Company	
3. Corporate Tax			City Treasurer's Office	
4. Brgy. Clearance (where the business is located)			Where the Business is located	
5. Board Resolution/Secretary Certificate			Respective Company	
<u>COOPERATIVE:</u>				
1. CDA Registration			Cooperative Development Authority	
2. City COOP Certificate			City Cooperative Office	
3. Brgy. Clearance			Where the business is located	
4. CTC/Cedula			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

<p>1.) Filing of application and Submit the Unified Form together with the required documents/requirements</p>	<p>1.) Verify and check pertinent documents needed for the application and input data in the system.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releasing and Receiving Staff Cindy Mae Palanas <i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i> Marilyn Naval <i>Administrative Aide I- Casual</i> Mary Jean Laruscain <i>Administrative Aide I- Job Order</i></p>
<p>2.) After verifying the application , submit the same for Assessment</p>	<p>2.) Forward documents to Business Taxes and Division for Assessment</p>	<p>None</p>	<p>15 minutes</p>	<p>Assessment Clerk <i>(Business Taxes and Fees Division)</i></p>
<p>3.) Pay the Assessment</p>	<p>3.) Received Payment Assessment</p>	<p>Please see table of Fees</p>	<p>10 minutes</p>	<p>Cashier Clerk <i>City Treasurer's Office</i></p>

3.) Claim Business Permit	3.)Release Business Permit	None	1 day	<p style="text-align: center;">Releasing Staff</p> <p style="text-align: center;"><i>Mariah Beatrice Letaba</i> <i>Administrative Aide I- Job Order</i></p> <p style="text-align: center;"><i>Marilyn Naval</i> <i>Administrative Aide I- Casual</i></p> <p style="text-align: center;"><i>Mary Jean Laruscain</i> <i>Administrative Aide I- Job Order</i></p>
Total			1 day, 35 minutes	



OTHER BUSINESS

RENEWAL OF BUSINESS PERMIT (WALK-IN CLIENTS/ONLINE APPLICATION)

✚ Business Permits are renewed every year. Renewal period is usually on the first month of the calendar year. Penalties are imposed on businesses that fail to renew their business permits on or before the prescribed period.

Office/Division:	Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Taxpayers/Businessmen's / Business Operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>A. BASIC REQUIREMENTS:</u>		
1. Duly accomplished Unified Form	Business Permits and Licenses Division	
2. Barangay Clearance	Where the business is located	
3. Previous Year Mayor's Business Permit	Client	
4. Mayor's Business Plate	Client	
5. Contract of Lease (if renting)	Lessor/lessees	
6. Special Power of Attorney (SPA)	Client	
7. CTC/Cedula	City Treasurer's Office	

8. Police Clearance		Tacloban City Police Office			
9. Income Tax Return (ITR)		Bureau of Internal Revenue			
<u>B. OTHER REQUIREMENTS FOR COMPLIANCE OF MAYOR'S BUSINESS PERMIT (within 30 days)</u>					
1.Sanitary Certificate (City Health Office)		City Health Office			
2. Fire Safety Certificate (City Fire Department)		City Fire Department			
3.RPT Clearance (Land Tax Division)		Land Tax Division			
4. Zoning Certificate (City Planning and Development Office)		City Planning and Development Office			
5. City Engineers Office		City Engineers Office			
6. City Environmental Certification (City ENRO)		City Environmental and Natural Resources Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Filing of application and Submit the Unified Form together with the required documents/requirements		1.) Verify and check pertinent documents needed for the application and input data in the system.	None	10 minutes	Releasing and Receiving Staff <i>Cindy Mae Palanas</i> <i>Administrative Aide I- Casual</i> <i>Mariah Beatrice Letaba</i> <i>Administrative Aide I- Job order</i>

				<p>Marilyn Naval <i>Administrative Aide I- Casual</i></p> <p>Mary Jean Laruscain <i>Administrative Aide I- Job Order</i></p>
2.)For Online Application go to the website business portal and download all the needed requirements	2.)Will verify and check if all the requirements are complete before proceeding to the next step	None	5 minutes	<p>Releasing and Receiving Staff</p> <p>Cindy Mae Palanas <i>Administrative Aide I- Casual</i></p> <p>Mariah Beatrice Letaba <i>Administrative Aide I- Job order</i></p>
3.)After verifying the application, submit the same for Assessment	3.)Forward documents to Business Taxes and Division for Assessment	None	15 minutes	<p>Assessment Clerk <i>(Business Taxes and Fees Division)</i></p>
4.) Pay the Assessment	4.) Received Payment Assessment	Please see table of Fees	10 minutes	<p>Cashier Clerk <i>City Treasurer's Office</i></p>

5.) Claim Business Permit	5.)Release Business Permit	None	15 minutes	<p style="text-align: center;">Releasing Staff</p> <p style="text-align: center;"><i>Mariah Beatrice Letaba</i> <i>Administrative Aide I-Job Order</i></p> <p style="text-align: center;"><i>Marilyn Naval</i> <i>Administrative Aide I- Casual</i></p> <p style="text-align: center;"><i>Mary Jean Laruscain</i> <i>Administrative Aide I- Job Order</i></p>
Total			1 day, 40 minutes	



TRANSPORT

MOTORCAB-FOR-HIRE (MCH)

- ✚ Ordinance No. 2000-01, Chapter II – Operation and maintenance of Motor cab-for hire and Private Use, Section 1. License of Motor cabs, the operator shall secure a Mayor’s Permit.

Office/Division:	Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Transport Operators/Drivers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>OPERATOR:</u>		
1. Duly accomplished Unified Form		Business Permits and Licensing Division
2. CTC (CEDULA)		City Treasurer’s Office
3. Barangay Clearance		Residency
4. RPT Clearance		City Treasure’s Office
5. Joint Police and TOMECO Inspection		Tacloban City Police Office and TOMECO
6. TOMECO Clearance		TOMECO
7. Police Clearance		Tacloban City Police Office

8. LTO OR/CR			Land Transportation Office	
9. Voters ID			COMELEC/Client	
10. Driver's License			Client	
11. Previous Year business permit			Client	
12.Special Power of Attorney (SPA-if not the owner)			Client	
<u>DRIVER:</u>				
1.Residence Certificate (CEDULA)			City Treasurer's Office	
2. Barangay Clearance			Residency	
3.Police Clearance			City Health Office	
4. TOMEKO Clearance			TOMEKO	
5. Health Card			City Health Office	
6. Driver's License			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

<p>1.) Filing of application and Submit the application together with the required documents/requirements</p>	<p>1.) Verify and check pertinent documents needed for the application and input data in the system.</p>	<p>None</p>	<p>3 minutes</p>	<p>Receiving Staff Gremilda Cinco <i>Administrative Aide I- Job Order</i> Helen Masdo <i>Administrative Aide I- Job Order</i> Edmar Kalaw <i>Administrative Aide I- Job Order</i></p>
<p>2.) Inspection of the MCH</p>	<p>2.) Joint Inspection of Police and TOMEKO</p>	<p>None</p>	<p>3 minutes</p>	<p>City Police Inspector Tacloban City Police Office TOMEKO Inspector TOMEKO</p>

3.)Assessment	3.)Forward documents to Business Taxes and Division for Assessment Police Number & Franchise Business Permit Printing Electronic recording	None	5 Minutes	<p style="text-align: center;">Assessment Clerk <i>(Business Taxes and Fees Division)</i></p> <p style="text-align: center;">Releasing Staff Ria May Soliva <i>Administrative Aide I- Regular</i></p> <p style="text-align: center;">Gerry Abilar <i>Watchman I</i></p> <p style="text-align: center;">Andrei Gabucan <i>Administrative Aide I- Job Order</i></p>
3.) Pay the Assessment	3.) Received Payment Assessment	Please see table of Fees	10 minutes	<p style="text-align: center;">Cashier Clerk <i>City Treasurer's Office</i></p>
4.) Claim Business Permit	4.)Release Business Permit	P1,430.00	1 day	<p style="text-align: center;">Releasing Staff GremildaCinco</p>

		If no interest/charges New/Renewal of Business		<i>Administrative Aide I- Job Order</i> <i>Helen Masdo</i> <i>Administrative Aide I- Job Order</i> <i>EdmarKalaw</i> <i>Administrative Aide I- Job Order</i>
Total		P1,430.00	1 day, 21 minutes	



TRANSPORT

PUBLIC UTILITY JEEPNEY (PUJ)

- ✚ **Business Permits are renewed every year. Renewal period is usually on the first month of the calendar year. Penalties are imposed on businesses that fail to renew their business permits on or before the prescribed period.**

Office/Division:	Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Transport Operators/Drivers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>OPERATOR:</u>		
1. Duly accomplished Unified Form		Business Permits and Licensing Division
2. CTC (CEDULA)		City Treasurer's Office
3. Barangay Clearance		Residency
4. Joint Police and TOMEKO Inspection		City Treasurer's Office
5. TOMEKO Clearance		Tacloban City Police Office and TOMEKO
6. Police Clearance		TOMEKO
7. LTO OR/CR		Tacloban City Police Office

8. Voters ID		Land Transportation Office		
9. Driver's License		COMELEC/Client		
10. Previous Year business permit		Client		
11.Special Power of Attorney (SPA-if not the owner)		Client		
<u>DRIVER:</u>				
1.Residence Certificate (CEDULA)		City Treasurer's Office		
2. Barangay Clearance		Residency		
3.Police Clearance		City Health Office		
4. TOMEKO Clearance		TOMEKO		
5. Health Card		City Health Office		
6. Driver's License		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Filing of application and Submit the application together with the required documents/requirements	1.) Verify and check pertinent documents needed for the application and input data in the system.	None	3 minutes	Receiving Staff <i>GremildaCinco</i> <i>Administrative Aide I- Job Order</i>

				<p>Helen Masdo Administrative Aide I- Job Order</p> <p>Edmar Kalaw Administrative Aide I- Job Order</p>
2.) Inspection of the MCH	2.) Joint Inspection of Police and TOMEKO	None	3 minutes	<p>City Police Inspector Tacloban City Police Office</p> <p>TOMEKO Inspector TOMEKO</p>
3.) Assessment	<p>3.) Forward documents to Business Taxes and Division for Assessment</p> <p>Police Number & Franchise Business Permit Printing Electronic recording</p>	None	5 minutes	<p>Assessment Clerk (Business Taxes and Fees Division)</p> <p>Releasing Staff Ria May Soliva Administrative Aide I- Regular</p> <p>Gerry Abilar</p>

				<i>Watchman I</i> Andrei Gabucan <i>Administrative Aide I- Job Order</i>
3.) Pay the Assessment	3.) Received Payment Assessment	None	10 minutes	Cashier Clerk <i>City Treasurer's Office</i>
4.) Claim Business Permit	4.) Release Business Permit	P1,170.00 Without Coding	1 day	Releasing Staff GremildaCinco <i>Administrative Aide I- Job Order</i> Helen Masdo <i>Administrative Aide I- Job Order</i> EdmarKalaw <i>Administrative Aide I- Job Order</i>
Total		P1,170.00	1 day, 21 minutes	



TRANSPORT

PUBLIC UTILITY VANS (PUV)

- ✚ **Business Permits are renewed every year. Renewal period is usually on the first month of the calendar year. Penalties are imposed on businesses that fail to renew their business permits on or before the prescribed period.**

Office/Division:	Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Transport Operators/Drivers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>OPERATOR:</u>		
1. Duly accomplished Unified Form		Business Permits and Licensing Division
2. CTC (CEDULA)		City Treasurer's Office
3. Barangay Clearance		Residency
4. Joint Police and TOMECO Inspection		City Treasurer's Office
5. TOMECO Clearance		Tacloban City Police Office and TOMECO
6. Police Clearance		TOMECO

7. LTO OR/CR		Tacloban City Police Office		
8. Voters ID		Land Transportation Office		
9. Driver's License		COMELEC/Client		
10. Previous Year business permit		Client		
11.Special Power of Attorney (SPA-if not the owner)		Client		
<u>DRIVER:</u>				
1.Residence Certificate (CEDULA)		City Treasurer's Office		
2. Barangay Clearance		Residency		
3.Police Clearance		City Health Office		
4. TOMEKO Clearance		TOMEKO		
5. Health Card		City Health Office		
6. Driver's License		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Filing of application and Submit the application together	1.) Verify and check pertinent documents needed for the			Receiving Staff <i>GremildaCinco</i>

with the required documents/requirements	application and input data in the system.	None	3 minutes	<i>Administrative Aide I- Job Order</i> Helen Masdo <i>Administrative Aide I- Job Order</i> Edmar Kalaw <i>Administrative Aide I- Job Order</i>
2.) Inspection of the MCH	2.) Joint Inspection of Police and TOMEKO	None	3 minutes	City Police Inspector Tacloban City Police Office TOMEKO Inspector TOMEKO
3.) Assessment	3.) Forward documents to Business Taxes and Division for Assessment Police Number & Franchise Business Permit Printing Electronic recording	None	5 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i> Releasing Staff Ria May Soliva <i>Administrative Aide I- Regular</i>

				<p>Gerry Abilar <i>Watchman I</i></p> <p>Andrei Gabucan <i>Administrative Aide I- Job Order</i></p>
3.) Pay the Assessment	3 Received Payment Assessment	Please see table of Fees	10 minutes	<p>Cashier Clerk <i>City Treasurer's Office</i></p>
4.) Claim Business Permit	4.) Release Business Permit	<p>P1,370.00</p> <p>With Coding</p>	1 day	<p>Releasing Staff</p> <p>GremildaCinco <i>Administrative Aide I- Job Order</i></p> <p>Helen Masdo <i>Administrative Aide I- Job Order</i></p> <p>EdmarKalaw <i>Administrative Aide I- Job Order</i></p>

Total	P1,170.00	1 day, 21 minutes	
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TRANSPORT

PEDICAB

- ✚ **Ordinance No. 2008-10-145- An ordinance regulating the operation of Pedicabs in Tacloban City. Renewed of permits for the operation of Pedicab for hire.**

Office/Division:	Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)	
Who may Avail:	Transport Operators/Drivers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>OPERATOR:</u>		
1.Duly accomplished Unified Form		Business Permits and License Division
2. CTC (CEDULA)		City Treasurer's Office
3. Barangay Clearance		Residency
4. Voters ID		Client
5. Previous Year business permit		Client
6.Special Power of Attorney (SPA-if not the owner)		Client

<u>DRIVER:</u>				
1. Residence Certificate (CEDULA)			City Treasurers Office	
2. Barangay Clearance			Residency	
3. Police Clearance			Tacloban City Police Office	
4. TOMEKO Clearance			TOMEKO	
5. Health Card			City Health Office	
6. Driver's License			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Filing of application and Submit the application together with the required documents/requirements	1.) Verify and check pertinent documents needed for the application and input data in the system.	None	3 minutes	Receiving Staff <i>Gremilda Cinco</i> <i>Administrative Aide I- Job Order</i> <i>Helen Masdo</i> <i>Administrative Aide I- Job Order</i> <i>Edmar Kalaw</i> <i>Administrative Aide I- Job Order</i>

2.)Assessment	2.)Forward documents to Business Taxes and Division for Assessment Business Permit Printing Electronic recording	None	5 minutes	<p>Assessment Clerk <i>(Business Taxes and Fees Division)</i></p> <p>Releasing Staff Ria May Soliva <i>Administrative Aide I- Regular</i></p> <p>Gerry Abilar <i>Watchman I</i></p> <p>Andrei Gabucan <i>Administrative Aide I- Job Order</i></p>
3.) Pay the Assessment	3.) Received Payment Assessment	Please see table of Fees	10 minutes	<p>Cashier Clerk <i>City Treasurer's Office</i></p>
4.)Pay and Claim Business Permit	4.)Release Business Permit	P920.00	1 day	<p>Releasing Staff GremildaCinco</p>

				<i>Administrative Aide I- Job Order</i> Helen Masdo <i>Administrative Aide I- Job Order</i> EdmarKalaw <i>Administrative Aide I- Job Order</i>
Total		P920.00	1 day, 18 minutes	

1



OCCUPATIONAL PERMIT

✚ An individual Mayor's Permit is required for workers or employees whether temporary permanents, working within the jurisdiction of the City.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Unified Form			Business Permits and Licenses Division	
2. CTC (CEDULA)			City Treasurer's office	
3. Barangay Clearance			Residence	
4. Police Clearance			Tacloban City Police Station	
5. Health Card			City Health Office	
6. Live Birth Certificate (PSA)			Philippine Statistics Office	
7. Proof of Payment/ OR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1.)Submit application and other requirements	1.)Verify application and other requirements	None	2 minutes	Receiving and verifying Staff Jessica P. Ragob <i>Administrative Aide I- Casual</i>
2.)Wait for the Payment Assessment	2.)Assess for payment	None	2 minutes	Jessica P. Ragob <i>Administrative Aide I- Casual</i>
3.) Pay the Assessment	3 Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
4.)Claim Permit	4.)Release Occupational Permit	230.00	3 minutes	Releasing Staff Jessica P. Ragob <i>Administrative Aide I- Casual</i>
Total		230.00	12 minutes	



SPECIAL PERMITS:

A. MOTORCADE, PARADE, PROCESSION, RECORIDA, FUN RUN AND OTHERS

- ✚ In every activity conducted within the City shall secure Special Permit from Business Permit and Licensing Division upon approval of the City Mayor's Office and other related Offices.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent approved by the City Mayor's Office			Letter by the Client, City Mayors Office	
2. Endorsement from TOMEKO (Approved routes)			TOMEKO	
3. Official Receipt as proof of payment			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Submit letter of intent and other requirements	1.) Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i>

				Jessica Ragob <i>Administrative Aide I- Casual</i>
2.)Wait for the Assessment	2.)Forward to CTO for Assessment	P430.00	3 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.) Pay the Assessment	3.) Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
4.) Claim Permit	4.)Issue Special Permit upon request	None	3 minutes	Releasing Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>

Total	P430.00	13 minutes	
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SPECIAL PERMITS:

B. CARNIVAL AND BARATILLO SALE

✚ In every activity conducted within the City shall secure Special Permit from Business Permit and Licensing Division upon approval of the City Mayor's Office and other related Offices.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2B)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent approved by the City Mayor's Office			Letter by the Client, City Mayors Office	
2. Barangay Resolution from the Barangay authorizing and signifying no objection on the conduct of carnival, feria, cockfighting and baratillo at the barangay			Location of the activity	
3. Letter of Intent addressed to City Mayor and CGSO			City General Services Offices	
4. Official Receipt as proof of payment			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1.)Submit letter of intent and other requirements	1.)Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Receive Payment Assessment	3.)Release Payment Assessment	None	2 minutes	Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
4.) Pay the Assessment	4.) Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>

5.) Claim Permit	5.) Issue Special Permit upon request	P430.00	5 minutes	<p>Releasing Staff</p> <p><i>Kaye Ann Torre</i></p> <p><i>Administrative Aide I- Job Order</i></p> <p><i>Jessica Ragob</i></p> <p><i>Administrative Aide I- Casual</i></p>
Total		P350.00	19 minutes	



SPECIAL PERMITS:

C. STREAMER, PROMOTIONAL MATERIAL, PROMOTIONAL ACTIVITY

✚ In every activity conducted within the City shall secure Special Permit from Business Permit and Licensing Division upon approval of the City Mayor's Office and other related Offices.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2B)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent approved by the City Mayor's Office			Letter by the Client, City Mayors Office	
2. Approval from CGSO			City General Services Office	
4. Official Receipt as proof of payment			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Submit letter of intent and other requirements	1.) Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i>

				Jessica Ragob <i>Administrative Aide I- Casual</i>
2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Receive Payment Assessment	3.)Release Payment Assessment	None	2 minutes	Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
4.) Pay the Assessment	4.) Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
5.)Pay and Claim Permit	5.)Issue Special Permit upon request	P350.00/day	5 minutes	Releasing Staff Kaye Ann Torre

				<i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P350.00/day	19 minutes	



SPECIAL PERMITS:

D. BURIAL/EXHUMATION AND TRANSFER OF CADAVER

✚ The burial/exhumation and transfer of cadaver permit is a pre-requisite document needed to the cemetery.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate issued by the City Civil Registrar's Office			City Civil Registrar's Office	
2. Endorsement from City Health Office			City Health office	
3. Official Receipt as proof of payment			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit photocopy of the needed requirements, together with the OR	Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i>

				Jessica Ragob <i>Administrative Aide I- Casual</i>
Claim Permit	Release Permit	P10.00 P100.00	3 minutes	Releasing Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P110.00	5 minutes	



SPECIAL PERMITS:

E. AMBULANT VENDORS

✚ All ambulant vendors shall secure a special permit to have a license to operate; it shall be renewable every month.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			Business Permits and Licenses Division	
2. Police Clearance			Tacloban City Police Station	
3. Barangay Clearance			Residency	
4. Voters ID			COMELEC	
5. Proof of Payment			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1.)Submit application and other requirements	1.)Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Receive Payment Assessment	3.)Release Payment Assessment	None	2 minutes	Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
4.) Pay the Assessment	4.) Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>

4.) Claim Permit	4.) Issue Special Permit upon request	P40.00/day + 30.00 documentary stamp	5 minutes	<p>Releasing Staff</p> <p>Kaye Ann Torre</p> <p><i>Administrative Aide I- Job Order</i></p> <p>Jessica Ragob</p> <p><i>Administrative Aide I- Casual</i></p>
Total		P40.00/day + 30.00 documentary stamp	19 minutes	



ISSUANCE OF MAYORS CLEARANCE

✚ The Mayor's Clearance is a document that is usually issued to individuals who need for local employment, fire arms license and other legal purposes, job recommendation are issued for job seekers.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Police Clearance			Tacloban City Police Station	
2. Cedula			Residence	
3. Court Clearance			City Court	
4. Barangay Clearance			Residence	
5. Proof of Payment			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1.)Submit requirements together with the Proof of payment	1.)Receive and verify requirements	None	2 minutes	Receiving and verifying Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
2.) Claim Mayor's Clearance	2.)Release Mayors Clearance	P80.00	3 minutes	Releasing Staff Kaye Ann Torre <i>Administrative Aide I- Job Order</i> Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P80.00	5 minutes	



ISSUANCE OF CERTIFICATIONS:

A. NON-COMPLIANCE OF BUSINESS PERMIT (PREVIOUS YEAR)

- ✚ In relation to the Non- compliance of business permit of the previous year the clients/owner request for a certification for legal purposes.

Office/Division:	Business Permits and Licenses Division				
Classification:	Simple				
Type of Transaction:	Government to Citizen, Government to Business				
Who may Avail:	Clients and other Government Offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.Letter Request			Client		
2. Barangay Certification			Business location		
3.Certification Fee			City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	
1.)Submit letter request and other requirements together with the Certification Fee	1.)Receive and verify requirements	None		Receiving and verifying Staff Jessica Ragob <i>Administrative Aide I- Casual</i>	

			2 minutes	
2.)Claim the Certification	2.)Release Certification	P80.00	3 minutes	Releasing Staff Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P80.00	5 minutes	



ISSUANCE OF CERTIFICATIONS:

B. BUSINESS PERMIT ON PROCESS

✚ In relation to the issuance of certification of business permit that is on process, meaning no business permit yet but receive by the office, the office will issue certification upon request.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients and other Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter Request			Client	
2. Barangay Certification			Business location	
3.Certification Fee			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter request and other requirements together with the Certification Fee	1.)Receive and verify requirements	None		Receiving and verifying Staff Jessica Ragob <i>Administrative Aide I- Casual</i>

			2 minutes	
2.)Claim the Certification	2.)Release Certification	P80.00	3 minutes	Releasing Staff Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P80.00	5 minutes	



ISSUANCE OF CERTIFICATIONS:

A. CERTIFICATE OF BUSINESS RETIREMENT (TRANSPORT& OTHER BUSINESS)

✚ Businesses close for any number of reasons. Certification is needed as one of the requirements to BIR.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients and other Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter Request			Client	
2. Official Receipt of current year payment of business tax assessment			Client	
3.Certification Fee			Client/ City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter request and other requirements together with the Certification Fee	1.)Receive and verify requirements	None		Receiving and verifying Staff Jessica Ragob <i>Administrative Aide I- Casual</i>

			2 minutes	
2.)Claim the Certification	2.)Release Certification	None	3 minutes	Releasing Staff Jessica Ragob <i>Administrative Aide I- Casual</i>
Total		P80.00	5 minutes	



FILING OF COMPLAINTS

✚ To provide efficient public service, shall observe the process in assisting transacting public on their complaints.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of complaint routed/indorsed by City Mayor's Office			Client/City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit the letter of complaint addressed to the Local Chief Executive and follow up letter complaint at Business Permits and Licensing Division	1.)Receive and verify complaint 2.)Make a letter reply to the complainant 3.)Inspection of Business Establishment/ Transport under	None	1 day	<i>Gemafiel R. Gaspay</i> <i>Licensing Officer IV/BPLO</i> <i>Robert Eviota (Other Business)</i>

	complaint and endorsement thereafter			<i>Administrative Aide I- Regular</i> Gerry Abilar (Transport section) <i>Watchman I</i>
Total			1 Day	



COUNSELLING/TECHNICAL ASSISTANCE:

A. CHANGE OF BUSINESS OWNERSHIP

✚ The Transfer of the current/former owner to the new owner.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients/Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of information regarding the change of business ownership			Client	
2. DTI Certification-change of ownership			Department of Trade and Industry	
3.Proof of payment			Client/City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter of information addressed to the Officer in-charge of BPLD, copy furnished City Treasurer's with attached DTI	1.)Receive and verify requirements	None	3 minutes	Releasing and Receiving Staff <i>Cindy Mae Palanas</i> <i>Administrative Aide I- Casual</i> <i>Marilyn Naval</i>

				<i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i>
2.)Wait for the payment assessment	2.)Forward documents to Business Taxes and Division for Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Pay the required fees	3.) Received Payment Assessment	Please seetable of fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff Cindy Mae Palanas <i>Administrative Aide I- Casual</i> Marilyn Naval <i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i>

Total		16 minutes	
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COUNSELLING/TECHNICAL ASSISTANCE:

B. CHANGE OF BUSINESS LOCATION

✚ The Transfer of the current location to the new business location.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients/Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of information regarding the change of business ownership			Client	
2. Barangay Clearance (Current Business location)			Business location	
3.Proof of payment			Client/City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter of information addressed to the Officer in-charge	1.)Receive and verify requirements	None		Releasing and Receiving Staff <i>Cindy Mae Palanas</i>

of BPLD, copy furnished City Treasurer's with attached DTI			3 minutes	<i>Administrative Aide I- Casual</i> Marilyn Naval <i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i>
2.)Wait for the payment assessment	2.)Forward documents to Business Taxes and Division for Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Pay the required fees	3.) Received Payment Assessment	Please see table of fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff Cindy Mae Palanas <i>Administrative Aide I- Casual</i> Marilyn Naval <i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba

				<i>Administrative Aide I- Job Order</i>
Total			16 minutes	



COUNSELLING/TECHNICAL ASSISTANCE:

C. CHANGE OF BUSINESS NAME

✚ The change of the current business name to the new business name.

Office/Division:	Business Permits and Licenses Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may Avail:	Clients/Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of information regarding the change of business ownership			Client	
2. DTI Certification-change of ownership			Department of Trade and Industry	
3.Proof of payment			Client/City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter of information addressed to the Officer in-charge of BPLD, copy furnished City Treasurer's with attached DTI	1.)Receive and verify requirements	None	3 minutes	Releasing and Receiving Staff <i>Cindy Mae Palanas</i> <i>Administrative Aide I- Casual</i> <i>Marilyn Naval</i>

				<i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i>
2.)Wait for the payment assessment	2.)Forward documents to Business Taxes and Division for Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
3.)Pay the required fees	3.) Received Payment Assessment	Please see table of fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff Cindy Mae Palanas <i>Administrative Aide I- Casual</i> Marilyn Naval <i>Administrative Aide I- Casual</i> Mariah Beatrice Letaba <i>Administrative Aide I- Job Order</i>

Total		16 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Complaint/Suggestion Form and drop it at the suggestion box located at the entrance door of the office. The client can also send a message to the BPLD Official Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the office staff are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Fill out a complaint/suggestion form provided by the Public Assistance and Complaint Desk (PACD), Or send their complaint thru the BPLD Official Facebook account or email us at taclobanbplo@gmail.com
How complaints are processed	Upon evaluation, the complaint officer shall start the investigation, create a report after investigation and forward the complaint to the head of office for appropriate action.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan Text: 0908-881-6565 or Call: 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti - Red Tape Authority 0908-881-6565; 888

PUBLIC EMPLOYMENT SERVICE OFFICE





EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSRS Form (Jobseekers Referral Letter)		PESO		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Walk-in jobseekers must register in the logbook. 2. Fill-in NSRS form 3. Look for job vacancies available at PESO bulletin board/compiled list of job vacancies 4. Submit accomplished NSRS form to the Registration Officer 5. Secure referral letters from Registration Officer. 6. Register to referral log sheet. 	<ol style="list-style-type: none"> 1. Making and issuance of Referral letter 2. Online Registration of filled-in NSRP form 	None	3 mins.	Referral and Placement Officer/Admin Aide-Job Order Registration Officer/Admin Aide-Job Order IT/SRS Coordinator-Job Order Jobstart Support Staff/Contract of Service
TOTAL		None	3 mins.	



SERVICE NAME: Career Guidance and Employment Coaching

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Conduct Career Guidance and Employment Coaching		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to conduct Career Guidance and Employment Coaching to schools and other agencies.	1. Conduct of Employment Coaching to Walk-in Applicants. 2. Conduct of Career Guidance and Employment Coaching to Schools.	None	10 mins. 2 hrs.	Development Management Officer I/Permanent IT/SRS Encoder-Job Order LMI Officer/Contract of Service IT/SRS Coordinator-Job Order
TOTAL		None	2 hours. 10 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

SERVICE NAME: Provision of Labor Market Information (LMI)

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for the Provision of Jobseekers Data Base Business Permit DOLE Certificate (for Local POEA License DTI/SEC Registration BIR License Company I.D. of Authorized Representative		Client Business Permit & Licensing Office DOLE POEA DTI BIR Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Employers must register at PESO employer's logbook. 2. Submit required documents	1. Assessment of submitted documents. 2. Provision of Master list of Jobseekers to Employers	None	5 mins.	Development Management Officer I/Permanent LMI Officer/Contract of Service IT/SRS Coordinator-Job Order IT/SRS Encoder-Job Order
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: Recruitment Activity Local Recruitment Activity (LRA) for Local Employment

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Conduct LRA addressed to Head of Office Business Permit DOLE Certificate (for Local POEA License DTI/SEC Registration BIR License Company I.D. of Authorized Representative		Client Business Permit & Licensing Office DOLE POEA DTI BIR Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in Employers must register at PESO employer's logbook. 2.Submit required documents	1. Assessment of submitted documents. 2.Evaluation and Approval of Application for conduct of Local Recruitment Activity (LRA) for Local employment 3. Approval of Request <i>Note</i> <i>Only 1 LRA or SRA is Approved and allowed per day)</i>	None	3 mins.	Development Management Officer I/Permanent Admin Officer Designate/Casual Referral and Placement Officer/Admin Aide-Job Order
TOTAL		None	3 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: Recruitment Activity Special Recruitment Activity (SRA) for Overseas Employment

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Conduct SRA addressed to Head of Office Business Permit POEA License List of updated Job Order certified from POEA DTI/SEC Registration BIR License Company I.D. of Authorized Representative		Client Business Permit & Licensing Office DOLE POEA DTI BIR Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in Employers must register at PESO employer's logbook. 2.Submit required documents	1. Assessment of submitted documents. 2.Evaluation and Approval of Application for conduct of Local Recruitment Activity (LRA) for Local employment 3. Approval of Request <i>Note</i> <i>Only One (1) SRA is Approved and allowed per day)</i>	None	3 mins.	Development Management Officer I/Permanent Admin Officer Designate/Casual Referral and Placement Officer/Admin Aide-Job Order
TOTAL		None	3 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: JOB FAIR (Academe, INGO, NGO and other Government Agencies)

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Conduct Job Fair addressed to Head of Office Proposal with Budget Company I.D. of Authorized Representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in Employers must register at PESO employer's logbook. 2.Submit required documents	1. Assessment of submitted documents. 2.Evaluation and Approval of Application for conduct of Local Recruitment Activity (LRA) for Local employment 3. Submit required documents to DOLE 4. Approval of Request <i>Note Only One (1) SRA is Approved and allowed per day)</i>	None	3 mins. 1 hr.	Development Management Officer I/Permanent Admin Officer Designate/Casual Referral and Placement Officer/Admin Aide-Job Order
TOTAL		None	1 hour 3 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: **Registration of Employers**

(Checking of Legal credentials and Job vacancies of the business establishments)

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit DOLE Certificate (for Local) POEA License (for Overseas) DTI/SEC Registration BIR License List of Job Vacancies Company I.D. of Authorized Representative		Business Permit & Licensing Office DOLE POEA DTI or SEC BIR Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Employers must register at PESO employer's log. 2. Submit required documents.	1. Assessment of submitted documents. 2. Encode employers' details to PESO Employment Information System (PEIS)	None	5 mins.	Development Management Officer I/Permanent Admin Officer Designate/Casual IT/SRS Coordinator-Job Order LMI Officer/Contract of Service
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: **OFW RE-Integration**

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSRP Form (Jobseekers) Referral Letter		PESO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-in active or inactive OFW must register in the logbook.	1.Orientation on OWWA Program Services.	None	5 mins.	Development Management Officer I/Permanent
2.Fill-in SRS Form	2.Handling of Complaints 3.Interview of Client 4.Issue referral for Assistance Needed		5 mins.	Livelihood Coordinator/Contract of Service Livelihood Support Staff/Admin Aide-Job Order
TOTAL		None	10 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: **Livelihood Assistance and Training**

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Conduct Livelihood Orientation		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to conduct livelihood orientation.	1. Schedule the date of Orientation	None	3 hrs.	Livelihood Coordinator/Contract of Service Livelihood Support Staff/Admin Aide-Job Order
TOTAL		None	3 hours	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: Special Program for Employment of Students (SPES)

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPES Form Live birth Certificate of grades/Card/Form 137 Brgy. Certificate (Proof of Residency) Income Tax Return (if parents government employee) Tax exemption (if parents are self-employed) Certificate of Indigency (if parents are unemployed) 2x ID picture Long Brown Envelope		PESO PSA School/College/University Barangay Client BIR Barangay Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Evaluation of Applicants of Special Program for Employment of Students (SPES) 2. Submit required documents	1. Interview the SPES applicants 2. Assessment of submitted Documents 3. Deployment of qualified SPES applicants	None	5 mins.	Development Management Officer I/Permanent LMI Officer & SPES Coordinator/Contract of Service Admin Officer Designate/Casual Registration Officer/Admin Aide-Job Order
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: Government Internship Program (GIP)

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSRP Form (Jobseekers) GIP Application form TOR/Diploma Brgy. Certificate 2x2 ID picture Birth Certificate		PESO PESO School/College/University Barangay Client PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration and Evaluation of Applicants for Government Internship Program 2.Submit required documents	1. Interview the GIP applicants 2. Assessment of submitted documents	None	5 mins.	Development Management Officer I/Permanent Admin Officer Designate/Casual Registration Officer/Admin Aide-Job Order
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: JOBSTART Philippines Program (JSP)

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSRP Form/Participation Agreement (Jobseekers) Resume Brgy. Certificate (Proof of residency) Birth Certificate Valid I.D.		PESO Client/Jobstart Applicants Barangay PSA Client/Jobstart Applicants		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration and Evaluation of Applicants for Jobstart Philippines Program 2.Submit required documents	1. Interview the JOBSTART applicants 2. Assessment of submitted documents	None	5 mins.	Development Management Officer I/Permanent LMI Officer/Contract of Service Jobstart Support Staff/Contract of Service Registration Officer/Admin Aide-Job Order
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: Tulong Panghanapbuhay Sa Ating Disadvantaged/Displaced Workers Program (TUPAD)

Office/Division:		PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSRP Form (Jobseekers) Brgy. Certificate (Proof of Residency) Government issued ID		PESO Barangay Client/TUPAD Applicants		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Evaluation of Applicants of Emergency Employment Programs 2. Submit required documents	1. Interview the TUPAD applicants 2. Assessment of submitted documents	None	5 mins.	Development Management Officer I/Permanent Admin Officer Designate/Casual Livelihood Support Staff/Admin Aide-Job Order Registration Officer/Admin Aide-Job Order
TOTAL		None	5 mins.	



EMPLOYMENT GENERATION SERVICES & LIVELIHOOD ASSISTANCE

Service Name: **Issuance of PESO Certificate (for Renewal of Business Permit)**

Office/Division:	PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to Head of Office Business Permit Brgy. Certificate DOLE Certificate (for Local POEA License DTI/SEC Registration BIR License Company I.D. of Authorized Representative		Client Business Permit & Licensing Office Barangay DOLE POEA DTI or SEC BIR Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook 2. Submit a Photocopy of Documentary Requirements (Applicants)	1. Preparation/Encoding 2. Approval/Releasing	Ph. 50.00	5 mins.	Admin Officer Designate/Casual
TOTAL		Ph. 50.00	5 mins.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the Client Feedback Form on Program Implementers/Service Providers given by PESO after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a message to the PESO Facebook account.</p>
How feedbacks are processed	<p>The contents of client feedback forms are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
How to file a complaint	<p>Write a letter addressed to PESO Manager narrating specific details of the complaint</p> <p>Or send their complaint thru the PESO Hotline or send a message to the PESO Facebook Account.</p>
How complaints are processed	<p>The Complaints Officer opens the complains drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer start the investigation and forward the complaint to the concerned staff for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Office for appropriate action.</p> <p>The Complaints Officer will give feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-881-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565;888</p>

TACLOBAN CITY PHYSICAL FITNESS AND SPORT DEVELOPMENT OFFICE



RECEIVING, RECORDS KEEPING AND MANAGEMENT

Receive request communication letter

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNEMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCY, ORGANIZATION AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Communication Letter		From the Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's log book & present concern.	1. Receives and Records incoming and outgoing documents for information and record keeping.	None	5 minutes	Administrative Aide I (JO) Front Desk Officer
	2. Refer letter to the Head of Office to appropriate action	None	1 minute	Administrative Aide I (JO) Front Desk Officer
	3. Receive, Review, Evaluate and Approve letter requests.	None	5 minutes	Sports Development Office III City Sports Director



CITY ENGINEER'S OFFICE (CEO) GYM REGULATION AND USE

CEO Gym booking and use

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNEMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCY, ORGANIZATION AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the Client		
Booking Form / Official Receipt (2x)		City Sports Office		
Official Receipt		City Treasurer's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inquire for vacant date and time for the use of CEO Gym for resevation.	A.) Confirm for the avaibility of the CEO Gym for their schedule of use.		1 minute	Administrative Aide I (JO) Front desk Officer
2. If vacant, fill out two (2) booking forms or present two (2) request letters (if any).	B.) Receive, record, and appraise the request.	P 100.00 / per hr. At Daytime	5 minute	Administrative Aide I (JO) Front desk Officer
3. If approved, proceed to The City Treasurer's Office for the necessary payment on the amount payable.	C.) Submit to the Sports Director for Approval and signature.	P 200.00 / per hr. At night time (6pm – 12 midnight)	15 minute	Sports Development Officer III City Sports Director
4. Present a photocopy of the Official Receipt to the Booking Officer for information and record keeping.	D.) Receive, record and give the Original Copy of the approved request form to the client.	None	1 minute	Administrative Aide I (JO) Front desk Officer
5. Present the original copy of the approved or request letter to the security officer on duty information.	E.) Receiver, record and check the availability of Ceo Gym.		5 minutes	Sports development Officer III City Sports director
6. If request for use comes from other offices / departments of LGU or other Government Agencies, submit two (2)				

<p>copies of request letters to the booking officer for appropriate action.</p> <p>7. Present the approved request to the security officer on duty, if needed.</p> <p>NOTE: Schedule maybe changed, cancelled or rescheduled due to "fortuitous" or as per instruction from the City Mayor's Office from the City Sports Office.</p>	<p>F.) Refer to the City Sports Director For appropriate action.</p> <p>G.) Give the approved letter request to the client(s) for presentation upon the use of the gym.</p> <p>H.) The office will pre inform the client(s) for the condition and the re-schedule options.</p>	<p>None</p>	<p>1 minute</p>	<p>Administrative Aide I (JO) Front desk Officer</p>
<p>TOTAL</p>		<p>Daytime = Php. 100 x No. of hrs. Nighttime = Php. 200 x No. of hrs.</p>	<p>29 minutes</p>	

TECHNICAL SUPPORT AND ASSISTANCE TO LOCAL SPORTS ASSOCIATION(S)



Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCY, ORGANIZATION AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Communication Letter		From the Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a request letter for a detailed information on the clients concern.	<p>A. Receives and records request.</p> <p>B. Refer to the Sports Director for assessment and evaluation.</p> <p>C. Set or schedule a meeting with the client's authorized representative(s) or stakeholders for an initial "brainstorming".</p> <p>D. Actual collaboration on the implementation of the client's request.</p>	None	<p>5 minutes</p> <p>1 minute</p>	<p>Administrative Aide I (JO) Front Desk Officer</p> <p>Sports Development Office III City Sports Director</p>

Total	NONE	6 minutes	
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Technical assistance or support



PARTICIPATION TO SUMMER SPORTS CLINICS AND OTHER TRAINING PROGRAMS AND ACTIVITIES

Attendance and participation training and other program

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNEMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCY, ORGANIZATION AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Training Programs, Summer Sports Clinics and other similar activities.	A. Present and inform the client(s) of the office programs and sports activities.		5 minutes	Administrative Aide I (JO) Front Desk Officer
2. Identify and select the preferred Sports Program or activity.	B. Recieves, records and confirm the attendance or participation on the selected Sports Activity. C. Wait for a notice of meeting(s) and deliberations.	Payment varies on the sports program Participated (if needed)	5 minutes	Sports Development Program Contract of Service Sports Development Office III City Sports Director

<p>3. Fill-out a registration form and submit it to Sports Officer in-charge.</p> <p>4. Start of the Sports Activity / Program.</p> <p>5. Attendance and participation to meetings and deliberations.</p> <p>6. Attendance and strict compliance of the guidelines ground rules and activity design.</p>	<p>D. Implementation on the actual conduct of the Sports Activity.</p>			
<p>Total</p>		<p>Payment varies on the sports program participated (if needed)</p>	<p>10 minutes</p>	



PARTICIPATION TO THE “TAEBO JAM” AT THE PARK FITNESS SESSION

Attendance/Participation and Management of “Taebo Jam at the Park ” Fitness Sessions

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNEMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCY, ORGANIZATION AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Communication Letter		From the Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Inquire the basic information and other details for the participation and conduct of Taebo Jam Fitness Session.</p>	<p>A. Present imform and disseminate the details of the fitness program.</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide I (JO) Front Desk Officer</p>
<p>2. Attendance and participation to the scheduled Taebo Jam Sessions (Optional)</p>	<p>B. Conduct the scheduled fitness sessions with strict implementation of the minimum health protocols.</p>	<p>None</p>	<p>Every Thursdays, Fridays, Saturdays and Sundays (5:30am to 7:30am) Fitness Session 2 hrs.</p>	<p>Taebo Fitness Instructor Contract of Service</p>

<p>1. Inquire the mechanics and an other details in joining the Taebo Jam Association of Tacloban (TJAT) at the Park.</p>	<p>A. Present, inform and disseminate the details of the Taebo Jam Association of Tacloban (TJAT).</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide I (JO) Front Desk Officer</p>
<p>2. Fill-out a Taebo Jam Association of Tacloban membership registration form.</p>	<p>B. Receives, records and file the filled-out membership from.</p> <p>C. Organized and facilitate the conduct of an election on the new set of TJAT Officer with 2 years term of office.</p> <p>D. Assist and support the TJAT Program and Service Offered.</p>	<p>None</p>		<p>Taebo Fitness Instructor Contract of Service</p> <p>Sports Development Officer III City Sports Director</p>
<p>Total</p>		<p>NONE</p>	<p>2 hrs. and 10 minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill-out the Customer Feedback Form given by the City Sports Office Staff after service is rendered, (optional)</p> <p>Then drop the form at the designated box in the frontline area.</p>
How feedbacks are processed	Data from the survey forms are weekly collected, collated and evaluated (if any)
How to file a complaint	Fill-out a Complaint Form the Human Resource Office and submits said form to the same office for appropriate action.
How complaints are processed	The HRMO Complaint Officer will then refer or forward the said complaint to the office or department concerned for appropriate action
Contact Information of CCB, PCC,ARTA	<p>Contact Center ng Bayan</p> <p>0908-8888-16565 or 1-6565</p> <p>Presidential Complaint Center NOTE: Peculiarly posted at office front lobby or front desk</p> <p>8-784-4286 Local 4029</p>

	Anti-Red Tape Authority 0908-881-6565;888
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OFFICE OF SENIOR CITIZEN'S AFFAIRS

Senior Citizens ID's and Booklets for discount & other Privileges

To provide Senior Citizens Identification cards and booklets for discounts and other services

Office/Division:	Office of Senior Citizens Affairs OSCA – CMO
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	Senior Citizens of Tacloban Aged 60 years old and above.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Citizens Charter	ARTA
For new Applicants;	OSCA
1. SCRIS Form (Senior Citizens Registration Information System Form)	Photoshop
1. 2pcs 1x1 ID Picture	Brgy Hall
2. Brgy Certificate of Residency	Photoshop
3. Proof Of birth in any of the following;	PSA/Church
a. Livebirth (Positive result)/ Baptismal	SSS/GSIS
b. UMID ID (SSS & GSIS)	Post Office
c. Postal ID	DFA
d. Passport	LTO
e. Driver's License	COMELEC
f. Voters ID/Certification or	PSA
g. National ID	
For Replacement;	Client (Senior Citizen)
1. Old OSCA ID	Photoshop
2. 2pcs 1x1 ID Picture	Brgy Hall
3. Brgy. Certificate of residency (if, Transferred brgy within the City).	PSA/Church
4. Certificate of Livebrith or Baptismal (if, Erroneous, (Names First and Family & Date of birth).	
For Lost;	Client (Senior Citizen)
1. Any booklets for OSCA ID No.	

		Legal Office		
		Photoshop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Affidavit of Loss 1x1 ID Picture (2 pcs) 				
<p>For New Applicants</p> <ul style="list-style-type: none"> Applicants who are already 60 years old and above must apply and submit their application to OSCA Tacloban <p style="text-align: center;">STEPS</p> <ol style="list-style-type: none"> He/she fill-up the SCRIS Form for Application for New Applicants as Senior Citizen Then he/she attach all the requirements needed. He/she will wait 4-8 minutes for he/she will signed up the record book. Then he/she signed also the OSCA ID and Booklets as issuance. Then he/she will wait the confirmation thru SMS to claim the ID's and Booklets. 	<ul style="list-style-type: none"> All applicants with complete requirements will be checked/reviewed together with the requirements upon submission. All approved applicants must wait for at least 4 to 8 minutes in processing their application form and sign the record book, the Senior Citizens ID, and Booklets. All approved ID's & Booklets will be signed by the OSCA Head and transmitted to Mayor's Office for signature The applicants will be informed to claim their IDs and Booklets within a day through SMS whenever signed by the Mayor. 	NONE	<ul style="list-style-type: none"> 8 minutes 1 day 	<p>Contract of Service (Receiving & Releasing Clerk)</p> <p>Contract of Service (Coordinator for SCRIS)</p> <p>Contract of Service (OSCA Typist)</p> <p>Contract of Service (Issuance of Booklets)</p> <p>OSCA Head</p>
<p>Replacement Of OSCA ID</p> <ul style="list-style-type: none"> For replacement of ID's, applicants must submit the filled up form and requirements needed. Replacement for Change of Address - they must submit the updated brgy. Certificate where they 	<ul style="list-style-type: none"> Senior Citizens with complete requirements will be checked/reviewed. The Seniors will wait for at least 4-8 minutes for the process of their IDs; to sign the record book and the ID. IDs with the signature of the owner will be signed by the OSCA 	NONE	<ul style="list-style-type: none"> 8 minutes 1 day 	<p>Contract of Service (Receiving & Releasing Clerk)</p> <p>Contract of Service (Coordinator for SCRIS)</p> <p>Contract of Service (OSCA Typist)</p>

<p>presently residing with 2pcs of 1x1 id picture.</p> <ul style="list-style-type: none"> • He/she will wait 4-8 minutes for he/she will signed up the record book. • Then he/she signed also the OSCA ID as issuance. • Then he/she will wait the confirmation thru SMS to claim the ID's. 	<p>Head then transmitted to Mayor's office for signature</p> <ul style="list-style-type: none"> • The clients will be informed to claim their IDs, within a day, through SMS, whenever signed by the Mayor. 			<p>Contract of Service (Issuance of Booklets)</p> <p>OSCA Head</p>
<ul style="list-style-type: none"> • Replacement for Dilapidated ID's - For replacement of Dilapidated ID's, applicants must submit the filled up form and requirements needed. • He/she must fill up the form and updated 1x1 ID Picture submit to change the old one. • He/she will wait 4-8 minutes for he/she will signed up the record book. • Then he/she signed also the OSCA ID as issuance. <p>Then he/she will wait the confirmation thru SMS to claim the ID's.</p>	<ul style="list-style-type: none"> • Senior Citizens with complete requirements will be checked/reviewed. • The Seniors will wait for at least 4-8 minutes for the process of their IDs; to sign the record book and the ID. • IDs with the signature of the owner will be signed by the OSCA Head then transmitted to Mayor's office for signature • The clients will be informed to claim their IDs within a day, through SMS, whenever signed by the Mayor. 			<p>Contract of Service (Receiving & Releasing Clerk)</p> <p>Contract of Service (Coordinator for SCRIS)</p> <p>Contract of Service (OSCA Typist)</p> <p>Contract of Service (Issuance of Booklets)</p> <p>OSCA Head</p>
<p>Replacement of Lost ID</p> <ul style="list-style-type: none"> • Senior Citizens who lost their IDs must submit the filled up form and requirements needed. • he/she present the affidavit of loss • fill up the form attached the 2pcs 1x1 id pic and the affidavit of loss. 	<ul style="list-style-type: none"> • Requirements will be consolidated, record on a book, and make a new ID. • The ID will be signed by the OSCA Head then transmitted to Mayor's Office for signature. • The senior will be informed to claim the new ID, within a day, through SMS, whenever signed by 	<p>NONE</p>	<ul style="list-style-type: none"> • 8 minutes • 1 day 	<p>Contract of Service (Receiving & Releasing Clerk)</p> <p>Contract of Service (Coordinator for SCRIS)</p> <p>Contract of Service</p>

<ul style="list-style-type: none"> • He/she will wait 4-8 minutes for he/she will signed up the record book. • Then he/she signed also the OSCA ID as issuance. • Then he/she will wait the confirmation thru SMS to claim the ID's. 	the Mayor.			(OSCA Typist) Contract of Service (Issuance of Booklets) OSCA Head
Total				
		NONE	2 days	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees

To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature. Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
		PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the PCMC Facebook Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



SANGGUNIANG PANLUNGSOD

SERVICES

1. REQUEST FOR ACCREDITATION OF NON-GOVERNMENT ORGANIZATIONS (NGO), PEOPLES ORGANIZATION (PO)

In compliance with the Department of Interior and Local Government (DILG) per their Memorandum Circular Issued at the start of each term for selection of representatives to the various local special bodies of the LGU.

