



CITIZEN'S CHARTER

CY 2024



MANDATE

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

VISION

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

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



VISION AND MISSION

VISION

A Globally COMPETITIVE GREEN and RESILIENT City, Propelled by GOD-Loving, Gender-Responsive Leaders and Empowered Citizenry.

MISSION

To create a city where there are no masters or kings but only subjects, whose only concern is the well-being of each and every Taclobanon.



City Government of Tacloban
 mayorsoffice@tacloban.gov.ph
 (053)832-3131



RECEIVING OF COMMUNICATION LETTERS

Receiving of Communication Letters from the City Government of Tacloban Offices and outside offices/agencies
 The City Mayor's Office receives a great amount of communication letters from various offices and clients such as but not limited to requests, notices of meetings, letters of intent, and coordination letters.

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 (1 Original & 2 Photocopies)		Client		
Complete contact details of the sender		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit 3 copies of the communication letter to the CMO receiving area (1 Original & 2 Photocopies)	1.1 Read the content of the communication letter	None	5 Minutes	Ms. Mercy Espinosa / Ms. Anne Margarete Palomo <i>Administrative Aide I</i> City Mayor's Office
	1.2 After verifying the content, acknowledge receipt of the letter by stamping the "received" logo on the communication letter; Write the name of the receiver, including the date and time; and then place a barcode on the letter	None	10 minutes	
2. Accept the end-user copy	2. Release the end-user copy	None	1 Minute	Ms. Mercy Espinosa / Ms. Ann Margarete Palomo <i>Administrative Aide I</i> City Mayor's Office
	3. Highlight the client's request/concern in the letter	None	5 Minutes	Ms. Daisy Cinco Contract of Service City Mayor's Office

	4. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)	None	5 Minutes	Mr. Beryl Karl Espino <i>Administrative Aide I</i> City Mayor's Office
	5. Scan the documents and upload the same in the DTAS	None	5 Minutes	Mr. Harry Chris Berdan <i>Administrative Aide I</i> City Mayor's Office
	6. Forward the documents to the Personnel assigned for routing	None	10 Minutes	Mr. Harry Chris Berdan <i>Administrative Aide I</i> City Mayor's Office
	7. Attach route slip to communication letter	None	1 Minute	Ms. Tessa Lizanne T. Uyvico CGADH II City Mayor's Office Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office

	8. Verifies the content and routes the document to the responsible office/s with recommendatory comments or action to be taken	None	10 minutes	Ms. Tessa Lizanne T. Uyvico Supervising Administrative Officer City Mayor's Office Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office
	9. Update/input in the Data Tracking System (DTAS) including the comments/action to be taken by the responsible office/s	None	5 minutes	Ms. Russel Grego / Mr Percy Paa Administrative Aide I
	10. Record in the logbook	None	5 Minutes	Ms. Krizzia Lavente Administrative Aide I City Mayor's Office
	11. Forward the document to the person in charge for routing to the responsible office/s	None	5 minutes	Percy Paa / Krizzia Lavente Administrative Aide I City Mayor's Office

	11. Route the document to the responsible office/s	None	15 minutes	Beryl Karl Espino Administrative Aide I City Mayor's Office
Total			1 hour, 22 minutes	

RECEIVING OF COMMUNICATION LETTERS THROUGH EMAIL

Receiving of Communication Letters sent by various offices/agencies through the official email of the City Mayor's Office. The City Mayor's Office's official email address receives numerous emails from various offices and agencies mostly communication letters for coordination meetings, courtesy calls, and other inquiries.