Office/Division:	SANGGUNIANG PANLUNGSOD			
Classification:	G2C			
Type of Transaction:	COMPLEX			
Who may avail:	ALL NON-GOVERNMENT ORGANIZATIONS (NGO'S), PEOPLES ORGANIZATION (PO), SOCIO-CIVIC GROUPS AND OTHER SIMILAR AGGRUPATIONS FOR SELECTION OF REPRESENTATIVES TO LOCAL SPECIAL BODIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LETTER OF APPLICATION 2. DULY ACCOMPLISHED APPLICATION FORM FOR ACCREDITATION; 3. BOARD RESOLUTION SIGNIFYING INTENTION FOR ACCREDITATION FOR THE PURPOSE OF REPRESENTATION IN THE LOCAL SPECIAL BODY; 4. CERTIFICATE OF REGISTRATION 5. LIST OF CURRENT OFFICERS AND MEMBERS 6. ANNUAL ACCOMPLISHMENT REPORT FOR THE IMMEDIATELY PRECEDING YEAR; 7. FINANCIAL STATEMENT		Applicant SP Records Section Applicant Either Securities and Exchange Commission, DOLE, DSWD or CDA whichever is applicable Applicant Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above requirements to the SP Records Section in 5 copies (photocopies may be submitted). Application letters must	1. SP records will receive the documents and calendar if for Agenda in the Regular Session;	None	10 mins.	Receiving Clerk/Records Officer

<p>indicate the contact person, his address and contact number.</p> <p>2. Attend the Committee Hearing called by the SP Committee on Accreditation and People's Organization.</p>	<p>2. Said application will be referred to the SP Committee on People Empowerment and Participation with Corresponding Referral Number;</p> <p>3. Committee Hearing will be held, inviting the representatives of the NGO's and PO's together with the members of the Committee;</p> <p>4. The SP Chairperson shall calendar the Committee Report and thereafter adopt a Resolution approving the Accreditation of the concerned NGO/PO</p> <p>5. Certificate of Accreditation awarded to the concerned NGO/PO</p>		<p>-in session-</p> <p>-Committee Hearing to be conducted</p> <p>-in session-</p> <p>15 mins.</p>	<p>Office of the Floor Leader</p> <p>Chairperson of the SP Committee on Accreditation and People's Organization</p> <p>Chairperson of the SP Committee on Accreditation and People's Organization</p> <p>Chairperson of the SP Committee on Accreditation and People's Organization</p>
TOTAL				



2. REVIEW AND APPROVAL OF BARANGAY ORDINANCES

As mandated by the Local Government Code of 1991, all Barangay Ordinances are to be submitted to the Sangguniang Panlungsod for the review and approval

Office/Division:	SANGGUNIANG PANLUNGSOD			
Classification:	COMPLEX			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Barangays in the territorial jurisdiction of Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copies of their approved Barangay Ordinances Additional Requirements For Barangay Revenue Ordinances: 1. Certificate of Public Hearing (Public Hearing must be conducted before approval of Barangay Revenue Ordinances); 2. Minutes of Public Hearing and Attendance Sheet		Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 15 copies of approved Barangay Ordinance to the Office of the LIGA/ABC President	1. Receive, Check and Acknowledge receipt of 15 copies of the approved Barangay Ordinances together with additional Requirements in case of Revenue Ordinances;	None	10 minutes	Staff of the LIGA/ABC President
	2. The Office of the LIGA/ABC President shall make an endorsement and forward it to the Records Section of the Sangguniang Panlungsod		20 mins.	Staff of the LIGA/ABC President
	3. Records Officer shall record the same in the logbook and forward it to the Office of		15 mins.	Records Officer/Receiving Clerk Records Section

	<p>the Floor Leader for it to be calendared in the Agenda of the Regular Session.</p> <p>4. Said matter to be calendared in the Agenda as Referral to the Committee on Barangay Affairs and the Committee on Laws</p> <p>5. Approval of the Barangay Ordinance</p>		<p>-in session-</p> <p>-in session-</p>	<p>Office of the Floor Leader</p> <p>Chairperson of the Committee on Laws</p>
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3. REQUEST FOR COPIES OF SP ORDINANCES OR RESOLUTIONS

Copies of Ordinances and Resolutions are being requested by clients (both private and government) for whatever legal purpose

Office/Division:	SANGGUNIANG PANLUNGSOD			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C) and Government-to-Government (G2G)			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request 2. Valid ID		Records Section Office of the SP Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter-Request regarding the requested document and present valid ID;	1. Receive, Check and Acknowledge receipt of letter request.	None	5 minutes	Receiving Clerk/Records Officer
2. For request for photocopies, present valid ID and have the document Photocopied outside the office;	2. Get the document and have the client photocopy it after filling up the Borrowers Logbook; (no available photocopier in the office so photocopy expense is on the account of client)	None	15 mins.	Receiving Clerk/Records Officer
3. Request for Certified True Copies of Ordinances/Resolutions	3. If requesting for Certified True Copies of documents, follow the above steps and pay corresponding Secretary's Fee (Per Revenue Code) at the Treasurer's Office	Php 50.00 per page	20 mins.	City Treasurer's Office will issue Official Receipt for payment of Secretary's Fee



4. REQUEST FOR LEGISLATIVE ACTIONS SUCH AS RESOLUTIONS OR ORDINANCES

As the legislative Body of the City, the Local Government Code of 1991 mandates the Sangguniang Panlungsod to approve Resolutions and Ordinances for the general welfare of the people of Tacloban.

Office/Division:	SANGGUNIANG PANLUNGSOD			
Classification:	COMPLEX			
Type of Transaction:	Government-to-Government (G2g) and Government-to-Citizen (G2C)			
Who may avail:	Internal and External Clients, LGUs, Executive Department, Citizens, Agencies, Public or Private Entities and Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For all Endorsements from the Executive Department, submit 15 Copies to the Records section for it to be calendared in the next Regular Session (Cut-Off time is every Monday at 3pm); 2. For other letters and requests that would need a legislative action, submit 15 copies to the Records section for it to be calendared in the next Regular Session (Cut-Off time is every Monday 3pm);		Requesting Entity Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit Endorsements, Letter-Request, Request for Legislative Actions in 15 copies to the Records Section of Sangguniang Panlungsod</p>	<p>1. SP records will receive the documents and calendar it for Agenda in the Regular Session;</p> <p>2. Said application will be calendared in the Agenda for Referral to the Appropriate Committee;</p> <p>3. If needed, a Committee Hearing will be held, inviting the resource persons and the parties involved;</p> <p>4. The SP Chairperson of the concerned Committee for which the matter was referred to shall calendar the same in the Agenda for appropriate Legislative Action and shall thereafter move to enact an Ordinance/Approve a Resolution whenever applicable.</p> <p>5. Drafting, Finalizing, signing the Resolutions and Ordinances (to be signed by all SP Members who were present during the proceedings);</p> <p>6. The Approved Ordinance shall be forwarded to the City Mayor for his signature within 3 days from the time the document has been signed by all signatories (SP Secretary, SP Members, City Vice-Mayor);</p>	<p>None</p>	<p>10 minutes</p> <p>15 minutes</p> <p>Committee Hearing Conducted</p> <p>-in session-</p> <p>10 calendar days</p> <p>3 calendar days</p>	<p>Receiving Clerk/Records Officer</p> <p>Staff of the Office of the Floor Leader</p> <p>Chairperson of the concerned SP Committee</p> <p>Chairperson of the concerned SP Committee</p> <p>Staff of the Ordinances and Resolution Section; SP Secretary, SP Members (for Ordinances) and City Vice-Mayor</p> <p>Records Section Staff</p>
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CITY PLANNING AND DEVELOPMENT OFFICE

Development Permit

Implementation of BP 220, PD 957, RA 7279 and related laws.

Office/Division:	City Planning and Development Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
One (1) copy per document		
1. Duly notarized Application Form	City Planning and Development Office	
2. Subdivision Development Plan	Licensed Architect or Civil Engineer	
3. Civil and Sanitary Works Design		
4. Storm Drainage and Sanitary Sewer System		
5. Water System Layout and details		
6. Certified true copy of Tax Declaration	City Assessor's Office	
7. Zoning Certification	City Planning and Development Office	
8. Certified true copy of DAR Conversion Clearance (if located in an agricultural zone)	Department of Agrarian Reform (DAR)	
9. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)	DENR – Environmental Management Bureau (EMB)	
10. Project Description	Licensed Architect or Civil Engineer	
11. Plan Specifications, Bill of Materials and Cost Estimates		
12. Application for Permit to Drill from the Natural Resources	Natural Resources Water Board (NRWB)	

Water Board (NRWB)	
13. Traffic Impact Assessment for projects 30-hectares and above	Licensed Architect or Civil Engineer
14. List of names of duly licensed professionals who signed the plans	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form with list of requirements from CPDO	1. Attend to client's request and provide client with application form for Development Permit	None	1 minute	Planning Officer IV
2. Submit duly accomplished Application Form along with complete documentary requirements	1. Receive duly accomplished Application Form with attached documents and Official Receipt (OR)	A. Subdivision and Condominium Projects (under P.D. 957) 1. Subdivision Projects 1. Approval of Subdivision Plans (including townhouses) <ul style="list-style-type: none"> ➤ 1. Preliminary Approved and Locational Clearance (PALC) Preliminary Subdivision Plan (PSDP) <ul style="list-style-type: none"> • Processing Fee – P360/ha. or a fraction thereof • Inspection Fee – P1,500.00/ha. regardless of density. ➤ 2. Final Approval and Development Permit 	2 minutes	Planning Officer IV

		<ul style="list-style-type: none"> • Processing Fee – P2,880/ha. regardless of density • Additional fee on Floor Area of housing component – P3.00/sq.m • Inspection Fee – P1,500/ha. regardless of density. <p>➤ 3. Alteration of Plan (affected areas only) – Same as Final Approval and development Permit</p> <p>➤ 4. Extension of Time to Develop</p> <ul style="list-style-type: none"> • Processing Fee – P504.00 • Additional Fee (unfinished area for development) – P1440 sq.m. • Inspection Fee – P1,500/ha. regardless of density <p>* Application for CR/LS with DP issued by LGU shall be charge inspection fee</p> <p>2. Condominium Projects</p> <p>1. Approval of Condominium Plans/Final Approval and Development Permit</p>		
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		<ul style="list-style-type: none"> ➤ 1. Preliminary Approval and Locational Clearance ➤ 2. Final Approval /Development Permit <ul style="list-style-type: none"> • Processing Fee – P720.00 • Land Area – 7.20/sq.m. • No. of Floors – P288/floor • Building Areas – P23.05/sq.m. of GFA ➤ 3. Alteration of Plan (affected areas only) – Same as Final Approval and Development Permit. ➤ 4. Conversion (affected areas only) - Same as Final Approval and Development Permit. <p>2. Certificate of Registration</p> <ul style="list-style-type: none"> • Processing Fee – P2,880.00 <p>3. License to Sell</p> <ul style="list-style-type: none"> • Residential – P17.30/sq.m. of saleable area • Commercial – P36/sq.m. of saleable area • Inspection Fee- 1,500/ha. <p>4. Extension of Time to Develop</p>		
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		<ul style="list-style-type: none"> • Processing Fee – P504 • Additional Fee (unfinished floor area for development) – P17.30/sq.m. • Inspection Fee – P1,500/floor <p>5. Certificate of Completion</p> <ul style="list-style-type: none"> • Certificate Fee – P216.00 • Processing Fee – • Inspection Fee – P1,500/floor <p>3. Subdivision and Condominium Projects (under B.P. 220)</p> <p>A. Subdivision Projects</p> <p>1. Approval of Subdivision Plan</p> <ul style="list-style-type: none"> ➤ 1. Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P90/ha. ▪ Economic Housing – P216/ha. • Inspection Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P1,500/ha. 		
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		<ul style="list-style-type: none"> ▪ Economic Housing – P1,500/ha. ➤ 2. Final Approval and Development Permit <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P600/ha. ▪ Economic Housing – P1,400/ha • Inspection Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P1,500/ha ▪ Economic Housing – P1,500/ha. <p>(Projects already inspected for PALC application may not be charged inspection fee)</p> <ul style="list-style-type: none"> ➤ 3. Alteration of Plan (affected areas only) – Same as Final Approval and Development Permit. ➤ 4. Building Permit (floor area of housing unit) – P7.20/sq.m. <p>2. Extension of Time to Develop</p> <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> ▪ Socialized Housing – 		
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		<p>P420</p> <ul style="list-style-type: none"> ▪ Economic Housing – <p>P504</p> <p>Additional Fee (unfinished area for development) – P2.88/sq.m.</p> <ul style="list-style-type: none"> • Inspection Fee • Socialized Housing – P1,500/ha. • Economic Housing - P1,500/ha. <p>3. Certificate of Completion</p> <ul style="list-style-type: none"> • Certificate Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P180 ▪ Economic Housing – P216 • Processing Fee <ul style="list-style-type: none"> ▪ Socialized Housing ▪ Economic Housing • Inspection Fee – P1,500/ha. <p>4. Occupancy Permit</p> <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> ▪ Socialized Housing – P6/sq.m. ▪ Economic Housing – P7.20/sq.m. 		
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		<ul style="list-style-type: none"> • Inspection Fee (saleable floor area of the housing component) <ul style="list-style-type: none"> ▪ Socialized Housing – P1,500/ha ▪ Economic Housing – P1,500/ha. <p>B. Condominium Projects</p> <p>1. Approval of Condominium Plans</p> <ul style="list-style-type: none"> ➤ Preliminary Approval and Locational Clearance. ➤ Final Approval and Development Permit <ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> ▪ Total Land Area – P7.20/sq.m. ▪ No. of Floors – P144/floor ▪ Building Areas – P5.80/sq.m. of GFA • Inspection Fee – P1,500/ha. <p>4. Industrial/Commercial Subdivision</p> <p>1. Approval of Industrial/Commercial Subdivision</p>		
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		<ul style="list-style-type: none"> ➤ Preliminary Approval and Locational Clearance – P720 <ul style="list-style-type: none"> • Processing Fee – P432/ha. • Inspection Fee – P1,500/ha. ➤ Final Approval and Development Permit <ul style="list-style-type: none"> • Processing Fee – P432/ha. • Inspection Fee – P1,500.00/ha. <p>(Project already inspected for PLAC application may not be charged inspection fee)</p> <ul style="list-style-type: none"> ➤ Extension of Time to Develop <ul style="list-style-type: none"> • Processing Fee – P504 Additional Fee (unfinished area for development) – P14.40/sq.m. • Inspection Fee – P1,500/ha. ➤ Certificate of Completion <ul style="list-style-type: none"> • Certificate Fee – P216 • Processing Fee • Industrial – P504 • Commercial – P720 ➤ Inspection Fee* <p>5. Farmland Subdivision</p>		
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		<p>1. Approval of Farmlot Subdivision</p> <ul style="list-style-type: none"> ➤ Preliminary Approval and Locational Clearance <ul style="list-style-type: none"> • Processing Fee – P288/ha. • Inspection Fee – P1,500/ha. ➤ Final Approval and Development Permit <ul style="list-style-type: none"> • Processing Fee – P1,440/ha. • Inspection Fee – P1,500/ha. <p>(Projects already inspected for PALC application may not be charged inspection fee)</p> <p>6. Memorial Park, Cemetery Projects/Columbarium</p> <p>1. Approval of Memorial Park/Cemetery Project/ Columbarium</p> <ul style="list-style-type: none"> ➤ Preliminary Approval and Locational Clearances <ul style="list-style-type: none"> • Memorial Project – P720/ha. • Cemeteries – P288/ha. • Columbarium – P3,600/ha. <p>Inspection Fee*</p> <ul style="list-style-type: none"> • Memorial Project – P1,500/ha. • Cemeteries – 		
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		<p>P1,500/ha.</p> <ul style="list-style-type: none"> • Columbarium – P1,500/ha. <p>➤ Final Approval and Development Permit</p> <ul style="list-style-type: none"> • Memorial Project – P3.00/sq.m. • Cemeteries – 1.50/sq.m. • Columbarium – P7.20/sq.m. of land area P3.00/floor P23.05/sq.m. pf GFA <p>➤ Extension of Time to Develop</p> <ul style="list-style-type: none"> • Processing Fee – P504 <p>Additional Fee (unfinished area for development)</p> <ul style="list-style-type: none"> • Memorial Project – P1,440 • Cemeteries – P720/ha. • Columbarium – P5.80/sq.m. of GFA <p>Inspection*</p> <ul style="list-style-type: none"> • Memorial Project – P1,500/ha. • Cemeteries – P1,500/ha. • Columbarium – P1,500/ha. 		
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		<ul style="list-style-type: none"> ➤ Certificate of Completion <ul style="list-style-type: none"> • Certificate Fee – P216 • Processing Fee <ul style="list-style-type: none"> ▪ Memorial Project – P1,440 ▪ Cemeteries – P720/ha. ▪ Columbarium – P5.80/sq.m. of GFA • Processing Fee • Inspection Fee <ul style="list-style-type: none"> ▪ Memorial Project – P1,500/ha. ▪ Cemeteries – P7,500/ha. ▪ Columbarium – P1,500/floor <p>7. Other Transactions/Certifications</p> <ul style="list-style-type: none"> ➤ Other Certifications <ol style="list-style-type: none"> 1. Zoning Certifications – P720/ha. 2. Certification of Town Plan/Zoning Ordinance Approval – P216 3. Certification of New Rights/Sales – P216 4. Other, to include: 		
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		<ul style="list-style-type: none"> • Availability of records/public request – P288 • Certified true copy of documents (report size) <ul style="list-style-type: none"> ▪ Document of five pages or less – P43.20 ▪ Every additional pages – P4.40 • Photo copy of documents – P3.00 • Other not listed above – P216 		
	2. Process/ evaluate submitted documents	None	1 hour	Planning Officer IV
	3. Forward evaluated documents to the City Mayor's Office (CMO) for endorsement to the Sangguniang Panlungsod (SP)	None	2.5 days	Planning Officer IV
	4. Receive documents with SP Resolution and prepare Development Permit for recommending	None	1 hour	Planning Officer IV

	approval of the CPDC			
	5. Forward Development Permit to CMO for approval	None	1 day	Planning Officer IV
	6. Release approved Development Permit to client	None	2 minutes	Planning Officer IV
Total			3 days, 6 hours and minutes	



LOCATIONAL CLEARANCE Implementation of Zoning Ordinance No. 2017-13-33

Office/Division:	City Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) copy per document		
1. Duly accomplished and notarized Application Form	City Planning and Development Office	
2. Certified true copy of Certificate of Title (Blue copy)	Register of Deeds (ROD)	
3. Certified true copy of Tax Declaration	City Assessor's Office	
4. Tax Clearance (current year)	City Treasurer's Office	
5. Barangay Clearance giving consent to the construction of the building	Barangay Hall (where the project is located)	
6. Project Cost (including Bill of Materials and Machineries/Capitalization)	Licensed Architect or Civil Engineer	
7. Sketch or Subdivision Plan (whichever is applicable)	Department of Environment and Natural Resources (DENR)/ Licensed Geodetic Engineer	
8. 1 st page of Plan (Site Development, Vicinity Map and Floor Plan)	Licensed Architect or Civil Engineer	
9. Long brown envelope	Applicant	
10. Plumbing and drainage plan for two (2) for multi-storey Building	Licensed Architect or Civil Engineer	
11. Certificate of Non-Coverage (CNC) for commercial buildings.	DENR – Environmental Management Bureau (EMB)	
12. Environmental Compliance Certificate (ECC) for projects such as gasoline stations, warehouses,	DENR – Environmental Management Bureau (EMB)	

hotels, etc.				
13. In case the property is not registered in the name of the applicant, submit duly notarized Deed of Sale or Deed of Donation or Contract of Lease or Authorization allowing the use of the property		Applicant		
14. Special Power of Attorney (SPA) for non-owner or representative		Applicant		
15. Other requirement deemed necessary for the approval of the application.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form with list of requirements from CPDO	1. Attend to client's request and provide client with application form for Development Permit	None	1 minute	Planning Officer IV Draftsman III Administrative Aide I Architect
1. Submit duly accomplished Application Form with complete documentary requirements	1. Verify submitted documents and issue Order of Payment	Zoning/Locational Clearance a. Single residential structure attached or detached 1. P100,000 and below – P288 2. Over P100,000 to P200,000 – P576 3. Over P200,000 – P720 + (1/10 of 1% in excess of P200,000) b. Apartments/Townhouses	5 minutes	

		<p>1. P500,000 and below – P1,440</p> <p>2. Over P500,000 to 2 million – P2,160</p> <p>3. Over 2 million – P3,600 + (1/10 of 1% of cost in excess of 2M regardless of the number of floors)</p> <p>c. Dormitories</p> <p>1. P2 Million and below – P3,600</p> <p>2. Over 2 million – P3,600 + (1/10 of 1% of cost in excess of 2M regardless of the number of floors)</p> <p>d. Institutional Project Cost of which is:</p> <p>1. Below P2 Million – P2,880</p> <p>2. Over 2 Million – P2,880+(1/10 of 1% of cost in excess of P2M)</p> <p>e. Commercial, Industrial and Agro-Industrial Project Cost of which is:</p> <p>1. Below P100,000- P1,440</p>		
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		<p>2. Over P100,000 – P500,000 – P2,160</p> <p>3. Over P500,000 – P2,880</p> <p>4. Over P1 Million – P2 Million – P4,320</p> <p>5. Over P2 Million – P7,200+(1/10 of 1% of cost in excess of P2.M)</p> <p>f. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)</p> <p>1. Below P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2.M)</p> <p>2. Over P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2.M)</p> <p>g. Alteration/Expansion (affected areas/cost only) –</p>		
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		Same as the original application.		
	2. Receive duly accomplished Application Form with attached documents and Official Receipt (OR)	None	2 minutes	
	3. Verify the proposed project on-site	None	1 day	
	4. Prepare Locational Clearance for signature of the CPDC		1 day	
	5. Release approved Locational Clearance to client		2 minutes	
Total			2 working days & 10 minutes	



ZONING CERTIFICATION (For Land Use Classification)

Implementation of Zoning Ordinance No. 2017-13-33

Office/Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy per document				
1. Duly accomplished notarized Application Form	City Planning and Development Office			
2. One (1) documentary stamp	City Treasurer's Office			
3. Vicinity Map indicating clearly and specifically the exact location of the proposed site and the existing land uses and /or landmarks with a radius of at least 500 meters and duly signed by a Geodetic/Civil Engineer or Architect	Licensed Geodetic or Civil Engineer			
4. Lot/Sketch Plan duly signed by a licensed Geodetic Engineer	Licensed Geodetic Engineer			
5. Photocopy of Title or any proof of ownership, or right over the property and/or latest Tax Declaration.	Register of Deeds (ROD) and City Assessor's Office			
6. Fencing Plan (for Fencing Permit)	Licensed Architect or Civil Engineer			
7. Photocopy of Deed of Sale or any applicable instrument for transfer	Register of Deeds (ROD)			
8. Long file folder with fastener	Applicant			
9. Long brown envelope				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirements	1. Evaluate completeness and appropriateness of the documents	None	1 day	Planning Officer IV Draftsman III Administrative Aide I Architect
	2. Prepare/encode Zoning Certification for signature of the CPDC	Php 720.00/ha plus a fraction thereof in excess of 1 hectare Documentary stamp (Php 30.00)	1 day	
	3. Released approved Zoning Certification to the client	None	1 minute	
TOTAL		Php 750.00	2 days and 1 minute	



ZONING CERTIFICATION (For Business Indorsement)
Implementation of Zoning Ordinance No. 2017-13-33

Office/Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy per document				
1. Duly accomplished Business Permit Application with Sketch of business location (notarized)		City Planning and Development Office		
2. Barangay Clearance		Barangay Hall (where the business is located)		
3. Official Receipt		City Treasurer's Office		
4. One (1) Documentary Stamp				
5. DTI Certificate (for Single Proprietor)		Department of Trade and Industry (DTI)		
6. SEC (for Corp. or Inc.) 1 st page only		Securities of Exchange Commission (SEC)		
7. Residence Certificate (CEDULA)		City Treasurer's Office		
8. Lease of Contract (if place of business is rented)		Owner of the building		
9. Barangay Resolution interposing no objection to the business activity *Internet Café		Barangay Hall (where the business is located)		
10. Photocopy of Title or any proof of ownership or right over the property and/or latest Tax Declaration		Register of Deeds (ROD) and City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of documentary requirements.	1. Prepare/encode Zoning Certification for signature of the CPDC.	Php 720.00	15 minutes	Planning Officer IV Administrative Aide I

	2. Released approved certificate to the client.	Documentary stamp (Php 30.00)		
TOTAL		P750.00	15 minutes	



MAPS

Issuance of maps for research, policy-making, and planning purposes.

Office/Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request detailing the specific type of map needed		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Verify the availability of requested maps	None	3 minutes	Planning Officer IV GIS and Data Programmer Draftsman III
	2. Issue Order of Payment	Php 350.00/copy	1 minute	
	3. Print requested map	None	20 minutes	
	4. Release requested map to client	None	1 minute	
TOTAL		Php 300.00	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the client feedback form and drop it at the designated box beside the transaction table.
How are feedbacks processed?	The Administrative Officer opens the drop box daily and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint?	Answer the client Complaint Form and drop it at the designated place – beside the transaction table. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained; Incident; Evidence.
How are complaints processed?	The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Administrative Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Administrative Officer will create a report after the investigation and shall submit it to the Department Head for appropriate action. The Administrative Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	CPDO: cpdotacloban@gmail.com / 09158020416 ARTA: complaints@arta.gov.ph/8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Prepared by:

ENGR. MANUEL A. SERDAN

Planning Officer IV, Plans and Programs Division

Approved by

EnP. JANIS CLAIRE S. CANTA

City Planning and Development Coordinator



CITY TREASURER'S OFFICE (EXTERNAL/FRONTLINE)

REAL PROPERTY TAXES SERVICES

ASSESSMENT AND PAYMENT ON TRANSFER TAX

Office/Division:	CITY TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Taxpayers within Tacloban City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Payment of Real Property Taxes & Transfer Tax</p> <ol style="list-style-type: none"> 1. Latest copy of Official Receipts/Tax Declaration 2. Taxes are paid up to current year <p>Certified Tur copy of Latest Tax Declarations/Deed of Absolute Sale/ Deed of Donation</p> <ol style="list-style-type: none"> 3. Tax Clearance Fee/ Certification/ and Documentary Stamp Tax. 4. Special Power of Attorney (SPA), Authorization Letter duly subscribed, photo copy of valid ID. <p>Community Tax Certificate (Individual/Corporate Tax Certificate)</p>	<p>City Treasurer's Office, Kanhuraw Business Center</p> <p>RPT On-line Assessment and Payment FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>This service serves both the SELLERS and the BUYERS of real properties to affect the Transfer of Title from SELLER to BUYER.</p> <p>1. Presentation of the requirements for verification and computation/issuance of transfer tax/sales tax assessment.</p> <p>2. Payment of Transfer Tax/Sales Tax/Tax Clearance Fee including documentary stamp tax (DST)</p> <p>3. Present Official Receipts of payment on transfer tax/ sales tax/ tax clearance and DST and submit Certified True Copy of the required documents for the Issuance of Transfer Tax for <u>Transfer of Title purposes.</u></p>	<p>Compute/Assessed and issue Official Receipts</p>	<p>Commercial and Industrial Machinery = Basic is 2% of the AV plus 1% of the AV.</p> <p>Transfer/Sales Tax Fee: 25% of 1% of the total consideration involved in the acquisition of the property or the market value which ever is higher.</p> <p>Tax Clearance Fee = P50.00</p> <p>Documentary Stamp Tax P30.00</p>	<p>30 minutes</p>	<p>RENEE M. LAGADO LTOO IV</p> <p>TERENCE LOUISE M. ANSIT Computer Programmer II</p> <p>GENEROSA A. ABOGA AA-IV</p> <p>NELITA P. SIPACO Casual</p> <p>DESIREE C. CALDERON Casual</p> <p>Property Tax Division Kanhuraw Business Center, City Treasurer's Office, Tacloban City</p>
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	<p>Receive payment and issue OR</p>		<p>30 minutes</p>	<p>RICKY D. BURO LRCO 1</p> <p>JULIUS A. ROSALES LRCO I</p> <p>MARIA GINA A. ZETA LRCO 1</p> <p>SHERYLL BETH T. VILLACORTES LRCO 1</p> <p>All Accountable Officers/Deputized Collectors</p>
	<p>TOTAL</p>	<p>Basic is 2% of the AV plus 1% of the AV.</p>	<p>Total Time = 60 minutes</p>	

		25% of 1% of the total consideration involved in the acquisition of the property or the market value which ever is higher. plus 1% of the AV Clearance Fee P80.00		
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BUSINESS TAXES SERVICES

Business Assessment and Payments

Office/Division:	CITY TREASURER'S OFFICE/Business Taxes and Fees division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All taxpayers/General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UNIFIED Form duly verified by Business Permits & Licenses Division (BPLD). For Payment of Business Taxes/Renewal/New Business 1. Documents required by BPLD for issuance of Special Mayor's Permit 2. Tax Order of Payment (TOP) issued by concerned Department/Office 3. Valid ID (SSS, UMID, Postal ID, Office/School ID), Payslip or Gross Compensation Income ITR (if government employee) for Corporate Tax Certificate : Audited Financial Statement/VAT returns (in case of corporation), and Gross Receipts/Sales (evaluated) 4. Present the Annual Registration Card issued by Professional Regulation Commission		Business Taxes & Fees Division City Treasurer's Office, Kanhuraw Business Center and BOSS Building Tacloban City Hall FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>Evaluation of declared gross sales and issuance of tax assessments/or order of payment.</p> <p>Payment and issuance of Official Receipts for presentation to BPLD.</p>	<p>Evaluate, issue tax assessment and issue Official Receipts for BPLD</p>	<p>For New Business</p> <p>Not to exceed Three-Fortieth 3/40 of 1% of the capital investments.</p> <p>For Franchise Tax</p> <p>Tax not to exceed Three-Fortieth 3/40 of 1% of the capital investments</p> <p>For Printing & Publication</p> <p>50% of 1% of the capital investments</p> <p>For Real Estate Developers, Dealers, and Lessors</p> <p>½ of 1% of the capital investments</p>	<p>30 minutes</p>	<p>EDNA B. DE LA CRUZ LTOO-IV</p> <p>LYNDY R. DE LA PEÑA LTOO-III</p> <p>RAY ANTHONY B. TOLENTINO Casual</p> <p>MA. GELIDA P. ALMADEN LRCO - I</p> <p>FELINDA A. GABRIEL AA-IV</p> <p>All Staff and Personnel Business Taxes & Fees Division</p>
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		<p>For Privately Owned Public Markets & Shopping Centers</p> <p>1/20 of 1% of the capital investments</p> <p>Private Cemeteries and Memorial Parks</p> <p>3/40 of 1% of the capital investments</p> <p>Financial Institution.</p>		
<p>Present the documents above-stated for assessment of tax due.</p> <p>Payments of tax due and receive official receipts for presentation to BPLD.</p> <p>Present the Tax Order of Payment (TOP) for payment & issuance of official receipts.</p>		<p>For Renewal of Business</p> <p>75% of 1% of Gross Receipts (Ord. No. 99-58)</p> <p>For Payment of Other Fees</p>		<p>ANGELICA L. GONZALES ROCHELLE Y. GONZALES IMELDA R. ZALAVARRIA ARLINE C. FRAGA SHAYEN V. CAÑAMALES LRCO I All Accountable Officers/Deputized Collectors</p>

<p>Proceed to the teller for payment and issuance of Community Tax Cert./Corporate Tax Cert.</p>	<p>Present the Annual Registration Card issued by PRC</p>	<p>Amount of Fees is as prescribed to Ord. No. 99-58.</p> <p>For Payment of Community Tax (Individual and Corporate Tax)</p> <p>Individual Community Tax =</p> <p>Basic: P5.00</p> <p>Add'l. Community Tax = P1.00 for every P1,000.00 of gross receipts or earnings derived from business during the preceding year/ salaries or gross receipts or earnings derived from exercise of profession or pursuit of any occupation/income from real property but</p>		
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<p>Proceed to the TELLER for payment and issuance of Professional Tax</p>		<p>not to exceed P5,000.00.</p> <p>For payment of Professional Fees</p> <p>Corporate Tax=</p> <p>Basic: P500.00</p> <p>Additional Community Tax =</p> <p>P2.00 for every P5,000.00 of Assessed Value of Real Property owned in the Philippines/Gross Receipts, including Dividends/Earnings derived from business in the Philippines during the preceding year but not to exceed P10,000.00.</p> <p>As prescribed in Ordinance No. 99-58</p>		
	<p>TOTAL</p>	<p>3/40 of 1% of the capital investments.</p>		

		<p>50% of 1% of the capital investments</p> <p>½ of 1% of the capital investments</p> <p>1/20 of 1% of the capital investments</p> <p>75% of 1% of Gross Receipts (Ord. No. 99-58)</p> <p>Basic: P5.00</p> <p>Add'l. Community Tax = P1.00 for every P1,000.00 of gross</p> <p>Basic: P500.00</p> <p>Additional Community Tax =</p> <p>P2.00 for every P5,000.00 of Assessed Value of Real Property owned</p> <p>All as prescribed in Ordinance No. 99-58</p>	<p>Total Time = 30 minutes</p>	
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SERBISYONG BUWIS PANGNEGOSYO

Pagtatasa ng Tamang Bayarin

Office/Division:	Tanggapan ng Ingat-yaman			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Mamamayan at Nagbabayad ng Buwis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Tamang porma o form na pupunan (fill-up) at pinatunayan/pinagtibay ng Dibisyon ng Business Permit</p> <p>Pagbayad ng Buwis Pangnegosyo/ Bago o Mag rerenew</p> <ol style="list-style-type: none"> 1. Mga dokumento hinihingi ng BPLD para sa pag isyu ng Mayor's Permit 2. Tax Order Form (TOP) O Porma para sa bayarin galing sa departamento/opisina. 3. Wastong pagkakakilanlan (SSS, UMID, Postal ID, Office ID, etc.) 4. Ipakita kung mayroon ding Annual Registration Card galing sa Professional Regulation Commission 		<p>Dibisyon ng Serbisyong Buwis Pangnegosyohan Kagawaran ng Ingat-Yaman Tacloban City Hall</p> <p>FB Acct. Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Pagsusuri sa dinereklarang kabuuang benta; iniisyung buwis pagtatasa o order form ng babayaran 2. Pagbayad at pag isyu ng resibo para ipresenta sa BPLD. 	Sinuri, at inisyuhan ng resibo ayon sa bayarin	<p>Para sa Bagong Negosyo Hindi lalampas ng $\frac{3}{4}$ ng 1 porsyento ng capital o puhunan</p> <p>Para sa Prankisa Buwis: Buwis ay dapat hindi lalampas $\frac{3}{4}$ ng 1 porsyento ng</p>	30 minutes	<p>EDNA B. DE LA CRUZ LTOO IV</p> <p>LYNDY R. DE LA PEÑA LTOO III</p> <p>IRISH H. DE GUIA LRCO I</p> <p>FELINDA A. GABRIEL AA IV</p>

		<p>capital o puhunan Para sa Paglilimbag (printing) at Publikasyon (Publication) 50% ng 1% ng capital o puhunan</p> <p>Para sa Real Estate, Developers, Dealers at Lessor (Nagpapaupa) ½ ng 1% ng capital o puhunan</p> <p>Para sa pribadong pag aari, Talipapa, at Shopping Centers 1/20 ng 1% ng capital o puhunan</p>		<p>RAY ANTHONY B. TOLENTINO CASUAL</p> <p>Lahat ng personnel sa Business Taxes and Fees Division</p>
<p>Ipresenta ang kaukulang dokumentong nakapaloob sa itaas para sa pagtatasa ng kaukulang bayarin sa buwis.</p> <p>Pagbayad ng buwis at matanggap ang resibo para ipresenta sa BLGF</p>	.	<p>Para sa mag re renew ng Negosyo 75% ng 1 & ng kabuuang resibo (Ord. No. 99-58)</p> <p>Para sa pagbabayad ng</p>		<p>ANGELICA L. GONZALES ROCHELLE Y. GONZALES IMELDA R. ZALAVARRIA ARLINE C. FRAGA SHAYEN V. CAÑAMALES</p> <p>Lahat ng Revenue Collector ng City Treasurer's Office</p>

<p>Ipresenta ang Tax Order Payment (TOP) para maisyuhan ng resibo</p> <p>Dumeretso sa Teller/Cashier upang magbayad at maisyuhan ng Cedula</p> <p>Dumeretso sa Teller/Cashier upang magbayad at maisyuhan ng Propesyonal na buwis (professional tax)</p>		<p>iba pang bayarin (fees)</p> <p>Cedula/Indibidwal Basic P5.00 Plus add'l P1.00 sa bawat P1,000.00 (isang libo) ng kabuuang resibo galling sa negosyo ng naunang o taon/sahod sa propesyon o swweldo mula sa real property pero hindi lalampas ng P5,000.00 (limang libo)</p> <p>Bayad sa Propesyonal na buwis (professional fees)</p> <p>Basic: P500.00 Plus add'l. community tax P2.00 sa bawat P5,000.00 ng tinasang halaga sa real property ng naunang taon pero hindi lalampas ng P10,000.00 (dyes</p>		
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		mil)		
	Total	Capital investments 50% ng 1% ng capital o puhunan ½ ng 1% ng capital o puhunan 1/20 ng 1% ng capital o puhunan 75% ng 1% ng kabuuang resibo Basic P5.00 Plus add'tl P1.00 sa bawat P1,000.00 (isang libo) ng kabuuang resibo Basic: P500.00 Plus add'tl. community tax P2.00 sa bawat P5,000.00 ng tinasang halaga sa real property	Total=30 minutes	

	Ang lahat ng ito ay nakasaad sa Ordinance No. 99-58		
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DISBURSEMENT OF FUNDS

Payment of Salaries, wages, remuneration, bonuses and other claims, suppliers and contractors

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Officials and Employees (Regular, Casual, JOs, PS) Suppliers & Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>2 valid Identification Cards (ID)</p> <p>Approved payrolls/vouchers</p> <p>Official Receipt</p>		<p>City Treasurer's Office, Cash Disbursement Division Tacloban City Hall Main Building</p> <p>FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>This Service serves the claims of the employees (regular, casual, job orders, professional service providers, suppliers and contractors</p> <p>For Payroll:</p> <p>Present to the cashier valid Identification Cards (2 IDs)</p>	<p>Disbursement of salaries of JOs, PS, and other remuneration of employees (regular, casual)</p> <p>Disbursement of Obligation to suppliers/establishments and contractors</p>	No fees required	10 minutes	<p>NYDIA D. TADEA LTOO III</p> <p>RICHELLE A. CAMPO Cashier I</p> <p>JEANNETTE C. LABAY Cashier I</p> <p>JOCELYN M. DAYOHA</p>

<p>Approved payrolls/vouchers</p> <p>Official Receipt</p> <p>Voucher with check:</p> <p>Present valid ID</p> <p>Affix signature on "Box D" and</p> <p>Issue Official Receipt in</p> <p>acknowledgement of check</p> <p>received</p>			<p>15 minutes</p>	<p>Casual/Deputized Cashier</p> <p>All Staff & Personnel</p> <p>Cash Disbursement Division, City</p> <p>Treasurer's Office, Main Building</p>
	<p>TOTAL</p>	<p>No fees required</p>	<p>Total Time=25 minutes</p>	



PAGBABAYAD MULA SA PONDO

PAGBAYAD SA SWELDO NG MGA KAWANI NG GOBYERNO (PERMANENTE/CASUAL PAKYAWAN/ COS AT MAGING SA KONTRAKTOR O TAGATUSTOS

OPISINA/ DIBISYON:	KAGAWARAN NG INGAT-YAMAN/ CASH DIBISYON			
KLASE:	Simple			
URI NG TRANSAKSYON:	Government-to-Citizen (G2C)			
SINONG MAKAKATANGGAP:	Lahat ng Kawani ng Gobyerno (Permanente, Casual, Job Order Worker, COS)			
Mga kakailanganin		WHERE TO SECURE		
Dalawa (2) wastong pagkakakilanlan		Sa Opisina ng Ingat-Yaman		
Aprobadong payroll Resibo		Tacloban City Hall Cash Disbursement Division FB Acct.: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
Mga Dapat Gawin ng Kliyente	Aksyon ng Kinauukulan	Karampatang bayad	Oras na ginugol	Taong Responsible sa Serbisyo
1. Ang serbisyong ito ay naglalayong maibigay ang sahod ng mga kawani sa gobyerno, mabayaran ang mga kontraktor at tagapagtustos PARA SA NAKAPAYROL Ipresenta sa Kahera ang mga sumusunod: Dalawang (2) balido o wastong ID o pagkakakilanlan Pirmahan ang pangalan sa aprobadong payroll o voucher Resibo PARA SA VOUCHER NA MAY	Pagbayad ng kaukulang sweldo o sahod ng kawani ng gobyerno Mabayaran ang kaukulang bayad sa kontraktor at tagapagtustos	Wala Wala	Sampung (10) minutos Kinse (15) minutos	NYDIA D. TADEA LTOO III RICHELLE A. CAMPO Cashier I JEANNETTE C. LABAY Cashier I JOCELYN M. DAYOHA Casual/Deputized Cashier MENG FEI H. GERILLA Deputized Cashier

<p>TSEKE Ipresenta sa Kahera ang mga sumusunod:</p> <p>Balido o wastong ID o pagkakakilanlan Pirmahan sa voucher ang nasa “ Kahong D” at ang Resibo kapalit sa nakuhang tseke.</p>				<p>Lahat ng Empleyado sa Cash Disbursement Division City Treasurer’s Office</p>
Total		wala	25 minutos	



OTHER SERVICES

Real Property Tax and Business Tax Assessments and Payments

Office/Division:		CITY TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All taxpayers/General public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use of cellphone, laptop, computer for email and messaging		City Treasurer's Office, Kanhuraw Business Center, Tacloban City Hall FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Using your cellphone, laptop, computer register the account of the City Treasurer's Office to have access on its website.	Answers queries of taxpayers thru email, text messages, and other means to response to clients/taxpayers Prompt action on RPT & Business On-line Assessments and Payments	No fees required	10 minutes	JENNIFER S. GUY Acting City Treasurer CORINA C. INNIS OIC-Asst. City Treasurer MA. ROSARIO Y. SAN GABRIEL LRCO I EDNA C. MOLINO Administrative Officer III

	TOTAL	No fees required	Total Time =10 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



REAL PROPERTY TAXES SERVICES
ASSESSMENT AND PAYMENT ON RPT

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Payment of Real Property Taxes		City Treasurer's Office, Kanhuraw Business Center RPT On-line Assessment and Payment FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
Latest copy of Official Receipts/Tax Declaration				
Taxes are paid up to current year				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Real Property Tax Assessments Payment of RPT and receives Official Receipts	Compute/Assess and issue Official Receipts	Residential and Agricultural Land/Building = Basic is 1% of the Assessed Value (AV) plus Special Education Fund (SEF) of 1% of AV. Commercial and Industrial Land/Buildings = Basic is 2% of the AV plus 1% of the AV	30 minutes	RENEE M. LAGADO LTOO IV GIL VINCENT QUEJADA LTOO III GENEROSA A. ABOGA AA-IV NELITA P. SIPACO Casual

				DESIREE C. CALDERON Casual All Staff and personnel of the Real Property Tax Division Kanhuraw Business Center, City Treasurer's Office, Tacloban City
	Receive payment and issue OR		30 minutes	ROCHELLE Y. GONZALES LRCO 1 ZONNIE S. EVAL LRCO I CLARA FRANCISCO LRCO 1 LETECIA A. ANOL LRCO 1 IMELDA N. TADO Deputized Collector All Accountable Officers/Collectors
		Total Fees = Basic is 1% of the assessed value /AV for Agr. & Res. =2% of the AV plus 1% of the AV for Commercial and Industrial	Total time=60 minutes	



TREASURY ISSUANCES

Certified True Copies of any Records and Official Receipts

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter request for certified true copy to receiving officer.		City Treasurer's Office, Kanhuraw Business Center and BOSS Building RPT On-line Assessment and Payment FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of required fees and receive OR. Present OR to concerned division of CTO for issuance of CTC of the required documents.	Checks/Verifies/Validates documents/paper and Issue Official Receipts	Certification Fee P80.00	30 minutes	EDNA C. MOLINO Administrative Officer Admin Division EDWINA P. NAPUTO LTOO IV Cash Receipts Division RENEE M. LAGADO LTOO IV RPT Division LYNDY R. DE LA PEÑA LRCO I

				Business Taxes & Fees Division All Division in the CTO
	Receive payment and issue OR		30 minutes	RICKY D. BURO LRCO 1 JULIUS A. ROSALES LRCO I MA. AMPARO A. RELENTE LRCO 1 SHERYLL BETH T. VILLACORTES LRCO 1 All Accountable Officers/Deputized Collectors
	TOTAL	P80.00	Total time = 60 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



TREASURY ISSUANCES

Issuance of Certificate of Business Retirement

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter of intent to the City Treasurer For Single Proprietorship: Brgy. Clearance Percentage Tax/ Gross Sales, if any Accomplished application form of retirement in triplicate copies Community Tax Certificate of current year Slaughterhouse Report for meat/chicken vendor For Corporation: Brgy. Clearance Secretary's Certification/Board Resolution Financial Statement of Book of Accounts Accomplished application form of retirement in triplicate copies		Business Taxes & Fees Division City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter of intent to the Business Taxes and Fees Division	1. Review of documents for business retirement and evaluation gross sales for recommending approval of the City Treasurer. 2. Issuance of certificate of Retirement and final approval	Certification Fee for Retirement: Php50.00 Documentary Stamped Tax plus Gross Sales Evaluated	30 minutes	EDNA B. DE LA CRUZ LTOO IV MIRASOL C. MIRALLES Casual Business Taxes Division

	from the City Mayor's Office.			KBC/Boss Building
	TOTAL	P80.00 plus gross sales evaluated	Total Time= 30 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance f ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



TREASURY ISSUANCES

Issuance of Tax Clearance/Certification

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts as Proof of Payment		Business Taxes & Fees Division City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City Real Property Tax, City Treasurer's Office, Kanhuraw Convention Center, Tacloban City City Treasurer's Office, Administrative Division, KBC FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of Tax Clearance/Certification and receive Official Receipts for: a. Business tax clearance/cert. b. RPT tax clearance c. and other Clearance/Certification Present O.R. to concerned division of CTO for the release of	Issuance of Clearance/Certification from the concerned division of CTO	Certification Fee for Retirement: Php50.00 Documentary Stamped Tax Php 30.00	30 minutes	EDNA B. DE LA CRUZ LTOO IV LYNDY R. DE LA PEÑA LTOO III Ray ANTHONY B. TOLENTINO Casual

requested documents				<p>Business Taxes Division KBC/Boss Building</p> <p>RENEE M. LAGADO LTOO IV</p> <p>ANTONIO P. MIRAFLOR JO</p> <p>All staff and personnel of RPT Division @ KBC</p>
				<p>EDNA C. MOLINO Administrative Officer III</p> <p>CRISTINA Z. TAN Supply Officer</p> <p>Administrative Division City Treasurer's Office, KBC</p>
	TOTAL	P80.00	Total time= 30 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



TREASURY ISSUANCES

Payment of Accountable Forms

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>This Service serves the 138 barangays of Tacloban City in their power to collect barangay, fees, and charges</p> <p>Fidelity Bond Approved Requisition Issue Voucher (RIV)</p>		<p>City Treasurer's Office, Administrative Division, KBC</p> <p>FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit original copy of fidelity bond to the City Treasurer's Office</p> <p>Present approved RIV for payment and receive Official Receipt</p> <p>3. Present Official Receipt to the concerned division of CTO for the released of document, as requested</p>	<p>Check requirements and issue Official Receipts</p>	<p>Accountable Form No. 51 (for the barangay)</p> <p>P140.00/pad</p>	<p>15 minutes</p>	<p>CRISTINA Z. TAN Supply Officer</p> <p>MARICRIS C. ROMERO AA-IV</p> <p>AILEEN M. MAYOTE COS</p> <p>JONATHAN N. ABAD JO</p>

				Administrative Division, City Treasurer's Office, KBC
	TOTAL	P140.00	Total time= 15 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



BUSINESS TAXES

Issuance of Special Permit

Office/Division:		CITY TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Taxpayers within Tacloban City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit letter of intent to the BPLD Brgy. Clearance Police Clearance TOMECO Clearance for motorcade/parade, etc. Market Clearance (for Market selling/Sampling, etc.)		Business Taxes & Fees Division City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter of intent to the BPLD, and present other requirement	1. Compute and assess for payment	Documentary Stamped = P30.00 Motorcade =P400.00 Selling/Promotion= P350.00 Tarpaulin/size= P80 to 120.00 and other fees for seasonal events (patron/festivals, etc.)	30 minutes	EDNA B. DE LA CRUZ LTOO-IV LYNDY R. DE LA PEÑA LTOO-III MARICHU T. BALDESCO Ticket Checker RAY ANTHONY B. TOLENTINO Casual

				Ma. GELIDA P. ALMADEN LRCO - I FELINDA A. GABRIEL AA-IV All Staff and Personnel Business Taxes & Fees Division
	TOTAL	P30.00 P400.00 P350.00 P80to P120.00	Total Time = 30 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
	Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	



TREASURY ISSUANCES
Payments of Special Permits

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents required by BPLD for issuance of Special Mayor's Permit		City Treasurer's Office, Kanhuraw Business Center and BOSS Building RPT On-line Assessment and Payment FB Acct: Tacloban City Treasurers Office Email add: taclobancitytreasurersoffice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the documents above - stated for assessment of tax due. Payments of tax due and receive official receipts for presentation to BPLD.	Checks/Verifies/Validates documents/paper and Issue Official Receipts	75% of 1% of Gross Receipts (Ord.99-58)	30 minutes	Ma. GELIDA P. ALMADEN Ticket Checker/Evaluator Business Taxes Division MARICHU T. BALDESCO Ticket Checker/Evaluator Business Taxes Division ROCHELLE Y. GONZALES LRCO I Cash Receipts Division

	Receive payment and issue OR		30 minutes	ANGELICA L. GONZALES LRCO 1 JULIUS A. ROSALES LRCO I LETECIA A. ANOL LRCO 1 SHERYLL BETH T. VILLACORTES LRCO 1 All Accountable Officers/Deputized Collectors
	TOTAL	75% of 1% of gross receipts	Total time = 60 minutes	



Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature. Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
		PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email account: taclobancitytreasueroffice@gmail.com FB Account: Tacloban City Treasurer's Office
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the : taclobancitytreasueroffice@gmail.com .
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



CITY ACCOUNTANT'S OFFICE

Accountant's Certificate

Issuance of Accountant's Certificate – Certificate of Clearance

Office/Division:	City Accountant's Office (CAO)	
Classification:	Simple	
Type of Transaction:	G2G-Government To Government	
Who may avail:	ALL – Government Employees, Teachers & Court employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Terminal Leave Pay Computation	Human Resource Management and Development Office	
Application for Leave	Respective Offices	
Letter of Approval from CMO	City Mayor's Office	
Service Record	Human Resource Management and Development Office	
Sworn Statement of Liabilities and Net Worth (SALN)	Respective Office	
Notice of Salary Increment (NOSI)	Human Resource Management and Development Office	
Certificate of Loan Balances (Postal, Land bank etc.)	Affiliated banks of the employee	
Certificate of Undertaking	City Accountant's Office	

Court Clearance		Court		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Submit request to the receiving clerk.	Stamp "received" and record in the logbook. Forward it to CAO Admin. Officer-Designate	None
Write money Accountability, if any, and initials besides the name of the City Accountant. Forward the clearance form to assigned personnel for other money accountabilities	None		1 minute	Administrative Officer/Designate -Administrative Division-
Verify the property accountability, if any. Attach photocopy of the memorandum receipt, if any. Write amount of accountability on the clearance form and initials besides the name of the City Accountant. Forward clearance to CAO Admin. Officer-Designate	None		1 minute	Administrative Assistant II -Administrative Division-

	Approve Clearance Forward to CAO Admin. Officer-Designate	None	1 minute	City Government Department Head II/City Accountant
Claim/receive at releasing window/area.	Releasing the Certificate of Clearance to Requisitioned before acknowledging the same through a signature in the logbook	None	1 minute	Administrative Officer/Designate -Administrative Division-
Total		None	5 minutes	



Barangay Accounting Transactions

Receiving and Approval of Requisition and Issuance Voucher, Monthly Report and Annual Budget

Releasing of Barangay Financial Statements

Office/Division:	City Accountant's office (CAO)– Barangay Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G-Government To Government			
Who may avail:	Barangay Officials, Secretary and Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Teller Verified deposit slip		Affiliated Banks		
Barangay Monthly Report & Transmittal Letter		Respective Barangays		
Barangay Annual Budget		Respective Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Requisition and Issuance Voucher (RIV), Monthly Report (MR), Annual Budget	Review the Authenticity of deposit slip Assigned Bookkeeper signs RIV	None	5 minutes	Administrative Aide I -Barangay Accounting Division-

	<p>Review Completeness of attached documents.</p> <p>The assigned bookkeeper signs Transmittal Letter.</p> <p>Review correctness of Budget</p>	None	10 minutes	<p>Administrative Aide I</p> <p>-Barangay Accounting Division-</p>
	Approve the reviewed barangay annual budget	None	5 minutes	<p>City Government Department Head II /</p> <p>City Accountant</p>
Claim Financial Statement and Approved Barangay Budget	<p>Release the Financial Statement once in a year. The current year FS is available on the preceding years.</p>	None	30 minutes	<p>Administrative Aide I</p> <p>-Barangay Accounting Division-</p>
	<p>Release Photocopy of DVs. A fully accomplished DV is available three days from the day Monthly report was submitted.</p>	None	5 minutes	<p>Administrative Aide I</p> <p>-Barangay Accounting Division-</p>
	Release Approved budget to client	None	5 Minutes	<p>Administrative Aide VI</p> <p>-Barangay Accounting Division Head-Designate-</p>

Total	None	1 hour	
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Processing of Salary Payrolls/Vouchers

Office/Division:	City Accountant's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2G-Government To Government			
Who may avail:	City Government of Tacloban Administrative Officer/Designates and Liaisons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Requests (triplicate)		Respective Offices		
Vouchers (triplicate)		Respective Offices		
Payrolls (5 pieces)		Respective Offices		
Biometric Printout or DTRs		Human Resource Office		
Accomplishment Reports (if applicable)		Respective Offices		
Application for Leave		Human Resource Office		
Appointments of Casual, COS, JOW		Human Resource Office		
Certification of Travel		Respective Offices		
Monthly Tardiness & Absences		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Receive Payrolls/voucher with complete supporting documents and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	Administrative Aide I -Receiving & Releasing Section-
Submission of Payrolls, Vouchers, Purchase Orders, Purchase Request	Remitting personnel will check and account the validity of deductions to be remitted to Trust Liabilities and Financial Institutions.	None	10 minutes	Administrative Aide I (HDMF) Administrative Aide I (SSS) Administrative Aide VI (PhilHealth, HDMF, Bank) Bookkeeper (BIR Withholding Tax) Administrative Asst. II (GSIS) Administrative Asst. II (EWP) -Billing and Remittance Section-
	Pre-audit the payroll/voucher as to validity of claims per COA Rules and Regulation, check its supporting documents, and detach the 3 rd copy as file. Incomplete supporting documents will be	None	1 hour	Administrative Aide I Administrative Aide VI Administrative Assistant II -Pre-Audit Division-

	returned to the office concerned.			
	Encode/record the amount of Obligation to Journal Entry Voucher System, Print and attach the same to the said Payroll/Vouchers.	None	5 minutes	Bookkeeper Accounting Assistant -Financial Reporting Division-
	Department Head will sign/certify payroll/vouchers.	None	5 minutes	City Government Department Head II / City Accountant
	Detach 3 rd Copy of Obligation request and Vouchers.	None	5 minutes	Bookkeeper -Receiving & Releasing Section-
	To prepare Disbursement Vouchers (DV) for Cash advance	None	5 minutes	Bookkeeper Front Liner/Process Server -Receiving & Releasing Section-
Release of Cash Advance Voucher together with pre-audited and signed payrolls.	Release the Disbursement Voucher to Cash Division	None	5 minutes	Bookkeeper -Receiving & Releasing Section-
Total		None	1 hour and 40 minutes per transaction	



Processing of Vouchers

Payment to Goods and Services

Office/Division:	City Accountant's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2B-Government To Business Entity G2G-Government To Government Entity			
Who may avail:	City Government of Tacloban Administrative Officer/Designates and Liaisons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procurement Documents per Checklist (for Goods and Services, Infrastructure, Bidding vouchers only)		End User and CGSO		
Obligation Request		Respective Offices		
Disbursement Vouchers		City Accountants Office		
Purchase Request		End User and CGSO		
Purchase Order		End User and CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Submission of Documents needed per Procurement checklist; Vouchers with required attachments (for salary vouchers)	Receive voucher with complete supporting documents and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	Front Liner/Process Server -Receiving & Releasing Section-
	Pre-audit the validity of claims per COA Rules and Regulation, check its supporting documents, and detach the 3 rd copy as file. Incomplete supporting documents will be returned to the office concerned.	None	1 hour	Administrative Aide I Administrative Aide VI -Pre-Audit Division-
	To prepare Disbursement Vouchers	None	5 minutes	Bookkeeper -Pre-Audit Division-
	Pre-audit Division Head will certify the Vouchers as to accuracy of mathematical figures.	None	5 minutes	Administrative Asst. II -Pre-Audit Division Head-
	Department Head will sign/certify payroll/vouchers.	None	5 minutes	City Government Department Head II / City Accountant
	Scanning of Obligation Request, Pre-Audited Voucher	None	5 minutes	Bookkeeper -Receiving & Releasing Section-

Release of signed vouchers and its attachments to City Treasurer's Office – Cash Division	Release the Disbursement Voucher to Cash Division	None	5 minutes	Bookkeeper -Receiving & Releasing Section-
Total		None	1 hour and 30 minutes per transaction	



Purchase Orders

Processing of Purchase Orders (P.O)

Office/Division:	City Accountant's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2G-Government To Government Entity			
Who may avail:	City Government of Tacloban Administrative Officer/Designates and Liaisons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Orders		Respective Offices		
Approved Purchased Request		Respective Offices		
BAC Resolution		Bids and Awards Committee Office		
Abstract of Quotation		Respective Offices		
Annual Procurement Plan		Bids and Awards Committee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Purchase Orders with its required attachments	Receive P.O with complete supporting documents and record it in the logbook and	None	minutes	Bookkeeper -Receiving & Releasing Section-

	Data Tracking and Archiving System (DTAS).			
	Will Account the amount as to validity of claims, availability of fund and countersign for approval.	None	minutes	Accountant III -Financial Reporting Division-
	Department Head will sign/certify payroll/vouchers.	None	minutes	City Government Department Head II / City Accountant
	Photocopy of approved Purchase Order	None	minutes	Bookkeeper -Receiving & Releasing Section-
Release of signed vouchers and its attachments to City Administrator's Office.	Release the Purchase Orders to City Administrator's Office.	None	5 minutes	Bookkeeper -Receiving & Releasing Section-
Total		None	30 minutes /transaction	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form given by the staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a message to the Tacloban City Accountant's Office Facebook account.</p>
How feedbacks are processed	<p>The result of client satisfaction surveys of the frontliners are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
How to file a complaint	<p>1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the City Accountant narrating specific details of the complaint.</p> <p>Or send their complaint thru email taclobancityacctg@gmail.com Tacloban City Accountant's Office Gmail Account.</p>
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to Administrative Officer-Designate.</p> <p>The AO-Designate shall review the nature of complaint.</p> <p>For simple complaints, the AO-Designate shall answer it immediately.</p> <p>For complex complaints, the AO-Designate will forward it to the concerned Personnel for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan</p> <p>0908-888 16565 or 1-6565</p> <p>Presidential Complaint Center</p> <p>8-784-4286 local 4029</p>

	Anti-Red Tape Authority 0908-881-6565; 888
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CITY ASSESSOR'S OFFICE (EXTERNAL/FRONTLINE)

A. ISSUANCE OF TAX DECLARATION

A tax Declaration is an assessment document issued by the Local Assessor which reflects the market value and assessed value of the property (Land, Building,

Improvement & Machinery) for the purpose of real property taxation, amended only and the valuation indicated therein are based on the Schedule of unit market

values prepared for the purposes and enacted into an Ordinance by the Sangunian Panlungsod. Issuance of Tax declaration is authorized under the Local

Government Code or RA 7160, implemented through City Ordinances on Real Property Assessment, as amended and the Tacloban City Revenue Code.