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	1.1 Read the content of the communication letter 1.2 After verifying the content, acknowledge receipt of the letter	None	10 Minutes	Mr. Percy S. Paa <i>Administrative Aide III</i> City Mayor's Office

	2. Print the email and all its attachments	None	3 Minutes	Mr. Percy S. Paa <i>Administrative Aide III</i> City Mayor's Office
	3. Stamp the "RECEIVED" logo on the communication letter; Write the name of the receiver, including the date and time; and Place a barcode on the letter	None	10 Minutes	Ms. Norena T. Tupaz <i>Administrative Aide I</i> City Mayor's Office
	4. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)	None	5 Minutes	Ms. Norena T. Tupaz <i>Administrative Aide I</i> City Mayor's Office
	5. Scan the documents and upload the same to DTAS	None	5 minutes	Ms. Norena T. Tupaz <i>Administrative Aide I</i> City Mayor's Office
	6. Forward the letter to the person in charge of routing	None	1 minute	Ms. Norena T. Tupaz <i>Administrative Aide I</i> City Mayor's Office
	7. Read and Route the letter to the concerned department	None	5 minutes	Ms. Tessa Lizanne T. Uyvico CGADH II

				<p>City Mayor's Office</p> <p>Ms. Irish Sheryll Tonog</p> <p>Executive Assistant III</p> <p>City Mayor's Office</p>
	8. Input in the Data Archiving and Tracking System (DTAS) the action taken by the router	None	5 minutes	<p>Ms. Russel Grego / Mr. Percy Pazz</p> <p>Administrative Aide I</p> <p>City Mayor's Office</p>
	9. Route to the concerned department/office	None	15 minutes	<p>Mr. Beryl Karl Espino</p> <p><i>Administrative Aide I</i></p> <p>City Mayor's Office</p>
Total			59 MINUTES	

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

The City Mayor as the Local Chief Executive is vested with the authority to sign documents on behalf of the City Government
 The City Mayor’s Office receives a volume of documents daily 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 Deeds of Usufruct Service Records		Client

Application for Terminal Leave Oath of Office Authority to Reimburse Clearance Forms Local Finance Resolutions GSIS Forms for Retirement Senior Citizen Booklets Senior Citizen IDs PWD IDs Solo Parent IDs				
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 (LCE)	1.1 Verify the document for signature/approval as to completeness of data/information, etc. 1.2 Acknowledge receipt of the document by affixing	None	5 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office Ms. Russel L. Grego Administrative Staff

	signature on the client's logbook			City Mayor's Office
	2. Forward the document for signature to the City Administrator's Office for review/countersignature	None	5 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
	3. Receive the verified document from the City Administrator's Office	None	5 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
	4. LCE or his authorized representative affixes his signature on the document	None	8 hours	Alfred S. Romualdez <i>City Mayor</i> <i>City Mayor's Office</i> Lila Czarina A. Aquitania, ESQ <i>City Administrator</i>

				<i>City Administrator's Office</i> <i>(Authorized Representative)</i>
	5. Scan and Record the signed/approved document	None	10 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office Ms. Russel L. Grego Administrative Aide I City Mayor's Office
	6. Inform the end user that the document was already signed and ready for pickup	None	5 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office Ms. Norena Tupz Administrative Aide I City Mayor's Office

3. The Client Receives the approved/signed document	Let the client acknowledge the receipt of the document by affixing his/her signature on the logbook	None	5 Minutes	<p>Mr. Melvin Coralde Administrative Aide I City Mayor's Office</p> <p>Ms. Russel L. Grego Administrative Staff City Mayor's Office</p>
Total			1 DAY and 35 MINUTES	

REQUEST FOR THE ATTENDANCE/ PRESENCE OF THE CITY MAYOR TO 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		client		
Copy of the event's program		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 the City Mayor's Office for verification	1.1 Read the content of the communication letter 1.2 Verify the content and acknowledge receipt of the letter	None	10 Minutes	Ms. Mercy R. Espinosa / Ms. Anne Margarete Palomo Administrative Aide I City Mayor's Office

	1.3 Stamp the client's copy with the receiving stamp; indicate the name of the receiver, time, and date received			
2. Accept end-user's copy	2. Give the receiver's copy to the end user	None	1 Minute	Ms. Mercy R. Espinosa / Ms Anne Margarete Palomo Administrative Aide I City Mayor's Office
	3. Forward the document to the Executive Assistant assigned for the LCE's schedule	None	10 Minutes	Mr. Harry Chris M. Berdan Administrative Aide I <i>City Mayor's Office</i>
	4. Verify the content and program, if any; get details from the requesting agency/office; and Input the said activity to	None	1 day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office

	the calendar of events of the LCE			
	5. Inform the requesting party of the confirmation of the attendance of the City Mayor or his duly authorized representative	None	10 minutes	Ms. Abigael L. Gatela <i>Tourism Operations Office II</i> City Mayor's Office
Total			1 day and 31 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 the City Mayor's Office for verification	1.1 Read the content of the communication letter 1.2 Verify the content and acknowledge receipt of the letter	None	10 Minutes	Ms. Mercy Espinosa / Ms. Anne Margarete Palomo Administrative Aide I <i>City Mayor's Office</i>

	1.3 Stamp the client's copy with the receiving stamp, and indicate the name of the receiving staff, time and date.			
2. Accept the client's receiving copy of the communication letter from the CMO Staff	2 Give the receiver's copy to the client	None	1 Minute	Ms. Mercy Espinosa / Ms. Anne Margarete Palomo Administrative Aide I <i>City Mayor's Office</i>
	3. Forward the document to the Executive Assistant assigned for the schedule of the LCE	None	10 Minutes	Mr. Harry Chris M. BERdan <i>Administrative Aide I</i> <i>City Mayor's Office</i>
	4. Verify the content of the letter; get details from the requesting agency/office if necessary; and Input the said activity to the	None	1 DAY	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> <i>City Mayor's Office</i>

	calendar of events of the LCE			
	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	<p>Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office</p> <p>Ms. Abigael L. Gatela <i>Tourism Operations Office II</i> City Mayor's Office</p>
Total			2 DAYS AND 21 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 functions, 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 for inquiry/scheduling	Check if the couple has a valid Marriage License, and give out the Civil Wedding Form for them to fill out	None	10 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
2. The couple will fill out the form and upon completion,	Accept the accomplished form and check the	None	10 Minutes	Mr. Melvin Coralde Administrative Aide I

hand in the same to the attending staff	information written in the form			City Mayor's Office
3. Receive the copy of the civil wedding schedule form and wait for the confirmation of the schedule through a text or phone call from the City Mayor's Office	3.1 Give the couple a copy of the schedule form	None	5 Minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
	3.2 Inform the couple of the waiting period for the confirmation. 4. Forward the Accomplished Form to the Executive Secretary	None	5 minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
	5. Check the schedule of the LCE	None	1 day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office
	6. Input the said wedding date to the calendar of events of the City Mayor upon confirmation of its availability	None	1 day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office

	7. Inform the requesting party of the confirmation of the schedule of the civil wedding	None	5 Minutes	<p>Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office</p> <p>Mr. Melvin Coralde Administrative Aide I City Mayor's Office</p>
Total			2 DAYS AND 35 Minutes	

FEEDBACK 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- Receiving Section</p> <p>Contact info: (053) 832-3131 or mayorsoffice@tacloban.gov.ph</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 is forwarded to the relevant section or personnel concerned and they are required to answer within three (3) days from receipt of the feedback.</p> <p>The action taken and the answer of the section or personnel concerned is then relayed to the citizen/ complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (053) 832-3131</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-Receiving Section</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident

	<p>- Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>(053) 832-3131</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant section/personnel for their explanation within 72 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 feedback with regards to the action taken and the investigation conducted to the client/ complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>(053) 832-3131</p>
<p>Contact Information of the City Mayor's Office</p>	<p>E-MAIL: mayorsoffice@tacloban.gov.ph</p> <p>(053) 832-3131</p>



CITY ADMINISTRATOR'S OFFICE



EXTERNAL SERVICES

RECEIVING OF DOCUMENTS FROM EXTERNAL CLIENTS, AND THEIR APPROVAL AND ENDORSEMENT TO CONCERNED OFFICES, AGENCIES, PERSONNEL, & ETC.