Processing time: 3 or more working days depending on the number of parcels/real property units involved in the request, or the complexity of the transaction, where the request become the subject for en consulta before the Bureau of Local Government Finance or legal opinion before the City Legal Office

A.1. ISSUANCE OF TAX DECLARATION AS TO NEW ASSESSMENT/DISCOVERY

A.1.a. UNTITLED LAND

Office/Division

CITY ASSESSOR'S OFFICE

Classification:

Simple

Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)	
Who may avail:	Tacloban City Property Owners and authorized representatives;	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office	
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office	
3. Survey Plan prepared by licensed Geodetic Engineer, approved by Land Management Bureau of DENR	Department of Environment and Natural Resources	
4. Certification that property is alienable and Disposal Land	Department of Environment and Natural Resources	
5. Certification that declarant is the present possessor and occupant	Barangay Chairman	
6. Certification of adjoining owners duly sworn by the Barangay Chairman	Property Owner, sworn by the Barangay Chairman	
7. Affidavit of Ownership	Property Owner	
8. Affidavit that applicant is in continuous and notorious possession of property	Property Owner	
9. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner	
<i>(NOTE: Subject for Ocular Inspection)</i>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. Ocular Inspection	None	4 hrs.	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i>

	7. Prepare verification report	None	1 hour	<p>Engr. Danilo G. Demillo</p> <p><i>Asst. City Assessor</i></p> <p><i>Officer -In-Charge</i></p> <p>Adelia Coringcoting</p> <p><i>LAOO II</i></p> <p>Filadelfa Encina</p> <p><i>LAOO II</i></p> <p>Richard P. Abella</p> <p><i>Adm. Aide III</i></p> <p>Mikhael Fami</p> <p><i>Admin, Aidel (JO)</i></p> <p>Glenn Cular</p> <p><i>Admin. Aide I(JO)</i></p>

	8. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval of inspection report	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	10. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	11. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>

	12. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	13. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting

				<p><i>LAOO II</i></p> <p>Filadelfa Encina</p> <p><i>LAOO II</i></p> <p>Rymar B. Mercado</p> <p><i>Admin. Aide I(JO)</i></p> <p>Mikhael Fami</p> <p><i>Admin, Aidel (JO)</i></p> <p>Glenn Cular</p> <p><i>Admin. Aide I(JO)</i></p>
	16. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo</p> <p><i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado</p> <p><i>Admin. Aide I(JO)</i></p>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	<p>Fritzie Estoya Maaño</p> <p><i>LAOO II</i></p>

18. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
20. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

2. Receive copy of Tax Declaration, with Notice of Assessment	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

A.1.b TITLED LAND

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	Simple
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office
3. Certified copy of Title (Free Patent , Homestead Patent, Miscellaneous Sales Application or CLOA)	Registry of Deeds
4. Transmittal copy from ROD	Registry of Deeds
5. Approved Survey/Subdivision Plan	Department of Environment and Natural Resources
6. Supporting documents (Court Decision/Order, Approved Application, etc. Order, Approved Application & etc.)	Registry of Deeds/ Property Owner
7. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner

(NOTE: Subject for Ocular Inspection)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. Ocular Inspection	None	4 hrs.	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina

				<p><i>LAOO II</i></p> <p>Richard P. Abella</p> <p><i>Adm. Aide III</i></p>
	7. Prepare verification report	None	1 hour	<p>Engr. Danilo G. Demillo</p> <p><i>Asst. City Assessor</i></p> <p><i>Officer In Charge</i></p> <p>Adelia Coringcoting</p> <p><i>LAOO II</i></p> <p>Filadelfa Encina</p> <p><i>LAOO II</i></p> <p>Richard P. Abella</p> <p><i>Adm. Aide III</i></p> <p>Mikhael Fami</p> <p><i>Admin, Aidel (JO)</i></p> <p>Glenn Cular</p> <p><i>Admin. Aide I(JO)</i></p>

	8. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval of inspection report	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	10. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	11. FAAS & TD Preparation	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i></p>
	12. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>

	13. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	16. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya-Mañaño <i>LAOO II</i>
	18. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor Officer In Charge</i>
	20. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>

A.1.c. BUILDING	
Office/Division	CITY ASSESSOR'S OFFICE
Classification:	Simple
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office
3. Building Permit	City Engineer's Office
4. Floor Plan/ As-built Floor Plan Only	Property Owner
5. Certificate of Completion or Occupancy	City Engineer's Office

6. Affidavit of Ownership (in the absence of item No. 3 and 5)		Property Owner		
7. Tax Declaration of Lot		City Assessor's Office		
8. Notarized authorization or Special Power of Attorney, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>

	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	6. Ocular Inspection	None	4 hrs.	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i></p>
	7. Prepare verification report	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella</p>

				<i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	8. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval of inspection report	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	10. Update tracking system as to status of	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

	request			Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	11. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>

	12. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	13. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>

	14. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i></p> <p><i>Officer In Charge</i></p> <p>Adelia Coringcoting <i>LAOO II</i></p> <p>Filadelfa Encina <i>LAOO II</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p> <p><i>LAOO I</i></p> <p>Mikhael Fami <i>Admin, Aide I (JO)</i></p> <p>Glenn Cular</p>

				<i>Admin. Aide I(JO)</i>
	16. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	18. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
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	19. Approval of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	20. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	21. Release of Tax Declaration and Notice of Assessment and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

A.1.d. MACHINERY				
Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	Simple			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dully filled out application form, CASSO Form No. 1			City Assessor's Office	
2. Accomplished Sworn Statement as to the Fair and Current Market Value			City Assessor's Office	
3. List of machineries and equipment in details with corresponding acquisition cost and estimated economic life			Property Owner	
4. Notarized authorization or Special Power of Attorney, if requesting party is not the owner			Property Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>

	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. Ocular Inspection	None	4 hrs.	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i>
	7. Prepare verification report	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i>

				Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	8. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval of inspection report	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	10. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
	11. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	12. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
	13. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor Officer -In-Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami

				<i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	16. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	18. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	19. Approval of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i>

				<i>Officer In Charge</i>
	20. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

A.2. ISSUANCE OF TAX DECLARATION AS TO TRANSFER OF OWNERSHIP

A.2.a. UNTITLED LAND

Office/Division	CITY ASSESSOR'S OFFICE	
Classification:	Simple	
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)	
Who may avail:	Tacloban City Property Owners and authorized representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office	
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office	
3. Certified copy of Deed Conveyance(Deed of Sale/ Donation, Assignment Extrajudicial Settlement, etc.)	Registry of of Deeds	
4. Certificate Authorizing Registration	Bureau of Internal Revenue/Registry of Deeds	
5. Real Property Tax Receipt for the current year	City Treasurer's Office	
6. Approved survey plan	Department of Environment and Natural Resources	
7. Official Receipt of Transfer/Sales Tax	City Treasurer's Office	
8. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.</p>	<p>1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party</p>	None	1 hour	<p>Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i></p>
	<p>2. Receives application and assigns control number and issues claim stub to client</p>	None	30 minutes	<p>Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i></p>

	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>

				Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	7. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	9. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	11. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

			<i>Admin. Aide I(JO)</i>
12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

A.2.b. TITLED LAND	
Office/Division	CITY ASSESSOR'S OFFICE
Classification:	Simple
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives
CHECKLIST OF REQUIREMENTS	
	WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office
3. Certified copy of Title	Registry of Deeds

4. Certified copy of Deed Conveyance(Deed of Sale/ Donation, Assignment Extrajudicial Settlement, etc.)	Registry of Deeds			
5. Certified copy a Secretary's Certificate or Board Resolution, if seller or buyer is a corporation)	Registry of Deeds			
6. Certificate Authorizing Registration	Bureau of Internal Revenue			
7. Real Property Tax Receipt for the current year	City Treasurer's Office			
8. Official Receipt of Transfer/Sales tax	City Treasurer's Office			
9. Print copy of Survey Plan for Subdivision (standard size)	Department of Environment and Natural Resources			
10. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>

requesting party			
2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>

	5. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	6. FAAS & TD Preparation	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i></p> <p><i>Officer -In-Charge</i></p> <p>Adelia Coringcoting <i>LAOO II</i></p> <p>Filadelfa Encina <i>LAOO II</i></p> <p>Richard P. Abella <i>Adm. Aide III</i></p> <p>Mikhael Fami <i>Admin, Aidel (JO)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i></p>

	7. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i></p>
	9. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>

	10. Printing of Tax Declaration	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin. Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i></p>
	11. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado</p>

				<i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

A.2.c. BUILDING/MACHINERY

Office/Division	CITY ASSESSOR'S OFFICE	
Classification:	Simple	
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)	
Who may avail:	Tacloban City Property Owners and authorized representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office	
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office	
3. Certified copy of Deed Conveyance(Deed of Sale/ Donation, Assignment Extrajudicial Settlement, etc.)	Registry of Deeds	
4. Affidavit of Inclusion	Property Owner	
5. Certificate Authorizing Registration	Bureau of Internal Revenue	
6. Real Property Tax Receipt for the current year	City Treasurer's Office	
7. Official Receipt of Transfer/Sales tax	City Treasurer's Office	
8. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i>

				<p>Mikhael Fami <i>Admin, Aidel (JO)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i></p>
	7. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i></p>
	9. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	11. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

				Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i>

			Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL	None	1 DAYS, 3 HRS. 30 MIN	

A.3. ISSUANCE OF TAX DECLARATION AS TO CONSOLIDATION/SUBDIVISION	
Office/Division	CITY ASSESSOR'S OFFICE
Classification:	complex
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office
3. Certified copy of Title	Registry of Deeds
4. Certified copy of Deed Conveyance(Deed of Sale/ Donation, Assignment Extrajudicial	Registry of Deeds

Settlement, etc.)					
5. Consolidation/Subdivision Plan (print copy standard size)		Department of Environment and Natural Resources			
6. Real Property Tax Receipt for the current year		City Treasurer's Office			
7. Notarized authorization or Special Power of Attorney, if requesting party is not the owner		Property Owner			
8. Narrative technical description(if no issued separate title of subject lot from DENR)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.		1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>

	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i>

			<i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
7. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
8. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>

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	9. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	11. Update tracking system as to status of	None	30 minutes	Maricah Mae B. Reglo

	request			<i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I (JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

A.4. ISSUANCE OF TAX DECLARATION AS TO RE-ASSESSMENT

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	Simple			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dully filled out application form, CASSO Form No. 1		City Assessor's Office		
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office		
3. Real Property Tax Receipt for the current year		City Treasurer's Office		
4. Deed of Partition (eg. Building)		Property Owner		
5. Notarized authorization or Special Power of Attorney, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo

				<i>Asst. City Assessor Officer -In-Charge</i>
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Richard P. Abella <i>Adm. Aide III</i> Mikhael Fami

				<i>Admin, Aidel (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	7. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	9. Update tracking system as to status of	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

	request			Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i> Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aide I (JO)</i> Glenn Cular <i>Admin. Aide I(JO)</i>
	11. Update tracking system as to status of	None	30 minutes	Maricah Mae B. Reglo

	request			<i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>

	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

A.5. REQUEST FOR ISSUANCE OF TAX DECLARATION AS TO RECLASSIFICATION

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	Simple
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled out application form, CASSO Form No. 1	City Assessor's Office
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office
3. Letter Request duly subscribed	Property Owner
4. DAR certification of exemption/Conversion if not applicable, that: no covered by CARP/ OLT; not tenanted; conversion/exemption approval is longer necessary	Department of Agrarian Reform
5. CPDO Zoning Certification	City Planning and Development Office
6. Real Property Tax Receipt for the current year	City Treasurer's Office
7. Site Development (field inspection)	City Assessor's Office
8. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1 attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>

	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge
	5. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge Adelia Coringcoting

				<p><i>LAOO II</i></p> <p>Filadelfa Encina</p> <p><i>LAOO II</i></p> <p>Richard P. Abella</p> <p><i>Adm. Aide III</i></p> <p>Mikhael Fami</p> <p>Admin, Aidel (JO)</p> <p>Glenn Cular</p> <p>Admin. Aide I(JO)</p>
	7. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo</p> <p><i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado</p> <p><i>Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p>Engr. Danilo G. Demillo</p> <p>Asst. City Assessor</p> <p>Officer -In-Charge</p>

	9. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	10. Printing of Tax Declaration	None	1 hour	<p>Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge Adelia Coringcoting <i>LAOO II</i></p> <p>Filadelfa Encina <i>LAOO II</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p> <p>Mikhael Fami Admin, Aide I (JO)</p> <p>Glenn Cular</p>

				Admin. Aide I(JO)
	11. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge
	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

A.6. ISSUANCE OF TAX DECLARATION AS TO CORRECTION OF ENTRY/ENTRIES				
Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	Simple			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dully filled out application form, CASSO Form No. 1			City Assessor's Office	
2. Accomplished Sworn Statement as to the Fair and Current Market Value			City Assessor's Office	
3. Certified Copy of Title issued by the			Registry of Deeds	
4. Real Property Tax Receipt for the current year			City Treasurer's Office	
5. Notarized authorization or Special Power of Attorney, if requesting party is not the owner			Property Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina

documents are complete, the request will be received, otherwise, the documents will returned to the requesting party			<i>LAOO II</i>
2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
3. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
4. Referral to appraiser	None	1 hour	Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge

	5. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	6. FAAS & TD Preparation	None	1 hour	<p>Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge Adelia Coringcoting <i>LAOO II</i></p> <p>Filadelfa Encina <i>LAOO II</i></p> <p>Richard P. Abella <i>Adm. Aide III</i></p> <p>Mikhael Fami Admin, Aidel (JO)</p> <p>Glenn Cular Admin. Aide I(JO)</p>

	7. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i></p> <p><i>Officer -In-Charge</i></p>

	9. Update tracking system as to status of request	None	30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
	10. Printing of Tax Declaration	None	1 hour	<p>Engr. Danilo G. Demillo Asst. City Assessor Officer -In-Charge Adelia Coringcoting LAOO II Filadelfa Encina LAOO II Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami Admin, Aide I (JO) Glenn Cular Admin. Aide I(JO)</p>

	11. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Fritzie Estoya Maaño LAOO II
	13. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>

	15. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

B. ANNOTATION/CANCELLATION OF LIEN & ENCUMBRANCES

The City Assessor's Office likewise caters to annotation and/or cancellation of liens and encumbrances such as the real estate mortgage, lien and

levy, as requested by requesting party.

B.1.REAL ESTATE MORTGAGE

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dully filled out application form, CASSO Form No. 1		City Assessor's Office		
2. Mortgage Contract/Cancellation of Mortgage Contract		Property Owner		
3. Official Receipt of the Real Estate of Real Estate Mortgage		City Treasurer's Office		
4. Real Property Tax Receipt for the current year		City Treasurer's Office		
5. Notarized authorization or Special Power of Attorney, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Record/Receive request	For annotation of Real Estate Mortgage, Property bond or other similar transaction;	30 Minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	2. Record Request on tracking system for monitoring purposes	P50.00 for consideration not exceeding 1,000;	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	3. Referral to appraiser	in excess of 1,000 or a fraction thereof, add P1.00	1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	4. Update tracking system as to status of request	For cancellation	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

		of Real Estate mortgage, property bond or similar transaction; P50.00 plus documentary		
	5. Pull out of FAAS and Tax Declaration of subject property		1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Aljhon Villafranca <i>Admin. Aide I(JO)</i>
	6. Update tracking system as to status of request	stamp of P30.00	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	7. Annotation on FAAS and Tax Declaration		1 hour	Adelia Coringcoting <i>LAOO II</i> Filadelfa Encina <i>LAOO II</i>
	8. Update tracking system as to status of		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

	request			Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval of REM		1 hour	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer -In-Charge</i>
	10. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	11 .Scanning & Filing of TD		1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Aljhon Villafranca <i>Admin. Aide I(JO)</i>
TOTAL		<u>Annotation</u> P50.00 + P1.00/fraction	1 DAY	
		<u>Cancellation</u> P80.00 + P10.00 re- search fee		

B.2. TAX LIEN AND LEVY

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for annotation & cancellation	Office/Agency Concerned (eg. BIR, CTO)
2. Notice of Tax Lien/Levy	Bureau of Internal Revenue/City Treasurer's Office
3. Cancellation of Tax Lien/Levy	Bureau of Internal Revenue/City Treasurer's Office
4. Other documents:(eg. Notice of Levy upon Realty; writ of execution)	Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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1. Submit the required documents	1. Records/Receive request	None (if requested by BIR) For other request/transaction;	20 mins	Rebecca Villacortes <i>Admin. Aide III</i> E. Docil <i>Adm. Aide III</i>
	2. Referral to records	P50.00 plus documentary stamp of P30.00	4 hours	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	3. Record Request on tracking system for monitoring purposes		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	4. Pull out of TD & FAAS		2 hours	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Aljhon Villafranca <i>Admin. Aide I(JO)</i>

	5. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	6. Annotation/Cancellation of Tax Lien		4 hours	Fritzie Maaño <i>LAOO II</i>
	7. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	8. Signature of City Assessor		20 min.	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>

	9. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	10. Scanning of Tax Declaration		1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Aljhon Villafranca <i>Admin. Aide I(JO)</i>
	11. Filling of records		1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Aljhon Villafranca <i>Admin. Aide I(JO)</i>
TOTAL		none	1 DAY; 6HRS. 40 MIN.	

C. CANCELLATION OF ASSESSMENT/TAX DECLARATION

Cancellation of assessment or tax declaration due to non-existence of real property, demolition, cessation of business or duplication of issued tax

declaration can be made upon the request of the requesting party, attaching required documents, as basis for the cancellation of the same.

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request for cancellation			Property Owner	
2. Supporting documents (eg. Demolition permit, Brgy. Certification, Affidavit of cessation of Business)			Different offices concerned	
3. Real Property Tax Receipt for current year			City Treasurer's Office	
4. Notarized authorization or Special Power of Attorney, if requesting party is not the owner			Property Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Receive request for cancellation	None	20 minutes	Christian Jay A. Miñon

			<i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
2. Record Request on tracking system for monitoring purposes	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
3. Referral by Assessor	None	4 hours	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
4. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

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	5. Field Inspection	None	4 hours	Richard Abella <i>Admin. Aide III</i>
	6. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	7. Preparation of endorsement for the Assessor's approval	None	1 hour	Appraiser assigned
	8. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	9. Approval by the Assessor	None	20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>

10. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
11. Pull out TD & FAAS	None	1 hour	Maricah Reglo <i>Admin. Aide I(JO)</i> Dina Bohol <i>Admin. Aide I (JO)</i> Christian Miñon <i>Admin. Aide I (JO)</i>
12. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

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	13. Cancellation of Tax Declaration, FAAS and RPOC	None	4 Hours	Fritzie Maaño <i>LAOO II</i>
	14. Update tracking system as to status of request	None	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	15. Signature of The Assessor	None	20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

D. PROPERTY VERIFICATION/RESEARCH FOR THE PURPOSE OF IDENTIFYING TAX DECLARATION NUMBER AND PROPERTY LOCATION

Verification of real properties and its location, as requested by clients, can be made upon payment of regulatory fees under Ordinance No. 2005-6-93.

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Form	City Assessor's Office
2. Reference for the research (eg. Lot No. Title, owner etc.)	Property Owner
3. Real Property tax payment	City Treasurer's Office
4. Notarized authorization or Special Power of Attorney, if requesting party is not the owner	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Receive request based on Title, Lot Number and/or Owner's Name	Research fee of P10.00 per property/	20 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino

	person subject of request		<i>Admin. Aide I (JO)</i>
2. Record verification	pursuant to Ordinance No. 2005-09-63	20 minutes	Engr. Jenny Lando Ripalda <i>Tax Mapper II</i> Danilo Hidalgo <i>Admin. Aide IV</i> John Wynn Lastrilla <i>Admin. Aide I (Casual)</i> Ricky Galvez <i>Admin. Aide I (JO)</i>
3. Release data to clients		20 Minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL	P10.00/property /person	1 Hr. per Property	

E. ISSUANCE OF CERTIFICATION

Certifications as to property Holdings/No Property, Electrical Connection , Water Connection and No Improvement is issued by the City Assessor's Office, at the instance of the requesting party, upon payment of the regulatory fees and the compliance of required documents.

Processing time: 3 or more working days depending on the number of parcels/real property unit involved in the request, or the complexity of the transaction, where the request become the subject for en consulta before the Bureau of Local Government Finance or legal opinion before the City Legal.

E.1 PROPERTY HOLDINGS/NO PROPERTY

Office/Division	CITY ASSESSOR'S OFFICE	
Classification:	SIMPLE/COMPLEX	
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)	
Who may avail:	Tacloban City Property Owners and authorized representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Casso Form 3		City Assessor's Office

2. Notarized authorization or Special Power of Attorney	Heir/Owner			
3. Extra Judicial Settlement,/Birth Certificate in case the deceased declarant	Heir/Owner			
4. Certificate of Indigence (if applicant of PAO)	City Social Welfare and Development Office/Barangay			
5. Official Receipt of Certification fee & research fee	City Treasurer's Office			
6. Valid Identification Card	Requesting Party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Evaluation of documents submitted. If complete, the request will be received, otherwise, the documents will be returned to the requesting party	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.	20 mins./request	Ma. Doreen P. Avila <i>Admin. Aide I (Casual)</i>
2. Pay Regulatory fees at the City Treasurer's Office				Catherine Yasay <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
	2. Record/Receive request		20 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>

		Research fee of P10.00 per property/ person subject of request		
	3. Record Request on tracking system for monitoring purposes		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	4. Referral to Clerk		4 hours	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Fritzie Estoya-Maña <i>LAOO II</i>
	5. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	6. Property verification on records and RPO cards		1 day	Ma. Doreen Avila <i>Admin. Aide I (Casual)</i> Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro

			<i>Admin. Aide I (Casual)</i>
	7. Update tracking system as to status of request	30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	8. Preparation of Certification	1 hour	Ma. Doreen Avila <i>Admin. Aide I (Casual)</i> Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	9. Update tracking system as to status of request	30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	10 Cross checking with records/Certification	4 hours	Fritzie Maaño <i>LAOO II</i>

				Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	11. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	12. Approval of Certification		20 minutes	Engr. Danilo G. Demillo Asst. City Assessor Officer In Charge Fritzie Estoya Maaño <i>LAOO II</i>
	13. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
3. Receives requested certification	14. Release of certification		20 minutes	Aiza Obera

				<i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00 Per property /person	<i>2 DAYS; 5 HRS. 20 MIN.</i>	

E.2 NO IMPROVEMENT/WITH IMPROVEMENT

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CASSO Form No.2	City Assessor's Office
2. Tax Declaration of Lot	City Assessor's Office/Property Owner
3. Tax Declaration of Building (if any)	City Assessor's Office/Property Owner
4. Official Receipt of Certification fee & research fee	City Treasurer's Office
5. Notarized authorization or SPA, if requesting party is not the owner	Barangay Chairman
6. Photocopy of Deed of Conveyance (Deed of Sale/Deed of Donation, Assignment, Extra Judicial Settlement)	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Pre-evaluation of documents		20 minutes	Christian Jay A. Miñon

2. Pay Regulatory fees at the City Treasurer's Office	submitted. If complete, the request will be received, otherwise, the documents will returned to the requesting party	P50.00 certification fee and documentary stamp of P30.00 per		Admin. Aide I (JO) Alma Sabalberino Admin. Aide I (JO)
	2. Record/Receive request	Ord. No. 2005-9-63.	20 minutes	Christian Jay A. Miñon Admin. Aide I (JO) Alma Sabalberino Admin. Aide I (JO)
	3. Record Request on tracking system for monitoring purposes	Research fee P10.00 per property/ person subject of request	30 minutes	Maricah Mae B. Reglo Admin. Aide I(JO) Rymar B. Mercado Admin. Aide I(JO)

	4. Referral to researcher for records verification		4 hours	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>(LAOO II)</i> Fritzie Estoya Maaño <i>(LAOO II)</i></p>
	6. Records verification		4 hours	<p>Ricky Galvez <i>Admin. Aide I (JO)</i> <i>John Wyn Lastrilla</i> <i>Adm. Aide I (Casual)</i> Perlita Parado <i>Assessment Clerk I</i></p>
	7. Update tracking system as to status of request		30 minutes	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>

	8. Preparation of Certification		1 hr	Catherine Yasay <i>Admin. Aide I (casual)</i> Rymar Mercado <i>Admin. Aide I (JO)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
	9. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	10. Cross-checking of certification		1 hr	Aiza Obera <i>Admin. Aide I (JO)</i> Ma. Doreen Avila <i>Admin. Aide I (Casual)</i>
	11. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
	12. Approval of Certification		20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	13. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
3. Receives requested certification	14. Release of certification		20 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00	1 DAY; 5 HRS&20 MIN.	

	Per property		
	/person		

E.3 WATER CONNECTION				
Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CASSO Form No.2			City Assessor's Office	
2. Tax Declaration of Lot			City Assessor's Office/Property Owner	
3. Tax Declaration of Building (if any)			City Assessor's Office/Property Owner	
4. Official Receipt of Certification fee & research fee			City Treasurer's Office	
5. Barangay Certification as to owner of land of Land and building			Barangay Chairman	
6. Notarized authorization or SPA, if requesting party is not the owner			Property Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Pre-evaluation of documents		20 minutes	Christian Jay A. Miñon

2. Pay Regulatory fees at the City Treasurer's Office	submitted. If complete, the request will be received, otherwise, the documents will returned to the requesting party	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.		<i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	2. Record/Receive request	Research fee of P10.00 per property/ person subject of request	20 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

<p>4. Referral to researcher for records verification</p>		<p>4 hours</p>	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>(LAOO II)</i> Fritzie Estoya Maaño <i>(LAOO II)</i></p>
<p>5. Update tracking system as to status of request</p>		<p>30 minutes</p>	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
<p>6. Records verification</p>		<p>4 hours</p>	<p>Ricky Galvez <i>Admin. Aide I (JO)</i> <i>John Wyn Lastrilla</i> <i>Adm. Aide I (Casual)</i> Perlita Parado</p>

			<i>Assessment Clerk I</i>
7. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
8. Preparation of Certification		1 hr	Catherine Yasay <i>Admin. Aide I (casual)</i> Rymar Mercado <i>Admin. Aide I (JO)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
9. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>

	10. Cross-checking of certification		1 hr	Aiza Obera <i>Admin. Aide I (JO)</i> Ma. Doreen Avila <i>Admin. Aide I (Casual)</i>
	11. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Approval of Certification		20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	13. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

				<i>Admin. Aide I(JO)</i>
3. Receives requested certification	14. Release of certification		20 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00 Perproperty /person	1 DAY; 5 HRS&20 MIN.	

E.4 ELECTRICAL CONNECTION

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CASSO Form No.2		City Assessor's Office		
2. Tax Declaration of Lot		City Assessor's Office/Property Owner		
3. Tax Declaration of Building (if any)		City Assessor's Office/Property Owner		
4. Official Receipt of Certification fee & research fee		City Treasurer's Office		
5. Barangay Certification as to owner of land and building		Barangay Chairman		
6. Notarized authorization or SPA, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

<p>1. Submit the required documents</p> <p>2. Pay Regulatory fees at the City Treasurer's Office</p>	<p>1. Pre-evaluation of documents submitted. If complete, the request will be received, otherwise, the documents will returned to the requesting party</p>	<p>P50.00 certification fee and documentary stamp of P30.00 per</p> <p>Ord. No. 2005-9-63.</p>	<p>20 minutes</p>	<p>Christian Jay A. Miñon</p> <p><i>Admin. Aide I (JO)</i></p> <p>Alma Sabalberino</p> <p><i>Admin. Aide I (JO)</i></p>
	<p>2. Record/Receive request</p>		<p>20 minutes</p>	<p>Christian Jay A. Miñon</p> <p><i>Admin. Aide I (JO)</i></p> <p>Alma Sabalberino</p> <p><i>Admin. Aide I (JO)</i></p>
	<p>3. Record Request on tracking system for monitoring purposes</p>	<p>Research fee of P10.00 per property/ person subject of request</p>	<p>30 minutes</p>	<p>Maricah Mae B. Reglo</p> <p><i>Admin. Aide I(JO)</i></p> <p>Rymar B. Mercado</p> <p><i>Admin. Aide I(JO)</i></p>

<p>4. Referral to researcher for records verification</p>		<p>4 hours</p>	<p>Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>(LAOO II)</i> Fritzie Estoya Maaño <i>(LAOO II)</i></p>
<p>5. Update tracking system as to status of request</p>		<p>30 minutes</p>	<p>Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i></p>
<p>6. Records verification</p>		<p>4 hours</p>	<p>Ricky Galvez <i>Admin. Aide I (JO)</i> <i>John Wyn Lastrilla</i> <i>Adm. Aide I (Casual)</i></p>

			Perlita Parado <i>Assessment Clerk I</i>
7. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
8. Preparation of Certification		1 hr	Catherine Yasay <i>Admin. Aide I (casual)</i> Rymar Mercado <i>Admin. Aide I (JO)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
9. Update tracking system as to status of request		30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado

			<i>Admin. Aide I(JO)</i>
	10. Cross-checking of certification	1 hr	Aiza Obera <i>Admin. Aide I (JO)</i> Ma. Doreen Avila <i>Admin. Aide I (Casual)</i>
	11. Update tracking system as to status of request	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i>
	12. Approval of Certification	20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	13. Update tracking system as to status of request	30 minutes	Maricah Mae B. Reglo <i>Admin. Aide I(JO)</i>

				Rymar B. Mercado <i>Admin. Aide I (JO)</i>
3. Receives requested certification	14. Release of certification		20 minutes	Christian Jay A. Miñon <i>Admin. Aide I (JO)</i> Alma Sabalberino <i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00 Perproperty /person	1 DAY; 5 HRS&20 MIN.	

E.5 PROPERTY TRACER/HISTORY

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized letter request of interested party, indicating the purpose of the request and relationship to property declarant	Property Owner
2. Official Receipt for the certification and research fees	City Treasurer's Office
3. Notarized authorization or SPA, if requesting party is not the owner	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Receive request for tracer	P50.00 certification	20 minutes	Rebecca Villacortes <i>Admin. Aide III</i>

		fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.		Estela Docil <i>Admin. Aide III</i> <i>Aiza Obera</i> <i>Admin. Aide I (JO)</i>
2. Pay Regulatory fees at the City Treasurer's Office	2. Referral by the Assessor	Research fee of P10.00 per property/ person subject of request	2 hours	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Fritzie Estoya Maaño <i>LAOO II</i>
	3. Record Request on tracking system for monitoring purposes		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	4. Research of Office records		1 day/property	Aiza Obera <i>Admin. Aide I (JO)</i> <i>Aljohn Villafranca</i> <i>Adm. Aide I (JO)</i>

				Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	5. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	6. Cross checking of research		4 hours	Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i> Aljohn Villafranca <i>Admin. Aide I (JO)</i>
	7. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	8. Encoding of the Certification		4 hours	Aiza Obera <i>Admin. Aide I (JO)</i> Alyza Marie Claro

			<i>Admin. Aide I (Casual)</i>
9. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
10. Cross-checking the prepared certification with the data researched		2 hrs.	Fritzie Maaño <i>LAOO II</i> Alyza Marie Calro <i>Admin. Aide I (Casual)</i> Catherine Yasay <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>

	11. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
	12. Signing of requested documents		20 minutes	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i>
	13. Update tracking system as to status of request		30 minutes	Aiza Obera <i>Admin. Aide I (JO)</i>
3. Receives requested certification	14. Release of records		20 minutes	Aiza Obera <i>Admin. Aide I (JO)</i> Alyza Marie Calro <i>Admin. Aide I (Casual)</i>
TOTAL		P80.00 Cert. fee + P10.00	3 DAYS	

	Perproperty		
	/person		

Note: Request for issuance for certified copies of tax declaration can be made in a form of a written request addressed to the City Assessor. The said request will

be forwarded to the Assessment Records & Management Division for appropriate action. Processing of said request may take time depending on the number

of tax declaration that were part of the history of the property subject of request.

F. ISSUANCE OF CERTIFIED COPIES OF TAX DECLARATION /ASSESSMENT DOCUMENTS

The City Assessor's Office provides certified true copies of Tax Declaration upon the request of the owners of his authorized representative , any government

agencies or private entity, for purposes such as but not limited to property transfer, loans or mortgage, courts and other legal purposes. If declarant is deceased

and the requesting party is an heir, he or she has to present document that shows legal interest on the property covered by the tax declaration requested.

Office/Division	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)
Who may avail:	Tacloban City Property Owners and authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Casso Form 4	City Assessor's Office
2. Official Receipt of Certified copy fee	City Treasurer's Office
3. Real Property Tax Receipt for the current year	City Treasurer's Office
4. Must be the property Owner or authorized representative with SPA or notarized authorization	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE			
1. Submits the required documents	1. Validates request & issue order of payment, if requirements are complied	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.	20 min/Tax Dec.	Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>			
2. Pay regulatory fees at the City Treasurer's Office				2. Receive request	Research fee of P10.00 per property/ person subject of request	20 min/Tax Dec.	Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
				3. Print of scanned Tax Declaration/ Photocopy Tax Declaration		20 min/Tax Dec.	Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Aiza Obera

				<i>Admin. Aide I (JO)</i>
	4. Stamps printed copy of TD "Certified" and submits for signature		20 min/Tax Dec.	Catherine Yasay <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Aiza Obera <i>Admin. Aide I (JO)</i>
	5. Signature & refer back to counter for release		20 min/Tax Dec.	Engr. Danilo G. Demillo <i>Asst. City Assessor</i> <i>Officer In Charge</i> Adelia Coringcoting <i>(LAOO II)</i> Fritzie Maaño <i>(LAOO II)</i>

FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK:	<ol style="list-style-type: none">1. Drop any written feedback on the services provided by the City Assessor's Office thru the use Suggestion Box2. Send an email to assessor.tacloban@gmail.com3. Use the face book page" http://www.facebook.com/tacassessorsoffice
HOW FEEDBACKS ARE PROCESSED	Any feedback received in whatever medium used by the clients is acted upon accordingly and discussed during Office meetings
HOW TO FILE A COMPLAINT	Complaint can be made either thru a written complaint addressed to the head of office or verbal complaint raised before the Head of Office
HOW COMPLAINT ARE PROCESSED	

	<p>The complaint/s are gathered and immediate action is undertaken by the Office of the City Assessor based on the day and time the said complaint/s was received.</p>
<p>CONTACT INFORMATION :CCB, POCC, ARTA</p>	<p>Contact Center ng Bayan 0908-888 16565 OR 1-6565 Presidential Complaint Center 8-784-4286 LOCAL 4029 Anti Red Tape Authority 0908-881-6565 888</p>



CITY BUDGET OFFICE

BUDGET PREPARATION SERVICES

Description: Budget preparation is the first phase of the local budget process. It involves cost estimation per PPA, preparation of local budget proposals, Executive review of Budget proposals, & preparation of the Local Expenditures Program (LEP) and the budget message. This phase starts With he issuance of the Budget Call and ends with the submission of the Executive Budget to the Sanggunian Panlungsod (SP) on or before October 16 of each year.

Office/Division:	City Budget Office/Budget Preparation Services Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government
Who may avail:	All Offices of the City Government of Tacloban
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annual Investment Program (AIP)	CPDO
Budget Proposals (LBP FORMS 1, 2, 2A ,2B ,2C, 3, 3A, 4 & 5)	Client Office
Physical and Financial Target	
PPMP	Client Office
PLANS:	
1. Cultural Heritage Plan	CITY TOURISM OPERATIONS OFFICE
2. Local Risk Reduction Management Fund Investment Plan	CDRRMO
3. List of PPA's for Anti-Drug Abuse Program	CITY HEALTH OFFICE
4. List of PPA's to Combat Acquired Immune Deficiency Syndrome (AIDS)	CITY HEALTH OFFICE
5. List of PPA's for Senior Citizen & Person with Disability	OSCA & PDAO
6. List of PPA's for the City Council for the Protection of Children	CSWDO
7. Gender and Development Plan	CITY POPCOM
8. Peace and Order Safety Plan	CITY DILG
9. Local Nutrition Action Plan	CITY NUTRITION OFFICE
10. Local Climate Change Annual Plan	CPDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SUBMIT BUDGET PROPOSAL	Issuance of Budget Call	NONE	5 Days	Redentor B. Curate Administrative Officer V Budget Preparation Division Head
	2. Conduct Budget Forum		1 Day	Assisted by:
	3. Preparation & Submission of Budget Proposal		1 Month	Loi Janelle B. Avestruz Administrative Aide I- Casual
	4. Conduct Budget Hearing		2 Weeks	May Ann Macarayon Job-Order Worker
	5. Prepare the Executive Budget (LEP)		4 Weeks	
	6. Prepare the Executive Message		2 Weeks	
	7. Submit the Executive Budget		1 Day	
Total		NONE	4 Months	

Prepared by:
REIDENTOR B. CURATE
Administrative Officer V
Division Head

Noted By:
VICENTE L. DY III
OIC- City Budget Office



BUDGET RELEASE SERVICES

Description: Budget execution on authorize Annual & Supplemental budget. Release of Allotment within the Approved Appropriation.

Office/Division:	City Budget Office/Budget Preparation Services Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government
Who may avail:	All Offices of the City Government of Tacloban
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PR, POW, PROJECT PROPOSALS Copy of Approved Detailed Physical & Financial Target highlight specific activities based on program	To be submitted per Department/Offices
JOW's, COS, Casual Appointment Contract signed/initialed by HRMDO	HRMDO
Terminal Leave/Monetization Approved LFC Resolution HRMDO Computation of Leave Credits	Per Department/Offices, HRMDO
Overtime Pay Approved Office Order to render overtime services	Per Department/Office, HRMDO
Replenishments Office Order for the cash advance PR for the replenishment Attach previous obligation request	Per Department
Reimbursement GOODS – Authority to Reimburse Approved PR Payment confirmation Travelling & Training expense – Authority to Reimburse Payment confirmation Certificate of Appearance Travel Order Itinerary of Travel	Per Department

Utilities Payment Payment confirmation		Per Department		
Registration or Fees Payment confirmation Office Order (for registration expense only)		Per Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 1. PR, POW, Project Proposal 2. Contracts JOW,COS & Casual Appointment 3. Terminal Leave/Monetization (ObR) 4. Overtime Pay (ObR) 5. Replenishment (PR/ObR) 6. Reimbursement (PR/ObR) 7. Liquidation (PR) 8. Utilities Payment (ObR) 9. Registration Fees (ObR) 10. Payroll's (ObR)	1. Receiving 1.1 – Assign Control Number 2. For PR, POW & PP 2.1 – If Funds are Available 2.1.1 – Checked as to LBM/ARO & Summary of FP Target 2.1.2 – Release of Allotment 2.1.3 – Approval 2.2 (If funds not available) 2.2.1 – Return to concern offices 3. For Obligation Request 3.1 Encode OR's at Budget Execution System 3.1.1 – Link PR, PP POW vs. ARO	NONE	5 minute per Documents 5 minutes per Document 5 minute per Documents 5 minutes per Documents 5 minutes per Documents 5 minutes per Documents	Maria Ruth A. Go Administrative Officer IV Administrative Support Services Division Head Assisted by: 2 Job-Order Workers Jeanette M. Abrematea Administrative Assistant III Budget Preparation Division Head Assisted by: Aileen Rose P. Ronda Administrative Aide II Arvel A. Banado Administrative Aide I Obligation- 2 Job-order Workers

	4. Releasing If Signed or Pending 4.1 OR's, PR's, PP, ARO 4.2 Communication Letter		5 Minutes per Documents	Maria Ruth A, Go Administrative Officer IV Administrative Support Services Division Head Assisted by: 2 Job-Order Workers
Total		NONE	35 Minutes	

Prepared by:

JEANETTE M. ABREMATEA
Administrative Assistant III
Division Head

Noted by:

VICENTE L. DY, III
OIC-City Budget Officer



BARANGAY SUPPORT SERVICES

Description: Barangay Budget serves as an instrument for Barangay Officials to manage the development of the Barangay. Assists in the Preparation of it's Barangay Budget.