These are personal requests of external clients that are acted upon by the City Administrator by way of approving it or referring the letter/document to the concerned offices, agencies, and personnel 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:	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		
Request letter (1 original copy, duly signed by the requesting party)		Concerned Office /Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter/documents to the City	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the	None	5 minutes per document	<i>Receiving Clerk</i>

Administrator's receiving window.	receiving clerk's signature.			Office of the City Administrator 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator 2 nd Floor
	1.2 Segregates and endorses letter/document to the AO-Designate for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator 2 nd Floor
	1.3 Endorses letter to the Assistant City Administrator/s or the City Administrator for their actions, comments, and recommendations.	None	5 minutes per document	<i>Administrative Officer - Designate</i> <i>Document in-charge</i> Office of the City Administrator 7 th Floor
	1.4 Conducts Complete Staff Work through review (e.g. evaluation, validation, inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Administrative Officer – Designate</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor

	1.5 For action.	None	15 minutes	<i>City Administrator/Assistant Office Administrator</i> Office of the City Administrator 7 th Floor
	1.6 Gathers and verifies all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.7 Endorses the letter/document to the concerned office/s for their further evaluation /investigation/research and appropriate action.	None	15 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator 2 nd Floor
2. Claim and receive the document at the releasing window/area.	2. Releases documents to the concerned office or client.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator 2 nd
Total			1 day & 1hour	

PROCESS OF ATTENDING TO CLIENT’S INQUIRY

The process of attending to clients’ 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		
Communication/letter of requesting party/clients (one original copy, duly signed by the client)		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. Check the status in the logbook & DTAS.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
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	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	15 Minutes	

PROCESS OF ATTENDING TO VARIOUS VISITORS

The City Administrator's Office attends to various visitors seeking courtesy calls with the City Administrator. This involves scheduling appointments, receiving visitors, and facilitating their meetings 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		
Letter of Intent (original copy, duly signed by the head of the office or concerned individual		Visitors or Guests		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a 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. Receives, reviews, and stamps the document with "RECEIVED" containing the date, time, and the receiving clerk's signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Endorses the document to the in charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Administrative Officer – Designate</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor
	1.4 For action.			<i>City Administrator/OIC Assistant City</i>

		None	15 minutes per document	<i>Administrator</i> Office of the City Administrator, 7 th Floor
	1.5 Checks for the City Administrator's availability	None	15 minutes per document	<i>Schedule In-charge</i> Office of the City Administrator, 7 th Floor
	1.6 Gathers and verifies all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
2. Claim and receive the document at the releasing window/area	2. Release the document requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day & 55 minutes	

ISSUANCE OF CERTIFICATE OF RETIREMENT

The certificate of retirement is 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 (one original copy)	Business Permits and Licensing Division	
Barangay Clearance (one original copy)	Respective Barangay Hall	
Letter Request for Retirement (one original copy)	Business Permit Holder	
Proof of Payment (Official Receipt)	City Treasurer's Office	
Valid ID (one, photocopy)	Business Permit Holder	
Latest Business Permit (one original copy)	Business Permit Holder	
Barangay Certificate of Closure Indicating Date of Closure (one original copy)	Respective Barangay Hall	
Duly Accomplished Retirement Application Form (one original copy)	Business Permits and Licensing Division	
Notarized Affidavit of Closure, Board Resolution, or Notice of Dissolution Indicating the Exact Date of Closure (one original copy)	Business Permit Holder	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the secured Mayor's Clearance to the Receiving Area of the City Administrator's Office.	1. Receives, reviews, and stamps the document with "RECEIVED" containing the date, time, and the receiving clerk's signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.1 Encodes details of the letter in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.2 Endorses the document to the in charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.3 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final	None	1 day per document	<i>Document in charge</i> Office of the City Administrator, 7 th Floor