Office/Division:	City Budget Office/Barangay. Support Services Division	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government	
Who may avail:	All 138 Barangays in the City of Tacloban	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Transmittal Letter	To be submitted per Barangays	
Budget Message		
1. BRGY. ANNUAL BUDGET Duly accomplished: <ul style="list-style-type: none"> 1.1 Certified Statement of Income 1.2 Budget Expenditures & Source of Financing for Budget Year(BBP form 1) 1.3 Programmed Appropriation by PPAs, Expense Class, Object of Expenditures & Expected Result for Budget Year(BBP form 2) 1.4 List of Projects chargeable against 20% Development Fund(BBP form 2) 1.5 Plantilla of Personnel (BBP Form 2-A) 1.6 Statement of Indebtedness for Budget Year (BBP form 4) 1.7 Appropriation Ordinances enacted by Sangunian Members & approved by Punong Barangay 1.8 SK Budget Plan & SK Plan Additional Requirement: <ul style="list-style-type: none"> 1.9 GAD Plan 1.10 Brgy. Disaster Risk Reduction & Management Fund Investment Plan (BDRRMIF) 2. BRGY. SUPPLEMENTAL BUDGET Supplemental Budget supported by funds actually available Duly accomplished: <ul style="list-style-type: none"> 2.1 BSBF Form 5 - Statement of funding source 2.2 BSBF Form 6 – Statement of Supplemental Appropriation 2.3 Appropriation Ordinance enacted by Sangguniang Member's & 	From the Barangays	

approved by Punong Barangay 2.4 Resolution for Reversion of funds to unappropriated surplus of the General Fund if needed 2.5 Certificate of availability of Funds				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Submit	1.Receives Barangay Annual Budget and Supplemental Budget		5 Minutes per Documents	Maria Ruth A. Go Administrative Officer IV Administrative Support Services Division Head
1. All requirements of Barangay Annual Budget				Assisted by: 2 Job order Workers
2. All requirements of Barangay Supplemental Budget	2.Conduct initial reviews of Barangay Annual Budget and Supplemental Budget	NONE	30 Minutes per Transaction	PEPITO H. MALDA Administrative Aide II Barangay Budget Division Head
	3.Releasing (if Complied)			Maria Ruth A. Go Administrative Officer IV Administrative Support Services Division Head
	3.1 If Not Complied – Return to the end user.		5 Minutes per Documents	Assisted by: 2 Job order workers.
Total		NONE	45 Minutes	

Prepared by:

PEPITO C. MALDA
 Administrative Aide II
 Division Head

Noted by:

VICENTE L. DY III
 OIC-City Budget Off

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Comments, suggestions and recommendation can be addressed thru filing up of the available Compliment, Suggestion and/ or Complaint form and after compliance dropped the same at the feedback box available and located at the Public Assistance Corner just outside the City Budget Office.
How feedbacks are processed	From time to time, all comments, suggestion and recommendations found at the Feedback and Mechanism box will be reviewed and evaluated as to existence of probable cause of the complaints, and the same will be deliberated by Division Chiefs and come up with possible solutions to clients qualms.
How to file a complaint	Complainant may write their complaint addressed to the City Mayor's Office thru the City Budget Officer for an appropriate action.
How complaints are processed	The City Budget Officer together with the Division Chiefs will set down and thoroughly discuss the Complaints and come up with plans of actions to eradicate same complaints from popping up.
Contact Information ARTA	Maria Ruth A. Go – Administrative Officer designate- Contact No. 09151799930

Prepared by:

Noted by:

MARIA RUTH A. GO
Administrative Officer IV
Administrative Officer-Designate

VICENTE L. DY III
OIC-City Budget Officer



CITY ADMINISTRATOR'S OFFICE

PROCESSING OF incoming COMMUNICATION/correspondence covering various requests, complaints, etc (internal & external)
 The process of treating communication received in the City Administrator's Office and instigate needed appropriate action.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Private Universities and Colleges, State Universities and Colleges, Local government units, Private entities, business owners' constituents, guests/visitors, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuance of Office Orders Travel Orders Office Orders for Cash Advance Renewal of Contract/s Other Personal Requests		Concerned Office /Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioning office will send a letter request with the corresponding attachment/s duly signed by the Head of Office or concerned individual received at the receiving area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	3 minutes	Roselle Tañega, Administrative Aide 1 (JOW) Receiving Clerk
	Encode the details of the letter in the Document Tracking Archiving System (DTAS) & logbook.	None	3 minutes	Roselle Tañega, Administrative Aide 1 (JOW) Receiving Clerk
	1.2 Review & forward the document to the	None	10 minutes	Joveth Alido, CPA (Contract of Service)

	Administrative Officer/in-charge and endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments, and recommendation.			Jona Brenguela (Contract of Service) Marites Roca (Contract of Service)
	1.3 Prepare response/ outgoing communication; if needed, there is a marginal note.	None	10 minutes	Marille Cadiente, Administrative Officer - Designate (Administrative Officer IV)
	1.4 Conducts Complete Staff Work thru review, (e.g. evaluation and analysis; inspection). Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	2 days	Joveth Alido, CPA (Contract of Service) Jona Brenguela (Contract of Service) Marites Roca (Contract of Service) Marille Cadiente, Administrative Officer - Designate (Administrative Officer IV)
2. Claim and receive the document at the releasing window/area.	2. Release the document to the concerned office or client.	None	2 minutes	Roselle Tañega, Administrative Aide 1 (JOW) Releasing Clerk
Total		None	2 days & 28 Minutes	



CUSTOMER INQUIRY

The process of attending to customers' inquiries and addressing appropriate action as per marginal notes advised by the City Administrator or OIC-Assistant City Administrator.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Private Universities and Colleges, State Universities and Colleges, Local government units, Private entities, business owners constituents, guests/visitors, etc)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of communication/letter of requesting party/clients.		requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/follow-up letter requests at the receiving area of the City Administrator's Office.	1. Attend inquiries and check the status in the logbook & DTAS.	None	10 minutes per document	Roselle Tañega, Administrative Aide 1 (JOW) Receiving Clerk
2. Claim and receive the document at the releasing window/area.	2. If with an UPDATE, prepare to release the documents to the clients.	None	5 minutes per document	Roselle Tañega, Administrative Aide 1 (JOW) Releasing Clerk
Total		None	15 Minutes	

disbursement and signing of cheques for suppliers and salaries for the City Government employees and workers

The process of receiving cheques from different departments, bureaus, and offices for salary purposes and checks for commercial, utilities, and other miscellaneous or account payables, of the city for approval and signature of the City Administrator or OIC-Assistant City Administrator.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/G2B (Government to Business)			
Who may avail:	All (Employees and Supplier)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checks for Salaries of Employees (1 original document) 1.1 Payroll (1 original copy) 1.2 Voucher (1 original copy) 1.3 Obligation Request (1 original copy) 1.4 DTRs 1.5 Accomplishment Report 1.6 Report of Tardiness 1.7 Approved Leave of Absence, if applicable 1.8 Certified True Copy of Office Order to Render Overtime, if applicable 1.9 Certified True Copy of Log sheet, if needed 1.10 Certified True Copy of the Latest Contract		Offices Concerned- and Accounting Office		
2. Checks for Suppliers (1 original document) 2.1 Voucher (1 original copy) 2.2 Billing Statement (1 original copy)		Supplier and End User Concerned		
3. 1 Original Copy of Cheques		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have the payroll, voucher, with complete attachment/s and duly signed by the Head of Office or concerned individual, and cheques received at the receiving area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	3 minutes	Merry Joy Sotto/ Jim Boy Salubon Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Endorse & segregate the payroll, voucher with other supporting documents, and cheques to the in charge for review and the signature of the City	None	2 minutes	Merry Joy Sotto/ Jim Boy Salubon Administrative Aide 1 (JOW) Receiving Clerk

	Administrator/OIC-Asst.			
	1.2 Review & endorse to the City Administrator/OIC-Asst. City Administrator for their signature.	None	5 minutes	Joveth Alido, CPA (Contract of Service) Jona Brenguela (Contract of Service) Marites Roca (Contract of Service) Loida Abawag (Contract of Service)
2. Claim and receive the document at the releasing window/area.	2. Check the signed document and release the documents.	None	3 minutes	Merry Joy Sotto/ Jim Boy Salubon Administrative Aide 1 (JOW) Releasing Clerk
Total		None	13 Minutes	



ACTS ON VARIOUS incoming COMMUNICATION/correspondence covering various requests, complaints, etc (External)
 These are personal requests of clients which are acted upon by the City Administrator by way of approval or referring the letter to the concerned offices for appropriate action.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Private Universities and Colleges, State Universities and Colleges, Local government units, Private entities, business owners' constituents, guests/visitors, etc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original copy of Request from the Concern Citizen		Concern Citizen		
2. 1 Original copy and photocopy of proof of medical, financial, and educational needs and other supporting documents		Hospitals- Medical Abstract, Medical Certificate, etc. Funeral – Death Certificate, Barangay Certification of the Deceased, etc. School – Enrollment Form with Assessment, School I.D. & other pertinent documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have the Letter of Intent with complete attachment/s duly signed by the concerned individual received at the receiving area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	5 minutes	Roselle Tañega Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Endorse & segregate the document to the in charge for review.	None	2 minutes	Roselle Tañega Administrative Aide 1 (JOW) Receiving Clerk
	1.2 Review & forward the document to the Administrative Officer/in-charge and endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments,	None	5 minutes	Joveth Alido, CPA (Contract of Service) Marites Roca (Contract of Service) Jona Brenguela (Contract of Service)

	recommendation, and signature			
	1.3 Prepare response/ outgoing communication and have it signed by the City Administrator/OIC-Asst. City Administrator, if needed, as per instructions on the marginal notes	None	5 minutes	Marille Cadiente Administrative Officer - Designate (Administrative Officer IV)
	1.4 Conducts Complete Staff Work thru review, (e.g. evaluation and analysis; inspection). Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	2 days	Joveth Alido, CPA (Contract of Service) Marites Roca (Contract of Service) Marille Cadiente Administrative Officer - Designate (Administrative Officer IV)
	1.6 Gather all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Roselle Tañega Administrative Aide 1 (JOW) Receiving Clerk
2. Claim and receive the document at the releasing window/area.	2. Release the signed documents to the clients.	None	3 minutes	Roselle Tañega Administrative Aide 1 (JOW) Releasing Clerk
Total		None	2 Days & 22 Minutes	



attending to various visitors (External)

These are referring to guests or visitors who would like to talk or have a courtesy call with the City Administrator.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Private Universities and Colleges, State Universities and Colleges, Local government units, Private entities, business owners' constituents, guests/visitors, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original copy of the Letter of request for the courtesy call		Visitors or Guests		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have the Letter of Intent with complete attachment/s duly signed by the Head of Office or concerned individual received at the receiving area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	5 minutes	Roselle Tañega Admin. Aide 1 (JOW) Receiving Clerk
	1.1 Review & forward the document to the Administrative Officer/in-charge and endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments, and recommendation	None	5 minutes	Joveth Alido, CPA (Contract of Service) Jona Brengueta (Contract of Service)
	1.2 Ask about the availability of the City Administrator to schedule of meeting.	None	10 minutes	Joveth Alido, CPA (Contract of Service) Jona Brengueta

				(Contract of Service)
	1.3 Prepare response/ outgoing communication and have it signed by the City Administrator/OIC- Asst. City Administrator, if needed, as per instructions on the marginal notes	None	5 minutes	Marille Cadiente Administrative Officer - Designate (Administrative Officer IV)
	1.4 Gather and verify all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Roselle Tañega Admin. Aide 1 (JOW) Receiving Clerk
2. Claim and receive the document at the releasing window/area	2. Verify the signed document and release the documents requested.	None	3 minutes	Roselle Tañega Admin. Aide 1 (JOW) Releasing Clerk
Total		None	30 Minutes	



Renewal of Fidelity Bond

Fidelity Bond is a form of business insurance that offers an employer protection against losses that are caused by its employees' fraudulent or dishonest actions. This form of insurance can protect against monetary or physical losses.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Casual, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Accomplished Form General Form No. 57 A (Revised March 24, 1976)		City Treasurer's Office/ Bureau of Treasury		
6 pcs 2x2 ID Picture (Colored)				
3 copies of Updated and Notarized SALN				
3 copies of Office Order		Human Resource Mgt and Dev't. Office		
3 copies of Panunumpa Sa Katungkulan (For Managerial Positions)				
3 copies of 2 valid I.D.s (government issued ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pre-process and registered General Form No. 57 A (Revised March 24, 1976) secured from the person in charge of renewal of Fidelity Bond at the City Treasurer's Office together with other requirements to the Receiving Area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	3 Minutes	Merry Joy Sotto Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Review and forward the document to the Administrative Officer/in-charge and	None	5 minutes	Joveth Alido, CPA (Contract of Service) Jona Brenguela

	endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendation, and signature.			(Contract of Service) Loida Abawag (Contract of Service)
	1.4 Gather all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Merry Joy Sotto Administrative Aide 1 (JOW) Receiving Clerk
2. Claim and receive the document at the releasing window/area and return the documents to the person in-charge for renewal of Fidelity Bond at the City Treasurer's Office for issuance of Authority to Accept Payments (ATAP).	2. Release the signed documents to the client.	None	3 minutes	Merry Joy Sotto Administrative Aide 1 (JOW) Releasing Clerk
Total		None	13 Minutes	



Requisition and Issue Voucher (RIV)

A general form from the barangay level is used to claim accountable forms from the agency. This ensures that there is a record of their request as well as its movement.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Barangay Officials and Barangay Appointees (Treasurer/Secretary)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Form No. 3 (Revised January 1992)		Respective Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the fully accomplished and signed General Form No. 3 (Revised March 24, 1976) from their respective barangay to the Receiving Area of the City Administrator's Office.	1. Receive the documents from the client and record them in the logbook.	None	3 minutes	Jim Boy T. Salubon Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Review & forward the document to the Administrative Officer/in-charge and endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendation, and signature	None	5 minutes	Joveth Alido, CPA (Contract of Service) Marites Roca (Contract of Service) Loida Abawag (Contract of Service)
	1.2 Gather all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Jim Boy T. Salubon Administrative Aide 1 (JOW) Receiving Clerk

Claim and receive at releasing window/area and return the documents to the person in charge at the City Treasurer's Office.	2. Release the signed documents requested.	None	3 minutes	Jim Boy T. Salubon Administrative Aide 1 (JOW) Releasing Clerk
Total		None	13 Minutes	



Certificate of Retirement

A document issued to Business Permit holders with terminated business operations.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Business Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form	Business Permits and Licensing Division			
Barangay Clearance	Respective Barangay Hall			
Letter Request for Retirement	Business Permit Holder			
Proof of Payment (Official Receipt)	City Treasurer's Office			
Valid ID	Business Permit Holder			
Latest Business Permit	Business Permit Holder			
Barangay Certificate of Closure Indicating Date of Closure	Respective Barangay Hall			
Duly Accomplished Retirement Application Form	Business Permits and Licensing Division			
Notarized Affidavit of Closure, Board Resolution, or Notice of Dissolution Indicating the Exact Date of Closure	Business Permit Holder			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the secured Mayor's Clearance from the person in charge at the Business Permits and Licensing Division to the Receiving Area of the City Administrator's Office.	1. Receive the documents from the client and record them in the logbook.	None	3 minutes	Merry Joy Sotto Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Review & forward the document to the Administrative Officer/in-charge and endorse to the	None	5 minutes	Joveth Alido, CPA (Contract of Service) Marites Roca

	City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendation, and signature			(Contract of Service) Loida Abawag (Contract of Service)
	1.2 Gather all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Merry Joy Sotto Administrative Aide 1(JOW) Receiving Clerk
Claim and receive at releasing window/area and return the documents to the person in-charge at the Business Permits and Licensing Division.	2. Release the documents requested.	None	3 minutes	Merry Joy Sotto Administrative Aide 1 (JOW) Receiving Clerk
Total		None	13 Minutes	



approval of various incoming COMMUNICATION/correspondence covering various requests, complaints, etc (Internal)
 These are documents from different departments, bureaus, and offices of the city for approval and signature of the City Administrator.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	City Departments/Offices/Operating Units, City Councilors, City Government Officials, and/or Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of any written communication of requesting party; Request for Issuance of Office Order, Travel Order, Cash Advance, Renewal of Contract/s, Disbursement Voucher, Purchase Request, Purchase Order, Obligation Request, Payrolls, Program of Work (Barangay & City Projects), BAC Document, Reimbursements, Memorandum, DTRs, Application for Leave, Agency Clearance, Terminal Leave, Loan Forms, (e.g. PAG-IBIG, CCDLAO) Fuel Requisition Slip and Gasoline Consumption Reports Allotment Release Order, Project Proposals, Liquidation Report & other documents needed approval & signature		Concerned Department/Office		
2. Attach required and requirements		Concerned Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Have the Request letter and document with complete attachment/s of requirements duly signed by the Head of Office and/or concerned employee received at the receiving area of the City Administrator's Office.	1. Receive the documents with the stamp "RECEIVED" indicating the receiving clerk's date, time, and signature.	None	5 minutes	Roselle Tañega/Merry Joy Sotto/Jim Boy Salubon Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Review & forward the document to the Administrative Officer/in-charge and endorse to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendation, and signature.	None	5 minutes	Joveth Alido, CPA (Contract of Service) Jona Brenguela (Contract of Service) Marites Roca (Contract of Service) Loida Abawag (Contract of Service)
	1.2 If needs clarification, Ask the availability of the City Administrator to schedule of meeting.	None	3 minutes	Joveth Alido, CPA (Contract of Service) Jona Brenguela (Contract of Service) Marites Roca (Contract of Service) Loida Abawag (Contract of Service)
	1.3 Prepare response/ outgoing communication and have it signed by the City Administrator/OIC-Asst. City Administrator, if needed, as per instructions on the	None	5 minutes	Marille Cadiente Administrative Officer - Designate (Administrative Officer IV)

	marginal notes			
	1.4 Conducts Complete Staff (e.g. review, evaluation, and analysis; inspection; data gathering). Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature	None	2 days	Joveth Alido, CPA (Contract of Service) Jona Brenguela (Contract of Service) Marites Roca (Contract of Service) Loida Abawag (Contract of Service)
	1.5 Gather all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	2 minutes	Roselle Tañega/Merry Joy Sotto/Jim Boy Salubon Administrative Aide 1 (JOW) Receiving Clerk
2. Claim and receive the document at the releasing window/area	2. Release the signed documents requested.	None	3 minutes	Roselle Tañega/Merry Joy Sotto/Jim Boy Salubon Administrative Aide 1 (JOW) Releasing Clerk
Total		None	2 Days & 23 Minutes	



Inspection of Goods & Services Report

A service is provided and a document is issued to end-users for the deliveries made.

Office/Division:	City Administrator's Office/Inspection Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Universities and Colleges, State Universities and Colleges, business owners' constituents, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt / Charge Invoice of Goods and Services		Business Establishments/entities		
Acceptance Report		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call or submit the receipts to the Inspection Division to conduct an inspection of goods/services delivered.	1. Receive the call from the client and record them in the logbook.	None	3 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Prepare and issue Inspection and Deployment Order to the designated Inspector	None	5 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk Gerardo G. Demillo Inspection Div. Chief
	1.2 Deployment of Inspector and conduct of initial and actual inspection of delivered goods and services	None	10 minutes	Gerardo G. Demillo Inspection Div. Chief Concerned Inspector
2. Submit the fully compiled receipts to the Receiving Area of the City General Services Office.	1.3 Receives the approved AIR from CGSO, and assigned a number for AIR	None	2 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk

	1.4 Conduct verification of submitted AIR by the Inspector and approval of the same by the Chief Inspector	None	7 minutes	Concerned Inspector Gerardo G. Demillo Inspection Div. Chief
Claim and receive at releasing window/area	2. Release the documents requested.	None	3 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk
Total		None	30 Minutes	



Pre and Post-Repair Inspection Report

A service is provided and a document is issued to end-users for the repair made.

Office/Division:	City Administrator's Office/Inspection Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Universities and Colleges, State Universities and Colleges, business owners' constituents, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Repair Findings Report		Carpool		
Post-Repair Inspection Report		Carpool		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call or submit the pre-repair request to the Inspection Division	1. Receive requests for pre-repair requests from the concerned office/department with complete findings from the mechanic/technician with signature and record them in the logbook.	None	3 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Prepare and issue Inspection and Deployment Order to the designated Inspector	None	5 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk Gerardo G. Demillo Inspection Div. Chief

	1.2 Deployment of Inspector and conduct of pre-repair recommendation and findings	None	10 minutes	Gerardo G. Demillo Inspection Div. Chief Concerned Inspector
	1.3 Approval of pre-repair Inspection	None	2 minutes	Gerardo G. Demillo Inspection Div. Chief Concerned Inspector
2. Submit the approved Pre-repair inspection to the Receiving Area of the Carpool.	1.4 Receives complete Post Repair findings from the mechanic/technician with signature and assign a number to it	None	2 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk
	1.5 Conduct post-repair recommendation and findings of submitted Post Repair Report by the Inspector and approval of the same by the Chief Inspector	None	5 minutes	Concerned Inspector Gerardo G. Demillo Inspection Div. Chief
3. Claim and receive at releasing window/area	2. Release the documents requested.	None	3 minutes	Jerome Caadan Administrative Aide 1 (JOW) Receiving Clerk
Total		None	30 Minutes	



Waste Material Report

A service is provided and a document is issued to end-users for the utilization made.

Office/Division:	City Administrator's Office/Inspection Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Universities and Colleges, State Universities and Colleges, business owners' constituents, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waste Material Report		End-user & CGSO		
Report of Utilization (ROU)		End-user		
Other needed attachments (attendance, documentation, etc)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call or submit the ROU/Waste Material report to the Inspection Division	1. Receive signed documents from CGSO and record them in the logbook.	None	3 minutes	Rain Dember Sumido Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Assigned Inspector to conduct validation and inspection of waste material	None	5 minutes	Gerardo G. Demillo Inspection Div. Chief
	1.2 Conduct validation and inspection of waste material	None	5 minutes	Concerned Inspector
2. Claim and receive at releasing window/area and submit the same to the City Accounting Office	2. Release the documents requested.	None	3 minutes	Rain Dember Sumido Administrative Aide 1 (JOW) Receiving Clerk
Total		None	16 Minutes	



Gas Slip

A document is issued to end-users for the fuel utilization made.

Office/Division:	City Administrator's Office/Inspection Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/ Government-to-Citizen (G2C)/ G2B (Government to Business)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees, Teaching and non-teaching Employees, Utility Concessionaires, Contractors/Service Providers, National government agencies, Universities and Colleges, State Universities and Colleges, business owners' constituents, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gas Slip		CADMO		
Other needed attachments (itinerary of travel, travel order, etc)		End-user & HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Gas Slip Request to the Inspection Division	1. Receive gas slip requests from the concerned office and record them in the logbook.	None	3 minutes	Ramil Gabieta Administrative Aide 1 (JOW) Receiving Clerk
	1.1 Assigned Inspector to conduct validation and inspection of fuel request	None	5 minutes	Gerardo G. Demillo Inspection Div. Chief
	1.2 Conduct validation and inspection of waste material	None	5 minutes	Concerned Inspector
2. Claim and receive at releasing window/area	2. Release the documents requested.	None	3 minutes	Rain Dember Sumido Administrative Aide 1 (JOW) Receiving Clerk
Total		None	16 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box
How feedback is processed	Every Friday, the AO of the Administrative Division opens the Suggestion Box, compiles, records, and classifies all forms, and submits all feedback to the City Administrator for his information and appropriate action. Other feedback requiring the comment, recommendation, and point of view of the concerned person is answered within 3 days after the receipt of the feedback. The answer of the Office is relayed to the citizen. For inquiries and follow-ups, clients may contact us at 832-2934 or through email at cadmo.tacloban@gmail.com
How to file a complaint	Fill up the Customer Service Survey Form with the following data. Complaints should be filed with the following: - Name of Person being complained – Incident, Evidence, if any found at the Receiving Area and drop it in the designated Suggestion Box. Or Write a letter addressed to the City Administrator which may be filed through walk-in or email at cadmo.tacloban@gmail.com For inquiries and follow-ups, clients may contact us at 832-2934
How complaints are processed	The complaint will be routed to the concerned Division for proper action and secure the reply of the involved department(s)/office(s) within three (3) days upon receipt of the transmittal. The response of the city department(s)/office(s) shall then be relayed to the concerned citizen. For inquiries and follow-ups, clients may contact us at 832-2934 or through email at cadmo.tacloban@gmail.com City Administrator's Office 7 th Floor New City Hall Bldg., Kanhuraw Hill, Tacloban City
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph; 8478-5043: PCC: 8888 CCB: 0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph



TACLOBAN NEW BUS TERMINAL

Applying for Stall / Ticketing Booth Rental

To deliver efficient public transport services to the commuters and to generate revenue for the City of Tacloban.

Office/Division:	TACLOBAN NEW BUS TERMINAL			
Classification:	High Technical			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to City Mayor	Client			
Community Tax Certification (CEDULA)	CTO			
Resident certificate	Barangay Hall			
Barangay clearance	Barangay Hall			
Stall Ticketing Booth Rental	Terminal			
Application Form	Terminal			
2 x 2 ID Picture	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Visit Admin Office and inquire	Give logbook to client		1 minute	Administrative Aide IV
	Evaluate / entertained client queries		2 minutes	Admin officer Designated (AO)
Register at the visitor's logbook				
Ask for the requirements / application form	Endorsement to City Admin / EEMAC for approval	NONE	1 month	Supervising Administrative Officer
	Evaluate document received from client & wait for the approval.		1 hour	Terminal Manager / Eemach committee
Give all required document to the person responsible				Supervising Administrative Officer
				Terminal Manager / Eemach committee
TOTAL		NONE	1 month and 1 hours & 3 minutes	



Passenger Complaint Assistance

To deliver efficient public transport services to the commuters and to generate revenue for the City of Tacloban.

Office/Division:	TACLOBAN NEW BUS TERMINAL			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to City Mayor		Client		
Community Tax Certification (CEDULA)		CTO		
Resident certificate		Barangay Hall		
Barangay clearance		Barangay Hall		
Stall Ticketing Booth Rental		Terminal		
Application Form		Terminal		
2 x 2 ID Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Visit Admin Office and inquire	Give logbook to client	None	1 minute	Administrative Aide IV Admin officer Designated (AO)
File a formal complaint, verbal or written.	Evaluate / entertained client queries	None	5minutes	Supervising Administrative Officer Terminal Manager
TOTAL		None	6 minutes	



PUJ / PUB/ Operators Complaints

To deliver efficient public transport services to the commuters and to generate revenue for the City of Tacloban.

Office/Division:	TACLOBAN NEW BUS TERMINAL			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to City Mayor		Client		
Community Tax Certification (CEDULA)		CTO		
Resident certificate		Barangay Hall		
Barangay clearance		Barangay Hall		
Stall Ticketing Booth Rental		Terminal		
Application Form		Terminal		
2 x 2 ID Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>Visit Admin Office and inquire</p> <p>2. File a formal complaint, verbal or written.</p>	<p>Give logbook to client</p> <p>Evaluate / entertained client queries</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>5 minutes</p>	<p>Administrative Aide IV</p> <p>Admin officer Designated (AO)</p> <p>Supervising Administrative Officer</p> <p>Terminal Manager</p>
<p>TOTAL</p>		<p>None</p>	<p>6 minutes</p>	



Processing of Passes

To deliver efficient public free transport services to the commuters and to generate revenue for the City of Tacloban.

Office/Division:	TACLOBAN NEW BUS TERMINAL			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Intent addressed to City Mayor	Client			
Community Tax Certification (CEDULA)	CTO			
Resident certificate	Barangay hall			
Barangay clearance	Barangay hall			
Endorsement letter	DSWD / CSWDO / Barangay Affairs			
Stall Ticketing Booth Rental	Terminal			
Application Form	Terminal			
2 x 2 ID Picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Visit Admin Office and inquire	Give logbook to client	None	5 minutes	Administrative Aide IV Admin officer Designated (AO)
2. Register at the visitor's logbook	Evaluate / entertained client queries	None	2 minutes	Supervising Administrative Officer
3. Present endorsement letter from CSWDO / DSWD / Brgy. Affair	Endorse to the any bus company	None	5 minutes	Terminal Manager Administrative Aide IV Admin officer Designated (AO)
TOTAL		None	12 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Answer the Client Satisfaction Survey Form given by new bus terminal staff after service rendered. Drop this at the Designated box in the frontline services or at the lobby.</p>
<p>How feedbacks are processed</p>	<p>The result of client satisfaction surveys of the front liners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.</p>
<p>How to file a complaint</p>	<p>Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint.</p>
<p>How complaints are processed</p>	<p>The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO).The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately.</p> <p>For complex complaints, the PRO will forward it to the concerned Department for appropriate action.</p> <p>Concerned Department will send a copy of result of investigation and action to PRO.</p>

	Provide the complainant a feedback after receiving result of investigation and Action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center nang Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888



OPERATION OF MARKET

Stall Application

Applicants may avail service in applying for the stall at the Tacloban Supermarket. With the list of requirements given by the office applicants may visit the Office of the Market Superintendent 2nd Floor MASA Bldg. Brgy. 37, Reclamation Area Tacloban City. Applicants are required to submit all requirements to avail of the service.

Office/Division:	OPERATION OF MARKETS			
Classification:	Technical			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Brgy. Clearance	(1 photocopy)	Office of the Brgy., where you reside		
CEDULA/ Community Tax Clearance	(1 photocopy)	City Treasurer's Office		
Voter's ID / Voter's Certification	(1 photocopy)	COMELEC Office		
Police Clearance	(1 photocopy)	Police Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present all the required documents to the person in-charge. Attached photocopy and put in a clean long folder envelope. Letter of Intent should put the complete name, address, contact number and specify what business activity engage in.	Check and receive complete requirements.	NONE	10 minutes	Administrative Aide I Receiving In-Charge
If the list of requirements are				City Treasurer's Office

complete it will be recorded in the log book and then file for deliberation of the Market Committee schedule meeting.	Record in the logbook and wait for the Market Committee deliberation for a schedule of meeting.	NONE	10 minutes	
Inform applicants to wait for the list of approved through a resolution.	Issue Market Resolution to those who are newly awarded applicants.	If waived(the new approved Stallholder will pay the Legal Occupancy Status of Php 10, 000.00 per stall as Ordinance No. 2002-8-50 of the Market Code.	Depending on the scheduled Market Committee meeting.	Market Inspector I Market Committee Secretary-Designate
Total		If waived Php 10, 000.00	30 days & 20 minutes	



Conducting Promotional Activities

Promotional Activities are those establishment who are willing to conduct goods sampling of their products at the Tacloban Supermarket premises, to advertise their brands and product sampling activity.

Office/Division:	OPERATION OF MARKETS			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request	– Address to City Mayor Thru: The Market Superintendent	Client		
Payment	(1 photocopy)	City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present all the required documents, photocopy and put it in a clean long folder envelope. Letter request should state the activities to be done, date and time, size of the tent to be used and the name of Personnel who will conduct the activity.	Checked and received documents.	NONE	5 minutes	Administrative Aide I Receiving In-charge
Forward the documents to the Person- In charge to issue assessment slip.	Forward assessment slip to the City Treasurer's Office for payment.	Market Clearance 50.00 DST- 30.00 Garbage Fee- 50.00/day Professional Fee- 150.00/ head Lot Space rental- 20.00 per sq. per day	10 minutes	Administrative Aide I Assessment Clerk In-Charge

Forward the documents to the Person- In charge to encode Special Permit and signed by the Market Superintendent.	Print Special Permit, indicate the OR Number, OR Date and signed by the Market Superintendent.	NONE	10 minutes	Market Inspector I Admin Division
Wait for signed and approved Special Permit.	Once signed, record logbook, let requesting party signed and released the Special Permit	NONE	5 minutes	Administrative Aide I Releasing In-Charge
Total			30 minutes	



Securing Market Clearance

Market Clearance is one of the requirements when you are a Registered Stallholder and engaging business within the designated public markets of Tacloban City. This is also one of the requirements in securing Mayor's Business Permit every year.

Office/Division:	OPERATION OF MARKETS			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All Registered Stallholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Clearance	(1 photocopy)	Office of the Brgy., where you reside		
Certification	(1 photocopy)	City Agriculture Office – (Fish Vendor, And Agri'l Products)		
		City Veterinary Office – (Meat Vendor and Chicken Vendor)		
Payment Receipt	(1 photocopy)	City Treasurer's Office		
CEDULA/ Community Tax Certificate- Helper	(1 photocopy)	City Treasurer's Office		
2 pcs. 1x1 ID picture of Stallholder & Helper		Client		
Stallholder / Helper Profile		Market Office		
Previous year Business Permit	(1 photocopy)	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Assessment In-Charge to get assessment slip.	Assessment In-Charge give assessment slip to the Stallholder for payment.	NONE	5 minutes	Administrative Aide I Assessment Clerk In-Charge
Proceed to City Treasurer's Office for payment, present the assessment slip to the Cashier.	Received assessment slip at the counter.	Market Clearance – 50.00 DST – 30.00 Weight & Measure 150.00/ timbangan Sticker Fee –	10 minutes	Cashier City Treasurer's Office

		50.00/ timbangan		
After payment back to Assessment In-charge to get the list of requirements, Stallholder Profile and surrender the Assessment Slip.	Give list of requirements and file the assessment slip.	NONE	5 minutes	Administrative Aide I Assessment Clerk In-Charge
Photocopy all the listed requirements and fill up the Stallholder Profile, bring with you your weighing scales for calibration and putting of sticker.	Wait for the documents submitted by the Stallholder. Calibrate and checked if weighing scales, if okay put sticker for verification.	.	10 minutes	
Proceed to the Market Inspector In-charge of your area. Wait for the checking of all requirements, if complete documents are forwarded to the encoding and of Market Clearance.	Received and checked if all requirements are attached, check the area if has a "basurahan" and take a picture of it.	NONE	10minutes	Market Inspector 1 Administrative Aide I Market Inspector - Designate
Once encoded the In-charge will now proceed for the signature of the Market Inspector and Market Superintendent.	Input and encode to the computer and print 2 copies for signature.	NONE	10 minutes	Administrative Aide I Admin Division
For recording and releasing of Market Clearance to the Stallholder.	Record and release.	NONE	5 minutes	Administrative Aide I Releasing In-Charge
Total		Php 280.00	55 minutes	



Market Certification

Market Certification is issued upon the request and needs of the Stallholder.

Office/Division:	OPERATION OF MARKETS			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Registered Stallholder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Updated Rental Payment			Market Office	
Business Permit previous year (1 photocopy)			Client	
Receipt of Payment (1 photocopy)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Assessment Clerk In-Charge to ask for the certification process.	Entertain and checked ledger.	NONE	3 minutes	Administrative Aide I Assessment Clerk In-Charge
If legible, pay at the Treasurer's Office for payment.	Received payment.	Certification Fee 80.00	5 minutes	Cashier City Treasurer's Office
Give the receipt to the In-Charge for encoding and for signature of the Market Superintendent.	Received receipt and encode certification.	NONE	10 minutes	Market Inspector I Administrative Aide I Market Inspector – Designate
Wait for the releasing of Certification.	Record logbook and release.	NONE	3 minutes	Administrative Aide I Releasing In-Charge
Total		Php 80.00	21 minutes	



Securing Special Permits

Special Permits are for ambulant vendors who vend their goods at the Tacloban Supermarket along Tarcela St., Trading Post, TAK-OP and Quezon Blvd. vendors.

Office/Division:	OPERATION OF MARKETS			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Ambulant Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Clearance	(1 photocopy)	Office of the Brgy., where you reside		
Police Clearance	(1 photocopy)	Police Office		
Voter's ID	(1 photocopy)	COMELEC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present photocopy documents to the In-Charge.	Check documents if complete.	NONE	3 minutes	Administrative Aide I Receiving In-Charge
Proceed to the Market Inspector assigned at the area.	Check the inclusive dates before going to the City Treasurer's Office for payment.	NONE	3 minutes	Market Inspector 1 Administrative Aide I Market Inspector- Designate
Pay at the City Treasurer's Office upon checking of the size of the area and inclusive dates of the period.	Received payment at the counter.	Bbq space – 150.00/ day Lot Space 20.00/ sq. m. / day	5 minutes	Cashier City Treasurer's Office
Wait for the receipt and back to the In-charge for recording.	Record the documents to the logbook.	NONE	3 minutes	Administrative Aide I Receiving In-Charge
Fall in line for the picture taking at the BPLD Table.	Take pictures and encode to the computer.	NONE	5 minutes	BPLD Personnel Business Permit & Licensing Division

Once done follow up after 3 days the approved Special Permit at the counter In-Charge of the Special Permit.	Let Special Permit signed by the Person In-Charge.	NONE	3 days	Administrative Aide I Releasing In-Charge
Total			3 days & 19 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form at the Entrance and drop it to the box provided.
How feedbacks are processed	Every week the Administrative Officer check and address concern pertaining to the feedbacks or complaints received.
How to file a complaint	Kindly write your complete details your complete name, Address and Contact number for easy to process your complaint.
How complaints are processed	It will be treated as a confidential one, conduct investigation and submit it to the Market Superintendent.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-881-6565 or 1-6565* Log-on to: www.contactcenterngbayan.gov.ph Facebook Account: www.facebook.com/contactcenterngbayan



TACLOBAN CITY CONVENTION CENTER

PROCESSING OF NEW APPLICATION FOR LEASE OF TCCC STALLS
 To accept and process new applications of clients interested in leasing a stall at the TCCC.

Office/Division:	Tacloban City Convention Center Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B,G2G			
Who may avail:	Anybody interested in leasing a stall at the TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client(s) will prepare		
Office or Business Plan with Perspective		Client(s) will prepare		
DTI Registration (if business)		DTI		
Business Permit (if business)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent with requirements.	Receive and check the Letter of Intent and ensure requirements are complete.	None	10 minutes	Zerith M. Abonado Admin Aide I (JO)
Wait for Approval or Disapproval of New Application.	Endorse documents to the EEMAC for deliberation. (Note: Depending on EEMAC's schedule for deliberation)	None	10 business days	Joel R. Bugho-TCCC Manager Regular Maribel S. Bernido-TCCC AO-Designate/Regular Zerith M. Abonado-Admin Aide I/JO
	Obtain a copy of the EEMAC Resolution from CPDO. Prepare and deliver a notice informing the client(s) of the result of the EEMAC deliberation.	None	1 business day	Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. Abonado-Admin Aide I (JO)

	(If approved, set a schedule for contract signing)			
If Request is Approved, proceed to TCCC Office on scheduled date for contract signing.	Prepare the Contract of Lease. Endorse signed Contract of Lease to City Mayor's Office for signature.	None	5 business days	Joel R. Bugho-TCCC Manager Maribel S. Bernido-Admin Officer-Designate(Regular) Zerith M. Abonado-Admin Aide I (JO)
Pay advance rental and security deposit at the City Treasurer's Office.	Prepare Billing Statement and release to client (Rental Payment may vary in different rate per unit as follows) 3,000.00 3,500.00 4,000.00	Unquantifiable (Depending on the rate per unit)	1 business day	Joel R. Bugho-TCCC Manager Maribel S. Bernido-TCCC AO-Designate (Regular) Zerith M. Abonado- Admin Aide I (JO)
Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease.	Review and compile Official Receipt and update ledger. Release Signed and Notarized Contract of Lease.	None	10 minutes	Zerith M. Abonado-Admin Aide I (JO)
Total		Depending on the issued billing statement	17 business days, 20 minutes	



PROCESSING OF RENEWAL APPLICATION FOR LEASE OF TCCC STALLS

To accept and process applications for renewal of lease contract for existing stallholders at the TCCC.

Office/Division:	Tacloban City Convention Center Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Existing Stall Holders of TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client will prepare		
DTI Registration (if business)		DTI		
Business Permit (if business)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent with requirements.	Issue Notice of Contract Expiration to Stallholders. Receive and check the Letter of Intent. Ensure requirements are complete and there are no unsettled dues.	None	30 minutes	Zerith M. Abonado-Admin Aide I (JO)
For unsettled dues, pay the outstanding balance at the City Treasurer's Office.	Prepare and print updated Billing Statement.		1 business day	TCCC Manager/Admin Officer V (Regular)
Present Official Receipt to TCCC Office.	Review, record, and compile Official Receipt and update ledger.	Unquantifiable Depending on the issued billing statement	5 minutes	Zerith M. Abonado-Admin Aide I (JO) Zerith M. Abonado-Admin Aide I (JO)

Wait for Approval or Disapproval of Renewal Application.	Endorse documents to the EEMAC for deliberation.	None	1 hour (Note: Depending on EEMAC's meeting/deliberation schedule)	TCCC Manager/Admin Officer V (Regular) Admin Aide I (JO)
	Obtain a copy of the EEMAC Resolution from the CPDO. Prepare and deliver a notice informing the client of the result of the EEMAC deliberation. (If approved, set a schedule for contract signing.)	None	1 business day	Joel R. Bugho-TCCC Manager Maribel S. Bernido-TCCC AO-Designate(Regular) Zerith M. Abonado-Admin Aide I (JO) Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. Abonado-Admin Aide I (JO)
If Request is Approved, proceed to TCCC Office on scheduled date for contract signing.	Prepare the Contract of Lease.	None	30 minutes	Joel R. Bugho-TCCC Manager Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. Abonado-Admin Aide I (JO)
	Endorse signed Contract of Lease to City Mayor's Office for signature.		5 business days (Note: Depending on the LCE's signing)	
Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease.	Review, record, and compile Official Receipt and update ledger.	None	10 minutes	Zerith M. Abonado-Admin Aide I (JO)
	Release Signed and Notarized Contract of Lease.			

Total	Depending on the issued billing statement	7 days, 2 hours, 15 minutes	
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BOOKING OF EVENTS

To accept and process applications for the use of the convention center.

Office/Division:	Tacloban City Convention Center Office			
Classification:	Complex			
Type of Transaction:	G2C,G2B, G2G			
Who may avail:	Anybody interested to book an event at the TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client will prepare		
Completed Application Form		TCCC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent and Fill out application form.	Receive and review letter of intent and request client to fill out the application form. Check calendar of events to ensure no conflict of schedule.	None	30 minutes	Joel R. Bugho-TCCC Manager Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. AbonadoAdmin Aide I (JO)
Pay the necessary fees at the City Treasurer's Office.	Prepare assessment based on the requested number of hours and days	Php10,000/hour for activities in which Admission fee is charged (Basketball, Boxing, Concert, and other similar activities) and with the use of air-conditioning units and lights Php10,000 Performance Bond (refundable) Php6,000/hour for activities with use of air-conditioning units and lights (Convention, Seminar, Religious Activities, Weddings, Parties, Graduation, and other related activities)	1 business day	Joel R. Bugho-TCCC Manager Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. AbonadoAdmin Aide I

		<p>Php3,000/hour for activities without the use of air-conditioning units</p> <p>Special Permit fees (depending on BPLO assessment)</p>		(JO)
Present Official Receipt to finalize booking.	Review, record, and compile Official Receipt and update Calendar of Events.			
Sign Contract of Events.	<p>Prepare Contract of Events.</p> <p>Endorse signed Contract of Events to City Mayor's Office for signature.</p>	None	<p>5 business days</p> <p>(Note: Depending on the LCE's signing)</p>	<p>Joel R. Bugho-TCCC Manager</p> <p>Maribel S. Bernido-Admin Officer-Designate (Regular)</p> <p>Zerith M. AbonadoAdmin Aide I (JO)</p>
Claim Signed and Notarized Contract of Events.	Release Contract of Event.	None	10 minutes	Zerith M. Abonado-Admin Aide I (JO)
Total		Depending on the number of hours of such event	6 days, 40 minutes	



ISSUANCE OF BILLING STATEMENTS TO STALL HOLDERS

To provide monthly billing statements for Rental, Electric, and Water fees to the stall holders of the TCCC.

Office/Division:	Tacloban City Convention Center Office			
Classification:	Simple			
Type of Transaction:	G2C,G2B			
Who may avail:	Stall holders of TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client will prepare		
Completed Application Form		TCCC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain copy of the monthly rental, electric, and water billing statements.	Prepare and print billing statement and notice of non-payment if there are any unsettled dues.	None	1 business day	Joel R. Bugho-TCCC Manager Maribel S. Bernido-Admin Officer-Designate (Regular) Zerith M. AbonadoAdmin Aide I (JO)
Pay the necessary fees at the City Treasurer's Office and present a copy of the Official Receipt to the TCCC Office	Review, record, and compile Official Receipt and update the ledger.	Unquantifiable Depending on the issued billing statement	1 business day	Zerith M. Abonado-Admin Aide I (JO)
Total		Depending on the issued billing statement	2 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out the Client Satisfaction Survey Form and drop it at the designated box outside the TCCC office.
How feedbacks are processed	The Feedback box is opened every Friday. All feedback forms will be submitted to the TCCC Manager for review. All feedback will be discussed with concerned personnel or forwarded to appropriate offices/departments if their assistance or involvement is necessary.
How to file a complaint	Fill out a Complaint form provided at the Receiving Area of the TCCC Office or write a letter addressed to the TCCC Manager indicating the details of the complaint.
How complaints are processed	All complaints will be submitted to the TCCC Manager for review. For complaints concerning certain personnel, a meeting with the complainant and identified personnel may be arranged. For complaints concerning operations, TCCC Manager will call up the attention of accountable person to address the issues immediately. For complaints requiring the approval of the EEMAC, issue will be escalated to the committee to include in the next meeting's agenda.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



HUMAN RESOURCE MANAGEMENT & DEVELOPMENT OFFICE

Receiving of All Incoming Documents

To receive and record all incoming documents addressed to the Human Resource Management and Development Office from various offices of the City Government of Tacloban.

Office/Division:	Human Resource Management and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/transmittal letter with route slip approved by CMO/CADMO. Documents to be endorsed.		Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register/upload the document in the DTAS.	None	None	2 minutes	Administrative Aide I Receiving Clerk
Submit documents to the Receiving Station of the office.	Checks the completeness of the documents received. Confirms the document received in DTAS. Stamp and sign on the communication/transmittal letter with HRMDO Receive Stamp. Confirm/Approve receipt in DTAS and forward the document to the person responsible.	None	5 minutes	Administrative Aide I Receiving Clerk

Receive the client's copy of file/ document endorsed.	Release file copy for client.	None	3 minute	Administrative Aide I Releasing Clerk
Total		NONE	10 minutes	



Requesting of HR Documents

To request document/s related to HRMDO and employees of the City Government of Tacloban.

Office/Division:	Human Resource Management and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/request letter Request Form		Client HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the communication/request letter	Read and evaluate the letter for appropriate action. Give Request Form to the client.	None	2 minutes	Administrative Aide I Receiving Clerk
Receive and fill-up the request form.	Evaluate the completeness of entries in the Request Form. Endorse the Request Form to the person responsible	None	2 minutes	Administrative Aide I Receiving Clerk
Sign and receive the requested file/document.	Take appropriate action; (prepare documents requested)	None	1 day	HR Personnel In charge
	Give logbook for signature and Release the requested file/document to the client.	None	2 minutes	Administrative Aide I Releasing Clerk
Total		NONE	1 day and 6 minutes	



Issuance of Service Records, Certificate of Employment, Clearance

To request for issuance of Service Record, Certificate of Employment of employees under the City Government of Tacloban.

Office/Division:	Human Resource Management and Development Office/HRM			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/request letter; or Request Form Payment Receipt + Documentary Stamp		Client HRMDO CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the communication/request letter	Read and evaluate the letter for appropriate action. Give Request Form to the client.	None	2 minutes	Administrative Aide I Receiving Clerk
Receive and fill-up the request form.	Evaluate the completeness of entries in the Request Form. Endorse the Request Form to the person responsible	None	2 minutes	Administrative Aide I Receiving Clerk
Pays the corresponding fees	Draft and Print the file/document requested.	SR – ₱ 50.00 (except for retirement purpose) COE – ₱ 50.00 (for loan, travel/employment abroad, etc.) Certifications – ₱ 50.00 Clearance - ₱ 50.00	4 hours	Cashier City Treasurer's Office
	Approves and signs the document requested.	None	1 minute	City Government Dept. Head II HRMO

Sign and receive the requested file/document.	Give logbook for signature and Release the requested file/document to the client.	None	1 minute	Administrative Aide I Releasing Clerk
Total		₱ 200.00	4 hours and	6 minutes



Application for Employment

Job seekers may apply for vacant positions/items in the City Government of Tacloban as posted in CSC and in various areas/bulletin boards in the City Hall and government websites online.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter (with specific position being applied for) CS form 212 (PDS) Certificate of Eligibility / Board Rating, if applicable PRC License / Driver's License if applicable Transcript of Records Potential Assessment (PA) Certificates of Trainings/Seminars attended Performance Rating Report (last rating)		Client Client Client, CSC PRC School/University HRMDO Various Trainers/Sponsors Previous/Current employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Search for vacant position to be applied.	Post vacant position in CSC and in various conspicuous places.	None	10 minutes	Supervising Administrative Officer HRM Division Administrative Aide 1 HRM Staff
Submit application letter together with other required documents.	Advise the applicant that he/she will be informed on the schedule of interview for final screening of the HRMPSB thru text message or written notice.	None	2 minutes	Administrative Aide I Receiving Clerk
Total		NONE	12 minutes	



Request for Memorandum Order, Office Order, Travel Order and Authority to Reimburse

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All City Government officials and employees, partner agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved request (thru DTAS) from the City Mayor's Office		City Government officials and employees and partner agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written request to the City Mayor's Office.	Receives communication request. Forward the request to person in-charge of drafting orders.	None	2 minutes	Administrative Aide I Receiving Clerk
	Preparation of Memorandum, Office Order and Travel Order and Authority to reimburse.	None	30 minutes/order	Administrative Staff Contract of Service
Receive the approved Travel/Office/Memorandum Order and Authority to reimburse.	Record and release/serve the approved order to the requesting client or employees concerned.	None	3 minutes	Administrative Aide I Releasing Clerk
Total		NONE	35 minutes	



Processing of Leave Application

Application for any type of leave shall be made on CS Form No. 6, Rev. 2020 and to be accomplished at least in duplicate with documentary requirements.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government officials and employees (Casual, Regular, Elective)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 6, Rev. 2020 (2 copies)		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get Application for Leave from PACD.	Give copy of Application for Leave.	None	1 minute	Administrative Aide I Receiving Clerk
Fill-up the Application for Leave Form	-	None	5 minute	Client
Input in DTAS for tracking and submit to HR for computation of balance leave credits and approval by the HRMO	Receive and evaluate the form if it is completely filled up	None	5 minute	Administrative Aide I Receiving Clerk
	Certification of Leave Credits and recording it through the HRIS.	None	1 day	Administrative Aide VI Leave Administration Officer
	Approval of the Application for Leave	None	1 minute	City Government Dept. Head II OIC-HRMO
4. Receive the approved Applications for Leave	Release the approved Application for Leave once approved by the HRMO.	None	3 minutes	Administrative Aide I Releasing Clerk

Submit to the AO and Head of Office for approval	None	None	5 minutes	Client
Submit to HRMDO	Receive and retain 2 nd copy and the attachments, if any, for HR Filing and release the original file.	None	5 minutes	Administrative Aide I Receiving/Releasing Clerk
Total		NONE	1 day 26 minutes	



Certification of Leave Credit Balances for Loan Applications

To certify employee's leave credits as a requirement for loan applications such as EWP, DMMPC, etc.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All Government officials and employees (Casual, Regular)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
EWP Forms (2 Copies); or DMMPC Loan Form/s		HRMDO DMMPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get EWP from PACD.	Give a copy of EWP Form.	None	1 minute	Administrative Aide I Receiving Clerk
Fill-up the form in 2 separate copies and should be approved by respective Head of Office.	-	None	5 minute	Client
Input in DTAS for tracking and	Receive, record in DTAS and evaluate the completeness of loan forms.	None	5 minute	Administrative Aide I Receiving Clerk
Submit EWP/DMMPC Loan forms for certification of leave credits balances.	Record Leave credits balances on the Loan forms and print certification	None	1 day	Administrative Aide VI Leave Administration Officer
-	Approval of the certification of leave credits balances.	None	1 minute	City Government Dept. Head II OIC-HRMO

5. Receive the approved EWP/DMMPC Loan Forms	Record and release the approved loan forms.	None	3 minutes	Administrative Aide I Releasing Clerk
Total		NONE	1 day and 16 minutes	



Processing of Salary Payroll/Voucher Document

To receive and evaluate the total amount of money to be paid by the City Government of Tacloban to the list of employees/individual employee.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/Voucher Obligation Request Duly signed DTRs and/or Biometric printout Approved leave application (if applicable) Duly authenticated Log sheets (if necessary) Duly approved compensatory form (if applicable) Contract (JOW and CoS) Appointment (Casual) Appointment (1 st salary permanent/regular)		Client Client HRMDO/Client HRMDO/Client Client's Office HMRDO/Client HMRDO/Client HMRDO/Client HMRDO/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the salary payroll/voucher document into DTAS.	-	None	3 minutes	Client
Submit complete salary payroll/voucher document to HR receiving station.	Validate / evaluate completeness of attachments <i>(return if incomplete)</i>	None	10 minutes	Administrative Aide IV Payroll Master

	Forward salary payroll/voucher documents to HRMO for approval.	None	1 minute	Administrative Aide IV Payroll Master
	Approves the Salary payroll/Voucher Documents	None	1 minute	City Gov't. Asst. Dept. Head II OIC-HRMDO City Gov't. Asst. Dept. Head II OIC - Asst. HRMDO
	Endorse salary payroll/voucher documents to City Budget Office	None	5 minutes	Administrative Aide IV Payroll Master Administrative Aide I Liaison Officer
Total		NONE	20 minutes	



Processing of Terminal Leave Benefit Claim

For the claim of cash value of the total leave credits balance available of the employees who are separated from the service.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent	Client			
Approved application for Terminal Leave	Client			
Clearance Form	HRMDO			
Ombudsman Clearance	Office of the Ombudsman			
Computation of Terminal Leave Pay	HRMDO			
Authenticated copy of Certificate of Live Birth	Philippine Statistics Authority			
SALN	Client			
Xerox copy of latest appointment	Client			
Updated Service Record	HRMDO			
IPCR Accomplishment (if applicable and necessary)	Client			
Payment Receipt + Documentary Stamp	CTO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of Intent through DTAS and submit the same to HRMDO.	Receive Letter of Intent and forward to HRM Division	None	5 minutes	Client
-	Make Acceptance Letter and forward to CMO for LCE's approval.	None	30 minutes	Supervising Administrative Officer HRM Division
-	Endorse the Acceptance Letter to CMO for LCE's approval	None	10 minutes	Administrative Aide I Liaison Officer
Receive Acceptance Letter from HRMDO.	Release the Acceptance Letter to the Client.	None	5 minutes	Administrative Aide I Releasing Clerk

3. Fill-up request form for Service Record and copy of Clearance Form and pay in the cashier.	5. Issue Assessment to be paid.	Clearance = ₱ 50.00 Service Record = ₱ 50.00 (non-retirees)	10 minutes	Cashier City Treasurer's Office
Present Official Receipt of payment.	Release Clearance Form and Service Record (2 copies)	None	1 minute	Administrative Aide I Releasing Clerk
Submit a photocopy of the accomplished Clearance Form.	Computation of Terminal Leave Benefit/Pay	None	2 days	Administrative Officer IV Administrative Division
-	Approval of Terminal Leave Computation and Application for Terminal Leave <i>(for approval of office head and City Mayor)</i>	None	5 minutes	City Gov't. Dept. Asst. Head II OIC-HRMDO Client's Head of Office City Mayor City Mayor's Office
Receive the Terminal Leave Computation, Application for Leave and a copy Service Record.	Release Terminal Leave Computation, Application for Leave and a copy Service Record.	None	2 minutes	Administrative Aide I Releasing Clerk
Submit all required documents in 2 separate copies	Receive and check the completeness of the documents	None	5 minutes	Administrative Aide I Releasing Clerk Administrative Aide IV Payroll Master
	Signs/Affix initial to the voucher for approval	None	2 minutes	City Gov't. Asst. Dept. Head II OIC-HRMDO

Total	₱ 100.00	2 days, 1 hr. and 15	
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10. Processing of Loyalty Award

Loyalty award given on the basis of continuous length of service and satisfactory service for all government officials and employees.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request		Employees entitled to Loyalty award		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit O.R. for attachment of payroll	Receive and evaluate O.R.	None	2 minutes	Administrative Aide I Receiving Clerk
-	Forward the O.R to the Person Responsible	None	5 minutes	Administrative Aide I Receiving Clerk
-	Collect ORs' and service record for attachment of payroll	None	-	Administrative Aide I HRD Division
-	Make payroll every third week of the month and submit to the City Budget Office	None	1 day	Administrative Aide I HRD Division
Total		NONE	1 Day and 7 minutes	



Biometric Machine/System Registration

Issuance of printout of biometric data as gathered in the biometric machines.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government officials and employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of contract (JOWs and COS) Copy of appointment (Regular and Casual)		City Government officials and employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit copy of contracts/appointment.	Receive and review copy of contract/appointment.	None	2 minutes	Administrative Aide I Receiving Clerk
-	Escort employee to the Biometric Machine/Station. <i>(Schedule appointment if outside the City Hall premises)</i>	None	10 minutes	Administrative Aide I Administrative Division Administrative Officer IV Administrative Division
Total		NONE	12 minutes	



12. Biometric Data Issuance

Issuance of printout of biometric data as gathered in the biometric machines.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government officials and employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of contract (JOWs and COS) Copy of appointment (Casual) Office Order (Overtime) Bond paper		City Government officials and employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit copy of contracts/appointment (JOWs, COS and Casual) or Officer Order (Overtime) for biometric printing	Receive copy of contracts/appointment (JOWs, COS and Casual) or Officer Order (Overtime) for biometric printing.	None	1 minute	Administrative Aide I Receiving Clerk
-	Print biometric data.	None	5 minutes	Administrative Aide I Administrative Division
Receive biometric data print out.	Release biometric data printout.	None	1 minute	Administrative Aide I Releasing Clerk
Total		NONE	7 minutes	



GSIS MEMBERSHIP

GSIS covers all government workers irrespective of their employment status, except: Members of the Judiciary and Constitutional Commissions who are covered by separate retirement laws; Contractual employees who have no employee-employer relationship with the agency.

Office/Division:	Human Resource Management and Development office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All newly appointed government employees, Elected officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS Membership Form		HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit GSIS Membership Form	Evaluate the completeness of form.	None	2 minutes	Administrative Aide I Receiving Clerk
-	Upload member’s data to GSIS webmsp.	None	10 minutes	Administrative Officer IV GSIS - Authorized Agency Officer
Total		NONE	13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by the staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the City Government of Tacloban HRMDO Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontlines are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Human Resource Management and Development Office specific details of the complaint. Or send their complaint thru email hrmdo.tacloban@gmail.com HRMDO Gmail Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Administrative Officer-Designate/Department Head II. The Department Head II shall review the nature of complaint. For simple complaints, the Department Head II shall answer it immediately. For complex complaints, the Department Head II will forward it to the concerned Department for appropriate action.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888

APPROVED BY:

ATTY. ANNALIZA A. QUILIOPE
CGADH II
OIC – HRMDO



CITY CIVIL REGISTRAR'S OFFICE (EXTERNAL/FRONTLINE)

REQUEST FOR CERTIFIED TRUE COPY OF BIRTH, DEATH AND MARRIAGE CERTIFICATE
 Certified true copy of the birth, death and marriage from the original.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens born in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification Slip		CCRO		
Valid ID of the petitioner		Petitioner/Client		
Authorization letter or Special Power of Attorney (if representative only)		Client/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up verification slip for birth, death and marriage certificate.	Receive, check and interview client on the request for certified true copy of birth, death or marriage certificate	None	5 mins.	Admin Aide 1 (Job Order) Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P80.00	5 mins.	Cashier City Treasurer's Office
Submit the verification slip together with the official receipt.	Receive and forward to ICT section for the issuance of the request.	None	5 mins.	Admin Aide 1 (Job Order) Receiving Clerk

	Advice client to come back after 1 day Issue a claim stub to the client.	None	1 day	
Total		P80.00	1 day & 15 min.	



REQUEST FOR AUTHENTICATION OF BIRTH, DEATH AND MARRIAGE CERTIFICATE
 Certified true copy of the birth, death and marriage from the original.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens registered in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification Slip		CCRO		
Valid ID of the petitioner		Petitioner/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Photocopy the document ought to be authenticated.	Receive, check and interview client on the request for authentication of birth, death or marriage certificate	None	5 mins.	Admin. Aide 1 (Casual/Job Order) Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P20.00/copy	5 mins.	Cashier City Treasurer's Office
Submit the registry document together with the official receipt.	Process the request for authentication.	None	5 mins.	Admin. Aide 1 (Job Order) Receiving Clerk
	Issue the authenticated copy of the document to the client	None		
Total		P20.00/copy	15 min.	



REQUEST FOR ENDORSEMENT OF BIRTH, DEATH AND MARRIAGE CERTIFICATE TO PSA FOR SECPA
 Registration documents that gained a blurred and negative result from PSA.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to citizen			
Who may avail:	Citizens registered in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification Slip		CCRO		
Valid ID of the petitioner		Petitioner/client		
Authorization letter or Special Power of Attorney (if representative only)		Client/Notary Public/Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up verification slip for birth, death and marriage certificate.	Receive, check and interview client on the request for endorsement of birth, death or marriage certificate to PSA.	None	5 mins.	Admin. Aide 1-Job Order Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P320.00	5 mins.	Cashier City Treasurer's Office
Submit the verification slip together with the official receipt.	Receive and forward to ICT section for the issuance of the request.	None	5 mins.	Admin. Aide 1-Job Order Receiving Clerk
	Advise client to come back after 1 day and Issue a claim	None	3 days	

	stub to the client.			
Total		P320.00	3 days & 15 minutes	



TIMELY REGISTRATION OF BIRTH

Timely registration are Birth Certificate that are registered immediately after birth.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Citizens born in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth		Hospital/Health Center		
Marriage contract of the parents, if married		Petitioner/Client		
Affidavit to use the surname of the father (AUSF)		Client/Hospital/CCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for registration.	Receive the correctness of the birth certificate and the attachments.	None	5 mins.	Admin. Aide 1-Job Order Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P300.00	5 mins.	Cashier City Treasurer's Office
Submit the Certificate of Live Birth together with the official receipt.	Receive and register the Certificate of Live Birth and release to client.	None	10 mins.	Admin. Aide 1-Job Order Receiving Clerk
Total		P300.00	20 minutes	



LATE REGISTRATION OF BIRTH

Late Registration are birth certificate that are not registered within 30 days from the time of birth.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens born in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by the hospital/midwife		Hospital/Health Center		
Negative result from LCR.		CCRO		
Negative result from PSA		PSA		
Affidavit of two disinterested persons		CCRO/Notary Public/Lawyer		
Affidavit for Out of town delayed registration of birth (if born outside Tacloban City)		Client/Notary Public/Lawyer		
Any two of the following showing the name of the child, date and place of birth and name of parents to wit; Baptismal Certificate; Voter's Registration Record; MDR from Phil health; Marriage contract of the petitioner; if married School Record Immunization book for infant		Petitioner/Client COMELEC Phil health Petitioner/Client School Petitioner/Client		
Marriage certificate of parents or birth certificate of sibling showing the date and place of marriage of parents		Client		
Community tax certificate or Valid ID of the petitioner/parent		Client		
Barangay Certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for late registration of birth.	Interview and check the completeness of the requirements for late registration of birth and prepare the Certificate of Live	None	10 mins.	Admin. Aide 1 (Casual) Receiving Clerk

	<p>Birth.</p> <p>After preparation of the certificate of Live Birth, advise client to go to a Notary public for notarization of the affidavits.</p> <p>Advise client to pay the corresponding fees.</p>		10 mins.	
Pay the corresponding fees	Receive the application for late registration and the official receipt.	P500.00	5 mins.	Cashier City Treasurer's Office
Submit the complete requirements for late registration of birth together with the official receipt.	<p>Check the completeness of the document and the official receipt.</p> <p>Advise client to come back after 10 days posting and issue a claim stub.</p>	None	<p>10 mins.</p> <p>10 days</p>	Admin. Aide 1(Casual) Receiving Clerk
Total		P500.00	10 days & 35 min.	



TIMELY REGISTRATION OF DEATH

Timely registration are Death Certificate that are registered immediately after death.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Citizens died in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for registration.	Receive the correctness of the death certificate.	None	5 mins.	Admin. Aide 1 (Casual/Job Order) Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P300.00	5 mins.	Cashier City Treasurer's Office
Submit the Death Certificate together with the official receipt.	Receive and register the Certificate of Death and release to client.	None	10 mins.	Admin. Aide 1 (Casual/Job Order) Receiving Clerk
Total		P300.00	20 minutes	



LATE REGISTRATION OF DEATH

Late Registration are death certificate not registered within 30 days from the time of death.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens died in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate issued by the hospital/midwife		Hospital/City Health Office		
Negative result from LCR.		CCRO		
Negative result from PSA		PSA		
Affidavit of nearest Kin		Notary Public/Lawyer		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for late registration of death	Check the requirements for late registration of death.	None	5 mins.	Admin. Aide 1(Casual) Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P500.00	5 mins.	Cashier City Treasurer's Office
Submit the complete requirements for late registration of birth together with the official receipt.	Receive the application for late registration of death and the official receipt. Advise client to come back after 10 days posting and issue a claim stub.	None	5 mins. 10 days	Admin. Aide 1(Casual) Receiving Clerk
Total		P500.00	10 days & 15 minutes	



TIMELY REGISTRATION OF MARRIAGE

Timely registration of Marriage Certificate that are registered immediately after the solemnization.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Solemnized in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate		Church/Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for registration.	Receive and check correctness of the marriage certificate.	None	5 mins.	Admin. Aide 1 (Job Order) Receiving Clerk
Pay the corresponding fees	Check the request and issue an official receipt	P100.00	5 mins.	Cashier City Treasurer's Office
Submit the Marriage Certificate together with the official receipt.	Receive and register the Marriage certificate and advise client to come back after one (1) day.	None	5 mins. 1 day	Admin. Aide 1 (Job Order) Receiving Clerk
Total		P100.00	1 day and 15 minutes	



LATE REGISTRATION OF MARRIAGE

Late Registration of marriage certificate not registered within 15 days (with marriage license) and 30 days for article 34 from the time of solemnization.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to citizen			
Who may avail:	Solemnized in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage		Church/Court		
Negative result from LCR.		CCRO		
Negative result from PSA		PSA		
Affidavit of two disinterested persons		Notary Public/Lawyer		
Affidavit of Delayed Registration of Marriage		Notary Public/Lawyer		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for late registration of marriage.	Check the requirements for late registration of marriage.	None	5 mins.	Admin. Aide 1 (Job Order) Receiving Clerk
Pay the corresponding fee	Check the request and issue an official receipt	P500.00	5 mins.	Cashier City Treasurer's Office

Submit the requirements for late registration of marriage and the official receipt.	Receive the application for late registration of marriage and the official receipt. Advise client to come back after 10 days posting and issue a claim stub.		5 mins. 10 days	Admin. Aide 1 (Job Order) Receiving Clerk
Total		P500.00	10 days & 15 min.	



APPLICATION FOR MARRIAGE LICENSE

Marriage License is issued by the Local Civil Registrar to the applicant before contracting a marriage.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to citizen			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate/Baptismal Certificate (1 original & 2 xerox copies)		Applicant/client		
CENOMAR from PSA (1 original & 2 xerox copies)		PSA		
Affidavit of Singleness, for 26 years old and above (2 copies original)		Notary Public/Lawyer		
Parental Consent for 18 to 21 years old and Parental Advice for 22 to 25 years old		CCRO		
Barangay Certification stating the length of residency of the applicant (1 original & 1 xerox copy)		Barangay		
Valid ID of the applicant (1 xerox copy)		Applicant/Client		
Pre Marriage Counseling (PMC)		City Population Office		
For Foreign Applicants				
Permit to Marry/certificate of no legal impediment duly signed by consul or respective Embassies in the Philippines (1 Original & 2 xerox copies)		Applicant/Embassy		
Divorce Paper if Divorced (1 Original & 2 xerox copies)		Applicant/Client		
CENOMAR from PSA.		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements for application for marriage license.	Interview applicants applying for marriage license.	None	10 mins.	Admin. Aide 1 (Job Order) Receiving Clerk

Pay the corresponding fees	Advise applicant to attend the Pre Marriage Counselling/Orientation at the City Population office.	Special – 500.00 Regular – 300.00	5 mins.	Cashier City Treasurer's Office
Present the requirement for marriage license including the Pre Marriage certificate.	Check the correctness of the document.		10 mins.	Admin. Aide 1(Job Order) Receiving Clerk
	Advise client to pay the application fee at the CTO.	P300.00	5 mins.	Cashier City Treasurer's Office
	Advise client to come back after 10 days posting.		10 days	Admin. Aide 1(Job Order) Receiving Clerk
Come back on the 11 th day after the 10 days posting for the issuance of marriage license.	Issuance of Marriage License.	P300.00	10 min.	City Civil Registrar
Total		Counselling (500.00 or 300.00) +P600.00	10 days & 50 min.	



SUPPLEMENTAL REPORT IN THE BIRTH, DEATH AND MARRIAGE CERTIFICATE

An additional report of birth/death/marriage filed for the purpose of supplying information that was omitted at the time the birth/death/marriage was originally registered.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients registered in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification Slip		CCRO		
Birth, death, marriage certificate issued by PSA		PSA		
Affidavit to supply missing entry in the registry document		Notary Public/Lawyer		
Valid ID of the petitioner		Petitioner/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up verification slip for birth, death and marriage certificate.	Receive, check and interview client on the request for supplemental report	None	5 mins.	Admin. Aide 1 (Casual) Receiving Clerk
Pay the corresponding fees	Issue an official receipt	P620.00	5 mins.	Cashier City Treasurer's Office
Submit the affidavit to supply missing entry together with the official receipt.	Check the correctness of the affidavit to supply missing entry and advise client to come back after 3 days. Issue claim stub to the client	None	5 mins.	Admin. Aide 1 (Casual) Receiving Clerk

			3 days	
Total		P620.00	3 days & 15 min.	



LEGITIMATION

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

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicable to those illegitimate children born prior to the effectivity of the Family Code.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by PSA.		PSA		
CENMAR for both parents issued by PSA.		PSA		
Affidavit of Acknowledgement of Paternity (if not acknowledge by the father upon registration (3 copies original)		Notary Public/Lawyer		
Joint Affidavit of Legitimation executed by the parents (stating the minority if minor at the time of birth of child) (3 copies original)		Notary Public/Lawyer		
Valid ID's of both parents (photocopy)		Petitioner/Client		
Community tax certificate of both parents (photocopy)		Petitioner/Client		
Any of the following stating the child as beneficiary of the father; Baptismal Certificate of the child (name of the father should be stated therein) MDR of the father showing the child as one of the beneficiary GSIS, SSS, Insurances of the father.		Petitioner/Client Phil health/Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure requirements for Legitimation.	Receive, check and interview client on the request for legitimation.	None	10 mins.	Admin. Aide 1 (Job Order) Receiving Clerk
Pay the corresponding fees	Issue an official receipt	P1,320.00	5 mins.	Cashier City Treasurer's Office

Submit all the requirements together with the official receipt.	Check the correctness of the documents and advise client to come back after 5 days. Issue claim stub to the client	None	5 mins. 5 days	Admin. Aide 1 (Job Order) Receiving Clerk
Total		P1,320.00	5 days & 20 min.	



RA 9255

An act allowing illegitimate children to use the surname of the father.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicable to those illegitimate children born prior to the effectivity of the Family Code.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by PSA.		PSA		
Affidavit to Use the surname of the father.		CCRO		
Affidavit of Acknowledgement of Paternity (if not acknowledge by the father upon registration (3 copies original)		Notary Public/Lawyer		
Sworn Attestation (of mother/guardian, if the child is the one who executed the AUSF) (4 copies original)		Notary Public/Lawyer		
Valid ID's of both parents (photocopy)		Petitioner/Client		
Community tax certificate of both parents (photocopy)		Petitioner/Client		
Any of the following: Baptismal Certificate of the child (name of the father should be stated therein) MDR of the father showing the child as beneficiary GSIS, SSS, Insurances of the father. Baby book/Immunization card		Petitioner/Client Phil health GSIS/SSS/etc. Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure requirements for RA 9255.	Receive, check and interview client on the application for RA 9255.	None	10 mins.	Admin. Aide 1(Casual) Receiving Clerk
Pay the corresponding fees	Issue an official receipt	P1,440.00	5 mins.	Cashier City Treasurer's Office
Submit all the requirements together with the official receipt.	Check the correctness of the documents and advise client to come back after 5 days.	None	10 mins.	Admin. Aide 1(Casual) Receiving Clerk

	Issue claim stub to the client		5 days	
Total		P1,440.00	5 days & 25 min.	



**COURT DECREES
(NULLITY OF MARRIAGE & PRESUMPTIVE DEATH)**

These are court orders which are registrable. It has undergone a hearing and the petition was approved by a competent court.

Office/Division:		CITY CIVIL REGISTRAR'S OFFICE		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate issued by CCRO/PSA.		CCRO/PSA		
Court decision (4 sets duly certified by the court & LCR)		CCRO		
Certificate of Finality (4 sets duly certified by the court & LCR)		Notary Public/Lawyer		
Certificate of Registration issued by the record keeper MCR/LCR (4 copies original)		LCR/MCR/Petitioner		
Certificate of Authenticity issued by the record keeper (4 copies original)		LCR/MCR/Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements.	Receive, check and interview client on the decision.	None	10 mins.	Admin. Aide 1-Job Order Receiving Clerk
Pay the corresponding fees	Issue an official receipt	P3,000.00 P 300.00	5 mins.	Cashier City Treasurer's Office
Submit all the requirements together with the official receipt.	Check the correctness of the documents and advise client to come back after 3 days. Issue claim stub to the client	None	10 mins.	Registration Officer IV Receiving Clerk

			3 days	
Total		P3,300.00	3 days & 25 min.	



**COURT DECREES
(ADOPTION, CORRECTION OF ENTRIES AND OTHER COURT PROCEEDING)**

These are court orders which are registrable. It has undergone a hearing and the petition was approved by a competent court.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth/Marriage certificate issued by CCRO/PSA.		CCRO/PSA		
Court decision (4 sets duly certified by the court & LCR)		CCRO		
Certificate of Finality (4 sets duly certified by the court & LCR)		Notary Public/Lawyer		
Certificate of Registration issued by the record keeper MCR/LCR (4 copies original)		LCR/MCR/Petitioner		
Certificate of Authenticity issued by the record keeper (4 copies original)		LCR/MCR/Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the requirements.	Receive, check and interview client on the decision.	None	10 mins.	Admin. Aide 1-Job Order Receiving Clerk
Pay the corresponding fees	Issue an official receipt	P500.00 P300.00	5 mins.	Cashier City Treasurer's Office
Submit all the requirements together with the official receipt.	Check the correctness of the documents and advise client to come back after 3 days.	None	10 mins.	Registration Officer IV Receiving Clerk
	Issue claim stub to the client		3 days	Admin. Aide 1(Job Order) Releasing Clerk

Total	P800.00	3 days & 25 min.	
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RA 9048 (CHANGE OF NAME)

An act authorizing the City or Municipal Civil Registrar to change of first name or Nickname in the Civil Register without need of a judicial order.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	With erroneous entry in the Civil Register document and registered in Tacloban City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by PSA.		PSA		
Baptismal Certificate		Petitioner/Client		
School Record (Elementary, High School or College)		Petitioner/Client		
Marriage Contract (if married, if not, parents marriage cert.)		Petitioner/Client		
Valid ID's of the petitioner/mother and father (SSS, UMID Driver's License, etc.)		Petitioner/Client		
Affidavit of unemployment/employment certification		Notary Public/Lawyer		
Barangay Certificate		Barangay		
Police Clearance		PNP		
NBI Clearance		NBI		
Community tax certificate of the petitioner		Petitioner/Client		
Newspaper Clippings for two weeks publication (local)		Local Publishing Company		
Four (4) folders and four (4) paper fastener		Petitioner/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the registry document from PSA ought to be corrected.	Check and assess the document ought to be corrected. Inform client to submit the requirements for RA 9048.	None	10 mins.	Asst. Reg. Officer Receiving Clerk

Submit the requirements for RA 9048.	Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Pay the corresponding fees	Issue an official receipt	Change of Name – 3,000.00 Endorsement fee – 300.00 Authentication fee - 200.00	10 mins.	Cashier City Treasurer's Office
Submit all the document together with the Official receipt.	Issue a Notice for Publication for Change of Name, and advise client to submit the newspaper clippings for two weeks.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Submit the newspaper clippings.	Check the correctness of the documents and advise client to come back after 20 days posting. Issue claim stub to the client	None	10 mins. 20 days	Asst. Reg. Officer Receiving Clerk
Total		P3,500.00	20 days & 50 min.	



RA 9048 (CORRECTION OF ENTRY)

An act authorizing the City or Municipal Civil Registrar to correct a clerical, or typographical error in the entry in the Civil Register without the need of a judicial order.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients with erroneous entry in the Civil Register document and registered in Tacloban City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by PSA.		PSA		
Baptismal Certificate		Petitioner/Client		
School Record (Elementary, High School or College)		Petitioner/Client		
Marriage Contract (if married, if not, parent's marriage cert.)		Petitioner/Client		
Valid ID's of the petitioner/mother and father (SSS, UMID Driver's License, etc.)		Petitioner/Client		
Affidavit of two disinterested persons		Notary Public/Lawyer		
Barangay Certificate		Barangay		
Voter's Certificate/ID of petitioner, mother and father		Comelec		
Birth Certificate of brother and sister of the document owner		Petitioner/Client		
Birth Certificate of mother/father		Petitioner/Client		
Community tax certificate of the petitioner, mother and father		Petitioner/Client		
Four (4) folders and four (4) paper fastener		Petitioner/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the registry document from PSA ought to be corrected.	Check and assess the document ought to be corrected. Inform client to submit the requirements for RA 9048.	None	10 mins.	Asst. Reg. Officer Receiving Clerk

Submit the requirements for RA 9048.	Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Pay the corresponding fees	Issue an official receipt	Filing fee - 1,000.00 Endorsement fee – 300.00 Authentication fee - 200.00	10 mins.	Cashier City Treasurer's Office
Submit all the document together with the Official receipt.	Issue a Notice for Publication for Change of Name, and advise client to submit the newspaper clippings for two weeks.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Submit the newspaper clippings.	Check the correctness of the documents and advise client to come back after 20 days posting. Issue claim stub to the client	None	10 mins. 20 days	Asst. Reg. Officer Receiving clerk
Total		P1,500.00	20 days & 50min.	



RA 10172

Another act which further authorizes the City or Municipal Civil Registrar or the Consul General to correct a clerical, or typographical errors in the DAY and MONTH in the DATE OF BIRTH or SEX of a person appearing in the Civil Register without need of a judicial order, amending RA 9048.

Office/Division:	CITY CIVIL REGISTRAR'S OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients with erroneous entry in the Civil Register document and registered in Tacloban City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate issued by PSA.		PSA		
Baptismal Certificate		Petitioner/Client		
School Record (Elementary, High School or College)		Petitioner/Client		
Marriage Contract (if married, if not, parent's marriage cert.)		Petitioner/Client		
Valid ID's of the petitioner/mother and father (SSS, UMID Driver's License, etc.)		Petitioner/Client		
Affidavit of unemployment/Employment Certification		Notary Public/Lawyer		
Barangay Certificate		Barangay		
Police Clearance		PNP		
NBI Clearance		NBI		
Medical Record from hospital		Medical practitioner		
Community tax certificate of the petitioner, mother and father		Petitioner/Client		
Newspaper Clippings for two weeks publication (local)		Local Publishing company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the PSA birth certificate ought to be corrected.	Check and assess the document ought to be corrected. Inform client to submit the requirements for RA 10172	None	10 mins.	Asst. Reg. Officer Receiving Clerk

Submit the requirements for RA 10172	Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Pay the corresponding fees	Issue an official receipt	Filing fee – 3,000.00 Endorsement fee – 300.00 Authentication fee - 200.00	10 mins.	Cashier City Treasurer's Office
Submit all the document together with the Official receipt.	Issue a Notice for Publication advise client to submit the newspaper clippings for two weeks.	None	10 mins.	Asst. Reg. Officer Receiving Clerk
Submit the newspaper clippings.	Check the correctness of the documents and advise client to come back after 20 days posting. Issue claim stub to the client	None	10 mins. 20 days	Asst. Reg. Officer Receiving Clerk
Total		P3,500.00	20 days & 50min.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby.
How feedbacks are processed	The Administrative Officer opens the drop box daily and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant division/employee required to answer within three (3) days of the feedback. The answer are then relay to the citizen.
How to file a complaint	Answer the client complaint form and drop it at the designated place – beside the transaction table. Complaints can also be filed via telephone. Please indicate the following; Name of the employee being complained and the specific incident.
How complaints are processed	The Administrative Officer opens the complains drop box everyday and evaluate each complaint. Upon checking/reviewing the complaint, the Administrative Officer evaluate and forward it to the concern employee for their explanation. The Administrative Officer shall make a report after investigation and forward it to the Department Head for appropriate action. The Administrative Officer shall now give the feedback to the client.
Contact Information of CCB, PCC, ARTA	<p>CCRO : ccrotacloban@gmail.com Contact Number : 0997-337-7155 ARTA : complaints@arta.gov.ph Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888</p>

Prepared by:

KARREN D. KEMPIS
 Registration Officer IV
 Administrative Officer-Design

Approved by:

IMELDA A. ROA
 City Civil Registrar

CITY HEALTH OFFICE (EXTERNAL/FRONTLINE)



Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip Form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Issuance/Review of Death Certificate *Submission of requirements	<ol style="list-style-type: none"> 1. Assessment/Interview Client for needed Data/information of the deceased 2. interview client for possible cause of death 3. Record and type death certificate, have it checked reviewed and signed by the informant 4. Refer to concerned cemetery for site clearance 5. Refer to funeral homes for signature of embalmer 6. Refer to city Treasurer's office for payment of burial fee 7. Refer to CHO/medical Officer for Review and signature 8. release and refer to CLCRO for registration 		<p>15 mins.</p> <p>10 mins.</p> <p>15 mins.</p> <p>15 mins.</p>	<p>Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.</p> <p>Medical Officer</p> <p>Diana Diaz ng. Attendant/ Juanita A.</p>

<p>2.B Preparation and issuance of endorsement letter for the following permits:</p> <p>a. Burial Permit</p> <p>b. Transfer/transport of cadaver</p> <p>c. Exhumation Permit</p>	<p>1. type endorsement letter for city major (Licensing Division for issuance of permit)</p> <p>2. Refer to CHO/Medical Officer for approval and signature</p> <p>3. refer to licensing division for issuance of permit</p>	<p>90.00</p> <p>180.00</p> <p>290.00</p> <p>/</p> <p>BONE</p>	<p>5 mins.</p> <p>5 mins.</p>	<p>Suyom, AA, J.O.</p> <p>Credula Enerlan, AA, J.O (Tac. Public cemetery)</p> <p>Mario Tinebr (Basper public cemetery embalmar)</p> <p>Revenue Collection Officer City Health Officer/ Representative</p> <p>OIC - City Health Officer / Representative licensing Division</p>
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Issuance of Medical/Dental Certification	<ul style="list-style-type: none"> - Assessment - Issuance of referral slip for required laboratory exams. - Preparation and filling - up of needed data in the medical certification form and refer to medical officer to physical exam 		2 mins. 2 mins. 3 mins.	Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.
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<p>Issuance of Health Certificate for: - Non - Food Handlers - Food Handlers</p> <p>Issuance of Health Certificate for: - Registered Female Sex Workers</p>	<ul style="list-style-type: none"> - Conduct of Medical Checkup (physical examination) - issuance of medical Certificate if physically fit - Refer to CTO for for Payment of Medical Certification fee - Release of medical Certificate <ol style="list-style-type: none"> 1. Issuance of referral slip for payment/required lab. Exam. & advise procedural instructions 2. Payment of required laboratory exams./doc. Stamp 3. Submission of required specimen laboratory section 4. Secure lab. Results from laboratory section 5. Assessment of necessary documents for the completeness of the requirments 6. Type health certificates 	80.00	5 mins. 2 mins. 1 min. 10 mins c/o lab c/o lab 1 min. 1 min. 2 min. 1 min. 15 secs c/o lab 1 min. 1 min. 2 mins. 1 min.	Danilo S. Ecarma, MO III/ Gloria Enriquez-Fabrigas, OIC-City Health Officer Danilo S. Ecarma, MO III/ Gloria Enriquez-Fabrigas, OIC-City Health Officer Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O. Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O. Sanitary Inspector on Duty Cashier client client Sanitary Inspector on Duty Sanitary Inspector on Duty Sanitary Inspector on Duty CHO/MO representative SI on duty Myla Garcia Client
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Issuance of Sanitary permit to Operate	<p>7. Record and verify lab. Results in the health card</p> <p>8. Affixing of signature of CHO/MO Representative</p> <p>9. Release of Health certificate</p> <p>1. issuance of referral slips for payment/required laboratory exams. & advise procedural instructions</p> <p>2. Secure lab. Results from laboratory section/other laboratory facilities</p> <p>3. Assessment of necessary documents for processing</p> <p>4. Type health certificate</p> <p>5. Record and verify lab. Results in the health card</p> <p>6. Affixing of signature of social Hygiene Medical officer in charge and CHO</p> <p>7. Release of health certificate</p>	<p>150.00</p>	<p>1 min. 1 min.</p> <p>1 min. 1 min. as scheduled</p>	<p>CHO/Social Hygiene Medical Officer in Charge</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector in - charge</p>
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	<ol style="list-style-type: none">1. Assessment of necessary documents for processing2. issuance of referral slip for health certificate/establishment requirements & advise procedural instructions3. Veriication for the Compliance of the requirments4. record and type sanitary permit5. Schedule and conduct on-site inspection of establishment			
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Issuance of water potability certificate	6. Endorsement of approved Sanitary permit to operate for establishments/institutions, others	80.00	1 min.	OIC – Gloria Enriquez-Fabrigas, M.D
	7. Signing of sanitary permit		1 min.	Oscar Lapidario Sanitary Inspector III
	8. Release of Sanitary permit			Sanitary Inspector in– charge
	1. refer client to EVRMC laboratory to get water specimens bottle with instructions		2 mins.	
	2. Received request and specimen bottle		1 min.	Sanitary Inspector on Duty
	3. Record and schedule request		1 min.	
	4. Collect water Sample at the establishment and submit to EVRMC Laboratory		30 secs.	Sanitary Inspector in - charge
	5. Evaluate results of water test		10 mins.	Sanitary Inspector in - charge
	6. Pay certification fee at the cashier		2 mins.	Sanitary Inspectors
	7. Record and type Certificate		2 mins.	Sanitary Inspector
8. Signing of certificate	1 min.	Cashier		
9 Release of documents	15 secs.	Sanitary Inspector CHO/Medical Officer representative Sanitary Inspector on duty		

Action to sanitary complaints (Brgy. Level)	Brgy. Complaints 1. Interview/fill - up sanitary complaint form (walk - in clients)/receive letter complaints 2. Refer client to the brgy. Level for brgy. Action (local code) 3. For unsolved cases at the brgy. Level - secure brgy. 4. schedule visitation 5. Courtesy call at the brgy. And conduct on-site inspection with brgy. Officials and the parties concerned 6. Issue Sanitary order for compliance 7. Make necessary report and recommendations 8. Submit to CHO for information and necessary action if needed 9. Follow - up Compliance to Sanitary order	NONE	20 mins 1 min. 5 mins 1 hr Grace period	Sanitary Inspector on duty Sanitary Inspector on duty Sanitary Inspectors Sanitary Inspectors Sanitary Inspectors Sanitary Inspectors Sanitary Inspectors
Action to sanitary complaints (walk - in clients/letter received by the office)	Other form of complaints: 1. interview/fill - up sanitary complaint form (walk - in clients)/ receive complaint 2. Schedule visitation	NONE	20 mins. 1 min.	Sanitary Inspector on Duty Sanitary Inspectors
	3. Courtesy Call and Conduct on -site inspection 4. Issue sanitary order for compliance 5. Make Necessary report and recommendations 6. Submit to CHO for information and Necessary action if needed 7. Follow - up compliance to sanitary order	NONE	1 hr.	Sanitary Inspectors Sanitary Inspectors Sanitary Inspectors
TOTAL		870.00	4 hrs & 38 mins.	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Individual Health Profile and Assessment Form		CHO/Front Desk		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip Form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Issuance of health Certificates 1. Get priority no. 2. Get checklist of requirements applied for. 3. Submit the requirements needed. 4. pay for required/available laboratory exam. @ CTO. 5. Submit required specimen/available	1. Issuance of referral slip for payment of required laboratory exams. With procedural instructions for: - Food and non - Food Handlers - Masseurs, Massage attendant, Nightclub, Restobar workers 2. Record and type health certificate 3. Signing of health certificate 4. Release of health certificate	NONE	1 min. 1 min. c/o lab.	Sanitary Inspector Myla V. Garcia (Social Hygiene Clinic) Client

<p>exam at CHO laboratory or accredited hospitals/lab clinics</p> <p>6. Evaluate & validate laboratory results presented</p>			<p>c/o lab.</p> <p>1 min.</p> <p>2 mins.</p> <p>1 min.</p> <p>15 secs.</p>	<p>Client</p> <p>Sanitary Inspector</p> <p>Sanitary Inspector</p> <p>OIC – Gloria Enriquez-Fabrigas, M.D</p> <p>Sanitary Inspector</p>
<p>2.B</p> <p>Issuance of Sanitary Permit to Operate</p> <p>1. Get priority no.</p> <p>2. Get checklist of requirements applied for.</p> <p>3. Submit the requirements needed.</p>	<p>1. Assess/ evaluate application paper</p> <p>2. issue checklist of requirements applied for</p> <p>3. verify & validate documents as to the completeness of sanitary requirements</p> <p>4. Check inspection report for non-compliance (if any)</p> <p>5. Record Sanitary Permit to Operate</p> <p>6. Encode Sanitary Permit to Operate</p>	<p>NONE</p>	<p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>1 min.</p>	<p>Sanitary Inspector</p> <p>Marcellinus Z. Diaz SI II</p> <p>Richard Stephan Solilap, SI II</p> <p>Victoria Uykieng Admin Aide</p> <p>Oscar Alistair B. Lapidario</p> <p>Sanitary Inspector III</p>

	7. Signing of sanitary permit to operate by division Chief			
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1. ENVIRONMENTAL & HEALTH OCCUPATIONAL HEALTH SERVICES (EOHS)

3.C Issuance of water potability certificate	8. Endorsement of City Health Officer for approval		2 mins.	Sanitary Inspector
	9. Scan and release sanitary permit to operate		2 mins.	
	1. refer client to EVRMC laboratory to get water specimen bottle with instructions		1 min.	
	2. Receive request for water analysis, record and schedule		30 mins.	
	3. Collect water sample by sanitation inspector for water refilling station only		5 mins.	
	4. Evaluate/validate results of water test		2 mins.	
	5. Pay water potability certification fee at the cashier		1 min.	
	6. Record and encode Certification	80.00	1 min.	

	<p>7. Signing of water potability certificate by the City Health Officer</p> <p>8. Releasing of document</p>			
TOTAL		80.00	1 hr and 10 mins.	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Referral Slip Form		CHO/Front Desk		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>Clinical Laboratory Examination for:</p> <p>1. Cervical Smear</p> <p>2. Vaginal Smear</p> <p>3. Urethral Smear</p> <p style="padding-left: 40px;">a. Get referral form from social hygiene clinic</p> <p>4. Health Certificate</p> <p>5. Sputum Exam for TB diagnosis</p> <p style="padding-left: 40px;">a. Get laboratory request</p> <p>6. Follow - up sputum exam for TB patients undergoing treatment</p> <p style="padding-left: 40px;">a. Fees</p> <p>7. HBSAg Test</p> <p>8. RPR Test</p> <p>9. Blood Typing</p> <p>10. Pregnancy Test</p>	<p>1. Receive physicians' request for a particular laboratory exam.</p> <p>2 instruct client on the requirements for the test and ask client to pay the necessary fee at the cashier</p> <p>3. Receive specimen/sample and official Receipt of payment</p> <p>4. Prepare Specimens and necessary reagents and materials for test</p> <p>5. Perform the test and read results of the test done</p> <p>6. Make release and keep records of laboratory test results</p> <p>7. Cleaning of the work and laboratory area</p>	<p>160.00</p> <p>120.00</p> <p>300.00</p> <p>120.00</p>	<p>10 secs.</p> <p>1 min.</p> <p>1 min.</p> <p>5 min.</p> <p>3 hrs.</p> <p>2 mins.</p> <p>10 mins.</p>	<p>Martee h. Tingzon /Gemma L. Malate</p> <p>MedTech II</p> <p>Rogelio Nartia</p> <p>MedTech (Casual)</p>
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11. Urinalysis 12. Fecalalysis				
TOTAL		700.00	3 hrs 19 mins & 10 seconds	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Prenatal Health Record		CHO/Front Desk		
Family Planning Form				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Prenatal/Postnatal Care	1. Patients assessment/interview 2. New patient: Preparation of individual Treatment record (ITR) Old patient: Retrieval of individual Treatment Record 3. Vital signs talking 4. Abdominal palpation 5. provide necessary services (Immunization, iron supplementation, etc.) 6. Health Education/teaching	NONE	2 mins. 3 mins. 2 mins. 15 mins. 5 mins. 5 mins.	Midwife Midwife Barangay Health Worker Midwife Midwife Midwife

	7. Schedule for follow-up visit		1 min.	Midwife
2.B Family Planning Services	1. Patients assessment/interview 2. New patient: preparation of individual treatment record (ITR) 3. Provide necessary services Old patient: Retrieval of individual treatment record * FP Counselling * Provision of FP commodities (Informed Choice)	NONE	2 mins. 2 mins. 15 mins. 1 min. 2 mins.	Midwife Midwife Midwife Midwife Midwife Midwife
3.C Basic Emergency Obstetric Neonatal Care (Delivery if normal pregnancy) (Delivery of normal people)	1. Patients assessment/interview 2. Retrieval if individual Patient Record 3. Vital signs taking 4. Internal examination		2 mins. 2 mins. 10 mins. 3 mins.	Midwife Doctor/Midwife Doctor/Midwife

	<p>5. Fetal heartbeat taking</p> <p>6. Monitoring for progress of labor</p> <p>for complicated cases: refer to higher referral facility</p>		<p>depends on its progress</p>	<p>Midwife</p>
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4.D Immunization *every Wednesday only	7. Delivery of newborn, placenta	NONE	10 mins.	Doctor/Midwife
	8. Thorough during of newborn		Midwife	
	9. Skin to skin contact (mother and child)		30 mins.	Midwife
	10. Cord dressing/cord clamping		Midwife	
	11. initiate breastfeeding		Midwife	
	12. Newborn screening		5 mins.	Midwife
	13. Newborn screening		Midwife	
	14. Discharge patient with proper home meds. Instruction and schedule follow-up visit		Midwife	
	1. interview/assessment		2 mins.	Barangay Health Worker
	2. Vital signs taking		2 mins.	Barangay Health Worker
	3. Recording (clients record book, target client list)		5 mins.	Midwife/Nurse
	4. Actual immunization of schedule antigen		2 mins.	Midwife/Nurse
	5. Health education and schedule follow-up visit		3 mins.	Midwife/Nurse
	TOTAL		NONE	131 mins.

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Individual Health Profile and Assessment Form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.A</p> <p>MEDICAL CONSULTATION AND TREATMENT</p> <p>1. Get Priority No. 2. New Clients, Fill up ITR</p>	<p>1. Issuance of priority number</p> <p>2. New patients: Preparation of Individual treatment record (ITR)</p> <p>OLD patient: Retrieval of individual treatment record (whichever is applicable to the patient)</p> <p>3. Physical Check - up</p> <ul style="list-style-type: none"> - history taking - physical examination - working/final diagnosis and treatment * giving of prescription for prescribed medicines * giving of laboratory request (if necessary) - health education/advocacy <p>For TB, Leprosy and mental health services:</p> <p>1. Follow procedures 1 - 4 above</p> <p>2. Enrolment/registration of patient at the registry logbook</p>	<p>NONE</p>	<p>1 min.</p> <p>3 mins.</p> <p>15 mins.</p> <p>2 mins.</p>	<p>Barangay Health Worker</p> <p>Barangay Health Worker</p> <p>Dr. Danilo S. Ecarma Medical Officer III</p> <p>Dr. GLORIA ENRIQUEZ-FABRIGAS OIC – City Health Officer</p> <p>TB, Leprosy & Mental Health Dr. Danilo S. Ecarma Medical Officer III</p>
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	<p>3. referral to the next level of care (if necessary)</p> <p>4. Dispensing of drugs/medicines:</p> <p>Anti - TB drugs (TB patients)</p> <p>*Initial dose only, continuing drugs will be dispensed at your respective District Health Centers near you</p> <p>MDT Drug (leprosy patients)</p> <p>Mental Health Drugs/medicines (Mentally disturbed Clients)</p> <p>5. Follow -up Consultation (for end of treatment/continue client's treatment)</p>		<p>1 min.</p> <p>10 mins.</p>	<p>Nurse in-Charge</p> <p>Dr. Danilo S. Ecarma</p> <p>Medical Officer III</p> <p>Nurse/Midwife</p>
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<p>2.B</p> <p>Dispensing of Drugs/medicines</p> <p>1. Present ITR/doctor prescription at the dispensing clerk</p>	<p>1. Record/document drugs/medicines to be dispensed at the registry logbook</p> <p>2. acknowledge receipt by affixing recipients signature</p> <p>3. dispense prescribe drugs/medicines with proper instruction</p>	<p>NONE</p>		<p>Belen T. Lavidés Dispensing Clerk</p>
<p>3.C</p> <p>Vital Signs</p> <p>-BP taking</p> <p>-weighing</p>	<p>1. Patients assessment/interview</p> <p>2. registration in Patients registry Logbook</p> <p>3. Blood Pressure taking/weigh client</p> <p>4. Record result</p> <p>- for high BP - refer to physician for management</p> <p>5. health education</p>		<p>3 mins.</p>	<p>Barangay Health Worker</p>

TOTAL	NONE	35 mins.	
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Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Gram Staining Smear Examination	1. interview and records clients		2 mins.	Myla V. Garcia Nurse II
2.B Cerval, urethral, Vaginal smear	2. perform gram staining smear examination		3 mins.	
3.C	3. Conduct health education/counselling		10 mins.	
			1 hour.	Martee H. Tingzon /Gemma L. Malate

<p>HIV counselling</p> <p>Schedule: Every Tuesday & Thursday at Social hygiene clinic, marasbaras Tacloban City</p>	<p>4. processing of gram staining slices and drying</p> <p>5. Microscopy reading of slides and recording of smear results</p> <p>6. Releasing of smear results</p> <p>7. Treatment of STI</p> <p>8. Conduct of STI/HIV and AIDS seminar</p>	<p>580.00</p>	<p>30 mins.</p> <p>2 mins.</p> <p>3 mins.</p> <p>3 mins.</p>	<p>MedTech (COS)</p> <p>Martee H. Tingzon /Gemma L. Malate</p> <p>MedTech (COS)</p> <p>Myla V. Garcia</p> <p>Nurse II</p>
<p>TOTAL</p>		<p>580.00</p>	<p>54 mins.</p>	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip Form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Issuance of health Certificates Get priority no. Get checklist of requirements applied for. Submit the requirements needed. pay for required/available laboratory exam. @ CTO.	1. Issuance of referral slip for payment of required laboratory exams. With procedural instructions for: - Food and non - Food Handlers - Masseurs, Massage attendant, Nightclub, Restobar workers 2. Record and type health certificate 3. Signing of health certificate 4. Release of health certificate	NONE	1 min. 1 min. c/o lab.	Sanitary Inspector Myla V. Garcia (Social Hygiene Clinic) Client

<p>Submit required specimen/available exam at CHO laboratory or accredited hospitals/lab clinics</p> <p>Evaluate & validate laboratory results presented</p>			<p>c/o lab.</p> <p>1 min.</p> <p>2 mins.</p> <p>1 min.</p> <p>15 secs.</p>	<p>Client</p> <p>Sanitary Inspector</p> <p>Sanitary Inspector</p> <p>OIC – Gloria Enriquez-Fabrigas, M.D</p> <p>Sanitary Inspector</p>
<p>2.B</p> <p>Issuance of Sanitary Permit to Operate</p> <p>Get priority no.</p> <p>Get checklist of requirements applied for.</p> <p>Submit the requirements needed.</p>	<ol style="list-style-type: none"> 1. Assess/ evaluate application paper 2. issue checklist of requirements applied for 3. verify & validate documents as to the completeness of sanitary requirements 4. Check inspection report for non-compliance (if any) 5. Record Sanitary Permit to Operate 6. Encode Sanitary Permit to Operate 	<p>NONE</p>	<p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>1 min.</p>	<p>Sanitary Inspector</p> <p>Marcellinus Z. Diaz SI II</p> <p>Richard Stephan Solilap, SI II</p> <p>Victoria Uykieng</p> <p>Admin Aide</p> <p>Oscar Alistair B. Lapidario</p> <p>Sanitary Inspector III</p>

	7. Signing of sanitary permit to operate by division Chief			
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	<p>7. Signing of water potability certificate by the City Health Officer</p> <p>8. Releasing of document</p>			
TOTAL		80.00	1 hr and 10 mins.	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Individual Health Profile and Assessment Form		CHO/Front Desk		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

TOTAL		100.00	65 mins.	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Referral Slip Form		CHO/Front Desk		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Clinical Laboratory Examination for:	1. Receive physicians' request for a particular laboratory exam.		10 secs.	Martee h. Tingzon /Gemma L. Malate MedTech II
1. Cervical Smear	2 instruct client on the requirements for the test and ask client to pay the necessary fee at the cashier		1 min.	
2. Vaginal Smear				
3. Urethral Smear	3. Receive specimen/sample and official Receipt of payment		1 min.	
Get referral form from social hygiene clinic	4. Prepare Specimens and necessary reagents and materials for test		5 min.	
4. Health Certificate	5. Perform the test and read results of the test done		3 hrs.	
5. Sputum Exam for TB diagnosis	6. Make release and keep records of laboratory test results		2 mins.	
Get laboratory request	7. Cleaning of the work and laboratory area	160.00	10 mins.	
6. Follow - up sputum exam for TB patients undergoing treatment				
Fees				
7. HBSAg Test				
8. RPR Test		120.00		
9. Blood Typing		300.00		
10. Pregnancy Test				
11. Urinalsys		120.00		
				Rogelio Nartia MedTech (Casual)

12. Fecalysis				
TOTAL		700.00	3 hrs 19 mins & 10 seconds	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Prenatal Health Record		CHO/Front Desk		
Family Planning Form				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Prenatal/Postnatal Care	1. Patients assessment/interview 2. New patient: Preparation of individual Treatment record (ITR) Old patient: Retrieval of individual Treatment Record 3. Vital signs talking 4. Abdominal palpation 5. provide necessary services (Immunization, iron supplementation, etc.) 6. Health Education/teaching	NONE	2 mins. 3 mins. 2 mins. 15 mins. 5 mins. 5 mins.	Midwife Midwife Barangay Health Worker Midwife Midwife Midwife

	7. Schedule for follow-up visit		1 min.	Midwife
2.B Family Planning Services	1. Patients assessment/interview 2. New patient: preparation of individual treatment record (ITR) 3. Provide necessary services Old patient: Retrieval of individual treatment record * FP Counselling * Provision of FP commodities (Informed Choice)	NONE	2 mins. 2 mins. 15 mins. 1 min.	Midwife Midwife Midwife Midwife
3.C Basic Emergency Obstetric Neonatal Care (Delivery if normal pregnancy) (Delivery of normal people)	1. Patients assessment/interview 2. Retrieval if individual Patient Record 3. Vital signs taking 4. Internal examination		2 mins. 2 mins. 10 mins. 3 mins.	Midwife Doctor/Midwife Midwife Doctor/Midwife

	5. Fetal heartbeat taking 6. Monitoring for progress of labor for complicated cases: refer to higher referral facility		depends on its progress	Midwife
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4.D Immunization *every Wednesday only	7. Delivery of newborn, placenta	NONE	10 mins.	Doctor/Midwife
	8. Thorough during of newborn		Midwife	
	9. Skin to skin contact (mother and child)		30 mins.	Midwife
	10. Cord dressing/cord clamping		Midwife	
	11. initiate breastfeeding		Midwife	
	12. Newborn screening		5 mins.	Midwife
	13. Newborn screening		Midwife	
	14. Discharge patient with proper home meds. Instruction and schedule follow-up visit		Midwife	
	1. interview/assessment		2 mins.	Barangay Health Worker
	2. Vital signs taking		2 mins.	Barangay Health Worker
	3. Recording (clients record book, target client list)		5 mins.	Midwife/Nurse
	4. Actual immunization of schedule antigen		2 mins.	Midwife/Nurse
	5. Health education and schedule follow-up visit		3 mins.	Midwife/Nurse
	TOTAL		NONE	131 mins.

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Individual Health Profile and Assessment Form		CHO/Front Desk		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.A</p> <p>MEDICAL CONSULTATION AND TREATMENT</p> <p>Get Priority No.</p> <p>New Clients, Fill up ITR</p>	<p>1. Issuance of priority number</p> <p>2. New patients: Preparation of Individual treatment record (ITR)</p> <p>OLD patient: Retrieval of individual treatment record (whichever is applicable to the patient)</p> <p>3. Physical Check - up</p> <ul style="list-style-type: none"> - history taking - physical examination - working/final diagnosis and treatment <p>* giving of prescription for prescribed medicines</p> <p>* giving of laboratory request (if necessary)</p> <ul style="list-style-type: none"> - health education/advocacy <p>For TB, Leprosy and mental health services:</p> <p>1. Follow procedures 1 - 4 above</p> <p>2. Enrolment/registration of patient at the registry logbook</p>	<p>NONE</p>	<p>1 min.</p> <p>3 mins.</p> <p>15 mins.</p> <p>2 mins.</p>	<p>Barangay Health Worker</p> <p>Barangay Health Worker</p> <p>Dr. Danilo S. Ecarma</p> <p>Medical Officer III</p> <p>Dr. GLORIA ENRIQUEZ-FABRIGAS</p> <p>OIC – City Health Officer</p> <p>TB, Leprosy & Mental Health</p> <p>Dr. Danilo S. Ecarma</p>
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	<p>3. referral to the next level of care (if necessary)</p> <p>4. Dispensing of drugs/medicines:</p> <p>Anti - TB drugs (TB patients)</p> <p>*Initial dose only, continuing drugs will be dispensed at your respective District Health Centers near you</p> <p>MDT Drug (leprosy patients)</p> <p>Mental Health Drugs/medicines (Mentally disturbed Clients)</p> <p>5. Follow -up Consultation (for end of treatment/continue client's treatment)</p>		<p>1 min.</p> <p>10 mins.</p>	<p>Medical Officer III</p> <p>Nurse in-Charge</p> <p>Dr. Danilo S. Ecarma</p> <p>Medical Officer III</p> <p>Nurse/Midwife</p>
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<p>2.B</p> <p>Dispensing of Drugs/medicines</p> <p>Present ITR/doctor prescription at the dispensing clerk</p>	<ol style="list-style-type: none"> 1. Record/document drugs/medicines to be dispensed at the registry logbook 2. acknowledge receipt by affixing recipients signature 3. dispense prescribe drugs/medicines with proper instruction 	<p>NONE</p>		<p>Belen T. Lavides Dispensing Clerk</p>
<p>3.C</p> <p>Vital Signs</p> <p>-BP taking</p> <p>-weighing</p>	<ol style="list-style-type: none"> 1. Patients assessment/interview 2. registration in Patients registry Logbook 3. Blood Pressure taking/weigh client 4. Record result - for high BP - refer to physician for management 5. health education 		<p>3 mins.</p>	<p>Barangay Health Worker</p>

TOTAL	NONE	35 mins.	
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Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Gram Staining Smear Examination	1. interview and records clients		2 mins.	
2.B Cerval, urethral, Vaginal smear	2. perform gram staining smear examination		3 mins.	Myla V. Garcia Nurse II
3.C	3. Conduct health education/counselling		10 mins.	
			1 hour.	Martee H. Tingzon /Gemma L. Malate

<p>HIV counselling</p> <p>Schedule: Every Tuesday & Thursday at Social hygiene clinic, marasbaras Tacloban City</p>	<p>4. processing of gram staining slices and drying</p> <p>5. Microscopy reading of slides and recording of smear results</p> <p>6. Releasing of smear results</p> <p>7. Treatment of STI</p> <p>8. Conduct of STI/HIV and AIDS seminar</p>	<p>580.00</p>	<p>30 mins.</p> <p>2 mins.</p> <p>3 mins.</p> <p>3 mins.</p>	<p>MedTech (COS)</p> <p>Martee H. Tingzon /Gemma L. Malate</p> <p>MedTech (COS)</p> <p>Myla V. Garcia</p> <p>Nurse II</p>
<p>TOTAL</p>		<p>580.00</p>	<p>54 mins.</p>	

Office/Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Referral Slip Form			CHO/Front Desk	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Issuance/Review of Death Certificate *Submission of requirements	<ol style="list-style-type: none"> 1. Assessment/Interview Client for needed Data/information of the deceased 2. interview client for possible cause of death 3. Record and type death certificate, have it checked reviewed and signed by the informant 4. Refer to concerned cemetery for site clearance 5. Refer to funeral homes for signature of embalmer 6. Refer to city Treasurer's office for payment of burial fee 7. Refer to CHO/medical Officer for Review and signature 8. release and refer to CLCRO for registration 		<p>15 mins.</p> <p>10 mins.</p> <p>15 mins.</p> <p>15 mins.</p>	<p>Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.</p> <p>Medical Officer</p> <p>Diana Diaz ng. Attendant/ Juanita A.</p>

<p>2.B Preparation and issuance of endorsement letter for the following permits:</p> <p>a. Burial Permit</p> <p>b. Transfer/transport of cadaver</p> <p>c. Exhumation Permit</p>	<p>1. type endorsement letter for city major (Licensing Division for issuance of permit)</p> <p>2. Refer to CHO/Medical Officer for approval and signature</p> <p>3. refer to licensing division for issuance of permit</p>	<p>90.00</p> <p>180.00</p> <p>290.00</p> <p>/</p> <p>BONE</p>	<p>5 mins.</p> <p>5 mins.</p>	<p>Suyom, AA, J.O.</p> <p>Credula Enerlan, AA, J.O (Tac. Public cemetery)</p> <p>Mario Tinebr (Basper public cemetery embalmar)</p> <p>Revenue Collection Officer City Health Officer/ Representative</p> <p>OIC - City Health Officer / Representative licensing Division</p>
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Issuance of Medical/Dental Certification	<ul style="list-style-type: none"> - Assessment - Issuance of referral slip for required laboratory exams. - Preparation and filling - up of needed data in the medical certification form and refer to medical officer to physical exam 		2 mins. 2 mins. 3 mins.	Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.
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Issuance of Health Certificate for: - Non - Food Handlers - Food Handlers	- Conduct of Medical Checkup (physical examination)	80.00	5 mins.	Danilo S. Ecarma, MO III/ Gloria Enriquez-Fabrigas, OIC-City Health Officer	
	- issuance of medical Certificate if physically fit		2 mins.	Danilo S. Ecarma, MO III/ Gloria Enriquez-Fabrigas, OIC-City Health Officer	
	- Refer to CTO for for Payment of Medical Certification fee				Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.
	- Release of medical Certificate				Diana Diaz ng. Attendant/ Juanita A. Suyom, AA, J.O.
				1 min.	Sanitary Inspector on Duty
	1. Issuance of referral slip for payment/required lab. Exam. & advise procedural instructions			10 mins	Cashier
	2. Payment of required laboratory exams./doc. Stamp			c/o lab	client
				c/o lab	client
	3. Submission of required specimen laboratory section			1 min.	Sanitary Inspector on Duty
	4. Secure lab. Results from laboratory section			1 min.	Sanitary Inspector on Duty
		2 min.	Sanitary Inspector on Duty		

Issuance of Health Certificate for: - Registered Female Sex Workers	5. Assessment of necessary documents for the completeness of the requirements 6. Type health certificates 7. Record and verify lab. Results in the health card 8. Affixing of signature of CHO/MO Representative 9. Release of Health certificate	1 min. 15 secs c/o lab	CHO/MO representative SI on duty Myla Garcia Client
	1. issuance of referral slips for payment/required laboratory exams. & advise procedural instructions 2. Secure lab. Results from laboratory section/other laboratory facilities 3. Assessment of necessary documents for processing 4. Type health certificate 5. Record and verify lab. Results in the health card 6. Affixing of signature of social Hygiene Medical officer in charge and CHO	 1 min. 1 min. 2 mins. 1 min. 1 min.	 CHO/Social Hygiene Medical Officer in Charge Sanitary Inspector on Duty

Issuance of Sanitary permit to Operate	<p>7. Release of health certificate</p> <p>1. Assessment of necessary documents for processing</p> <p>2. issuance of referral slip for health certificate/establishment requirements & advise procedural instructions</p> <p>3. Veriication for the Compliance of the requirments</p> <p>4. record and type sanitary permit</p> <p>5. Schedule and conduct on-site inspection of establishment</p>	<p>150.00</p>	<p>1 min.</p> <p>1 min.</p> <p>1 min.</p> <p>as scheduled</p>	<p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector on Duty</p> <p>Sanitary Inspector in - charge</p>
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Issuance of water potability certificate	6. Endorsement of approved Sanitary permit to operate for establishments/institutions, others	80.00	1 min.	OIC – Gloria Enriquez-Fabrigas, M.D	
	7. Signing of sanitary permit		1 min.	Oscar Lapidario Sanitary Inspector III	
	8. Release of Sanitary permit				Sanitary Inspector in– charge
	1. refer client to EVRMC laboratory to get water specimens bottle with instructions		2 mins.		Sanitary Inspector on Duty
	2. Received request and specimen bottle		1 min.		Sanitary Inspector in - charge
	3. Record and schedule request				Sanitary Inspector in - charge
	4. Collect water Sample at the establishment and submit to EVRMC Laboratory		30 secs.		Sanitary Inspectors
			10 mins.		Sanitary Inspector
	5. Evaluate results of water test		2 mins.		Cashier
	6. Pay certification fee at the cashier		1 min.		Sanitary Inspector

	<p>7. Record and type Certificate</p> <p>8. Signing of certificate</p> <p>9 Release of documents</p>		15 secs.	<p>CHO/Medical Officer representative</p> <p>Sanitary Inspector on duty</p>
Action to sanitary complaints (Brgy. Level)	<p>Brgy. Complaints</p> <p>1. Interview/fill - up sanitary complaint form (walk - in clients)/receive letter complaints</p> <p>2. Refer client to the brgy. Level for brgy. Action (local code)</p> <p>3. For unsolved cases at the brgy. Level - secure brgy.</p>	NONE	<p>20 mins</p> <p>1 min.</p>	<p>Sanitary Inspector on duty</p> <p>Sanitary Inspector on duty</p> <p>Sanitary Inspectors</p> <p>Sanitary Inspectors</p>

	<p>4. schedule visitation</p> <p>5. Courtesy call at the brgy. And conduct on-site inspection with brgy. Officials and the parties concerned</p> <p>6. Issue Sanitary order for compliance</p> <p>7. Make necessary report and recommendations</p> <p>8. Submit to CHO for information and necessary action if needed</p> <p>9. Follow - up Compliance to Sanitary order</p>		<p>5 mins</p> <p>1 hr</p> <p>Grace period</p>	<p>Sanitary Inspectors</p> <p>Sanitary Inspectors</p> <p>Sanitary Inspectors</p>
<p>Action to sanitary complaints (walk - in clients/letter received by the office)</p>	<p>Other form of complaints:</p> <p>1. interview/fill - up sanitary complaint form (walk - in clients)/ receive complaint</p> <p>2. Schedule visitation</p>	<p>NONE</p>	<p>20 mins.</p> <p>1 min.</p>	<p>Sanitary Inspector on Duty</p> <p>Sanitary Inspectors</p>
	<p>3. Courtesy Call and Conduct on -site inspection</p> <p>4. Issue sanitary order for compliance</p>	<p>NONE</p>		<p>Sanitary Inspectors</p>

	<p>5. Make Necessary report and recommendations</p> <p>6. Submit to CHO for information and Necessary action if needed</p> <p>7. Follow - up compliance to sanitary order</p>		1 hr.	<p>Sanitary Inspectors</p> <p>Sanitary Inspectors</p>
TOTAL		870.00	4 hrs & 38 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form given by City Health Office staff after service is rendered. Drop this at the designated box located at the frontdesk.</p> <p>The client can also send a message to the Tacloban City Health Office Facebook account.</p>
How feedbacks are processed	<p>The result of client satisfaction surveys of the City Health Office are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
How to file a complaint	<p>Write a letter addressed to the City Health Officer narrating specific details of the complaint.</p> <p>Or send a message to the Tacloban City Health Office Facebook Account.</p>
How complaints are processed	<p>The Receiving Officer of the complaint will forward the complaint to the City Health Officer for appropriate action.</p> <p>The City Health Officer will review the nature of the complaint and discuss with the Administrative Officer the necessary actions that need to be taken or investigation to be conducted.</p> <p>For simple complaints, the City Health Officer or Administrative Officer shall answer it immediately.</p> <p>For complex complaints, the City Health Officer will forward it to the City Administrator for consultation.</p> <p>Provide the complainant a feedback after receiving result of investigation and action of the City Health Office thru a letter signed by the City Health Officer.</p>

Contact information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888
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TACLOBAN CITY HOSPITAL (EXTERNAL/FRONTLINE)

LABORATORY SERVICES

To provide timely, accurate, reliable and affordable Laboratory examinations within acceptable standards and quality control to help Physicians and other Health Caregivers diagnose and treat their patients' ailments.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Constituents of Tacloban and nearby Municipalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LABORATORY REQUEST		PHYSICIAN		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT Submit Laboratory Request	Assesses Availability of Examination Requested	Laboratory Services CBC 50 Hb / Hct 50 Platelet Count 75 CT / BT 50 HbsAg 120 HbsAb 300 Blood Typing 120 DRT 1,100 RPR 300 Typhi Dot 1,200 H- Pylori 850 Urinalysis 50 Pregnancy Test 150 OGTT 450 Fecalalysis 30 Occult Blood 250 FBS 80	3 minutes	Laboratory Assistant PSW Medical Technologist PSW

		RBS 80 Cholesterol 80 Triglycerides 150 Hdl / Ldl 300 BUA 80 BUN 80 Creatinine 100 SGOT (AST) 120 SGPT (ALT) 120 Total Bilirubin 195 Direct Bilirubin 195 Alkaline Phos 195 Total Protein 195 Albumin 195 Na, K, Ca 850 Troponin I 1,200 Crossmatching 650 Covid(Rapid Ag) 950 Covid (Rapid Ab) 950		
2 Paying Patient Goes to the cashier and settle payment		Same above price	3 minutes	Cashier (Detailed Regular)
Non Paying Patient Submit Laboratory Request to MSS office for approval			3 minutes	Medical Social Worker Officer (Detailed Social Worker)
3.Forward Laboratory Request, Receipt, Proof of Indigency and specimen to the laboratory	Received specimen and Extract blood sample	None	5 minutes	Phlebotomist / Medical Technologist
4. Perform Laboratory Examination	Perform Requested Laboratory Examination	None	1 hour	(Regular) Medical Technologist (PSW) Medical Technologist
TOTAL OUT PATIENT			1 hour,14 mins	

5. Release result to Patient / Authorized Representative	Release laboratory Results	none	After 2 hrs. (For Blood Chemistry at 2 pm same date)	(PSW) Laboratory Assistant
IN – PATIENT Laboratory Request is secured	Assesses Availability of Examination Requested	Same above price	3 minutes	Laboratory Assistant / Medical Technologist
	Received specimen and Extract blood sample		3 minutes	Laboratory Assistant / Medical Technologist
	Perform Requested Laboratory Examination		1 hour	Medical Technologist
	Released Laboratory Results to Nurse on Duty		After 2 hrs. (For Blood Chemistry at 2 pm same date)	Laboratory Assistant / Medical Technologist
Total		Different amount per examination	3 hour 6 minutes	



RADIOLOGY SERVICES

To provide the highest quality, radiologic diagnosis and therapy, and training in direct support of patient care.