	consideration/ approval/ signature.			
	1.4 For action.	None	15 minutes per document	<i>City Administrator/Assistant City Administrator</i> Office of the City Administrator, 7 th floor
2. Claim and receive at the releasing window/area and return the documents to the person in charge at the Business Permits and Licensing Division	2. Gathers and verifies all the communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	2.1 Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd floor
Total		None	1 day and 40 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 (one original copy)		Business Establishments/entities		
Acceptance Report (one original copy)		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the receipts to the Inspection Division to conduct an inspection of goods/services delivered.	1. Receives the receipts from the client and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	1.1 Prepares and issues Inspection and Deployment Order to the designated Inspector	None	5 minutes per document	<i>Receiving Clerk</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Deploy Inspector. The inspector conducts initial and actual inspection of delivered goods and services	None	15 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
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	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.4 Conducts verification of submitted AIR by the Inspector and approval of the same by the Chief Inspector	None	15 minutes per document	<i>Concerned Inspector</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
3. Claim and receive at releasing window/area	2. Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	50 Minutes	

ISSUANCE OF 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 (one original copy)		Carpool		
Post-Repair Inspection Report (one original copy)		Carpool		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the pre-repair request to the Inspection Division	1. Receives and records pre-repair requests from the concerned office or department, with complete findings provided by the mechanic or technician,	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	along with their signature			
	1.1 Prepares and issues Inspection and Deployment Order to the designated Inspector	None	5 minutes per document	<i>Receiving Clerk</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Deploys Inspector to conduct pre-repair recommendation and findings	None	15 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.3 Approval of Pre-repair Inspection	None	5 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Submit the approved Pre-repair inspection to the Receiving Area of the Carpool.	1.4 Receives and assigns a number to the signed complete Post Repair findings from the	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection

	mechanic/technician			Division Office, 2 nd floor
	1.5 Conducts post-repair recommendations and findings of the submitted Post Repair Report by the Inspector and approval of the same by the Chief Inspector	None	15 minutes per document	<i>Concerned Inspector</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
3. Claim and receive at releasing window/area	2. Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	55 Minutes	

ISSUANCE OF 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 (one original copy)		End-user & CGSO		
Report of Utilization (ROU) (one original copy)		End-user		
Attendance sheets		End-user		
Documentation		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the ROU/Waste Material report to the Inspection Division	1. Receives signed documents from CGSO and records them in the	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator- Inspection Division Office, 2 nd floor

	logbook.			
	1.1 Assigns Inspector to conduct validation and inspection of waste material	None	5 minutes per document	<i>Inspection Div. Chief</i> Office of the City Administrator- Inspection Division Office, 2 nd floor
	1.2 Conducts validation and inspection of waste material	None	15 minutes per document	<i>Concerned Inspector</i> Office of the City Administrator- Inspection Division Office, 2 nd floor
2. Claim and receive at releasing window/area and submit the same to the City Accounting Office	2. Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator- Inspection Division Office, 2 nd floor
Total		None	30 Minutes	

ISSUANCE OF 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 (one original copy)		CADMO		
itinerary of travel (one original)		End-user		
Travel/ office order (one photocopy)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Gas Slip Request to the Inspection Division	1. Receives gas slip requests from the concerned office and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	1.1 Assigns Inspector to conduct validation and inspection of fuel request	None	5 minutes per document	<i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Conducts validation and inspection of waste material	None	15 minutes per document	<i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Claim and receive at releasing window/area	2. Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	30 Minutes	

APPROVAL PROCESS FOR LIQUIDATION DOCUMENTS

The City Administrator signs liquidation documents, verifying the accuracy and completeness of financial reports for expenses incurred by city government personnel. This ensures transparency and accountability in the use of public funds.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Itinerary of travel (two original copies), if necessary		Concerned Party		
Tickets/ official receipts (original copies)		Concerned Party		
Office/travel Order (one photocopy), if necessary		Concerned Party		
Appearances (one certified true copy), if necessary		Concerned Party		
Certificate of Travel Completed (one original copy), if necessary		Concerned Party		
Narrative Report (one original copy), if necessary		Concerned Party		
Certificate of Completion (one original copy), if necessary		Concerned Party		
Invitation (one photocopy), if necessary		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 Conducts Complete Staff Work through review, (e.g. evaluation, validation,			

	inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Administrative Officer – Designate</i> <i>Document In-Charge</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor
	1.5 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather documents and release signed liquidation documents	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day and 55 minutes	

APPROVAL PROCESS FOR REIMBURSEMENTS

The City Administrator signs reimbursement documents, verifying the accuracy and validity of expense claims made by city government personnel. This ensures accountability and compliance with reimbursement policies and procedures.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Itinerary of travel (two original copies), if necessary		Concerned Party		
Tickets/ official receipts (original copies)		Concerned Party		
Office/travel Order (one photocopy), if necessary		Concerned Party		
Appearances (one certified true copy), if necessary		Concerned Party		
Certificate of Travel Completed (one original copy), if necessary		Concerned Party		
Narrative Report (one original copy), if necessary		Concerned Party		
Certificate of Completion (one original copy), if necessary		Concerned Party		
Invitation (one photocopy), if necessary		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and			

	stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis).			<i>Administrative Officer – Designate</i>

	Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Document In-Charge</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor
	1.5 For action.	None	15 minutes per document	<i>City Administrator/OIC-Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers documents and releases signed documents.	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day and 55 minutes	

APPROVAL PROCESS FOR AUGMENTATION OF FUNDS/ARO

The City Administrator signs documents related to the augmentation of funds/ARO, verifying the allocation of additional financial resources for specific purposes.

Office/Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request, duly signed by the head of the office (one original copy)		Respective Department/Office		
Fund Balance Certification (one original copy)		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature.	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<p style="text-align: center;"><i>Document In-Charge</i></p> Office of the City Administrator, 7 th Floor

	1.4 For action.	None	5 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and release signed ARO documents	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	45 minutes	

APPROVAL PROCESS FOR NOTICE OF MEETINGS, RESOLUTIONS, MINUTES, ETC.

The City Administrator signs notices of meetings, resolutions, and minutes, ensuring their accuracy and compliance with established procedures. This facilitates effective communication of decisions made within the city government.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meetings/Resolutions/Minutes (one original)		Respective Department/Office		
Agenda/issues/concern of meeting (one original)		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the AO-Designate for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer-Designate</i> Office of the City Administrator, 7 th Floor
	1.4 For Action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed meetings/resolutions/minutes.	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR PRS/ORS/VOUCHERS

The City Administrator signs PRs, ORs, and vouchers, verifying the accuracy and validity of transactions and expenses. This ensures compliance with procurement and financial regulations within the city government.

Office/Division:	City Administrator's Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)/ G2B (Government to Business)	
Who may avail:	All City Government Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Purchase Requests	<ul style="list-style-type: none"> ● Price Quotation (three original) ● Approved Proposal (one photocopy) ● Approved PPMP (one photocopy) ● APP (one photocopy) ● Picture of Items (if items being purchased are unknown) ● Market Survey (if needed) 	End-User
Obligation Requests	<ul style="list-style-type: none"> ● Contract of Agreement ● POW ● Attachments for Suppliers <ul style="list-style-type: none"> ○ PhilGEPS Registration ○ Permit of Business ○ One valid ID of the owner 	End-User
Vouchers	<ul style="list-style-type: none"> ● Signed OR 	End-User