Office/Division:	Tacloban City Hospital			
Classification:	Simple			
Type of Transaction:	Government -to-Citizen (G2C)			
Who may avail:	All Constituents of Tacloban and nearby Municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-ray, Ultrasound and ECG request.		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT DEPARTMENT 1. Present X-ray/Ultrasound/ECG Request to the Radiology section.	Receive and charge according to the examination requested by the Doctor. Categorized patient (Paying/Non-paying).	Radiology Services Chest xray 100.00 Chest bucky 140.00 Cervical Spine- 250.00 Thoracic Spine 250.00 Lumbar Spine 250.00 Pelvic 250.00 Skull 250.00 Para nasal Sinuses 250.00 Lower Extremities (Thigh,Knee, Leg, Ankle, Foot,Toes) 125.00 Upper Extremities (Shoulder,	3 Minutes	Radiologic Technologist Regular Radiologic Technologist Professional Service Worker

		Clavicle, Arm, Forearm, Elbow, Wrist, Hand, Fingers) 125.00 ECG Services 90.00 Ultrasound Services Whole Abdomen 1000.00 KUB 500.00 Thyroid 600.00 Hepatobilliary Tree 500.00 Breast 400.00 Pelvic 500.00 Scrotum 500.00 Prostate 500.00 Upper Abdomen 500.00 Lower Abdomen 500.00 Transvaginal 600.00		
2.Paying Patient to pay at the Cashier office.	Present & receive the request and official receipt.	Same above price.	5 Minutes	Cashier Regular/Detailed
Non-paying Patient submit X-ray/Ultrasound/ECG to MSS office for approval.	Proof of indigency.			Medical Social Worker Officer Detailed Social Worker

3.Examination/procedures based on Doctor's request.	Perform the examination based on the requested of the Doctor.	NONE	10 Minutes	Radiologic Technologist Regular
4.Claim of the result or authorized representative.	Release of the result X-ray, Ultrasound and ECG.	NONE	X-ray/ ECG 1day Ultrasound 20 Minutes	Radiologic Technologist Professional Service Worker Radiologic Technologist Regular
IN-PATIENT Admitted Patient for examination/ procedure.	Encode the request thru IHOMIS based on the requested of examination.	NONE	5 Minutes	Radiologic Technologist Professional Service Worker
	Wheels patient to the X-ray /Ultrasound room.		8 Minutes	Nurse on duty Regular Nurse on duty Professional Service Worker
	Examination done based on Doctor's request.		10 Minutes	Utility Worker Job Order
	Wheeled back to the ward/emergency room.		8 Minutes	Radiologic Technologist Regular Radiologic Technologist Professional Service Worker
	Release of the result (x-ray/ECG/ultrasound to the NOD.		10 Minutes.	Utility Worker Job Order Radiologic Technologist Regular Radiologic Technologist Professional Service Worker
Total		Different amount per examination	1 day, 1hour and 19minutes.	





DENTAL SERVICES

To provide safe and quality, affordable, accessible and available dental consultation, oral examination, preventive measures and dental extractions.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	SIMPLE			
Type of Transaction:	HEALTH FACILITY			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD CARD		TCH		
COVID-19 TRIAGE PASS		TCH		
Vaccination card		TCH		
Health assessment form		TCH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CONSULTATION				
Present vaccination card/ OPD Hospital number at the triage	➤ Issues priority number to patients for consultation	none	2 mins.	PSW Nursing Attendant Contract of Service
Fill-up health assessment form	➤ Provide health assessment form to the patient	none	1 mins.	PSW Nursing Attendant Contract of Service
	➤ Retrieves patient's chart	none	5 mins.	Admin Clerk Contract of Service
	➤ Taking of vital signs of patient	none	5 mins.	PSW Nursing Attendant Contract of Service
	➤ Conducts dental consultations to patients	none	10 mins.	Dentist

TOTAL			23 minutes	

EXTRACTION

Present vaccination card/ OPD Hospital number at the triage	Issues priority number of patients for extraction	none	1 min	PSW Nursing Attendant Contract of Service	
Fill up the health assessment form.	Provide a health assessment form to the patient	none	1 min	PSW Nursing Attendant Contract of Service	
	Retrieves patient's Chart	none	5 mins	Admin Clerk Contract of Service	
	Records vital signs of the patient	none	5 mins	PSW Nursing Attendant Contract of Service	
Proceed to Dental Clinic	Case Evaluation	none	5 mins	Dentist	
Take the rapid antigen test and pay the corresponding fee.		Php 950.00	30 mins	Medtech and Cashier	
Goes back to Dental Clinic for RAT result	Issues number of Anesthesia to be used and the number of tooth to be extracted	none	3 mins	Dentist	
Proceed to the Pharmacy for pricing of the anesthesia	Pharmacy aide labels the price of the anesthesia	none	5 min	Pharmacist Aide Contract of Service	
		30 per Anesthesia	10 mins	Cashier	
Pays the extraction fee at the Cashier		300 pesos per tooth			
	Returns to the Dental Clinic and presents the Official Receipt.	Prepares instruments and supplies to be used	none	5 mins	PSW Dental Aide Contract of Service
		Records the O.R. no. in the logbook	none	1 min	PSW Dental Aide Contract of Service
	Extracts the tooth or teeth	none	30 mins	Dentist	
	Prescribes the needed medication and gives post-operative home care instructions.	none	10 mins	Dentist	
TOTAL		Php 1,250.00	1 Hour & 51Mins.		

Prepared by:
LIVIA B. ARCENAS, DMD
 Dentist IV/ AO Designate

Noted by:
JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
 Chief of Hospital



DIETARY SECTION

To help patients achieve optimal nutrition through effective utilization of resources, highest quality of nutrition care & food service committed to provide nutrition education to patients & other stakeholders.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		IN-PATIENTS AND OUT-PATIENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PREPARATION TIME	PERSON RESPONSIBLE
NUTRITION & DIETETICS SERVICES				
Dietary has 2 shifts morning & afternoon				
1 st shift Morning duty (6a.m.-2p.m.)	Morning duty prepares breakfast menu according to the diet lists, special & regular diets. Serve breakfast	NONE	1 Hr. & 30 mins.	Cook II Regular
2 nd shift Afternoon duty (9a.m. 5p.m.)	Morning & Afternoon duty prepares & cook lunch & supper	NONE	1 Hr. & 30 mins.	Food Server on duty Contract of Service Cook & Food Server on duty Contract of Service
Procurement of patient meals & other dietary needs	Once a week (every Friday)		2 hours	Special disbursing officer
Ward rounds to in-patients during afternoon	Get the patients data from the chart with the permission of the nurse on duty Interview and evaluate patients' meals if accepted.	NONE	30 minutes to 1 hour minutes	Regular Employee
		NONE	10-15 min.	Nutritionist Dietitian Contract of Service

Out-patients clients	Follow-up thru messenger or call regarding their diets.	NONE	30 minutes to 1 Hour	Nutritionist Dietitian Contract of Service
	Attend to out patients who requests for nutrition & diet counseling, diet guides & menu for their specific condition.			
	Conducts NUTRITION CHECK UP & DIET COUNSELING in a safely manner	NONE	30 minutes	Nutritionist Dietitian Contract of Service
	Advised home with intervention.			
Total			13 hours and 45 mins	

Prepared by:

MARLYN P. RACAB
Nutritionist Dietitian

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



MEDICAL SOCIAL SERVICES

To address poverty situation by means of providing accessible and affordable health care services in the institution.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive				
Project/Research Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present his/her request (labs, meds, xray, ECG, ultrasound) and other documents to the medical social worker	Receives, interviews and assess the patients capability to pay or avail of the assistance needed (e.g. meds, labs, x-ray, ECG, ultrasound) and other hospital fees; referral for further financial management to higher charitable entities.	20% discount for Senior Citizen, PWD	5 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
Receives approved prescriptions and other request (labs, meds, xray, ECG, ultrasound).	Inform the Chief of Hospital to seek approval.	NONE	2 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
	Releases approved prescription (labs, meds, xray, ECG, ultrasound)	NONE	1 minute	Tarcela P. Manadong, RSW Designate Medical Social Worker
	Total	NONE	8 minutes	



Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive		CLIENT		
Project/Research Proposal		CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the required documents (e.g. Brgy. Certification, ID to the Medical Social Worker.	Receives/checks documents presented. Assess and evaluate client socio economic condition.	None	3 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
Receives approved certification of indigency for financial assistance from the medical social worker	Provides certificate of indigency for financial assistance & referral for further management.	None	2 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
	Total	None	5 minutes	



MEDICAL SOCIAL SERVICES

To address poverty situation by means of providing accessible and affordable health care services in the institution.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive				
Project/Research Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the required documents (e.g. Brgy. Certification, ID to the Medical Social Worker.	Assess and interview client socio-economic condition. Provides of social case study report for patient of Tacloban City Hospital who needs further medical and financial assistance	None	20 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
Receives the social case study report and submit to the charitable enteties referred to		None	7 days	Tarcela P. Manadong, RSW Designate Medical Social Worker
	Total	None	7 days and 20 minutes	

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive				
Project/Research Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attends counseling sessions at least once a month	Conducts counseling on young couple for responsible parenting.	None	2 hours	Tarcela P. Manadong, RSW Designate Medical Social Worker
Report to MSS for accomplishment, skills gained	Monitoring on the parenting capabilities of young couples who attended the session.	None	20 minutes	Tarcela P. Manadong, RSW Designate Medical Social Worker
	Total	None	2 hours and 20 minutes	

Prepared by:

TARCELA P. MANADONG, RSW
Designate Medical Social Worker

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record / Laboratory / Prescription		Records / ER Doctor		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Section. Present OPD Record to the ER Staff.	1. Receives and Checks the OPD Record.	None	5 minutes	ER Nursing Aide Contract of Service
	2. Assessment & vital signs taking.	None	5 minutes	ER Nursing Aide Contract of Service
	3. Informs ROD.	None	2 minutes	ER Nursing Aide Contract of Service
	4. Assess patient.	None	2 minutes	Medical Officer III/ Contract of Service Medical Officer III/ Contract of Service
	5. Explains the findings to the Patient.	None	20 minutes	Medical Officer III/ Contract of Service
	6. Fills out the patients chart and make doctor's order.	None	15 minutes	
Receive Laboratory request and prescription.	1.For ADMISSION 1. Carry out doctor's order. For Laboratory/Pharmacy/ Radiology.	None	30 minutes	ER Nurse / Contract of Service
Receive linen issued.	2. Register at IHOMIS.	None	10 minute	ER Nurse / Contract of Service
	3. Secure linen from the Laundry.	None	5 minutes	ER Nursing Aide Contract of Service
	4. Provide linen to patients.	None	10 minutes	ER Nursing Aide Contract of Service

	5. Wheel patients to the ward.	None	5 minutes	Utility Worker Contract of Service
TOTAL		None	1 Hour and 49 minutes	



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division		TACLOBAN CITY HOSPOITAL		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Doctor		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Prescription to the Pharmacist for costing.	2.For NEBULIZATION	None	5 minutes	ER Nurse Contract of Service
2. To cashier to settle bill and back to the Pharmacy to claim the medicine	1. Carry out Doctor's order.	Php 30.00 per Nebulization.	1 minute	ER Nurse Contract of Service
3. Give the medicine to the ER Staff.	2. Prescription given to patient/caretaker.	None	30 minutes	ER Nurse Contract of Service
	3. Nebulization done per doctor's order.	None	5 minutes	ER Nurse Contract of Service
4. Receive prescription and verify as to home medication instructions.	4. Refer to ROD.	None	15 minutes	ER Nurse Contract of Service
	5. Re-assess by ROD, prescriptions given with instructions, sent home and advice follow-up.	None		Medical Officer III RODs Contract of Service
TOTAL		P 30.00	56 minutes	

Prepared by:
FLORENTINA L. MENESES, RN, MHS, MAN
 Chief Nurse

Noted by:
JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
 Chief of Hospital



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent for Surgery		ER Doctor		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs Consent for surgery.	3. For MINOR SURGERY	None	5 minutes	ER Nurse Contract of Service
2. Cooperate during the procedure.	1. Carry out Doctor's order.	None	1 minute	ER Nurse Contract of Service
3. Receives bill and settles at the	2. Secures consent form.	None	10 minutes	ER Nurse Contract of Service
Cashier's office and present it to the ER Staff.	3. Prepares Minor set.	None	30 minutes	Medical Officer III RODs Contract of Service
	4. Performs procedure and prescribe medication as necessary.	None	2 minutes	ER Nurse I/ Contract of Service
	5. Gives hospital bill after surgery	P150.00	20 minutes	Medical Officer III/COS
	6. Prescribe meds for home medications after the surgery, advise follow-up and sent home.	None		
TOTAL		P 150.00	1 hour and 8 minutes	

Prepared by:

FLORENTINA L. MENESES, RN, MHS, MAN
Chief Nurse

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		GSC-Government to Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		ER Doctor		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives laboratory requests. Listen to the instructions and ask for clarifications.	4. If NON-ADMITTABLE 1. Make lab. request for the needed lab. examinations as well as prescriptions for home medications, advice to submit, for and follow-up with lab. result thereafter.	None	10 minutes	Medical Officer III RODs Contract of Service
	2. Instructions are given.	None	10 minutes	ER Nurse Contract of Service
TOTAL		None	20 minutes	

Prepared by:

FLORENTINA L. MENESES, RN, MHS, MAN
Chief Nurse

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2c-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		ER Doctor		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Choose the hospital of choice for referral.	5. For Referral			
	1. Carry out doctor's orders.	None	20 minutes	ER Nurse Contract of Service
	2. Calls/Informs receiving hospital for said referral.	None	5 minutes	ER Nurse Contract of Service
	3. Informs the ambulance driver on duty.	None	3 minutes	ER Nurse Contract of Service
	4. Ushers patient to the ambulance.	None	5 minutes	Utility Worker Contract of Service
5. Accompany patient to hospital of choice.	None	30 minutes	ER Nursing Aide Contract of Service Utility Worker(COS)/Ambulance Driver	
TOTAL		None	1 hour and 3 minutes	

Prepared by:
FLORENTINA L. MENESES, RN, MHS, MAN
 Chief Nurse

Noted by:
JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
 Chief of Hospital



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patients Chart		OR / Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OPERATING ROOM Asks questions for clarification Receives and wears patient OR gown Receives and kept jewelries	PRE-OPERATIVELY 1. Procedure explained. 2. Gown provided. 3. Jewelries and nail polish removed. 4. Vital Signs taken. 5. Carry out pre-op medications administered prior to surgery 6. NPO maintained. 7. Endorse patient and chart. 8. Receive and Checks the completeness of chart. 9. Wheel patient to OR.	None None None None None None None None None None	10 minutes 1 minute 2 minutes 10 minutes 10 minutes Schedule Operation 10 minutes 5 minutes 5 minutes	Attending Surgeon Contract of Service Nursing Aide Contract of Service Ward Nurse Contract of Service Nursing Aide Contract of Service Ward Nurse Contract of Service Ward Nurse Contract of Service Ward Nurse Contract of Service Regular OR Nurse I Regular OR IW Contract of Service
TOTAL		None	1 hour and 53 minutes	

Prepared by:

FLORENTINA L. MENESES, RN, MHS, MAN
Chief Nurse

Noted by:
JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA



Chief of Hospital

NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
INTRA-OPERATIVELY. Cooperate with the OR Staff.	1. Position on supine for skin preparation. 2. Position on side lying for spinal anesthesia. 3. Re position on Supine. 4. Assists surgery.	Phil Health case rate.	10 minutes	Regular OR Nurse
			15 minutes	Regular OR Nurse I
			10 minutes	Regular OR Nurse I
			Depends upon the type of surgery and anesthesia	
POST OPERATIVELY 2. Receives bill and settled at the Cashiers office. 3. Receive take home meds. 4. Present receipt to the Ward Nurse. 5. Present Discharge slip to Guard on duty	1. Wheel to the Recovery Room. 2. Carry out doctor's order. 3. Monitors vital signs every 15 minutes till stable. 4. Wheel to Ward conscious and awake. 5. Receive from the Recovery Room. 6. Monitored and cared for. 6. Surgeon does his rounds with orders, may go home. 7. Chart forwarded to Philhealth for billing. 8. Discharge with take home meds instructions and advice OPD		5 minutes	Regular OR IW/COS
			10 minutes	Regular OR Nurse I
			As ordered until stable	Regular OR Nurse I
			10 minutes	Regular OR IW Contract of Service
			5 minutes	Ward Nurse Contract of Service
			3 days	
		20 minutes	Ward Nurse Contract of Service Surgeon	
		10 minutes	Ward Nurse Contract of Service Philhealth Processor Contract of Service	
		20 minutes	Ward Nurse Contract of Service	

	follow-up. 9. Checks Discharge slip.		10 minutes	Guard Contract of Service
TOTAL			3 Days,2 hours & 5 minutes	



NURSING SERVICES

To ensure and promote the implementation of nursing programs for total quality health care; provision of nursing care to medical case; and development, coordination and implementation of relevant training programs for nursing personnel.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Records / OB Chart		Records / DR Doctor / Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DELIVERY ROOM Present her record to the DR staff. 2. Answers questions for data gathering. 3. Cooperate during examination. 4. Ask status. Receive linen. 6. Receive gown.	1. Receive and Check the OPD Record.	None	5 minutes	DR Midwife COS
	2. Assessment & vital signs taking.	None	5 minutes	DR Nurse/Midwife Contract of Service
	3. Prepare for examination/procedure	None	5 minutes	DR Nurse/Midwife Contract of Service
	4. Informs ROD.	None	2 minutes	DR Nurse/Midwife Contract of Service
	5. Assess patient thru history taking.	None	10 minutes	Medical Officer III RODs Contract of Service
	6. Examines the patient thru Internal Exam.	None	20 minutes	Medical Officer III RODs Contract of Service
	7. Fills out the patient chart and make doctors order.	None	30 minutes	Medical Officer III RODs Contract of Service
	8. Carry out doctor's order. For Laboratory/Pharmacy/Radiology.	None	30 minutes	DR Nurse Contract of Service
	9. Register at IHOMIS.	None	10 minutes	DR Nurse Contract of Service
	10. Secure linen from the Laundry.	None	5 minutes	DR Midwife Contract of Service
	11. Gown provided.	None		
	12. Labor watch.	None	10 minutes	DR Midwife Contract of Service
	13. Wheel to Labor Room.	None	Monitor till the progress of labor is attain. 5 minutes	DR Nurse Contract of Service Utility Contract of Service

<p>7. Cooperate.</p> <p>8. Receives bill and settle at the Cashiers office.</p> <p>9. Take home meds received.</p> <p>10. Present receipt to the Ward Nurse.</p>	<p>14. Wheel to DR for delivery.</p> <p>15. Prepare for delivery/procedures.</p> <p>16. Informs ROD.</p> <p>17. ROD handles delivery /performs procedure.</p> <p>18. ROD makes necessary doctor's orders.</p> <p>19. Carry out doctor's orders.</p> <p>20. Wheels patient to Ward.</p> <p>21. Receive from the Labor. Room.</p> <p>22. Monitor and care for..</p> <p>23. Rounds by ROD with orders may go home.</p> <p>24. Chart forwarded to Philhealth for billing.</p> <p>25. Discharge with take home meds instructions and advice OPD follow-up.</p> <p>26. Check Discharge slip.</p>	<p>Philhealth Case Rate</p>	<p>5 minutes</p> <p>10 minutes</p> <p>2 minutes</p> <p>1 hour</p> <p>20 minutes</p> <p>30 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>24 hours</p> <p>20 minutes</p> <p>10 minutes</p> <p>20 minutes</p> <p>10 minutes</p>	<p>IW Contract of Service</p> <p>DR Nurse/Midwife Contract of Service</p> <p>DR Nurse/Midwife Contract of Service</p> <p>Medical Officer III</p> <p>RODs Contract of Service</p> <p>Medical Officer III</p> <p>RODs Contract of Service</p> <p>DR Nurse Contract of Service</p> <p>IW Contract of Service</p> <p>Ward Nurse Contract of Service</p> <p>Ward Nurse Contract of Service</p> <p>Medical Officer III</p> <p>RODs Contract of Service</p> <p>Ward Nurse/Philhealth COS</p> <p>Ward Nurse Contract of Service</p> <p>Guard Contract of Service</p>
TOTAL			1 Day, 6 hours & 5 minutes	

Prepared by:
FLORENTINA L. MENESES, RN, MHS, MAN
Chief Nurse

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

To provide effective, efficient and affordable services to Tacloban City Hospital Clients within the catchment area accordant with the mandated programs, regulation and standards set by the Department of Health, PhilHealth other stakeholders.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number and or Vaccination Card (Old Patient)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
CONSULTATION				
A. PEDIATRICS				
B. MEDICAL				
a. Present to the triage on duty > Vaccination Card > OPD Hospital Number	Issues priority number to the patients for consultation	NONE	1 min.	Triage Staff on Duty Contract of Service
b. Fill-up accurately the health assessment form	Provides health assessment forms to clients.	NONE	1 min.	Nursing Attendant Contract of Service
	Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, etc).	NONE	8 mins.	Triage Staff / Nursing Attendants Contract of Service
	Conducts interviews to patients with history of smoking	NONE	2 mins.	Nurse On-duty Contract of Service
	History taking of patient illness	NONE		

	Conducts general consultation to patients according to their health needs presented.	NONE	5 mins.	Nurse/Nursing Attendant Contract of Service
			10 mins.	Medical Officer III Doctors Contract if Service
c. Present the prescription pad to the Pharmacy as prescribed by the OPD doctor.	Receives and charges prescribed medicines that are available. Categorized patient (Paying & Non-Paying)	Based on the recommended price posted	3 mins.	Pharmacist Contract of Service
d. Present the prescription pad and pay to the Cashier	Receives/checks the prescriptions and issue official receipt (OR)	NONE	3 mins.	Cashier Designate Detailed Regular Employee
e. Receives the prescribed medicines	Releases/Dispenses the prescribed medicines accurately, safely and promptly.	NONE	3 mins.	Pharmacist Contract of Service
If for Laboratory/X-ray Services Present X-ray and Ultrasound/ECG request to the Radiology Section	Receives & charge according to the examination requested by the OPD Doctor Categorized (Paying & Non-paying)	Based on the examination requested and price posted	3 mins.	Med. Tech Contract of Service Rad. Tech Contract of Service
Present the request & pay to the Cashier	Receives the request and issue Official Receipt (OR)	NONE	5 mins.	Cashier Designate Detailed Regular Employee Med. Tech Contract of Service
	Performs the examination based on the request made by the OPD Doctor	NONE	5 mins.	Med. Tech Contract of Service Rad. Tech Contract of Service
Present the Laboratory/X-ray result back to the OPD consultation area	Releases the Laboratory/Radiology services results to the patient/authorized representatives	NONE	1 min.	Rad. Tech Contract of Service

	Receives and attached lab & x-ray results to the OPD chart provided for.	NONE	1 min.	Nursing Attendant Contract of Service
	Officially read results of Lab & x-ray	NONE	5 mins.	Medical Officer III PSW Doctors Contract of Service
	If for admission: refer to the Resident On-Duty	NONE	5 mins.	Medical Officer III PSW Doctors Contract of Service
	If not: Advised home medication with proper instruction.	NONE	5 mins.	
Total			1 hr. & 04 minutes	



OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

To provide effective, efficient and affordable services to Tacloban City Hospital Clients within the catchment area accordant with the mandated programs, regulation and standards set by the Department of Health, PhilHealth other stakeholders.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number and or Vaccination Card		Triage Staff on Duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
PRE-NATAL CHECK-UP/OB-GYNE				
Present on the Triage Staff on Duty Hospital Number and or Vaccination Card	Issued priority number to the patients for pre-natal.	NONE	1 min.	Triage Staff Contract of Service
Fill-up accurately the health assessment form	Provides health assessment forms to clients. Conducts interview to patients with history of smoking.	NONE	1 min.	Nursing Attendant Contract of Service
		NONE	1 min.	Midwife Contract of Service
	Conducts PRE-NATAL check up in a safely manner	NONE	2 mins.	Midwife Contract of Service
	Advised home with instruction.	NONE	10 mins.	Midwife Contract of Service
		NONE	2 mins.	Midwife Contract of Service
Total			24 minutes	



OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

To provide effective, efficient and affordable services to Tacloban City Hospital Clients within the catchment area accordant with the mandated programs, regulation and standards set by the Department of Health, PhilHealth other stakeholders.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number and or Vaccination Card		Triage Staff on Duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
FAMILY PLANNING				
Present to the Triage Staff on Duty Hospital Number and or Vaccination Card	Issued priority number to the patients for Family Planning.	NONE	1 min.	Guard On-duty Contract of Service
Fill-up accurately the health assessment form	Provides health assessment forms to clients.	NONE	1 min.	Nursing Attendant Contract of Service
	Verifies Medical Records at Records Section and forwarded to Family Planning Room	NONE	2 mins.	Records Clerk Contract of Service
	Conducts Family Planning Session	NONE	30 mins.	Midwife Contract of Service
Total			34 minutes	



OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

To provide effective, efficient and affordable services to Tacloban City Hospital Clients within the catchment area accordant with the mandated programs, regulation and standards set by the Department of Health, PhilHealth other stakeholders.

Office/Division:		TACLOBAN CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		Triage Staff		
Anti-Rabies Vaccination Card		Injection Area Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
ANTI-RABIES PROGRAM				
Present to the Triage Staff on Duty Hospital Number ARV Card	Issued priority number to the patients for Anti-Rabies vaccine	NONE	1 min.	Triage Staff On-duty Contract of Service
Fill-up accurately the health assessment form	Provides health assessment forms to clients. (Triageing)	NONE	1 min.	Nursing Attendant Contract of Service
Proceed to OPD Consultation make shift Please pay the ARV Service fee at the Cashier makeshift	Verifies Medical Records at Records Section and forwarded to OPD Consultation make shift for consultation processes	NONE	2 mins.	Records Clerk Contract of Service
Proceed to Injection Area	Conducts consultation for necessary health intervention	NONE	10 mins.	Medical Officer III Medical Officer-PSW Contract of Service
	Cashier Designate receives request and issues official receipt.	P 50.00	1 min.	Cashier Designate

	Receives Medical Records and health assessment form	NONE	2 mins.	Nursing Attendant Contract of Service
	Prepares vials such as TT, ATS, ARV	50.00	3 mins.	Nurse On-duty Contract of Service
	Injects/Performs TT, ATS, ARV	NONE	1 min.	Nurse On-duty Contract of Service
	Advise to come back on the next schedule of ARV vaccine			Nurse On-duty Contract of Service
Total			21 minutes	

Prepared by:

RHODORA C. PONGOS, RN, MHS, CTEP, MAN
Nurse II
Public Health Unit Coordinator

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital



OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

To provide effective, efficient and affordable services to Tacloban City Hospital Clients within the catchment area accordant with the mandated programs, regulation and standards set by the Department of Health, PhilHealth other stakeholders.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MDR		PhilHealth LHIO Office (Sagkahan)		
CLIENT STEPS		AGENCY ACTIONS		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
NEWBORN SCREENING PROGRAM				
Fill-up CF1 Philhealth form and submit it to the Nurse Station	After 24 hours from birth, written order at the patient Medical Record to perform Newborn Screening.	NONE	2 mins	Doctor Medical Officer III Contract of Service
Submit CF1 form to PhilHealth Section for PhilHealth Status verification	Philhealth Clerk to verify status of Philhealth Validity	NONE	2 mins.	PhilHealth Clerk Contract of Service
	If updated, perform Newborn Screening by forwarding the CF1 form to NOD/Midwife.	NONE	2 mins.	PhilHealth Clerk Contract of Service
Process requirements for POS enrollment (indigency)	If not, enroll the patient to the POS program of Philhealth, and then wait until approved by Tacloban LHIO.	NONE	5 mins.	PhilHealth Clerk Contract of Service
	Philhealth Clerk to advice Client/SO to secure properly filled up PMRF, Certificate of Indigency (COI from TCH), Copy of Certificate of Livebirth and submit back to Philhealth Section	NONE	30 mins.	PhilHealth Clerk Contract of Service

<p>Bring the baby to the Newborn Screening Room</p> <p>After Newborn Screening has been performed, bring back the baby to the mother's side at the ward</p>	<p>Once approved, informed the patient/SO to proceed to the NBS room</p>	NONE	2 mins.	PhilHealth Clerk Contract of Service
	<p>Carries out the physician's order and secure properly filled-up CF1 form from Philhealth section.</p>	<p>Payment is included in the billing statement of the patient</p>	2 mins.	Nurse/Midwife Contract of Service
	<p>Performs Newborn Screening in a safely manner</p>		15 mins.	Nurse/Midwife Contract of Service
	<p>Inform the parents that the result will be after 14 days or more.</p>	P 2,750.00	2 mins.	Nurse/Midwife Contract of Service
	<p>Forward the specimen to the Newborn Screening Center West Visayas (NSCV) Iloilo City (to be claimed by To GO Express)</p>		3 mins.	Nurse/Midwife Contract of Service
Total			65 minutes	



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Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MDR		PhilHealth LHIO Office (Sagkahan)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
FOR REPEAT NEWBORN SCREENING	Receives the Newborn Screening result, if needs confirmatory testing	NONE	3 mins.	Newborn Screening Nurse Coordinator
Answers calls and signifies the date and time	Texts and calls to the mother/parent , re: NBS result, schedule repeat Newborn Screening or referral to a Medical Specialist	NONE	3 mins.	
Bring the baby to the facility	Verified/checks the document for repeat NBS Issues charge slip	NONE	1 min.	Nurse/Midwife Contract of Service
Receives the charge slip and pay at the Cashier.	Receives the payment slip and issue official receipt	NONE	3 mins.	Nurse/Midwife Contract of Service
Present the request (Cashier)	Receives the payment slip and issue official receipt	NONE	3 mins.	Nurse/Midwife Contract of Service
Bring the baby to the Newborn Screening Room	Receives the payment slip and issue official receipt	NONE	3 mins.	Nurse/Midwife Contract of Service
	Informs the mother/parent that the specimen to be sent to Iloilo City within 1-2 days.	P 1,750.00	5 mins.	Cashier Designate Detailed Regular Employee
	Forward the specimen to the Newborn Screening Center West Visayas (NBSWV) to be claimed by TOGO Express/courier.	NONE	1 min.	Nurse/Midwife Contract of Service
	Examines blood sample collected	NONE	3 mins.	Nurse/Midwife

	Receives result thru email and a hard copy from Newborn Screening Center West Visayas.	NONE	4 hours.	Contract of Service
	Informs the parent thru call or text	NONE	7 days	Medtech/Nurse NSWVC, Iloilo Nurse Senior Nurse
Receives calls/texts re: Newborn Screening results	If with significant/confirmed result, advise parents any suggested recommendations or referred to higher facility/pediatric specialist	NONE	3 mins.	Nurse Senior Nurse
	Coordinates the NBS Nurse Coordinator of EVMC or parent's choice.	NONE	15 mins.	Nurse/Midwife Contract of Service
Receives properly filled up referral forms	Prepares and issues referral slip with the attached NBS result Provides Referral logbook	NONE	5 mins.	Nurse Senior Nurse
	Referred promptly and safely to the hospital of choice.	NONE	3 mins.	Nurse/Midwife Contract of Service
Signs the logbook provided for	If normal NBS result, releases the official result Sent home with instructions	NONE	3 mins.	Nurse/Midwife Contract of Service
		NONE	5 mins.	Nurse Senior Nurse
Receives NBS result and sign at the logbook provided for		NONE	3 mins.	Nurse/Midwife Contract of Service
		NONE	3 mins.	Nurse/Midwife Contract of Service
Total		1,750.00	7Days, 4Hours, 59 minutes	



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Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Frontdesk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
SECURING MEDICAL CERTIFICATE Present to the Triage Staff Hospital Number/Vaccination Card	Issues priority number to the patients for consultation	NONE	1 min.	Guard Contract of Service
	Provides health assessment forms to clients.	NONE	1 min.	Nursing Attendant Contract of Service
b. Fill-up accurately the health assessment form	Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, etc).	NONE	8 mins.	Nursing Attendant/ Triage Staff Contract of Service
	Conducts interviews to patients with history of smoking	NONE	2 mins.	Licensed Practical Nurse Contract of Service
	History taking of patient illness	NONE	5 mins.	Nurse On-duty Contract of Service
	Conducts general consultation to patients			NOD/NA

	according to their health needs presented.	NONE	10 mins.	Contract of Service
c. Inform the Medical Officer that you'll going to seek Medical Certificate	Written order for Medical Certificate at the chart provided for.	NONE	5 mins.	Medical Officer III Doctors Contract if Service
d. Receives charge slip	Issues/prepares charge slip	NONE	1 mins.	Medical Officer III Doctors Contract if Service
e. Pay the necessary payment at the Cashier makeshift	Receives charge slip and issue official receipt.	P 80.00	2 mins.	Nursing Attendant Cashier Designate Detailed Regular Employee
f. Receives Medical Certificate	Issues and releases Medical Certificate after verification of payment.	NONE	2 mins.	Records Clerk Contract of Service
Total			37 minutes	



PHARMACY SERVICES

To provide an adequate supply of safe, effective, and quality drugs.

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription / Reseta		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHARMACY FRONTLINE SERVICES				
1. IN-PATIENT PRESCRIPTION (reseta hin pasyente sulod han Ospital)	PhilHealth / Non-PhilHealth Patient (mayda PhilHealth/ waray PhilHealth nga pasyente) 1. Nurses or Nursing Attendants will go to the Pharmacy for the issuance of medicine – requested from the IHOMIS	Refer to the price list of the medicines	5 min.	PS- Nurses/Ps Nursing Attendants PS- Pharmacy Assistant Assisted by: Pharmacist II
2. OUT-PATIENT PRESCRIPTION (reseta hin pasyente nga nagpakonsulta la)	Paying Patient (mabayad nga pasyente) 2. Go to the Pharmacy and bring the prescription for costing/Pricing of medicines (pakadto ha botika ngan dad-a an reseta pagpresyo han medisina)	Refer to the price list of the medicines	3 mins.	PS- Pharmacist/ PS- Pharmacy Assistant Assisted by: Pharmacist II
	3. Go to the Cashier to pay the cost/ amount of medicines (pakadto ha kahera pagbayad han kantidad han medisina)	Refer to the price list of the medicines	5 mins.	Nursing Attendant I Nursing Attendant I (assigned as cahier) Ticket Checker I Admin Aide I (Detailed from CTO)

	4. Go back to the Pharmacy and present the Official Receipt for the issuance of medicines (balik ha botika ngan ipakita an resibo para matagan hin medisina).	Refer to the price list of the medicine	5 mins.	PS- Pharmacist/ PS- Pharmacy Assistant Assisted by: Pharmacist II
	Indigent Patient for Indigent Patient (MAIP) (an mga kablas nga pasyente) 1. Go to the Pharmacy and bring the prescription for costing/pricing of available medicines (pakadto ha botika ngan dad-a an reseta pagpresyo han medisina).	None	3 mins.	Nursing Attendant I Nursing Attendant I (assigned as cahier) Ticket Checker I Admin Aide I (Detailed from CTO)
	2. Go to the MSS (Medical Social Service) make-shift area and bring the prescription for approved	None	10 mins.	Social Worker Officer I (Designated from CSWDO)
	3. Go back to the Pharmacy for the issuance of medicines		10 Mins.	PS – Pharmacy PS – Pharmacy assistant Assisted by: Pharmacy II
Total		Refer price list	54 mins.	

Prepared by:

LIZA P. MARTINEZ, RPh
Pharmacist II

Noted by:

JOEDINA BALEOS-GUMAGAY, MD, MPH, CFP, MHA
Chief of Hospital

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a message to Tacloban City Hospital Facebook page.</p>
How feedbacks are processed	<p>The result of client satisfaction surveys of the clients are opened weekly and analyzed. Those requiring answers and immediate attention are attended promptly. The Public Health Unit Coordinator do collate all the Client Satisfaction Form and gives a report to all Section/Unit Heads and COH Office a copy furnish of the report.</p>
How to file a complaint	<p>1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Chief of Hospital narrating specific details of the complaint.</p> <p>Or send their complaint thru the Contact Us portion of the website Or send a message to the Tacloban City Hospital Facebook Page.</p>
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to the Public Health Unit Coordinator's Office.</p> <p>The PHU Coordinator shall review the nature of complaint.</p> <p>For simple complaints, the PHU Coordinator shall answer it immediately.</p> <p>For complex complaints, the PHU Coordinator will forward it to the concerned Section/Unit Heads for appropriate action.</p> <p>Concerned Department will send a copy of result of investigation and action to PHU Coordinator. Provide the complainant a feedback after receiving result of investigation and action of the concerned Section/Department thru a letter signed by the Chief of Hospital and counter signed by the Section/Unit Head and Administrative Officer Designate.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888</p>



CITY POPULATION OFFICE

A. Provide Population and Gender-related Data and Information

To provide Barangay Officials, program partners, students and other clients with population and gender-related data and information needed for program planning and other relevant purposes.

Office/Division/Section:	City Population Office / Administrative Support Section- Data Information Management			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Barangay Officials, program partners, students and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tacloban City Population Office or Tacloban City Population Office FB Page		
Letter Request to the City Mayor				
Valid ID is required if needed to borrow documents for photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must register in the visitor's logbook and fill-up the request form.	Employee in-charge in the registration must provide request form to be filled-up by the client and endorse it to the Administrative Officer for review and to the Head of Office for Approval.	None	10 minutes	<i>Administrative Staff (Administrative Officer- Designate)</i>
2. Client must clearly specify the reason of requesting the needed data for verification purposes.	Head of Office must check and acknowledge request then refer it to the in-charge employees on Data Information Management; or advise the client to submit letter request to the City Mayor's Office, if the purpose need clearance.	None	20 minutes	<i>Population Program Officer IV (Admin Staff on Data Information Management)</i>

3. Receive the data needed or referral form to other offices and departments, if needed.	Data and information requested will be provided to the client after verification and upon approval of the Head of Office; and clearance from the City Mayor; or client will be officially referred to other department or agency if data is not available in the office.	None	10 minutes	<i>Population Program Officer IV</i> <i>Population Program Officer III</i>
TOTAL		None	40 minutes	



C. Provide Technical Assistance for the Preparation of PPDP & GAD Activity and Project Proposal

To provide technical assistance to the Barangay/SK Officials in the preparation of PPDP and GAD-related Activity and Project Proposals.

Office/Division:	City Population Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Barangay and Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tacloban City Population Office or Tacloban City Population Office FB Page		
Approved Barangay GAD Plan with Budget allocation on the proposed activity/project & Certificate of Endorsement from DILG		From the requesting barangays		
Copy of Annual Investment Program		From the requesting barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must register in the visitor's logbook and fill-up the request form.	Employee in-charge in the registration must provide request form to be filled-up by the client and endorse it to the Administrative Officer for review and to the Head of Office for Approval.	None	10 minutes	Administrative Staff <i>(Administrative Officer- Designate)</i>
2. The client must present a copy of their Barangay GAD Plan & Annual Investment Program with the target PPAs' to be implemented for the preparation of Activity/Project	Head of Office must check and acknowledge the request then refer it to the in-charge of the Technical Section on GAD Program and Area Program	None	30 minutes	<i>Population Program Officer IV Population Program Officer III (GAD Resource Staff) Population Program Workers</i>

Proposal.	Coordinators for the drafting of Activity and Project Proposal.			
3. The client must bring the Signed & Approved Activity/ Project Proposal of the Barangay to be reviewed by the in-charge of GAD Program	In-charge of GAD Program must review the approved proposal of the barangay, endorse to the Head of Office for signature and refer client to the City Local Government Operations Office to be noted by the City Director.	None	10 minutes	<i>Population Program Officer IV</i> <i>Population Program Officer III</i>
TOTAL		None	50 minutes	



D. Issuance of Pre-Marriage Counseling Certificate as a Pre-requisite for securing Marriage License

To provide Pre-Marriage Orientation and Counseling to engaged couples applying for Marriage License.

Office/Division:	City Population Office/ GAD Special Program- Pre-Marriage Orientation and Counseling Program Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Couple applicants for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
Health Certificate		City Health Office		
Official endorsement from CCRO		City Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple applicants must fill-up the PMOC logbook for record purposes.	PMOC Secretariat must receive the Official Receipt and copy of the Health Certificate.	None	10 minutes	PMOC Secretariat <i>(Administrative Aide I)</i>
2. Couple applicants must present LCR endorsement and must fill-up the Pre-Marriage Expectation Inventory Form.	PMOC Secretarial must check and acknowledge the LCR endorsement and provide schedule to the engaged couples after accomplishing the Pre-Marriage Expectation Inventory Form.	None	30 minutes	PMOC Secretariat <i>(Administrative Aide I)</i>
3. The engaged couples must attend the scheduled 4 to 8 hours PMOC session every WEDNESDAY and on special schedules requested.	In-charge of GAD Program will closely monitor PMOC Team in the conduct of either regular or special session, 4 hours for Pre-Marriage Orientation and 3 hours for Pre-Marriage Counseling to 25 years old and below couple applicants	None	8 hours	Population Program Officer III PMOC Team & Secretariat <i>(Accredited PPW, SWO and AT Counselors; Administrative Aide I)</i>

4. Couple applicants must fill-up the Feedback Form right after the session and claim their PMO and PMC Certificates	Pre-Marriage Orientation Certificate of Compliance and Pre-Marriage Counseling Certificates must be issued right after the seminar duly signed by the concern Accredited Pre-Marriage Counselors & Head of Office.	None	15 minutes	Population Program Officer IV PMOC Team & Secretariat <i>(Accredited PPW, SWO and AT Counselors; Administrative Aide I)</i>
TOTAL		None	8 hours and 55 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<ul style="list-style-type: none"> ➤ Answer the Client Satisfaction Survey Form given by the frontline officer after service is rendered. Drop this at the designated box in the frontline services or at the lobby. ➤ The client can also send a message to the Tacloban City Population Office Facebook account or through email at citypopulationoffice.tacloban@gmail.com
<p>How feedbacks are processed</p>	<ul style="list-style-type: none"> ➤ The client satisfaction survey forms dropped at the designated box are opened daily and recorded. ➤ Those requiring answers and immediate attention are attended promptly. ➤ Feedbacks such as comments, suggestions and recommendations recorded will be discussed during the CPO Monthly Conference conducted at the last working day of the month.
<p>How to file a complaint</p>	<ul style="list-style-type: none"> ➤ Fill out a complaint form provide by the frontline officer, write a letter addressed to the head of office or message to the Tacloban City Population Office Facebook Account narrating specific details of the complaint.
<p>How complaints are processed</p>	<ul style="list-style-type: none"> ➤ The frontline officer will forward the complaint to the Administrative Officer designate of the office. ➤ The Administrative Officer designate shall review the nature of complaint. ➤ For simple complaints concerning programs operations, the Administrative Officer designate will forward the said complaints to the program coordinator for appropriate actions. ➤ For complex complaints concerning the office and program operations, the Administrative Officer designate will forward the said complaints to the head of office for appropriate actions. ➤ For complaints concerning CPO staff and personnel, the Administrative Office designate will conduct investigation and submit a report of the result of the investigation to the head of office for due process and proper actions. ➤ Complainant will be provided with feedback of the result of the investigation and actions taken through a letter signed by the head of office.

**Contact Information of the City
Population Office**

Contact Numbers:

Globe/TM: +63 955 0755 920

Smart/TNT: +63 910 3503 800

Facebook Account:

Tacloban City Population Office

Link: www.facebook.com/citytacpop/

Email Address:

citypopulationoffice.tacloban@gmail.com



D. Provide Technical Assistance for the conduct of Capability-building and other IEC Activities

To provide technical assistance to the Barangay and SK Officials in the conduct of PPDP and GAD-related trainings, seminars and other IEC activities.

Office/Division:	City Population Office/Technical Support Services Section -Capability-building and IEC Program Services			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Barangay and Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tacloban City Population Office or Tacloban City Population Office FB Page		
Approved Barangay Activity/Project Proposals		From the requesting barangays		
Letter request to the City Mayor		From the requesting barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must register in the visitor's logbook and fill-up the request form.	Employee in-charge in the registration must provide request form to be filled-up by the client and endorse it to the Administrative Officer for review and to the Head of Office for Approval.	None	5 minutes	Administrative Staff Administrative Officer- Designate

2. The client must submit a letter request to the City Mayor's Office requesting the City Population Office for technical assistance to conduct the training, seminars, etc.	Administrative Officer will check and review the approved letter requests that will be routed to the office from the City Mayor's Office and Head of Office must request Office Order if request fall on weekends and Travel Order if activities will be held outside the city for concern personnel who will respond to the invitation.	None	1 day	Population Program Officer IV Administrative Officer-Designate Admin & Technical Support Staff
3. The client must give a copy of the Approved Activity/ Project Proposal and a copy of the SB Resolution.	Head of Technical Section will officially notify the requesting barangays on the name of the assigned personnel for the activity.	None	10 minutes	Population Program Officer IV Population Program Officer III Population Program Workers and In-charge of GAD Special Programs
TOTAL		None	1 day and 15 minutes	



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE (EXTERNAL/FRONTLINE)

Day Care Service/Early Childhood Care and Development Program

Provision of supplemental parental care to 0-6 years old child who may be neglected, potentially neglected, abused, exploited or abandoned, during part of the day when the parents cannot attend to his/her needs.

Office or Division:	ECCD Program: City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children 3 to 4.11 years old/Parents/Guardians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of live birth (1 photocopy)			Philippine Statistics Authority	
Immunization Record (1 photocopy)			City Health Office/District Health Centers/Health Agencies/Clinics	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the Day Care Center	1. Give the log book to client.	None	3 minutes	}
2. Submit required documents to Day Care Worker	2. Receive the required documents and check for completeness. Enlist the child in the registration list for the school year.	None	5 minutes	
3. Accomplish Child Information Sheet	3. Provide and assist in filling up of Child Information Sheet.			

<p>4. Pay participation fee (optional)</p> <p>5. Parent should return on scheduled date of Day Care Service Orientation.</p>	<p>4. Accept payment and issue a temporary receipt</p> <p>5. Inform parent about the date of Day Care Service Orientation.</p>	<p>None</p> <p>Php 100.00</p> <p>None</p>	<p>15 minutes</p> <p>3 minutes</p> <p>1 minutes</p>	<p><i>Day Care Worker</i></p> <p><i>Contract of Service</i></p>
	<p>6. Prepare Session Plan</p>	<p>None</p>	<p>1 hour</p>	<p><i>Day Care Worker</i></p> <p><i>Contract of Service</i></p>
	<p>7. Conduct of Session</p>	<p>None</p>	<p>4 hours</p>	<p><i>Day Care Worker</i></p> <p><i>Contract of Service</i></p>
	<p>TOTAL</p>	<p>Php 100.00</p>	<p>4 hrs 25 mins</p>	



1. Issuance of Brief Case Findings

Facilitate the provision of medical, transportation, educational, food, burial or financial assistance below Php 10,000.00 through issuance of brief case findings.