<ul style="list-style-type: none"> Signed Office Order Audited Itinerary 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 Conducts Complete Staff Work through review, (e.g. evaluation, validation,			

	inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Administrative Officer – Designate</i> <i>Document In-Charge</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor
	1.5 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed notice of PRs/ORs/	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day and 55minutes	

APPROVAL PROCESS FOR PROPOSALS

The City Administrator signs the proposal, indicating approval and endorsement for further consideration or implementation.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved DFPPT (one photocopy)		Respective Department/Office		
Fund Balance (one original)		City Budget Office		
Layout (one original)		Respective Department/Office		
Price Quotations (3 original)		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 Conducts Complete Staff Work through review, (e.g. evaluation,			<i>Administrative Officer – Designate</i> <i>Document In-Charge</i>

	validation, inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor
	1.5 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed proposals.	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	1 day and 55 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)		Requesting Party		
3 copies of Updated and Notarized SALN		Requesting Party		
3 copies of Office Order		Human Resource Mgt and Dev't. Office		
3 copies of Panunumpa Sa Katungkulan (For Managerial Positions)		Requesting Party		
3 copies of 2 valid I.D.s (government issued ID)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>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.</p>	<p>1. Receives documents and stamps them with "RECEIVED" indicating the receiving clerk's date, time, and signature.</p>	<p>None</p>	<p>5 Minutes per document</p>	<p><i>Receiving Clerk</i> City Administrator's Office, 2nd floor</p>
	<p>1.1 Reviews and forwards documents to the Administrative Officer/in-charge and endorses to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendations, and signatures.</p>	<p>None</p>	<p>5 minutes per document</p>	<p><i>Document in-charge</i> City Administrator's Office, 7th floor</p>
	<p>1.2 For action.</p>	<p>None</p>	<p>15 minutes per document</p>	<p><i>City Administrator/OIC Administrator</i> City Administrator's Office, 7th Floor</p>

	1.3 Gathers communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 7 th floor
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	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd floor
Total		None	35 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 (one copy, revised January 1992)		Respective Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished and signed General Form No. 3 (Revised March 24, 1976) to the Receiving Area of the City Administrator's Office.	1. Receives accomplished and signed General Form No. 3 from the client and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd Floor

	1.1 Reviews & forwards the document to the Administrative Officer/in-charge and endorses it to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendations, and signature	None	15 minutes per document	<i>Document in charge</i> City Administrator's Office, 7 th Floor
	1.2 For action.	None	5 minutes per document	<i>City Administrator/OIC-Asst. City Administrator</i> City Administrator's Office
	1.3 Gathers all communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd floor
2. Claim and receive at the 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	5 minutes per document	<i>Releasing Clerk</i> City Administrator's Office, 2 nd floor
Total		None	35 Minutes	

APPROVAL PROCESS FOR VARIOUS REQUESTS OF EXTERNAL CLIENT

The City Administrator’s Office manages the approval process for various requests from external clients, such as sponsorships, financial aid, etc. This involves reviewing requests, assessing their alignment with city policies and objectives, and determining appropriate actions.

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		
Duly signed letter request		Concerned Party		
BAO Validation Report		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking	None	5 minutes per document	<i>Receiving Clerk</i>

	Archiving System (DTAS) & logbook.			Office of the City Administrator, 2 nd floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>AO Designate</i> Office of the City Administrator, 7 th Floor
	1.4 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis). Gives an evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	<i>Administrative Officer – Designate</i> <i>Document In-Charge</i> <i>Legal Consultant</i> <i>Writer</i> Office of the City Administrator, 7 th Floor

	1.5 Prepare response/outgoing communication and have it signed by the City Administrator/Assistant City Administrator (if needed, as per marginal notes)	None	30 minutes per document	<i>Legal Consultant Writer</i> Office of the City Administrator, 7 th Floor
	1.6 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and release the documents requested.	None	10 minutes per document	Releasing Clerk Office of the City Administrator, 2 nd Floor
Total		None	1 day, 1 hour and 25 minutes	

Approval Process for NOA/BAC Documents

The City Administrator's Office oversees the approval process for NOA/BAC documents of external clients. This involves reviewing and/or endorsing documents related to the procurement and bidding processes to ensure compliance with regulations and determining appropriate actions.