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Certificate of Indigence (original and 1 photocopy)	Barangay where client resides
	Government Issued Identification Card (2 Photocopy)	PSA, SSS, GSIS, Pag-IBIG, BIR, Philpost, LTO
	Letter of Intent (1 original and 1 photocopy)	Handwritten by client
	Referral letter (optional)	Other GOs and NGOs
	Medical abstract or medical certificate (2 photocopy) – for medical assistance	Health agencies (clinics or hospitals)
	Medical prescriptions, requests for laboratory/diagnostic examinations (2 photocopy) -for medical assistance	Health agencies (clinics or hospitals)
	School Assessment (1 original and 1 photocopy) – for educational assistance	School where child is enrolled
	Certificate of Non-Scholar (1 original and 1 photocopy) – for educational assistance	
	Duly registered Certificate of Death (2 photocopy) – for burial assistance	City Civil Registrar's Office

Funeral contract (2 photocopy) – for burial assistance		Funeral service provider		
Fire Certificate (1 original and 1 photocopy) – for fire victims		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the Public Assistance and Complaints Desk 2. Submit required documents to Front Desk Officer. 3. Answer inquiry of social welfare personnel. 4. Receive the original copy of the brief case findings 5. Proceed to benevolent institution (NGAs, NGOs) – submit required documents	1. Give the log book to client.	None	3 minutes	<i>Administrative Aide I PACD Officer</i>
	2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.	None	3 minutes	<i>Administrative Aide I PACD Officer</i>
	3. Conduct data gathering/interview and prepare brief case findings	None	1 hour	<i>Social Welfare Aide; Social Welfare Assistant; Social Welfare Officer I, Social Welfare Officer III</i>
	4. Issue brief case findings.	None	3 minutes	<i>Social Welfare Aide; Social Welfare Assistant; Social Welfare Officer I, Social Welfare Officer III</i>
	5. Prepare Certificate of Eligibility, Disbursement Voucher and Obligation Request	None	15 minutes	<i>Social Welfare Aide; Social Welfare Assistant; Social Welfare Officer I, Social Welfare Officer III</i>

	TOTAL	None	4 hrs 25 mins	



2. ISSUANCE OF SOCIAL CASE STUDY REPORT

Facilitate the provision of medical or financial assistance (above PhP10, 000.00 of gross hospital bill, etc.) from the Crisis Intervention Unit of DSWD FO8 through issuance of social case study report

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigence (original and 1 photocopy)		Barangay where client resides		
Government Issued Identification Card (2 Photocopy)		PSA, SSS, GSIS, Pag-IBIG, BIR, Philpost, LTO		
Letter of Intent (1 original and 1 photocopy)		Handwritten by client		
Referral letter (optional)		Other GOs and NGOs		
Final hospital bill (2 photocopy)		Hospital		
Medical abstract or medical certificate (2 photocopy)		Health agencies (clinics or hospitals)		
Medical prescriptions, blood request, laboratory request (2 photocopy)		Health agencies (clinics or hospitals)		
Duly registered Certificate of Death (2 photocopy)		City Civil Registrar's Office		
Funeral contract (2 photocopy)		Funeral service provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<ol style="list-style-type: none"> 1. Sign in the client log book at the Public Assistance and Complaints Desk 2. Submit required documents to Front Desk Officer. 3. Answer inquiry of social worker. 4. Receive the original copy of the social case study report. 5. Proceed to benevolent institution (NGAs, NGOs) – submit required documents 	<ol style="list-style-type: none"> 1. Give the log book to client. 2. Receive the required documents and check for completeness. Refer to social worker. 3. Conduct data gathering/interview and prepare social case study report. 4. Issue social case study report 	None	3 minutes	<i>Administrative Aide I PACD Officer</i>
		None	3 minutes	<i>Administrative Aide I PACD Officer</i>
		None	4 hours	<i>Social Welfare Officer I, Social Welfare Officer III</i>
		None	3 minutes	<i>Social Welfare Officer I, Social Welfare Officer III</i>
		None	15 minutes	<i>Social Welfare Officer I, Social Welfare Officer III</i>
	Total	None	4 hrs 24 mins	



3. ISSUANCE OF FAMILY ASSESSMENT

A family assessment is one of the pre-requisites in securing Minor's Travelling Abroad Certificate from the Department of Social Welfare and Development. Such is needed by minors who will travel unaccompanied by their parents in going abroad in order to avoid child trafficking

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Minors travelling abroad or travelling companion of minor	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Application Form		DSWD FO8
Certificate of Live Birth		PSA
Certificate of Marriage of parents, if applicable		PSA
Notarized Affidavit of Consent from the parents of the minor		Notary Public, Attorney at Law
Letter of invitation from the sponsor of the minor's trip		Sponsor of Minor's trip
Notarized Affidavit of Support from the sponsor of the trip, any of the following: <ul style="list-style-type: none"> a. Certificate of Employment b. Latest Income Tax Return c. Bank Statement 		BIR
Passport of minor (1 photocopy)		DFA
Passport of travelling companion (1 photocopy)		DFA

Special Power of Attorney (SPA) is needed if submission of documents is done through a duly authorized representative of the parents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the Public Assistance and Complaints Desk 2. Answer initial interview. 3. Submit required documents 4. Answer intake/interview 5. Submit family assessment and other requirements to DSWD FO8 for issuance of Travel Clearance for Minors Travelling Abroad	1. Give the log book to client.	None	3 minutes	<i>Administrative Aide I</i> <i>PACD Officer</i>
	2. Entertain client, ask for primary questions, and refer to SWO III of Family and Community Welfare Program.	None	3 minutes	<i>Administrative Aide I</i> <i>PACD Officer</i>
	3. Receive the required documents and check for completeness			
	4. Gather information	None	5 minutes	
	5. Home visitation	None	15 minutes	
	6. Issue family assessment to parent or authorized representative.	None	2 hours	

		None	5 minutes	
	Total	None	2 hrs 31 mins	

4. ISSUANCE OF CERTIFICATE OF INDIGENCE

Certificate of Indigence is given to those indigent families who need to avail free basic services from other offices and entities.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent citizens of the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigence (original and 1 photocopy)		Barangay where client resides		
Government Issued Identification Card (2 Photocopy)		PSA, SSS, GSIS, Pag-IBIG, BIR, Philpost, LTO		
Certificate of No Property or No Property Holdings (1 photocopy) – for free legal services from PAO		City Assessor’s Office		
Latest Income Tax Return – for free legal services from PAO		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Sign in the client log book at the Public Assistance and Complaints Desk</p> <p>2. Submit required documents to Front Desk Officer.</p> <p>3. Answer inquiry of social welfare personnel.</p> <p>4. Receive the original copy of the certificate of indigence</p>	<p>1. Give the log book to client.</p> <p>2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.</p> <p>3. Conduct data gathering/interview and prepare certificate of indigence</p> <p>4. Issue certificate of indigence</p>	None	3 minutes	<i>Administrative Aide I</i>
		None	3 minutes	<i>PACD Officer</i>
		None	3 minutes	<i>Administrative Aide I</i>
				<i>PACD Officer</i>
		None	20 minutes	<i>SWaide; SWA; SWO I, SWO III</i>
		None	3 minutes	<i>SWaide; SWA; SWO I, SWO III</i>
		None	20 minutes	<i>SWaide; SWA; SWO I, SWO III</i>
	Total	None	29 mins	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box inside the City Social Welfare and Development Office</p> <p>Contact info: cswdo.tacloban@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer Designate opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant focal persons or program manager and they are required to answer with three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087.</p>
How to file a complaint	<p>Answer the client Complaint form and drop it at the designated drop box in front of the City Social Welfare and Development Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: (1) Name of persons being complained, (2) Incident, (3) Evidence</p>

	For inquiries and follow-ups, client may contact the following mobile number: +639054201087
How complaints are processed	<p>The Administrative Officer designate opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Administrative Officer designate shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Administrative Officer designate will create a report after the investigation and shall submit it to the Department Head for appropriate action.</p> <p>The Administrative Officer designate will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087</p>
Contact Information of CCB, PCC and ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



PERSON WITH DISABILITY AFFAIRS OFFICE



Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency/Indigence		Barangay (Residence)		
Medical Certificate or Medical Abstract (1 photocopy)		Hospital, Clinic and similar health facilities		
1x1 I.D. picture (2 pcs.)		Photo studio, internet cafe		
Whole body picture (for apparent disabilities)		Photo studio, internet cafe		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in client's log sheet	Give log sheet to client	NONE	3 minutes	Contract of Service
2 Accomplish PWD Application Form	Give PWD Application form and assist the client in filling up		15 minutes	Contract of Service
3 Submit requirements and PWD I.D. Application Form	Receive PWD I.D. Application Form and check completeness of requirements		5 minutes	Contract of Service
4 Receive PWD I.D. and check is data being correct	Issue PWD I.D. with booklet for Medicine and Prime Commodities		3 minutes	Contract of Service

Total		26 minutes	
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ADVOCACY, ORGANIZATIONAL DEVELOPMENT AND SELF-RELIANCE PROGRAM

Office/Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Encoding of PWDs profile from filled up application of Group Roster to the on-line registration through DOH for Health Care Program	NONE	15 minutes	Contract of Service
	Encoding of PWDs profile from filled up application of Group Roster by age bracketing and per Barangay by area to the Database		15 minutes	Contract of Service
	Barangay visit and collection of PWD listing		2 hours	Office in Charge
	Schedule setting for a meeting			Contract of Service
	Conduct Organizational meeting, Orientation, Validation			Contract of Service
Total			2 hours & 30 minutes	



ISSUANCE OF PWD I.D.
To provide PWD I.D. for proper recognition and identification

Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency/Indigence		Barangay (Residence)		
Medical Certificate or Medical Abstract (1 photocopy)		Hospital, Clinic and similar health facilities		
1x1 I.D. picture (2 pcs.)		Photo studio, internet cafe		
Whole body picture (for apparent disabilities)		Photo studio, internet cafe		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in client's log sheet	Give log sheet to client	NONE	3 minutes	Rechelle Joy L. Espina
2 Accomplish PWD Application Form	Give PWD Application form and assist the client in filling up		15 minutes	Richard T. Marta Arnel E. Grego
3 Submit requirements and PWD I.D. Application Form	Receive PWD I.D. Application Form and check completeness of requirements		5 minutes	Joseph P. Navidad Edilberto S. Badilla Jr.
4 Receive PWD I.D. and check is data being correct	Issue PWD I.D. with booklet for Medicine and Prime Commodities		3 minutes	
Total			26 minutes	



ADVOCACY, ORGANIZATIONAL DEVELOPMENT AND SELF-RELIANCE PROGRAM

Office/Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Encoding of PWDs profile from filled up application of Group Roster to the on-line registration through DOH for Health Care Program	NONE	15 minutes	Rechelle Joy L. Espina
	Encoding of PWDs profile from filled up application of Group Roster by age bracketing and per Barangay by area to the Database		15 minutes	Richard T. Marta
	Barangay visit and collection of PWD listing		2 hours	Claire Eden C. Tacazon Richard T. Marta
	Schedule setting for a meeting			Arnel E. Grego
	Conduct Organizational meeting, Orientation, Validation			Joseph P. Navidad
Total			2 hours & 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Feedback Form given by staff after service is rendered. Drop this at the designated box
How feedbacks are processed	The result of client satisfaction surveys of the staff/s are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Filled out the Complain form will forward the complaint to the Immediate Supervisor The Immediate Supervisor shall review the nature of complaint.
How complaints are processed	For complaints, the Immediate Supervisor shall call on attention of the staff/s been complained immediately.
Contact Information of CCB, PCC, ARTA	



SAMPLE TEMPLATE

Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature. Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
		PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the PCMC Facebook Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



CITY ENGINEER'S OFFICE (EXTERNAL/FRONTLINE)

Name of Service/Transaction: Request Program of Work
 Preparation Program of Work and Detailed Estimates and Plan

Office/Division:	CITY ENGINEER'S OFFICE				
Classification:	HIGHLY TECHNICAL				
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO GOVERNMENT				
Who may avail:	PRIVATE AND CITY GOVERNMENT SECTOR				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
LETTER REQUEST		RECEIVING AREA			
BRGY. RESOLUTION REQUESTING FOR PROGRAM OF WORK					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit request/communication letters	1. Receive letter request/communications from different offices	none	3 minutes	ROMANA ADONIS Admin. Aide II Admin. Officer Designation	
	2. Receive letter request/communication from different Barangays within the city		5 minutes	SISA MATARO Construction & Maint. Man Front Desk	
	3. Record and attach route slip				
	4. Forward to the respective division and assign an engineer in-charge of the said request for appropriate action		5 minutes	MAGDALINA PANTAS Construction Maint. Man Secretary	
	5. Receives POWS and other related documents and forward to the head of office for appropriate action and approval		5 minutes	MUSTIOLA DOYOLA Admin. Aide I (Job Order) Clerical Aide	

			5 minutes	<p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>ENGR. ARNEL T. BRILLO Engineer II Head Planning Division</p> <p>ENGR. FILEMON TANDINCO, III Head Construction Div.-Engineer II</p>
Submit letter request or Resolution for the Preparation of Program of Work and Detailed Estimates and Plans	1. Office head directs preparation of POW and detailed Estimate for an identified Project	None	5 days	<p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>ENGR. ARNEL T. BRILLO Engineer II Head Planning Div.</p> <p>ENGR, JOHN MANUEL SAY Engineering Asst. Estimator</p> <p>ARCH. SHEKINAH MARIE RIVERAL Engineering Asst. Estimator</p> <p>ENGR. DANILO MACABINGKEL Engineering Asst. Estimator</p> <p>ARCH. JOHN OLIVER MILLOS Admin. Aide I (Casual) AutoCad Operator</p>

Contractor submit letter for inspection of on-going infrastructure projects	2. Checks accuracy and correctness		2 hours	JOSE ESPERAS Const. & Maint. Man AutoCad Operator
	3. Recommends approval		30 mins.	MANTER DAVE DELA CRUZ Admin. Aide I (Job Order) AutoCad Operator
	4. Approval by the City Engineer		3 minutes	ENGR. ARNEL T. BRILLO Engineer II Head Planning Div.
	5. Forward/Endorse to LCE for final approval		2 mins.	ENGR. SIMEON C. GADUENA JR, Asst. City Engineer Asst. Head of Office
	1. Conduct of inspection by assigned projects engineers		1 day	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	2. Preparation submission of Accomplishment Report		5 mins	MAGDALINA PANTAS Construction & Maint. Man Secretary
				WILBERT QUINTERO Admin. Aide I (Job Order) AutoCad Operator
			ENGR. JOHN MANUEL SAY Engineering Asst. Project Inspector	
			ENGR. MANUEL MATE, Traffic Operator Officer II	

				Project Engineer- ENGR. JOEL IGANA Const. & Maint. Gen. Foreman Project Engineer
				ENGR. MARIANITA CAÑA Cons. & Maint. Foreman Project Inspector
	3. Review of Accomplishment Report		30 mins.	ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office
	4. Approval of Accomplishment Report		10 mins.	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	5. Filing of Accomplishment Report		3 minutes	CLARISSE CAYOBIT Clerical Aide- Admin. Aide I (Job Order)
	TOTAL		7 DAYS 4 HRS. 34 MINS.	

Name of Service/Transaction: Secure Regulatory Permits
 Application and issuance of Building and other permits



Office/Division:	CITY ENGINEER'S OFFICE
Classification:	COMPLEX
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO GOVERNMENT/GOVERNMENT TO BUSINESS
Who may avail:	PRIVATE AND CITY GOVERNMENT SECTOR
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>TO SECURE REGULATORY PERMITS (BLDG. PERMITS, ANCILLARY PERMITS, EXCAVATION AND GROUND PREPARATION PERMIT, DEMOLITION PERMIT, ELECTRONICS PERMIT AND MECHANICAL PERMITS</p> <ul style="list-style-type: none"> - BRGY. CLEARANCE - LOCATIONAL CLEARANCE - TAX DECLARATION - TAX RECEIPT - CERTIFIED TRUE COPY OF OCT/TCT ON FILE WITH THE REGISTRY OF DEEDS <p>SKETCH PLAN OF LOT BUILDING PLANS</p> <p>TO SECURE ELECTRICAL PERMIT AND EXCAVATION PERMIT FOR WATER CONNECTION</p> <p>BRGY. CLEARANCE TITLE OF PROPERTY (IF NOT THE OWNER, CONSENT FROM LOT OWNER DECLARATION TAX RECEIPT ELECTRICAL PLAN DOCUMENTS FROM LMWD/PRIME WATER</p>	<p>OFFICE OF THE BUILDING OFFICIAL</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application and Issuance of Building Permits and ancillary permits, Excavation and Ground Preparation Permit, Demolition Permit, Electronic Permit and Mechanical Permits	1. Receive and evaluate the submitted documents	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	2 hours	CATHERINE COTONER Admin. Aide IV Receiving Incharge CARMELA QUISAY Admin. Aide IV Receiving Incharge- LEMUEL LINDE Admin. Aide I (Job Order) Receiving Incharge
	2. Evaluation of Building Plans, assessment of fees and inspection Land Use and Zoning		10 mins.	ENGR. SIMEON GADUENA Engineer II Evaluator land use
	Line and Grade		30 mins.	ENGR. ARNEL BRILLO Engineer II Evaluator Geodetic
	Structural		30 mins.	ENGR. FILEMON TANDINCO, III Engineer II Evaluator Civil Structural
	Electronics		30 mins.	ENGR. ADONIS ACUIN Market Supervisor III Evaluator Electronics

	Electrical		30 mins.	ENGR. ROY ENDRIANO Electrician II Evaluator Electrical
	Sanitary & Plumbing		45 mins.	ARCH. JOHN OLIVER MILLOS Admin. Aide I (Casual) Evaluator Sanitary & Plumbing
	Mechanical		45 mins.	ENGR. EDGAR CONISE Mechanic II Evaluator Mechanical
	Architecture		2 hrs.	ARCH. SHEKINAH MARIE RIVERAL, Engineering Asst. Evaluator Architectural
	Inspection		1 day	
	3. Order of Payment		10 mins.	CATHERINE COTONER Admin. Aide IV Receiving Incharge CARMELA QUISAY, Receiving Incharge- Admin. Aide IV LEMUEL LINDE Receiving Incharge Admin. Aide I (Job Order)
	4. Payment of Fees		2 hrs.	CITY TREASURER'S OFFICE

Application for Electrical Permit and Excavation permit for water connection	5. Review and Final Evaluation		10 mins.	CASHIER ENGR. MARIAN ATILLO Engineer II Head OBO Div.
	6. Recommending Approval of permit		10 mins.	ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office
	7. Approval of building permit		10 mins.	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	8. Releasing of Permit			LIZA MAE ANGELO Admin. Aide I (Job Order) CHARLOT ARGOTA Admin. Aide I (Job Order)
	1. Recieve and evaluate documents	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	20 mins.	LIZA MAE ANGELO Admin. Aide I (Job Order) Receiving Incharge CHARLOT ARGOTA Admin. Aide I (Job Order) Receiving Incharge
	2. Inspection		1 day	Inspector assigned in the area
	3. Assessment of Fees		10 mins.	ENGR.ROY ENDRIANO Electrician II

	4. Approval of Permit		10 mins.	Electrical Engineer ENGR. MARIAN ATILLO Head of OBO Div. Engineer II
	TOTAL		4 DAYS 3 HOURS	



Name of Service/Transaction: Just compensation of lots affected by Government Project
 Request for compensation of Acquisition and payment of lots and settlement boundary and land disputes

Office/Division:	CITY ENGINEER'S OFFICE			
Classification:	COMPLEX			
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO GOVERNMENT			
Who may avail:	PRIVATE AND CITY GOVERNMENT SECTOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER REQUEST BRGY. RESOLUTION		RECEIVING AREA		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request of acquisition and payment of lots affected by government project	1. Submit letter of demanding for just compensation	None	5 days	ENGR. ROBERTO YEPES Engineer I Surveyor
	2. Review of claim			ENGR. ARNEL BRILLO Engineer II Surveyor
	3. Approval of claim			ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office
				ENGR. DIONISIO DE PAZ City Engineer Head of Office

Settlement of boundary and Land disputes	1. Submit letter request for settlement of boundary and land		2 days	ENGR. ROBERTO YEPES Engineer I Surveyor
	2. Lot review			ENGR. ARNEL BRILLO Engineer II Surveyor
	3. Approval of resolution			ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office
	TOTAL		7 DAYS	ENGR. DIONISIO DE PAZ, Head of Office-City Engineer

Name of Service/Transaction: Building Inspection and Apprehension
 Area Building inspection and Prepared Notice of Violation



Office/Division:	CITY ENGINEER'S OFFICE				
Classification:	COMPLEX				
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO BUSINESS				
Who may avail:	PRIVATE AND BUSINESS SECTOR				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
LETTER REQUEST		RECEIVING AREA			
CLIENT STEPS		AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to Inspection of the Area		1.Area building inspectors prepare report regarding violations of PD1096/C.O.98-08/2013-11-18/PD 1067	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	2 days	ENGR. MARIAN ATILLO Engineer II Head of OBO Div. JOHN JOHN ARTECHE Cons. & Maint. Man Bldg. Inspector RAMIL DELA CRUZ Admin. Aide III Bldg. Inspector EULOGIO CAORTE Cons. & Maint. Man Bldg. Inspector

				<p>RENE MOSHE AMANO Admin. Officer I Bldg. Inspector</p> <p>GERARDO RIPALDA Cons. & Maint. Man Bldg. Inspector</p> <p>JERIOBERTO BATO Cons. & Maint. Man Bldg. Inspector</p> <p>ANDREW XERXES OLAZO Admin. Aide IV Bldg. Inspector</p> <p>VIRGILIO GAYOSO Mechanic III Bldg. Inspector</p> <p>MEL MICHAEL GAVIOLA Admin. Aide I (Job Order) Bldg. Inspector</p> <p>ARTURO BLENTE JR. Admin. Aide I (Job Order) Bldg. Inspector</p> <p>LEO JUN BASOG Admin. Aide I (Job Order) Bldg. Inspector</p> <p>ROGER BIANO Admin. Aide I (Job Order)</p>
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				<p>Bldg. Inspector</p> <p>LITO RAVELO Admin. Aide I (Job Order) Bldg. Inspector</p> <p>ROMEO GAVIOLA Admin. Aide I (Job Order) Bldg. Inspector</p> <p>ENGR. MARIAN ATILLO Engineer II Head of OBO Div.</p> <p>KATHERINE ASEBAL Clerical Aide Admin. Aide I (Casual)</p> <p>JUANITA FLAGUERA Admin. Aide I (Casual) Clerical Aide</p> <p>LETECIA OMEGA Admin. Aide I (Job Order) Clerical Aide</p> <p>AREA INSPECTOR</p> <p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>.</p>
	2.Prepare notice of violation Serve notice of violation		1 day	
	3. Preparation of documents for cases indorsed to legal office		2 hours	
	4.Approval of Judicial affidavit and other documents		1 day	
	5.Endorsement of cases filed		3 mins	

	TOTAL		4 DAYS, 2 HRS. 3 MINS	
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Name of Service/Transaction: Request Maintenance Services
 Clearing, Declogging, Dredging of canals and waterways, Repair of City Halls & Other facilities

Office/Division:	CITY ENGINEER'S OFFICE				
Classification:	SIMPLE				
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO GOVERNMENT				
Who may avail:	PRIVATE AND CITY GOVERNMENT SECTOR				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
LETTER REQUEST BRGY. RESOLUTION		RECEIVING AREA			
CLIENT STEPS		AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Clearing/declogging/dredging of canals and waterways, Repair of city hall bldg. & other facilities. Removal of illegal structure/demolition/clearing of debris		1. Endorsement from CMO for recording and schedule for accomplishment and immediate action for the said request	None	2 min.	LUZVIMINDA SOLAYAO Admin. Aide I (Job Order) Clerical Aide
		2. The head of office directs division head concerned for the appropriate action.		5 minutes	ENGR. DIONISIO DE PAZ City Engineer Head of Office
		3. Job-order slip prepared, approved and issued to the foreman of the team		2 minutes	ENGR. VIRGILIO CONCEPCION, JR. Engineer II Head of Maintenance Div. LUZVIMINDA SOLAYAO Admin. Aide I (Job Order) Clerical Aide

	<p>4. Team foreman lead the delivery of the requested service.</p>		<p>5 mins.</p>	<p>ALBERTO JAUCIAN JR. Const. & Maint. Man Foreman Declogging</p> <p>DANTE VARONA Const. & Maint. Man Foreman</p> <p>DOMINGO URBASIDO Foreman Admin. Aide I (Casual)</p> <p>TEODORO MADRIGAL Carpenter Admin. Aide V</p>
	<p>TOTAL</p>		<p>14 MINS.</p>	



Name of Service/Transaction: Service Vehicles, Dump truck and other heavy equipment
 Request for the use of service light Vehicles, dump truck and other heavy equipment

Office/Division:	CITY ENGINEER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO GOVERNMENT			
Who may avail:	PRIVATE AND CITY GOVERNMENT SECTOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER REQUEST		RECEIVING AREA		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request for the use of service light vehicles/ dump truck and other heavy equipment	1.Submit letter request/ communication for service requested	None	15 mins.	ENGR. DIONISIO DE PAZ Head of Office City Engineer
	2.Department head approves request and Endorse to Motorpool Division		1 day	ENGR. EDGAR CONISE Head of Motorpool Div. Mechanic II
	3. Division Head issues gate trip ticket/pass slip to the driver concerned		5 mins.	DRIVERS
	TOTAL		1 DAY 20 MINS.	

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Name of Service/Transaction: BOOKING/RESERVATION FOR USE OF THE CEO CONFERENCE ROOM
 Request for the Booking/Reservation for use of the CEO Conference Room

Office/Division:	CITY ENGINEER'S OFFICE				
Classification:	SIMPLE				
Type of Transaction:	GOVERNMENT TO GOVERNMENT				
Who may avail:	CITY GOVERNMENT SECTOR				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
LETTER REQUEST		RECEIVING AREA			
CLIENT STEPS		AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Submit letter request	None	15 mins.	ENGR. DIONISIO DE PAZ Head of Office City Engineer	
	2.Department head approves request and Endorse to the In-charge			MS. JOYCE C. SORIANO Lab. Tech II	
	TOTAL		15 MINS.		

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SAMPLE TEMPLATE

Request for Re-issuance of PCMC ID for Plantilla/Non- Plantilla Employees
 To provide PCMC employees the appropriate ID for proper recognition and identification.

Office/Division:	Human Resources Management and Development office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Executive Director				
Research proposal/protocol format		CRD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish Request for Re-issuance of ID and email signed form at hrmdrecords@pcmc.gov.ph	Receive, Check and Acknowledge receipt of request then issue Order of Payment (OP) thru email. (Payment should be made within the day OP was issued).	None	10 minutes	HRM Officer HRM Assistant
2. Print Order of Payment received thru e-mail and the Treasury Division for payment.	Payment confirmation from Bizbox, prepare ID and forward to the Office of the Executive Director for signature. Receive signed ID and notify thru phone/email concerned employee/office to claim/ pick up.	PHP 160.00 (Plantilla)	4 hours	HRM Assistant OIC/Chief, HRMD Clerk/Job Order
		PHP 50.00 (Non-Plantilla)	1 day	
		None	10 minutes	HRM Assistant Clerk/Job Order
3. Claim and receive at releasing window/area.	Release ID requested	None	5 minutes	HRM Assistant
Total		See table of fees	1 day, 4 hours, 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the PCMC Facebook Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



CITY ARCHITECT'S OFFICE

RECEIVED OTHER PERTINENT DOCUMENTS NEEDED BY THE OTHER DEPARTMENT OR AGENCIES, INTERNAL FUNCTIONS:

To assist public client regarding services availed.

Office/Division:	City Architect Office			
Classification:	Complex			
Type of Transaction:	Government to citizen/ Government to Government			
Who may avail:	Private and city government sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from School Official receipt	School ID CTC	Client/Requesting Agency Kanhuraw Business Center/BOSS Office (cashier)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit communication/request letter to the receiving clerk	Receive and record documents or communication letter	None	10 minutes	Ms. Rhina L. Sotto Receiving Clerk
	Interview all Walk-In Client for other Information regarding to the letter received	None	20 minutes	Ms. Jovelyn C. Galo Administrative Officer
	Apprentice or On the Job Training, shall be interviewed by the Admin Division and Department Head	None	20 minutes	Ar. Ian Ray G. Perez, UAP OIC-City Architect
	(Apprentice or On the Job Training) Shall be assign to the appropriate	None	22 days to 6 months	Ms. Jovelyn C. Galo Administrative Officer

Secure the following requirements; CTC Official receipt DTR Accomplishment report	division for orientation and training proper. Issuance of Certificate	P85.00	2 days	Ms. Rhina L. Sotto Receiving Clerk
Total		P85.00	134 days and 50 minutes	

Design, Planning and programming Division



Office/Division:	City Architect Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request letter		Client/Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit communication letter/request letter to the receiving clerk	Received and record documents or communication letter from Mayor's Office/Department/and other agencies	None	15 minutes	Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide I.
Sign in clients log book	Address all received documents or communication letter to the Department Head	None	10 minutes	Ms. Jovelyn C. Galo Administrative Officer
	Delegate the received documents or communication letter to division in-charge and assigned the task to the programming, design and planning division for the request or proposed projects from other department/offices	None	30 minutes	Ar. Ian Ray G. Perez, UAP OIC-City Architect
	<u>A) Design Conceptualization /Space Planning;</u>	None		Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)
	<u>B) Design Development Plans (Preparation of working Drawings)</u>	None		Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division
	- Site Development Plan	None		
	- Section	None		
	- Floor Plan	None	3- 6 months	Ar. Claudine Mae Baretto

	<ul style="list-style-type: none"> - Design of -Elevation Doors & - Rendered Perspective Windows - Structural Plan - Plumbing Plan - Electrical Plan - Program of Work <p>Approved/Disapproved the documents and delegate to the design, planning & programming division for recommendation and revisions if needed;</p> <p><u>Admin concern</u></p> <p>Secure all signatures involved in the preparations of the complete working drawings</p> <p>Inform the Department /Agencies the appropriate action being taken by the office to the documents or communication letter received</p> <p>Endorsed to the City Mayor Office for approval</p> <p>Approved proposed projects will be endorse to the City Budget Office for funding</p> <p>Submit to the Bid and Award committee (BAC) for bidding</p>	None	30 minutes	<p>Ar. Angela M. Mendoza Ar. Rheinhart N. Castro Ms. Lyra Llyra B. Arpon Mr. Chris C. Calipara</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p>
		None	20 minutes	<p>Ms. Jovelyn C. Galo Administrative Officer Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide I.</p>
		None	20 minutes	<p>Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide</p>
		None	20 minutes	<p>Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide</p>

	TOTAL		132 days, 3 hours and 5 mins.	
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RECEIVED OTHER PERTINENT DOCUMENTS NEEDED BY THE OTHER DEPARTMENT OR AGENCIES, INTERNAL FUNCTIONS:

To deliver all outgoing and approved documents to department / employees concerned.

Office/Division:	City Architect's Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government Agencies / INGO'S.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request Letter		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit communication/request letter to the receiving clerk	Receive and record documents or communication letter from Walk-in Clients.	None	15 minutes	Ms. Jovelyn C. Galo Administrative Officer
	Interview all Walk-In Client for other Information regarding to their letter, request, assistance, and etc.;	None	30 minutes	Mr. Demart P. Rupa Administrative Aide I. Receiving Clerk
	Address all received documents or communication letter;	None	30 minutes	Ms. Jovelyn C. Galo Administrative Officer
	Delegate the documents or communication letter to the division in-charge for comments or recommendation if needed	None	30 minutes	Arch. Ian Ray G. Perez, UAP OIC-City Architect

FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback	Answer the Client Satisfaction Survey Form given by staff after service is rendered. Drop this at the designated box		
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.		
How to file a complaint	1. Fill out a complaint form provided by the Public Assistance and Complaint Desk or write a letter addressed to the Administrative Officer or Department Head narrating specific details of the complaint. Or send their complaint thru the Facebook Account. (Arkitekto Tacloban)		
How complaints are processed	The Public Assistance and Complaint Desk will forward the complaint to the Administrative Officer (AO). The AO shall review the nature of complaint. For simple complaints, the AO shall answer it immediately. For complex complaints, the AO will forward it to the concerned Division for appropriate action. Concerned Division will send a copy of result of investigation and action to AO. Provide the complainant a feedback after receiving result of investigation and Action of the concerned Division thru a letter signed by the Department Head.		
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888		
	TOTAL		1 hour and 45 mins.

CITY GENERAL SERVICE'S OFFICE



Office/Division:	CITY GENERAL SERVICES OFFICE
Classification:	SIMPLE
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Supplier notifies the office of deliveries.	NONE	20mins.	Supplier
	Acceptance of deliveries.	NONE	28 mins.	ADMIN AIDE III ADMIN AIDE I ADMIN AIDE I (CAS)

	Posting of items on stock cards.	NONE	1 day	ADMIN AIDE I (CAS)
	Warehousing/ Safekeeping of delivered items.	NONE	4hrs	ADMIN AIDE III ADMIN AIDE I (CAS)
TOTAL		NONE	1 day, 4hrs and 48mins	

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

		NONE	10 mins.	Requesting Party
	Fill-out Requisitioning Issue Slip (RIS).	NONE	1 hr.	ADMIN AIDE I (CAS)
	Check availability of supplies. If supplies are available, chronologically number RIS.	NONE	30 mins.	
	Issuance/approval of requested supplies.			
	Collate RIS every end of the month & prepare Report of Materials Received and Issued including stock position Sheet & submit report to COA & City Accounting Office.	NONE	5 days	City Govt Asst Dept Head II ADMIN AIDE I (CLERK III) ADMIN AIDE I

TOTAL		NONE	5days, 1hr, 40mins	
Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Receive and Log Vouchers for payments	NONE	3 mins.	ADMIN AIDE I (CAS)
	Evaluate Vouchers supporting documents	NONE	10 mins.	ADMIN AIDE I (CAS)
	If documents are lacking, notify and return documents to end-user	NONE	5 mins.	ADMIN AIDE I (CAS)
	Voucher forwarded to CGSO-Supply for counter signature on Inspection and Acceptance Report (IAR), Requisition Issue Slip (RIS), Report of Utilization (ROU) and other Accountable Forms (ICS/PAR/PIS, WMR)	NONE	10 mins	City Govt Asst Dept Head II
	Assigned its control no. on the Accountable			

	<p>Forms, RIS/PAR/PIS/PRS/WMRfor Inventory Recordson Property and Accountability of the Official.</p> <p>Posting of City Government Properties for Property Cards on Land/Building, Vehicle and Equipment.</p> <p>Approval of documents by the City General Services Officer</p> <p>Approved vouchers forwarded to City Accounting Office.</p>	<p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>5 mins.</p>	<p>ADMIN AIDE I ADMIN AIDE I (CAS)</p> <p>City Govt Asst Dept Head II</p>
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		NONE	5 mins.	City Govt Asst Dept Head II
		NONE	10 mins.	City Govt Asst Dept Head II
		NONE	1 day	City Govt Asst Dept Head II
TOTAL		NONE	1 day, and 58 mins	

Office/Division:	CITY GENERAL SERVICES OFFICE
Classification:	SIMPLE
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Fill-out pro-forma indicating specific request and purpose and submit at City Hall Receiving Counter for encoding in DTAS.</p> <p>Print, log & present to City General Services Office.</p> <p>Act on Request</p>	<p>NONE</p> <p>NONE</p>	<p>10mins</p> <p>2 mins.</p>	<p>Requesting Party</p> <p>ADMIN AIDE I</p>

	Research on particular request.			
	Post action taken on DTAS.	NONE	2 mins.	City Govt Asst Dept Head II
		NONE	10 mins.	ADMIN AIDE I
		NONE	5 mins.	ADMIN AIDE I
TOTAL		NONE	29 minutes	

5. Processing of vouchers for newly procured equipment

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt and review completeness of vouchers attachments and entries on accountable forms (PIS, PAR, ICS, ROU, WMR, Pre-post repair, warranty, Affidavit of Undertaking, Distribution List)	NONE	1 day	ADMIN AIDE I (CAS)

	<p>Stamp and indicate pertinent data on procurements documents and posted property number on accountable forms. (PIS, PAR, and ICS)</p>			
	<p>Endorse vouchers to Supply Division for Approval of LRP.</p>	NONE	1 day	ADMIN AIDE I (CAS)
	<p>Once approved, detached accountable form such as PIS, PAR, ICS, ROU, Warranty Affidavit of Undertaking and Distribution List for inventory records.</p>			
	<p>Forward approved voucher to receiving for release to end-user.</p>	NONE	1 day	ADMIN AIDE I (CAS)
				ADMIN AIDE I (CAS)

		NONE	1 day	
		NONE	1 day	ADMIN AIDE I (CAS)
TOTAL		NONE	5 days	



6. Request for Repair Street or Office Lights

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma request indicating specific location & contact number of requesting party and submit at City Hall Receiving Counter for encoding in DTAS	NONE	30 mins	Pro-forma request

	<p>Print, log & present to City General Services Officer.</p> <p>Act on Request</p>	<p>NONE</p>	<p>2 mins.</p>	<p>ADMIN AIDE I</p>
	<p>Conduct on-on site inspection/evaluation. If no materials are needed, outright repair is done. If materials are needed, list is forwarded to Supply & Property Management Division for Procurement.</p>	<p>NONE</p>	<p>2 mins.</p>	<p>City Govt Asst Dept Head II</p>
	<p>Preparation of Purchase Request (P.R.) for procurement if materials are not available and forwarded to</p>	<p>NONE</p>	<p>4 hrs.</p>	<p>Supply Officer I</p>

	<p>CMO-Supply (Procurement follow RA9184)</p> <p>Undertake needed repair upon availability of materials.</p> <p>Post action taken on DTAS</p>	<p>NONE</p>	<p>1 hr.</p>	<p>City Govt Asst Dept Head II</p> <p>ADMIN AIDE I (CAS)</p> <p>CGSO Team (Maintenance/Illumination)</p>
		<p>NONE</p>	<p>4 hrs.</p>	

		NONE	5 mins.	ADMIN AIDE I ADMIN AIDE I (JO)
TOTAL		NONE	9 hours 39 minutes	



7. Clearance from Property Accountabilities

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issue prescribed forms to requesting party.	NONE	1 min.	Requesting Employee/Brgy/Office
	Verification, encoding and printing of accountabilities of concerned employee <i>(Depending on the volume of his/her accountabilities)</i>	NONE	1 day	ADMIN AIDE I

	<p>Determine which properties are to be re PAR' or returned.</p> <p>Pay clearance fee of PHP 80.00 at City Treasurer's Office and attach copy of receipt to duly accomplished clearance for submission to CGSO.</p> <p>Research, encode and print-out accountabilities of concerned employee. <i>(Depending on the volume of his/her accountabilities)</i></p> <p>Check completeness of documents submitted.</p>	<p>NONE</p> <p>PHP 80.00</p> <p>NONE</p>	<p>1 day</p> <p>30 mins</p> <p>1 day</p>	<p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I</p> <p>Requesting employee/ Brgy. Official</p> <p>ADMIN AIDE I</p>
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	<p>Review/for verification</p> <p>Sign Clearance from Property Accountabilities.</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>1 hr.</p> <p>5 mins.</p> <p>2 mins</p>	<p>ADMIN AIDE I (CAS)</p> <p>Inventory Personnel</p> <p>ADMIN AIDE I</p> <p>City Govt Asst Dept Head II/ ADMIN AIDE I (CLERK III)</p>
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TOTAL		PHP 80.00	3 days,1hour,and 38mins	

8. Returning of Serviceable and Unserviceable materials and Equipment's				
Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	TECHNICAL			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma Property Return Slip/Waste Material Report duly signed of the requesting Office.	NONE	2 mins.	Requesting Employee/Brgy/Office

	<p>Verify and check completeness of items returned.</p> <p>Log and assign PRS/WMR control number for inventory record.</p> <p>Receipt and Safekeeping of Waste Materials and Unserviceable Equipment's / Store unserviceable properties with value</p> <p>Facilitate PRS/WMR to concerned signatories (<i>City Accounting Office, City Administrator's Office and City Mayor's Office</i>)</p> <p>Summary of WMR</p> <p>Preparation of IIRUP and facilitate signatures of Disposal Committee</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>3 mins.</p> <p>4 hrs.</p>	<p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p>
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	<p>Member on Resolution. /for inspection of Admin Office and for approval of CMO</p> <p>For Approval for disposal of Commission on Audit</p> <p>Published for Bidding</p> <p>Auction Sale/Endorsement to Accounting for Dropping</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>10 mins</p> <p>3 days</p> <p>3 days</p>	<p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I</p> <p>COA</p>
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		NONE	22 days	DISPOSAL COMMITTEE
		NONE	5 days	City Govt Asst Dept Head II
			5 days	

9. Reproduction/Printing of Forms and Other Public Documents		NONE	38 days, 4 hours, 20mins	
Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p>Fill-out pro-forma request indicating office and contact number of requesting party and submit to City Hall Receiving Unit for encoding in DTAS.</p> <p>Furnish CGSO hard copy of form to be printed.</p>	<p>NONE</p>	<p>10 mins</p>	<p>Requesting Dept./Office Head</p>
	<p>Receive, log and present to City General Services Officer and route to Printing Section.</p>	<p>NONE</p>	<p>10 mins</p>	<p>Requesting Dept./Office Head</p>
	<p>Act on Request.</p>	<p>NONE</p>	<p>2 mins.</p>	<p>ADMIN AIDE I</p> <p>City Govt Asst Dept Head II</p>

	Reproduce form/documents.	NONE	2 mins.	ADMIN AIDE I (CLERK III)
	Notify department thru DTAS on the completion of request and release reproduced forms/doc.	NONE	2 hrs.	ADMIN AIDE I
		NONE	5 mins.	ADMIN AIDE I
TOTAL		NONE	2hrs, and 29mins	



10. Request for Repair/Maintenance of Building, Aircon, Plumbing, Electrical Connection and Repair of Other Office Equipment

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma request indicating office and contact number of requesting party and submit to City Hall Receiving Unit for encoding in DTAS.	NONE	10 mins	Requesting Dept./Office Head

	<p>Print, log & route to City General Services Officer for approval.</p> <p>Act on Request.</p>	NONE	2 mins.	ADMIN AIDE I
	<p>Conduct on-site inspection/evaluation. If no materials are needed, outright repair is done. If materials are needed, list is forwarded to Supply & Property Management Division for Procurement.</p>	NONE	2 mins.	<p>City Govt Asst Dept Head II</p> <p>ADMIN AIDE I (CLERK III)</p>
		NONE	2 hrs.	Supply Officer I

	<p>Preparation of P.R. if materials are not available.</p> <p>Undertake needed repair.</p> <p>Post on DTAS action taken on request</p>	<p>NONE</p> <p>NONE</p>	<p>1 hr.</p> <p>2 hrs.</p>	<p>City Govt Asst Dept Head II</p> <p>ADMIN AIDE I (CAS)</p> <p>Supply Officer I</p> <p>ADMIN AIDE I</p>
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		NONE	5 mins.	
TOTAL		NONE	5hrs, and 19mins	



11. Facilitate Payments of City Government Utilities

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Voucher for payments (LEYECO/LMWD/BAYAN)	NONE	2 days	ADMIN AIDE I (JO)

	Posting of Bills	NONE	2 days	ADMIN AIDE I (JO)
TOTAL		NONE	4days	



12. Request for Posting in the FDP Board at City Hall Lobby

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit letter request attaching copy of notice to be posted	PHP 80.00	20 mins	Requesting party
	Receive/Print, log/request	NONE	2 mins.	ADMIN AIDE I

	Approval of Notice for Posting			
	Post in FDP Board (City Hall Lobby) & prepare certification of posting after stipulated period.	NONE	1 min.	City Govt Asst Dept Head II
	Prepare certification of posting (attach official receipt of payment of certification fee).	NONE	15 mins.	ADMIN AIDE I
	Sign Certification of Posting	NONE	2 mins.	ADMIN AIDE I (CLERK III)
	Release Certification to requesting party		1 min.	

		NONE		City Govt Asst Dept Head II
		NONE	2 mins	ADMIN AIDE I
TOTAL			43 mins	



13. Requests for Use of Vehicle or Manpower

Office/Division:	CITY GENERAL SERVICES OFFICE				
Classification:	SIMPLE				
Type of Transaction:	Government-to-Citizen (G2C)				
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	<p>Fill-out pro-forma letter request attaching pertinent papers and submit to City Hall Receiving Unit for encoding in DTAS.</p> <p>Print, log & present to City General Services Officer for</p>	NONE	10 mins.	Requesting party	

	appropriate action and route to concerned unit/division.			
	Act on Request.	NONE	3 mins.	ADMIN AIDE I
	Post action taken on DTAS.	NONE	5 mins.	City Govt Asst Dept Head II ADMIN AIDE I (CLERK III)
		NONE	5 mins	ADMIN AIDE I
		NONE	23 mins.	

TOTAL			
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14. Request for Carpentry Works

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma letter request and submit to City Hall Receiving Unit for encoding in DTAS.	NONE	10 mins.	Requesting party
	Print, log & present to City General Services Officer		3 mins.	

	Approve request	NONE		ADMIN AIDE I
	Undertake carpentry works if materials are available	NONE	2 hrs.	City Govt Asst Dept Head II
	Prepare Purchase Request (PR) and submit to CMO Supply for procurement if materials are not available.	NONE	4 hrs.	CGSO Carpenters
	Take action on approved request.	NONE		
	Post on DTAS action taken on request	NONE	1 hr.	City Govt Asst Dept Head II
				CGSO Carpenters

		NONE	5 mins.	
		NONE	3 Min.	ADMIN AIDE I
TOTAL		NONE	7hrs, and 21mins	



15. Water Tanker Delivery

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma request indicating specific location & contact number of requesting party and submit at City Hall Receiving Counter for encoding in DTAS	NONE	5 mins.	Requesting Dept./ Office Head/ Brgy. Officials

	Print, log & present to City General Services Officer.			
	Act on Request	NONE	2 mins.	ADMIN AIDE I
	Deliver Water on site requested	NONE	2 mins.	City Govt Asst Dept Head II ADMIN AIDE I (CLERK III)
	Post on DTAS action taken on request	NONE	1 day	Water Tanker Staff /Driver

		NONE	3 Mins	ADMIN AIDE I
TOTAL		NONE	1 day, and 12 mins.	



16. Garbage Collection/ Monitoring

Office/Division:	CITY GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Orders,Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fill-out pro-forma request indicating specific location & contact number of requesting party and submit at City Hall Receiving Counter for encoding in DTAS	NONE	5 mins	Requesting Party

	<p>Print, log & present to City General Services Officer.</p> <p>Act on Request</p>	NONE	5 Mins	ADMIN AIDE I
	<p>Collect Garbage on-on site requested/ Monitored</p>	NONE	2 mins.	<p>City Govt Asst Dept Head II</p> <p>ADMIN AIDE I (CLERK III)</p>
	<p>Post on DTAS action taken on request</p>	NONE	1 day	ADMIN AIDE I

		NONE	5 Mins	ADMIN AIDE I
TOTAL		NONE	1 day, and 17mins	

Prepared by:

MYRACHELLE M. RAAGAS
 Administrative Officer Designate

Approved By:

ENGR. LEONCIO R. PARADO II
 City Government Asst. Dept. Head II
 OIC – City General Services Office



CITY VETERINARY OFFICE

SERVICE NAME: CONSULTATION & TREATMENT of PET ANIMALS
 PURPOSE: Diagnose and treat pet animals to maintain the well-being of the pet population

Office/Division	CITY VETERINARY OFFICE			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL PET OWNERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pet animals			City Veterinary Office or Private Clinic	
Vaccination card if any			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of pet animal patient to CVO Clinic	1.History taking (vital signs)	None	3mins.	Permanent – Admin. Aide III Animal Health & Permits & Community Service Veterinarian II/ Veterinarian I Animal Health & Permits & Community Services Operations
	2. Evaluation of vaccination card.	None	2mins.	
	3. Assesment of animal through physical examination of pet animals	None	5mins.	
	4. Discussion with pet owner/client of animal patient's condition	None	5 mins.	
	5. Request for laboratory examination if needed	None	1 min.	
	6.Veterinarian's diagnosis & administration of medicines (anti-pyritic, antibiotic, vitamins & deworming)	None	5mins.	
	7.Prescription of medicine if not available in the office/clinic	None	2 mins.	
	8.Scheduling of follow-up check-up	None	1 min.	

	9. Issuance of statement of account	None	1min	Admin. Aide III Animal Health & Permits & Community Service Operations
	10. Payment of fees to City Treasurer's Office	50 per dose	2 mins.	Local Revenue Collection Officer I City Treasurer's Office
	TOTAL	P50.00 per dose	27 MINS.	



SERVICE NAME: ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)
PURPOSE Regulate the animal movement
 Ensure only healthy animals are transported

Office/Division	CITY VETERINARY OFFICE			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL PET OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination Card		City Veterinary Office or Private Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of pet animals to be transported & vaccination card	1.Evaluation of vaccination card & other documents	None	3mins.	Admin. Aide III Animal Health & Permits & Community Services Operations
	2. Verification of card other proof of vaccination	None	2 mins.	Veterinarian II /Veterinarian I Animal Health & Permits & Community Services Operations
	3.Conduct physical examination to animals	None	5mins.	
	4. Issuance of statement of account	None	2 mins.	Admin. Aide III Animal Health & Permits & Community Services
			P80.00	3mins.

	5. Payment of fees to City Treasurer's Office			
	6. Encoding and releasing the VHC	None	3mins.	Admin. Aide III Animal Health & Permits & Community Services
	TOTAL	P80.00 per dose	18 mins.	



SERVICE NAME: DOG REGISTRATION/ ANTI-RABIES VACCINATION
PURPOSE: Vaccinate at least 70% of the pet population to eradicate the rabies disease

Office/Division	CITY VETERINARY OFFICE			
Classification	COMPLEX			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL PET OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dog Population Survey		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presence of Barangay Official /BHW/Tanod to assist during vaccination/dog registration 2.Proper restraining of pet animals	1.Scheduling of anti-rabies vaccination and dog registration per Area and distribution of letter to the barangay that the vaccination team will conduct anti-rabies and dog registration on a house to house	None	1 week prior to actual visit to the barangay	Admin. Aide I Animal Health & Permits & Community Services Operations
	2.Confirmation of scheduled mass vaccination/pet registration with concerned barangay thru phone call 1 day before the schedule	None	2 mins.	
	3. Courtesy to the barangay upon arrival of the vaccination team	None	3 mins.	
	4.History taking & recording of pet owner details	None	2 mins.	
		dog vaccination -P50.00		

	5. Conduct of vaccination/dog registration	dog registration – P50.00	2 mins.	
	6. Giving instruction for post vaccination care	None	1 min.	
	7. Issuance of statement of account & receipt	None	1 min.	
	8. Payment to City Treasurer's Office & Issuance of receipt	P100.00 per dog	2 mins.	Local Revenue Collection Officer I City Treasurer's Office
	9. Issuance vaccination card	None	1 min.	Admin. Aide I Animal Health & Permits & Community Services Operations
	TOTAL	P100.00 per dog	1 week & 15 mins.	



SERVICE NAME: INFORMATION EDUCATION CAMPAIGN (IEC)
PURPOSE To create awareness on responsible pet ownership

Office/Division	CITY VETERINARY OFFICE			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERNED INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approval for the film showing	1.Communication letter distribution to the principal/ head of agency/barangay officials for film	NONE	10 mins.	Admin. Aide I Animal Health & Permits & Community Services Operations
2.As audience during film showing	2. Film showing proper		15 mins.	
	3.Short discussion		5 mins.	

	TOTAL		30 MINS.	
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SERVICE NAME: INFORMATION EDUCATION CAMPAIGN (IEC)
PURPOSE To inform the public the office's program, activities and accomplishment
To address the issues concern on livestock and poultry industry and its product

Office/Division	City Veterinary Office			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUALS CONCERNED			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Set schedule for interview 2. Interview proper	1.Giving information on issues and concern, Inform public on plans, programs, activities and accomplishments of the office	NONE	10 mins	City Government Department Head II City Veterinarian
	TOTAL		10 MINS	



SERVICE NAME: DOG IMPOUNDING SERVICES
PURPOSE: To minimize/control the increasing astray dogs population

Office/Division	City Veterinary Office			
Classification	COMPLEX			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUALS CONCERNED			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request/ barangay resolution signed by the chairman/barangay council			Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission to the office the letter request/barangay resolution for dog impounding	1.Received the letter request and scheduling of dog impounding activities	None	3 mins.	Admin. Aide III Administrative Division
2.Presence of Barangay Official/Tanod/BHW to assists during dog impounding activity at the barangay	2. Courtesy call to the barangay prior to dog impounding operations	None	5 mins.	Admin. Aide III –Detailed & Admin. Aide I Animal Control & Dog Pound Operations Division
	3.Dog impounding activity	None	4 hours	
	4. Transfer of impounded dogs from dog pound vehicle to the pound holding area	None	1 hour	
	5.Holding the impounded dogs for 3 days at the holding area.(Animal Code of Tacloban City 2006-9-264)	None	3days	
	6. Humane termination of impounded dogs after prescribed holding area. .(Animal Code of Tacloban City 2006-9-264)	None	4 hours	Veterinarian II & Admin Aide I Animal Control & Dog Pound Division

	TOTAL		4 days 1 hours & 8 mins.	
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SERVICE NAME: DOG REDEMPTION (IMPOUNDED DOGS)

PURPOSE: To be a responsible pet owner

Office/Division	City Veterinary Office			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUAL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Animal Raising Permit			Barangay	
Dog Leash				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Office notification his/her dog was impounded	1.Verification of the impounded dog	None	3 mins	Admin. Aide III –Detailed & Admin. Aide I Animal Control & Dog Pound
2.Secure animal raising permit (City Ordinance 2006-9-264 or the Animal Code)	2. Responsible pet ownership and Animal Code of	None	10 mins	Veterenarian II Animal Control & Community
3.Payment to City Treasurer’s Office	3.Issuance of statement of account	P2,000.00	1 min	
4. Presentation of release paper from the City	4.Issuance of release paper	None	2 mins	Officer
	5.Releasing of impounded dog	None	10 mins	Admin. Aide I
TOTAL		P2,000,00	26 MINS	



SERVICE NAME: VOLUNTARY SURRENDER
PURPOSE Humane termination of debilitated and unwanted dog/pets

Office/Division	City Veterinary Office			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUAL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for voluntary surrender thru FB page or personal visit to the office	1.Verification and assessment of pet owners reason for dog surrender	None	3 mins	Veterenarian II Animal Control & Community Service Operations Division
2.Filling –up the Voluntary Surrender Form	2. Giving instruction and scheduling of pick-up of	None	10 mins	
	3.Pick –up of animal/s to be surrender	None	1 min	Admin. Aide III –Detailed & Admin. Aide I Animal Control & Dog Pound Operations Division
	4. Humane termination of debilitated pets, parts showing signs of rabies, untreatable disease and other valid reasons.	None	10 mins	
	TOTAL	NONE	24 MINS	



SERVICE NAME: DOG ADOPTION

PURPOSE To provide new shelter/ home to the dogs

Office/Division	City Veterinary Office			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUAL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent			Client	
Capability to adopt pet ,dog cage			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Letter of intent addressed to the City Veterinarian	1.Client interview; short lecture on responsible pet ownership & schedule house visit and evaluation	None	30 mins	Veterenarian II Animal Control & Community Service Operations Division
2. Request schedule for home visitation	2.Assessment & evaluation of capability on pet adoption (includes home visitation)	None	1 hour	
3. Attend orientation on responsible pet ownership	3.Issuance of release paper	None	5 mins.	
4. Contract signing	4. Releasing of dog	None	2 mins.	Admin. Aide I
	TOTAL	NONE	1 hour & 37 MINS	



SERVICE NAME: SPAY AND NEUTER

PURPOSE: Pet population control

Office/Division	City Veterinary Office			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUAL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Neuter:	For Spay:	Pharmacy		
Puppy 3-5 months	Dog & Cat			
1.1 pc shoe glue	1.2pcs. Vicryl or Novosyn w/ cutting needle 2-0			
2.15 pcs. Sterile gauze pack	2.1.1 pc shoe glue			
3.1pc shaving blade	3. 35 pcs. Sterile gauze pack (4x)			
4.2 pcs. Sterile surgical gloves S7	4. 1 pc. Shaving blade			
5.250 ml alcohol	5. 3 pcs. Sterile surgical gloves S7			
For Dog 6months & above	6. 1 btl. 250 ml alcohol			
1.1 pc Vicryl or Novosyn w/ cutting needle 2-0	7. 1 L IV fluids (0.9% NaCl)			
2.1.1 pc shoe glue				
3.15 pcs. Sterile gauze pack				
4.1 pc shaving blade				
5.2 pcs. Sterile surgical gloves S7				
6.1 btl. 250 ml alcohol				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Set Appointment thru FB Page (Tacloban City Veterinary Office)	1.Setting schedule and giving pre-operation care instruction	None	3 mins	Admin.Aide III Administrative Division
2.Bring the pet animals & the needed	2. .Physical examination & checking of materials needed	None	5 min	Veterinarian II Veterinarian I
	3. Preparation of patient pre-surgical procedure	None	10 mins.	Admin.Aide III

	4.Surgery proper	None	1 hour	Veterinarian II Veterinarian I Veterinary Health,Permits
	5. Giving instruction for post-surgical care	None	3 mins	
	TOTAL	NONE	1 hr & 24 mins.	



SERVICE NAME: Livestock Dispersal Project (Carabao, Goat, Swine, Native Chicken & Cattle)
PURPOSE Increase livestock inventory
 Provide livelihood

Office/Division	CITY VETERINARY OFFICE			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUALS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement from Farmers Association of active membership			Farmers Association	
Housing			Client	
Fence (for swine & chicken), pasture area for carabao & goat			Client	
2x2 ID picture			Client	
Cedula & Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of letter of intent	1. Validation of farmer membership and its capability to raise the animals.	None	1 day	Agricultural Technologist-Detailed Livestock Production Division
2. Request for site validation	2. Evaluation findings	None	1 day	
3. Attend orientation on livestock production	3. Orientation and livestock Production Seminar and dispersal contract orientation	None	1 day	
4.Contract signing & submission of requirements	4. Distribution/ Awarding of sock	None	1 day	Veterinarian I Livestock Production Division
	5.Contract signing and notarization	None	1 day	City Government Department Veterinarian I Agricultural Technologist
TOTAL		NONE	5 days	



SERVICE NAME: Artificial Insemination (Carabao & Cattle)

PURPOSE Increase livestock inventory
Improved genetic make-up of native animals

Office/Division	CITY VETERINARY OFFICE			
Classification	COMPLEX			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUALS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement from Farmers Association of active membership			Farmers Association	
Chute			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request from the livestock raisers thru personal visit to the office	1.Verification of the request	None	5mins	Admin. Aide III
	2. Estrous Synchronization(hormone injection)	None	3 days (fertility period)	Livestock Production Division
	3.Conduct of Artificial Insemination	None	45 mins.	
	TOTAL	NONE	3 days & 50 mins	Admin. Aide III



SERVICE NAME: Issuance of Veterinary Clearance

PURPOSE: To collect necessary revenues from the meat vendors & other meat establishments.

Office/Division	CITY VETERINARY OFFICE			
Classification	SIMPLE			
Type of transaction	GOVERNMENT – TO – CITIZEN			
Who May Avail	ALL CONCERN INDIVIDUALS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Previous year Business permit			Barangay address of business establishment	
Community Tax Certificate (CTC)			Barangay	
Brgy. Clearance stating that the applicant is allowed to conduct business			Barangay address of business establishment	
Duly accomplished form			City Veterinary Office	
Official Receipt for Veterinary clearance			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of requirements	1.Validation of requirements	None	2 mins.	Meat Inspector II/ Meat Inspector I Meat Inspection Division
	2. Assessment of Slaughter report	None	3 mins.	
	3. Issuance of slaughter report			Admin. Aide I Meat Inspection Division
2. Payment to City Treasurer's Office	4.Issuance of statement of account	None	2 mins.	
	5.Approval of Slaughter Report & Veterinary Clearance	None	2 mins.	City Government Department Head II
	6.Payment of Veterinary Clearance & Documentary stamp to City Treasurer's Office	P80.00	2 mins.	Admin. Aide I Meat Inspection Division
	7.Releasing of Veterinary Clearance		3 mins.	
	TOTAL	P80.00	9 MINS.	



SERVICE NAME: Supervision of Slaughtering of Food Animals at Tacloban City Slaughterhouse

PURPOSE: To ensure that meat sold for public consumption is safe and wholesome

Office/Division		CITY VETERINARY OFFICE		
Classification		SIMPLE		
Type of transaction		GOVERNMENT – TO – CITIZEN		
Who May Avail		ALL CONCERN INDIVIDUALS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Veterinary Health Certificate ,Shipping Permit, Cert. of Ownership & transfer, & police		Place of origin of livestock & Bureau of Quarantine		
Clearance for large animals,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presence of food animals to be slaughtered atslaughterhouse together with the credentials / requirements (Swine, Carabao & Cattle)	1.Verification of the requirements	None	3 mins.	Meat Inspector II / Meat Inspector I / Deputized Meat Inspector Meat Inspection Division
	2. Conduct physical inspection to the animals to slaughtered. (ante-mortem inspection)	None	30 mins.	
	3.Conduct post-most inspection	None	10 mins.	
	4.Issuance of Meat Inspection Certificate	None	2 mins.	
2. Availability of chicken to be slaughtered at Poultry Dressing Plant	5.Payment to City Treasurer's Office	Swine P83.00/head Cattle P196.00/head Carabao P204.00/head Lechon pork P71.00/ head Chicken P0.44/head	1 min.	Local Revenue Collection Officer City Treasurer's Office
	6. Issuance of Meat Inspection Certificate		1 min.	

	7.Dispatch/delivery of carcasses to the meat	* Enclusive on slaughter fees & charges	5 min.	Admin. Aide I- Driver Meat Inspection Division
	TOTAL		52 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfactory Survey Form available at the complaint desk after. Drop this at the designated box.
	The client can also send a message thru FB Page (Tacloban City Veterinary Office)
How feedbacks are processed	The result of client satisfactory surveys are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Write a letter complaint addressed to the City Veterinarian stating the specific details of complaint or send thru CVO FB account.
How complaints are processed	The CVO will verify /review the nature of complaint. For simple complaint the office will answer it immediately. For complex complaints the office will forward their to the concerned Office or Barangay for appropriate action. The office will facilitate the complainant where he go.
	The concerned office / barangay will send a copy of result to the office the result of investigation & its action. Provide the complainant a feedback
	after receiving the result of investigation and action of the concerned office / barangay thru a letter signed by the Department Head
Contact Information of CCB,PCC ARTA	Contact Center ng Bayan
	0908-88816565 or 1-6565
	Presidential Complaint Center
	8-784-4286 Local 4029
	Anti-Red Tape Authority
	0908-881-6565; 888



TRAFFIC OPERATIONS, MANAGEMENT, ENFORCEMENT AND CONTROL OFFICE

PUBLIC ASSISTANCE DESK

To assist transacting public regarding service/s availed.

Office/Division:	Traffic Operations Management Enforcement & Control Office / Support Service Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter / Request		Customer/Client		
		Customer / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Sign in the client. Log Book in the front desk officer. 2. Submit the documents to Admin Officer for processing to send action to the concerned division. 3. Return the signed and approved endorsed document to the client. 4. Return to the City Mayors Office for the processing and releasing of Clearance and Permit. 	<ol style="list-style-type: none"> 1. Entertain and receive all communication letters/request from customers/clients for appropriate action. Letter request for Escorting Service (Motorcades, Funerals & VIP's) etc. 	None	5 minutes	Admin Aide I Front Desk Officer
TOTAL		None	5 minutes	



Complaint Desk

To assist transacting public on their complaints regarding service/s availed.

Office/Division:	Traffic Operations Management Enforcement & Control Office / Support Service Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Affidavit & other supporting documents / sworn statements		Customer/Client		
		Customer / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client. Log Book in the front desk officer. 2. Present the affidavit/document or tell verbal complaints to the front desk officer for appropriate action/referral division/section or personal concerned.	1. Entertain and receive all complaints from customers/clients for recording and appropriate actions/referral (division/office or personal concerned).	None	5 minutes	Admin Aide IV Head, Enforcement Division Admin Aide I AO-Designate

	2. Evaluation, Investigation and submission of findings/ recommendation, Final Case resolution.	None	2 Hours	Executive Assistant III Consultant Communication Equipment Operator II Head, Engineering Division Office-in-Charge, TOMECO Admin Aide I AO-Designate Admin Aide IV Head, Enforcement Division
TOTAL		None	2 Hours & 5 Minutes	



INSPECTION, CLEARANCE, PAYMENT OF VIOLATIONS

To assist transacting public regarding service/s availed.

Office/Division:	Traffic Operations Management Enforcement & Control Office / Traffic Operations & Enforcement Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen	
Who may avail:	All Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Citation Ticket, Notice of Violations		Customer/Clients
Endorsement Slip for City Treasurer's Office/Cashier in Charge		Public Assistance Desk
Official Receipt of payment		City Treasurer's Office
Referral Letter from the City Mayor's Office/Office Concerned		Office Concerned
PUV/PUJ/MCH/Pedicabs/ unit		Customer/Clients
Operators		Customer/Clients
<ol style="list-style-type: none"> 1. Photocopy of previous Mayors Business Permit 2. Community Tax Certificate (CTC) 3. Official Receipt (OR)/Certificate of Registration (CR) 4. 1 copy 2x2 I.D. Picture 5. Inspection 		
Drivers		
<ol style="list-style-type: none"> 1. City Court Clearance 2. Community Tax Certificate (CTC) 3. Driver's License 		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A.1.Payment of Traffic Violations and other Ordinances @Public assistance Desk</p> <p>a. Present the Citation ticket, notice of violations and MTCC Subpoena to the front desk officer after evaluation from the citation ticket and inquiry from database.</p>	<p>1. Receiving of Citation Tickets, Notices of Violation and MTCC Subpoena from customer/clients</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Aide I Database Encoder</p>
<p>b. Issuance of endorsement Slip for payment to the City Treasurers Office located at the basement Tacloban City Convention Center (Astrodome).</p>	<p>2. Evaluation and Inquiry at Traffic Para-Legal section database regarding the traffic violation and</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Aide I Head, Adjudication & Paralegal Section</p> <p>Admin Aide I Clearance Encoder</p> <p>Admin Aide I Database Encoder</p> <p>Admin Aide I Clearance Encoder</p> <p>Admin Aide I Database Encoder</p>

<p>c. Return back to the front desk officer to present the proof of payment / Official receipt together the endorsement slip and the officer who receive it will give you back the Official Receipt and keep the citation ticket with endorsement slip for delisting the record from future court charges.</p>	<p>3. After evaluation, issuance of endorsement Slip for payment to the City Treasurer's Office/Cashier-in-charge</p>	<p>Fines for Traffic Violations imposed under the City Ordinance # 2000-01(Traffic Code) and other City Ordinances Traffic Ordinance Fee – (P500.00-600.00) Anti-Jay Walking Ordinance- 1st Offense – (200.00) 2nd Offense – (300.00) 3rd Offense – (500.00) Anti-Smoking Ordinance- 1st Offense – (1,000.00) 2nd Offense – (3,000.00) 3rd Offense – (5,000.00) Face Mask Ordinance- P 1,000.00</p>	<p>5 minutes</p>	<p>Admin Aide I Front Desk Officer Cashier City Treasurer's Office</p>
	<p>4. After payment, customer/client present proof of Official Receipt/Payment to TOMECO PACD in-charge for record and delisting from future court charges.</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Aide I Front Desk Officer Admin Aide I Database encoder Admin Aide I / Clearance Clerk</p>
<p>TOTAL</p>		<p>Traffic Ordinance Fee – (P500.00-600.00) Anti-Jay Walking Ordinance- 1st Offense – (200.00) 2nd Offense – (300.00) 3rd Offense – (500.00)</p>	<p>18 minutes</p>	

	Anti-Smoking Ordinance- 1 st Offense – (1,000.00) 2 nd Offense – (3,000.00) 3 rd Offense – (5,000.00) Face Mask Ordinance- P 1,000.00		
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<p>A.2.TOMEKO Clearance & Inspection for Renewal Inspection:</p> <ol style="list-style-type: none"> 1. Present the inspection form together with necessary requirements to the front desk. 2. Front Desk Officer will give the documents to the Inspector. 3. Escort the Inspector to the MCH/ PUJ/ PUV and Pedicab to be Inspected. <ul style="list-style-type: none"> • If the unit inspected is road worthy and passed the inspection the inspector will sign the inspection report form. • If the unit inspected did not pass the inspection you need to repair / restore the necessary parts. 	<p>1. vehicle inspection services for Public Utility Vehicles / Public Utility Jeepneys / MCH / Pedicabs for Hire.</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Aide I Head, Paralegal Section</p> <p>Admin Aide I Team Leader, Data Collection & Statistics</p> <p>Admin Aide I AO-Designate</p> <p>Communication Equipment Operator II (Regular) Head, Engineering Division</p>
<p>Clearance:</p> <ol style="list-style-type: none"> 1. Present the clearance form together with the necessary requirements to the front desk officer. 	<p>2. Issuance of TOMEKO Clearance for Public Utility Vehicles, Motorcab for Hire and Pedicabs.</p>	<p>80.00</p>	<p>3 minutes</p>	<p>Admin Aide I Liaison Officer</p> <p>Admin Aide I Clearance encoder</p>

<p>2. Front desk officer will give the documents to the clearance officer for evaluation and verification from the database.</p> <ul style="list-style-type: none"> • If you have a pending violation you will be given an endorsement slip for payment to the City Treasurer's Office located @ basement Tacloban City Convention Center (Astrodome) and return back to front desk officer for the proof of payment so that the clearance officer will release the TOMEKO clearance. • If No Pending Violations, Clearance officer will Release the TOMEKO Clearance. 	<p>3.A. Issuance of endorsement Slip for payment to the City Treasurer's Office/Cashier-in-charge if there is violation</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Aide I Database Encoder</p> <p>Admin Aide I Liaison Officer</p> <p>Admin Aide I Clearance Encoder</p> <p>Admin Aide I Database Encoder</p>
<p>TOTAL</p>		<p>80.00</p>	<p>11 minutes</p>	



TOWING & IMPOUNDING

To assist transacting public regarding service/s availed.

Office/Division:	Traffic Operations Management Enforcement & Control Office / Traffic Facilities and Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confiscation/ Seizure Receipt		TOMEKO Office		
<ul style="list-style-type: none"> Official Receipt / Certification of registration of Motor Vehicle Driver's License with authorization letter (If Representative) Official Receipt of Impounding Fee Payment from City Treasurer's Office/ Cashier-in-charge 		Customer/Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1. Towing & Impounding @ Public Assistance Desk a. Present the citation ticket of the impound MCH, PUJ, PUV, Pedicabs and Private Motor vehicles to the front desk.	1A. Receiving and recording of towed motor vehicles cited for traffic violation.	None	5 minutes	Admin Aide I (Casual) Front Desk Officer Impounding
b. Issuance of endorsement Slip for payment of the impounded vehicle to the City Treasurers Office located at the basement Tacloban City Convention Center (Astrodome).	1B. Receiving and recording of confiscated items cited in violation of all existing traffic laws, rules and regulation.	None	5 minutes	Admin Aide I Front Desk Officer

<p>c. Return back to the front desk officer to present the proof of payment / Official receipt together the endorsement slip and the officer who receive it will give you back the Official Receipt together with the impounding release slip and go to the impounding yard and present the impounding release slip to the impounding officer so that the unit / vehicle for released and sign in to the log book that the unit impounded was claimed by the client.</p>	<p>2. Evaluation and Issuance of endorsement slip for payment at City Treasurer's Office / Cashier-in-charge.</p>	<p>Traffic Violation Fee No DL – (P 600.00) Unregistered MV – (P 500.00) Impounding Fee – (P 500.00) Other Violations – (P 500.00)</p>	<p>5 minutes</p>	<p>Admin Aide I Front Desk Officer</p>
	<p>3. After payment of Customer/client of impounded motor vehicle or items while client present proof of Official Receipt/payment to TOMECO towing and impounding staff in-charge for release and record and de-listing from future court charges.</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Aide I Impounding Personnel Admin Aide I Database Encoder Admin Aide I Database Encoder Admin Aide I Clearance Encoder</p>
<p>TOTAL</p>		<p>No DL – (P 600.00) Unregistered MV – (P 500.00) Impounding Fee – (P 500.00) Other Violations – (P 500.00)</p>	<p>20 minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	Write a letter addressed to the TOMEKO Chief narrating specific details of the complaint.
How complaints are processed	The Public Assistance and Complaint Desk will forward the complaint to the Administrative Officer. The Administrative Officer shall review the nature of complaint. For simple complaints, the Concerned division shall answer it immediately. For complex complaints, the PACD will forward it to the concerned Division for appropriate action. Concerned Department will send a copy of result of investigation and action to PACD. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the TOMEKO Chief.
Contact Information	Paul Joannes G. Ladesla – AO Designate 0917-322-5564 TOMEKO TACLOBAN Facebook Page

Prepared by:

PAUL JOANNES G. LADESLA
AO-Designate

Noted by:

ENGR. GARRY A. SORIANO
Officer-in-Charge



CITY HOUSING AND COMMUNITY DEVELOPMENT OFFICE

Certification

Issuance of Certificate of Beneficiaries to clients applying for electrical & water connection.

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Beneficiaries under the Yolanda Permanent Housing Program (YPHP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the beneficiary/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Certificate of Beneficiary Form (1 copy)		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	1. Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
2. Secure an assessment slip for payment of certification at our PACD.	2. Provide assessment slip.	None	3 minutes	PACD Officer Administrative Aide I-Casual
3. Proceed to Kanhuraw Business Center to pay certification fee and other necessary fees.	3. Receive the official receipt. (1original)	Cert. Fee: ₱50.00 <u>Doc. Stamp: ₱35.00</u> Total: ₱85.00	30 minutes	PACD Officer Administrative Aide I-Casual
4. Claim and received at PACD area	4. Release of certificate of beneficiaries. (1 original)	None	5 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		85.00	40 minutes	



2. Request for data

Request for data on housing programs/projects update, profile of housing beneficiaries and other inquiries.

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Tacloban City residents, City Government Offices, National Agencies, NGO/INGO, individuals conducting researches, Government/private institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the client/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Formal Letter of Request		Requesting Clients (e.g., NGO's and other government agencies, private agencies, college students for research purposes if request is approved)		
Email address of the requesting party (only for those requesting for softcopy)		Requesting Clients (e.g., NGO's and other government agencies, private agencies, college students for research purposes if request is approved)		
Contact number		Requesting Clients (e.g., NGO's and other government agencies, private agencies, college students for research purposes if request is approved)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	Write down client name on the guestbook.	None	2 minutes	Database Controller Administrative Aide I, Administrative Officer Administrative Officer II
Formal Letter of Request	Receive formal letter of the requesting party and forward letter to the Officer in Charge for approval.	None	2 days	Database Controller Administrative Aide I
Contact number and email address of the requesting party (only for those requesting for softcopy).	Once approved, concerned employee will email or print the data.	None	10 minutes	Database Controller Administrative Aide I, Administrative Officer Administrative Officer II

TOTAL	None	2 days and 12 minutes	
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3. Housing concerns and issues

Housing Concerns, assistance and other inquiries.

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tacloban City residents in High Risk coastal Barangays, under 3 meters easements, affected by government projects and informal settlers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the client/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Letter or Document (if any) relative to the concern or inquiry		Requesting Clients (e.g., NGO's and other government agencies, private agencies, housing applicants)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
Present valid ID and primary data-name, address, spouse, number of dependents.	Greets the client and ask for a valid ID or any government issued ID. (1 original)	None	2 minutes	PACD Officer Administrative Aide I-Casual
Ask the front desk officer for any concerns or inquiries.	Assess the client's additional information based on the type of housing project and provide referral to concern personnel for appropriate action.	None	30 minutes	PACD Officer Administrative Aide I-Casual
Letter requesting for housing assistance.	Mark received letter and ensure contact number is listed.	None	3 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	37 minutes	



4. Validation of Informal Settler Families

Verification of qualified shelter beneficiaries from different high risks barangays in Tacloban City.

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Validated Households, Barangay Officials, other concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the beneficiary/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	Write down client's name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
Ask the front desk officer for any concerns or inquiries.	Greets the client and ask for a valid ID or any government issued ID. (1 original)	None	3 minutes	PACD Officer Administrative Aide I-Casual
Present valid ID and primary data-name, address, spouse, number of dependents.	Search clients records in the database and provide the client with the database search result.	None	10 minutes	PACD Officer Administrative Aide I-Casual
Accepts a copy of document provided by the PACD Officer	Prepare and/or provide master list of qualified shelter beneficiaries.	None	30 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	45 minutes	



Submission of forms and requirements

Submission of Sworn Application form and photocopy of requirements from different relocation sites under Yolanda Permanent Housing Program

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Beneficiaries under the Yolanda Permanent Housing Program (YPHP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn Application Form		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Photocopy of PSA Live Birth of Awardee		PSA		
(1) Photocopy of PSA Certificate of Marriage <i>(if married)</i>		PSA		
Notarized affidavit of Cohabitation <i>(if live in)</i>		Legal Office		
Photocopy of any Valid ID or Government Issued ID of the awardee		Government Office/ Requesting Clients (e.g., NGO's and other government agencies, private agencies, housing applicants)		
Photocopy of any Valid ID or Government Issued ID of the spouse		Government Office/ Requesting Clients (e.g., NGO's and other government agencies, private agencies, housing applicants)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Notarized Sworn Application form and other requirements for compliance. (1 original copy of Sworn Application Form, 1 photocopy requirements).	1. Greets the client, received the documents submitted by the client and verify attachment	None	5 minutes	PACD Officer Administrative Aide I-Casual
2. Photocopy of Sworn application form and attachment as a receiving copy.(1 photocopy each)	2. Mark as received and ensure contact number is listed	None	3 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	10 minutes	



6. Technical services

Survey on Relocation & Topographic for Community Mortgage Program (CMP).

Office/Division:	City Housing & Community Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Homeowner's Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the beneficiary/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Request letter from the Homeowner's Association (HOA)		Registered HOA of Tacloban North Resettlement Sites and HOA of CMP		
Transfer Certificate Title (TCT)		Registered HOA of Tacloban North Resettlement Sites and HOA of CMP		
Tax Declaration		Assessor's Office if not yet available; Registered HOA if available		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	Write down client's name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
Ask the front desk officer for any concerns or inquiries.	Greets the client and ask for a valid ID or any government issued ID. (1 original)	None	2 minutes	PACD Officer Administrative Aide I-Casual
Submit letter request with attached Transfer certificate of Title (TCT) and Tax Declaration	Forward the letter to concerned office or department and mark as received, ensure contact number is listed.	None	3 weeks	PACD Officer Administrative Aide I-Casual, Officer-In-Charge Community Affairs Officer IV
TOTAL		None	3 weeks and 4 minutes	



7. Actual inspection of housing units

For filing complaints on housing, CMP and other related services.

Office/Division:	City Housing & Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Residents of Tacloban City, INGO/NGO Permanent site beneficiaries, CMP HOA member/officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government issued ID of the beneficiary/ authorized representative		Public Assistance Complaints Desk – PACD (Ground Floor City Hall Building)		
Complaint Letter with contact number (if any)		Requesting Clients (e.g., NGO's and other government agencies, private agencies, housing applicants)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at our client guestbook.	Write down client's name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
Ask the front desk officer for any concerns or inquiries.	Greets the client and ask for a valid ID or any government issued ID. (1 original)	None	2 minutes	PACD Officer Administrative Aide I-Casual
Provide a copy of complaint letter with contact number (if any) and submit to PACD Officer.	Received complaint letter and refer it to the person in charge relative to his/her complaint.	None	1 day	Community Organizer Administrative Aide I
TOTAL		None	1 day and 4 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by the staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the Tacloban CHCDO Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888



CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

SERVICES NAME: Emergency Communication Command Center

-Monitoring Emergency Response and Information

Office/Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All Citizens of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Emergency Call	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contact CDRRMO/TACRU Emergency Hotlines for Emergency Response	Received emergency calls of 2 Radio Operators in 24 hours shift.	none	5 mins.	Mario Papuran <i>(Administrative Aide I)</i> <i>(Radio Operator)</i> Rigor Fornillos <i>(Administrative Aide I)</i> <i>(Radio Operator)</i>

				<p>Wilfredo Modelo <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p> <p>Henry Sarzosa <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p> <p>Gregorio Sanico <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p> <p>Chilbert Bragas <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p> <p>Mark Anthony Edara <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p> <p>John Den Mar Cordero <i>(Administrative Aide I)</i> <i>(Radio Operator)</i></p>
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	Responded emergency calls	none	5 mins.	Tacloban City Rescue Unit (TACRU)
	Recorded emergency calls in the logbook	none	3 mins.	Radio Operators
Total			13 mins.	



SERVICES NAME: Receives all incoming documents/requests and letters

-Request for Tents, Tables, Chairs, Sound system, Disinfection, Grasscutting, Cutting and Trimming of trees, etc.

Office/Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Gov. to Gov. (G2G), Gov. to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Borrower's Slip		CDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of intent/Request Letter	Receives documents/requests	None ¹	2 mins.	Sherly Lizarondo <i>(Administrative Aide I)</i> <i>(Receiving)</i>
2.Fill up Borrower's Slip	2. Instruct client to fill up Borrower's Slip	none	3 mins.	Janice Dela Cruz <i>(Administrative Aide I)</i> <i>(In charge, Logistics Support Services Program)</i>

	Record incoming documents in the logbook	none	2 mins.	Sherly Lizarondo <i>(Administrative Aide I)</i> <i>(Receiving)</i>
	Forward to Dep't Head for Approval	none	5 mins.	Sherly Lizarondo <i>(Administrative Aide I)</i> <i>(Receiving)</i>
	Record and calendared schedule of service facilities such as tents, tables chairs, sound system, cutting & trimming of trees, etc.	none	3 mins.	Janice Dela Cruz <i>(Administrative Aide I)</i> <i>(In-charge, Tents, Tables and Chairs)</i> Marieta M. Tomate <i>(Administrative Aide I)</i> <i>(In charge, Sound System)</i>
	Forward to CDRRMO Warehouseman for recording	none	3 mins	Exuperancio Malate <i>(Administrative Aide III)</i> <i>(Warehouseman-designate)</i>
	Forward/Route approved documents/request to in-charge person	none	3 mins.	Gladys Arlene Carel <i>(Administrative Aide I)</i>

				<i>(Releasing)</i>
	Delivery and installation of service facilities in different requesting barangays and offices prior to schedule.		1 day	Nolasco Cabudoy Jessie Bacal Ricardo Carnacite Juanito Elumbra II Grevy Trinidad Policarpo Damaso Alvin Oquiño <i>(Administrative Aide I)</i> <i>(Tents, Tables, Chairs Crew)</i>
Total			1 day and 21 mins.	



SERVICES NAME: Application for Financial Assistance

-Receives application for financial assistance for victims of disaster/calamity

Office/Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Victims of calamity or disaster (<i>individuals/barangays</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from CSWDO		CSWDO		
Vaild ID, Brgy. Certification		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements and application for financial assistance	Receives and checks/verify documents if complete	none	mins.	Rizalyn T. Arizo <i>(CDRRM Assistant)</i> <i>(AO-designate)</i>
	Forward to Dep't Head for Approval	none	5 mins.	Sherly Lizarondo <i>(Admin. Aide I)</i> <i>(Receiving)</i>

	Preparation of Payroll/Voucher	none	5 mins.	Rizalyn T. Arizo <i>(CDRRM Assistant)</i> <i>(AO-designate)</i>
	Process/Follow-up of Payroll/voucher	none	3 days	Karen L. Sinamen <i>(Admin. Aide I)</i> <i>(Liaison Officer)</i>
	Release of Financial Assistance	none	5 mins.	CTO Cash Division
Total			3 days and 18 mins.	



SERVICES NAME: Information and Education (IEC) Campaign/Conduct of DRR Training/Drill

-Information and Education Campaign on Disaster Preparedness

Office/Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Schools, Barangays, Public and Private Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of intent to conduct CBDRRM Training/Drill	Receives and recorded request letter	none	mins	Sherly Lizarondo <i>(Admin. Aide 1)</i> <i>(Receiving)</i>
	Forwarded to Dep't Head for approval	none	mins.	1.Sherly Lizarondo <i>(Admin. Aide 1)</i> <i>(Receiving)</i>

	Preparation of training materials and facilitators	none	1 day	Administrative and Training Division
	Conduct of CBDRRM Training/Drill	none	3 days	Administrative and Training Division
Total			4 days and 6 mins.	



SERVICES NAME: Disaster Monitoring

-24/7 Emergency Operation Center

Office/Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
				PERSON RESPONSIBLE
		-Standby duty and monitoring for any disaster	none	24/7 Staff and Personnel
				All CDRRMO/TACRU Staff and Personnel
Total				

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> -Accomplish our feedback form available in the office and put this in the Feedback/Suggestion Box found outside the office. -Send your feedback through email (taclobancdrrmo@gmail.com)
How feedbacks are processed	The result of the client satisfaction survey is opened weekly by Administrative Officer and forwarded to Department Head. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	<ul style="list-style-type: none"> -Fill out complaint form available outside the office and put this in the Feedback/Suggestion Box found outside the office. -Write a letter addressed to department head narrating specific details of the complaint. -Send your complaints through email (taclobancdrrmo@gmail.com)
How complaints are processed	<ul style="list-style-type: none"> -Feedback/Suggestion Box are opened weekly by administrative officer and if there is a complaint it is being forwarded to Department Head for his/her information. -For simple complaints, the AO shall answer it immediately. -For complex complaints, the AO will forward it to department head for appropriate action. -Concerned personnel on the complaint is being notified and the office will conduct further investigation. -Provide complainant feedback after the result of the investigation.
Contact Information of CCB, PCC, ARTA	CDRRMO Hotline Numbers: Smart: 09298800245 Globe: 09455308297

Prepared by:

RIZALYN T. ARIZO

Administrative Officer- designate

Prepared by:

RIZALYN T. ARIZO

Administrative Officer-designate

Noted by:

ILDEBRANDO C. BERNADAS

CDRRM Officer



CITY COOPERATIVE DEVELOPMENT & LIVE HOOD ASSISTANCE OFFICE

Institutional Development of Cooperatives

1. Organizing Cooperatives

Description: To provide coop orientations and capability trainings

Office/ Division :	City Cooperatives Development and Livelihood Assistance Office (CCDLAO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Cooperatives, Individuals and other Government Agencies			
Checklist of Requirements			Where to Secure	
Letter Request to conduct Coop Orientations, PRS and Coop Trainings			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book at the Office Desk 2. Submit letter request for the conduct of Pre-registration Seminar and Coop Orientation	1. Provide log book to the client 2. Receive letter request to conduct the Pre-Registration Seminar and Coop Orientation on the scheduled date and venue indicated in the letter request	None	5 minutes	Mariel T. Mate -Supervising Coop Development Specialits (SCDS), and Julius A. Trinchera - Administrative Aide I – Permanent Krystee Marie B. Gaspay - Admin Aide I- Job Order
Total		None	5 minutes	



Review of CDA Legal Documents for Registration

Description: To check and to insure all documents submitted to CDA are reviewed.

Office/ Division :		City Cooperatives Development and Livelihood Assistance Office (CCDLAO)		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Would be Cooperatives		
Checklist of Requirements			Where to Secure	
Hard Copy (printed draft) and Soft Copy of Articles of Cooperation and By- Laws			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in of the Client Log Book in the Office Desk 2. Submit documents for review such as the printed draft of Articles of Cooperation and By-Laws	1. Provide log book to the client 2. Receive the said documents for review and notify the client once finished	None	2 days	Ma. Theresa I. Omoy - Administrative Aide I - Casual
TOTAL		None	2 days	

3. Secure a certificate for Cooperatives for Business Permit

Description: To ensure that the coop will be able to avail the tax privilege for all registered cooperatives in Tacloban city.



Office/ Division :	City Cooperatives Development and Livelihood Assistance Office (CCDLAO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cooperatives			
Checklist of Requirements			Where to Secure	
Certificate of Compliance issued by Cooperative Development Authority (for coops securing business permit)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk 2. Request for Certification of local taxes exemption for Business Permits (For coops renewing and applying for business permits). Client to present the date Certificate of Compliance (COC) issued by the CDA	1. Provide log book to the client 2. Issue Certification for tax exempt for business permit	None	5 minutes	Ma. Theresa I. Omoy - Administrative Aide I - Casual
TOTAL		None	5 minutes	



4. Conduct of Mandated CDA Seminar/Training

Description: To develop their knowledge, skills and continuously grow education for all officers of cooperatives.

Office/ Division :		City Cooperatives Development and Livelihood Assistance Office (CCDLAO)		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Cooperatives from outside of Tacloban		
Checklist of Requirements			Where to Secure	
Letter Request from client addressed to the City Mayor and attention to the CCDLAO			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk 2. Submit a letter request for the conduct of the Mandated Trainings addressed to the City to Mayor Alfred S. Romualdez thru the Department Head	1. Provide log book to the client 2. Receive the letter request and arrange the date and venue of training	None	5 minutes	Mariel T. Mate -Supervising Coop Development Specialits (SCDS) Julius A. Trinchera - Administrative Aide I – Permanent Krystee Marie B. Gaspay - Admin Aide I- Job Order
Total		None	5 minutes	



5. Conduct Mentoring and Coaching

Description: To provide technical and consultancy services and other related assistance to cooperatives.

Office/ Division :		City Cooperatives Development and Livelihood Assistance Office (CCDLAO)		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Cooperatives		
Checklist of Requirements			Where to Secure	
Letter Request to conduct a Coop consultation, mentoring and mediation			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk 2. Submit a letter request for needed consultation, mentoring and mediation	1. Provide log book to the client 2. Receive the letter request and set the schedule	None	5 minutes	Mariel T. Mate -Supervising Coop Development Specialits (SCDS), and Ma. Theresa I. Omoy - Administrative Aide I – (Casual)
Total		None	5 minutes	



A. Enterprise Development:

1. Livelihood Assistance

Description: To provide livelihood assistance

Office/ Division :	City Cooperatives Development and Livelihood Assistance Office (CCDLAO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cooperatives, MSMEs and Individuals			
Checklist of Requirements			Where to Secure	
Letter request to conduct livelihood orientation/training			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk	1. Provide log book to the client	None	5 minutes	Jude P. Adornado - Asst. Coop Officer
2. Submit a letter request	2. Receive letter request and assess needed and available livelihood			Tristan M. Santiago - Administrative Aide I (Casual)
3. Secure/Fill-up application form	3. Assist in filling up of application form, if any			Mariza E. Ballais - Administrative Aide I (Casual)
Total		None	5 minutes	



2. Entrepreneurial Development Training

Description: To provide livelihood and entrepreneurial Trainings.

Office/ Division :	City Cooperatives Development and Livelihood Assistance Office (CCDLAO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cooperatives, MSMEs and Individuals			
Checklist of Requirements			Where to Secure	
Letter request to conduct livelihood training			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk 2. Submit letter request for availment of the Entrepreneurial or skills training	1. Provide log book to the client 2. Receive the letter request and discuss details of training	None	5 minutes	Jude P. Adornado - Asst. Coop Officer Tristan M. Santiago - Administrative Aide I Casual Mariza E. Ballais - Administrative Aide I (Casual)
Total		None	5 minutes	



3. Availment of F4 and Coop Fund Loan

Description: To provide additional capital for those existing business and to help minimize expenditures thereby helping them invest more in their business operation and giving them opportunity to pay with low interest and diminishing balance.

Office/ Division :	City Cooperatives Development and Livelihood Assistance Office (CCDLAO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cooperatives, MSMEs and Individuals			
Checklist of Requirements			Where to Secure	
Loan Application Form (for Coop Fund Loan and F4 Fund Loan applicants) and Business Proposal (for F4 Fund Loan applicants)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Sign in at the Client Log Book in the Office Desk 2. Inquire on how to avail of the Coop Fund Loan and F4 Fund Loan 3. Submit all documents needed for Coopfund loan ➤ Loan Application ➤ Project Proposal ➤ Photocopy of CDA Registration 4. Submit all documents for F4 Fund ➤ Loan Application With 2x2 ID picture	1. Provide log book to the client 2. Conduct orientation to client for the requirements needed. 3. Received all documents needed 4. Receive all required documents	None	15 minutes	Jude P. Adornado - Asst. Coop Officer Ida C. Cabudoy - Administrative Aide III Tristan M. Santiago - Administrative Aide I (Casual)

➤ Project Proposal				Mariza E. Ballais - Administrative Aide I (Casual)
Total		None	15 minutes	



B. Administrative Service

Description: To provide administrative and coordinative services.

Office/ Division :		City Cooperatives Development and Livelihood Assistance Office (CCDLAO)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All		
Checklist of Requirements			Where to Secure	
None			Client1	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Receive incoming and out-going communication	1. Record and disseminate incoming and out-going communication	None	5 minutes	Anlayn N. Villarino – Administrative Aide (Casual) Herbert Ryan M. Obera– Administrative Aide (Casual) Gil P. Abadines – Administrative Aide (Job Order)
Total		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Filled up Customer/Client Feedback Form after service is rendered will be dropped at the designated box located at the frontline desk located entrance of the office
How feedbacks are processed	All client feedback forms, dropped to the box. if any , will be opened weekly for assessment and appropriate action. All answers to the feed back forms shall be transmitted to the client thru the contact number given, if any, for his/her information.
How to file a complaint	A complaint letter addressed to the Head of Office shall be sent specifying the nature of the complaint, The person being complaint to and other related information clarifying the complaint being need.
How complaints are processed	The complaint received by the office will be acted upon within the period as provided by the ARTA All actions to aswer the complaint shall be transmitted to the client thru the contact number given, if any, for his/her information.
Contact Information of CCB,PCC, ARTA	Contact Information of CCB,PCC,ARTA – Contact Center ng Bayan,0908-888-16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565



CITY MANAGEMENT INFORMATION SYSTEM OFFICE

SYSTEM DESIGN AND DEVELOPMENT

To provide system design and development appropriate to department/s and/or LGUs needs.

Office/Division:		CITY MANAGEMENT INFORMATION SYSTEM OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Office of the City Government of Tacloban		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive		Client		
Project/Research Proposal		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of intent / request	Received Letter of Intent	None	2 mins	Receiving Clerk Administrative Aide 1
Received Developed System	Forward to the Head of Office		3 mins	
	Approval of the Request System by the Head of Office		3 days	Information Technology Officer II OIC – CMISO
	Research regarding the conventional system that should be automated		1 day	Computer Programmers
	Discuss the planned system to the LCE (Local Chief Executive)		1 day	Information Technology Officer II OIC – CMISO Local Chief Executive

	Preparation on the proposed system		1 day	Information Technology Officer II OIC – CMISO
	System Development System Deployment		30 days 1 day	Computer Programmers
Total			37 days & 5 mins	



SYSTEM MAINTENANCE (Internal)
To be able to provide end-users an enhanced and steady system performance

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Office of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Back-up and restore database		30 mins	Information Tech. Officer II OIC – Head Computer Programmers Administrative Aide 1 Job Order Worker
	Fix minor glitches encountered during production	N/A (In-house)	5 mins	Information Tech. Officer II OIC – Head Computer Programmers
	Apply updates (if necessary)		10 mins	Information Tech. Officer II OIC – Head Computer Programmers

	Customization of reports upon request of end-user		10 mins	Information Tech. Officer II OIC – Head Computer Programmers
Total			55 mins	



REQUEST FOR INTERNET CONNECTION

To provide a fast and reliable internet connection to all offices.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requisitioner submit letter of request of requesting Office Head duly approved by the Local Chief Executive to CMISO Head	CMISO head evaluates location and approves JOF. Type of connection to be installed is also identified.	N/A	1 min	Information Tech. Officer II OIC – Head
	If budget is allocated for the internet connection, as provided in the source & fund by the Pre-Audit, same is forwarded to the CMISO Head.		1 min	Administrative Asst. III AO Designate
	CMISO Head contact ISP (Internet Service Provider) for application and installation		2 mins	Information Tech. Officer II OIC – Head Network Administrator Contract of Service

	Connection test internet speed and setup security access		Mins	Network Administrator Contact of Service
Total			9 mins	



REQUEST FOR IT RESOURCES

To provide IT resources on every department/offices.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All Office of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to the Local Chief Executive				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Requisitioner identifies IT equipment to be purchased and submit to supply officer (desktop, laptop, printer, and other IT equipment) The CMISO Head evaluates request and determines of IT equipment to be purchased depending on the Office need.	N/A	2 mins 2 mins	Requisitioner Information Tech. Officer II OIC – Head
Total			4 mins	



REQUEST FOR IT EQUIPMENT REPAIR

To cater requests on IT concerns of all offices simultaneously upholding the office's mission.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form of IT equipment repair request		CMISO Office (KBC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out request form	Approval of Request Form	N/A	1 min	Administrative Asst. III AC Designate
	Fill out the logbook for fast information for the status of the equipment		3 mins	Administrative Aide I
	Forward the form to the Head Technician for approval		1 min	
	If approved, the assigned technician will check the unit that needs to be repaired		2 hrs	Admin. Aide I (Computer Technician)
	In case no technician is available, the help desk will take note and notify the client			
Total			2 hours & 5 mins	



REQUEST FOR ID ISSUANCE

To be able to provide all government employees ID promptly.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Regular/Casual Employees Fill out ID Form Encode ID information into the ID System Print ID Record in the logbook for ID Release For Job Order Worker Fill out ID Form Encode ID information into the ID Template for JOW Print ID Record in the logbook for ID Release	N/A	2 mins 2 mins 3 mins 1 min	Admin Aide I
Total			8 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Management Information System Office.
How feedbacks are processed	Every Friday, the Administrative Aide 1 opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of City Management Information System Office. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained, Incident, and Evidence.
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph – 8478 5093 PCC: 8888 CCB: 0908-88-6565
City Management Information System Office Hotlines	0920-900-0911 / 0977-808-0911



INTERNAL AUDIT SERVICE OFFICE

CITIZENS CHARTER 2023

City Government of Tacloban

Functional Statement:

The Internal Audit Service Office assists the Head of Agency by conducting a separate evaluation of the internal control system to determine if controls are well designed and properly implemented. This function of the IAS/IAU is separate or distinct from the function of the operating and support units in regular agencies, and their equivalent in government-owned or -controlled corporations, government financial institutions, and state universities and colleges, which monitor and institute continual improvement of internal controls within their respective agencies to support the achievement of performance targets and organizational objectives. (*Revised Philippine Government Internal Audit Manual (2020)*)

Mission:

Assist the Local Chief Executive in the management and effective discharge of the responsibilities of the LGU by conducting management and operations audit to analyze deficiencies and recommend realistic courses of action.

Vision:

A center of innovative and best practices on internal auditing in Eastern Visayas through a team of competent auditors with integrity and professionalism.

Compliance Audit



Compliance Audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations (1.9.1 Compliance Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGUs) (2016) p. 10).

Office/Division:	Management Audit Division or Operations Audit Division, as the case may be			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Non-Frontline Service)			
Who may avail:	All Departments and Offices of the Tacloban City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audit Notification Memorandum from the Head of the Internal Audit Service Office to conduct audit.		Internal Audit Service Office		
4 C's (Criteria, Condition, Conclusion and Cause) and Recommendations		Internal Audit Service Office		
Final Audit Report		Internal Audit Service Office		
Memorandum Order from the Local Chief Executive		City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the Audit Notification Memorandum from the Head of the Internal Audit Service Office	1.0 Conduct of Audit Entry Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Operations/ Management Audit Team / Internal Auditor
	1.1 Conduct of Compliance Audit / Fieldwork	NONE	15 to 20 working days (depending on the nature of the audit)	Operations/ Management Audit Team
Receive Notice of Meeting for Exit Conference	2.0 Conduct of Audit Exit Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Internal Auditor
	2.1 Prepared audit report regarding the audit findings/ observations and	NONE	10 to 15 working days (depending on the nature of the audit)	Operations / Management Audit Team Leader

	recommendations and submit to the Head of IAS for review and approval			
	2.2 Review and Approval of Audit Report	NONE	2 to 3 working days (depending on the nature of the audit)	City Gov't. Dep't Head II
Receive copy of the final audit report	3.0 Submit audit report to the requesting party and copy furnished to the City Mayor	NONE	5 minutes	Internal Auditor
	3.1 Prepared memorandum to office/department to ensure implementation of recommendations by concerned office/ department.	NONE	2 to 3 working days (depending on the nature of the audit)	Operations / Management Audit Team Leader
	3.2 Review and Approval of Memorandum	NONE	3 to 5 working days (depending on the nature of the audit)	Local Chief Executive / City Mayor
Receive the copy of the memorandum and implementation of the recommendations	Furnish copy of Memorandum to Office/ Department concerned	NONE	5 minutes	Internal Auditor
TOTAL		NONE	39 WORKING DAYS, 10 MINUTES. TO 48 WORKING DAYS, 10 MINUTES	



Management Audit

Management audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date. This includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standards of the agencies/units covered (1.9.2 Management Audit, DBM Internal Audit Manual for LGUs (2016), p. 10).

Office/Division:	Management Audit Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Non-Frontline Service)			
Who may avail:	All Departments and Offices of the Tacloban City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audit Notification Memorandum from the Head of the Internal Audit Service Office to conduct audit.		Internal Audit Service Office		
4 C's (Criteria, Condition, Conclusion and Cause) and Recommendations		Internal Audit Service Office		
Final Audit Report		Internal Audit Service Office		
Memorandum Order from the Local Chief Executive		City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the Audit Notification Memorandum from the Head of the Internal Audit Service Office	1.0 Conduct of Audit Entry Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Management Audit Team / Internal Auditor
	1.1 Conduct of Management Audit / Fieldwork	NONE	15 to 20 working days (depending on the nature of the audit)	Management Audit Team
Receive Notice of Meeting for Exit Conference	2.0 Conduct of Audit Exit Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Internal Auditor

	2.1 Prepared audit report regarding the audit findings/ observations and recommendations and submit to the Head of IAS for review and approval	NONE	10 to 15 working days (depending on the nature of the audit)	Management Audit Team Leader
	2.2 Review and Approval of Audit Report	NONE	2 to 3 working days (depending on the nature of the audit)	City Gov't. Dep't Head II
Receive copy of the final audit report	3.0 Submit audit report to the requesting party and copy furnished to the City Mayor	NONE	5 minutes	Internal Auditor
	3.1 Prepared memorandum to office/department to ensure implementation of recommendations by concerned office/ department.	NONE	2 to 3 working days (depending on the nature of the audit)	Management Audit Team Leader
	3.2 Review and Approval of Memorandum	NONE	3 to 5 working days (depending on the nature of the audit)	Local Chief Executive / City Mayor
Receive the copy of the memorandum and implementation of the recommendations	Furnish copy of Memorandum to Office/ Department concerned	NONE	5 minutes	Internal Auditor
TOTAL		NONE	39 WORKING DAYS, 10 MINUTES. TO 48 WORKING DAYS, 10 MINUTES	



Operations Audit

Operations audit is a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, and contractual obligations. Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results were achieved (1.9.3 Operations Audit, DBM Internal Audit Manual for LGUs (2016), p. 10).

Office/Division:	Operations Audit Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Non-Frontline Service)			
Who may avail:	All Departments and Offices of the Tacloban City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audit Notification Memorandum from the Head of the Internal Audit Service Office to conduct audit.		Internal Audit Service Office		
4 C's (Criteria, Condition, Conclusion and Cause) and Recommendations		Internal Audit Service Office		
Final Audit Report		Internal Audit Service Office		
Memorandum Order from the Local Chief Executive		City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the Audit Notification Memorandum from the Head of the Internal Audit Service Office	1.0 Conduct of Audit Entry Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Operations Audit Team / Internal Auditor
	1.1 Conduct of Operations Audit / Fieldwork	NONE	15 to 20 working days (depending on the nature of the audit)	Operations Audit Team
Receive Notice of Meeting for Exit Conference	2.0 Conduct of Audit Exit Conference with office / department concerned	NONE	1 working day	City Gov't. Dep't Head II / Internal Auditor
	2.1 Prepared audit report regarding the audit findings/ observations and	NONE	10 to 15 working days (depending on the nature of the audit)	Operations Audit Team Leader

	recommendations and submit to the Head of IAS for review and approval			
	2.2 Review and Approval of Audit Report	NONE	2 to 3 working days (depending on the nature of the audit)	City Gov't. Dep't Head II
Receive copy of the final audit report	3.0 Submit audit report to the requesting party and copy furnished to the City Mayor	NONE	5 minutes	Internal Auditor
	3.1 Prepared memorandum to office/department to ensure implementation of recommendations by concerned office/ department.	NONE	2 to 3 working days (depending on the nature of the audit)	Operations Audit Team Leader
	3.2 Review and Approval of Memorandum	NONE	3 to 5 working days (depending on the nature of the audit)	Local Chief Executive / City Mayor
Receive the copy of the memorandum and implementation of the recommendations	Furnish copy of Memorandum to Office/ Department concerned	NONE	5 minutes	Internal Auditor
TOTAL		NONE	39 WORKING DAYS, 10 MINUTES. TO 48 WORKING DAYS, 10 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form given by the staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a feedback letter to iaslgutacloban@yahoo.com or message to the Tacloban City Internal Audit Service Office Facebook account.</p>
How feedbacks are processed	<p>The internal audit staff will record the following information for the feedbacks received:</p> <ul style="list-style-type: none"> Name Department/Office Date Feedback <p>The internal audit staff will discuss the feedback to the Head of IAS</p> <p>Evaluation of feedback by the Head of IAS</p> <p>Feedback requiring answers will be responded within three (3) working days.</p>
How to file a complaint	<p>Send a letter of complaint at IAS Office, 1st Floor, Tacloban City Hall, Tacloban City or thru email iaslgutacloban@yahoo.com .</p>
How complaints are processed	<p>The complaint will be evaluated by the Head of IAS and will be discussed to the internal audit staff.</p> <p>The internal audit staff will create a report after the investigation and shall submit it to the Head of IAS for appropriate action.</p> <p>The response will be given to the complainant within seven (7) working days after the receipt of the complaint.</p>

Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888
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Prepared by:

ROCHELL N. MONTAÑO
AO-Designate
Internal Audit Service Office

Approved by:

MARIVIC U. ADORNADO
Asst. City Government Department Head II
OIC-Internal Audit Service Off