Office/Division:	City Administrator's Office/Inspection Division	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)/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
NOA/BAC Document (one original)		Concerned Party
Abstract of quotations (one original)		Concerned Party
Alternative mode of procurement (one original)		Concerned Party
Request for price quotation (one original)		Concerned Party
Request for quotation (one original)		Concerned Party
Mayor's business permit (one photocopy)		Concerned Party
DTI Cert of Business Name Registration (one photocopy)		Concerned Party
Affidavit of omnibus sworn statement (one photocopy)		Concerned Party

PhilGeps Cert of Registration (one photocopy)		Concerned Party		
Tax Clearance (one photocopy)		Concerned Party		
Audited Financial Statement (one photocopy)		Concerned Party		
PCAB License (one photocopy)		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Document	NOA/BAC 1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.3 Segregates and endorses letter/document to the Document in Charge for	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	review.			
	1.4 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.5 For Action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and Releases signed documents.	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 minutes	

APPROVAL PROCESS FOR CASH ADVANCE

The City Administrator's Office manages the approval process for cash advances. This involves reviewing requests, assessing the purpose and justification for the advance, and ensuring compliance with financial policies and regulations

Office/Division:	City Administrator's Office/Inspection Division	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
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
	Letter Request duly signed by the head of office (one original)	Concerned Party
	Justification	Concerned Party
	Fund Balance	City Budget Office
	Travel pre-payment <ul style="list-style-type: none"> ● Itinerary of travel (two originals) ● Office/Travel Order (one certified true copy) ● 3 Quotation for airfare ● Certification from City Accounting for no unliquidated cash advance ● OR 	Concerned Party

• DV				
Miscellaneous Office Expenses				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit NOA/BAC Document	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For Action.	None	15 minutes per document	<i>City Administrator/OIC Assistant Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release approved cash advance.	None	5 minutes per document	Office of the City Administrator, 2 nd Floor
Total		None	50 Minutes	

APPROVAL PROCESS FOR SPECIAL PERMITS

The City Administrator’s Office manages the approval process for special permits requested by individuals or organizations. This involves reviewing permit applications and granting approval for the issuance of special permits.

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 Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		BPLD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit assessment	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System	None	5 minutes per document	<i>Receiving Clerk</i>

	(DTAS) & logbook.			Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action.	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	15 minutes per document	<i>City Administrator/OIC-Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed special permit	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR PROGRAM OF WORK

The City Administrator's Office oversees the approval process for POW submissions. This involves reviewing proposed plans and granting approval for implementation.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Location Plan		Concerned Party		
Photo of the Project		Concerned Party		
Estimated Amount of the Project		CEO		
Letter/Communication addressed to the City Mayor		Concerned Party		
Brgy. Resolution stipulating the source of funds of the project (if brgy. project)		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit POW with requirements	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	30 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.2 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases approved POW	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	50 Minutes	

INTERNAL SERVICES

APPROVAL PROCESS FOR OFFICE ORDERS

The City Administrator’s Office approves office orders to facilitate internal administrative processes such as personnel movements, transfers, promotions, and other relevant matters for maintaining organizational structure and ensuring smooth operations within the organization.

Office/Division:	City Administrator’s Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Overtime</p> <ul style="list-style-type: none"> • Letter request for overtime stating the estimated cost of over-time and estimated collection (with pay over-time) duly signed by the head of the office (one original) • Letter request for overtime (COC or 22 days completion) duly signed by the head of the office (one original) • Output template (one original) <p>Training/Seminar for travel below a 50km radius of the original station</p> <ul style="list-style-type: none"> • Letter request duly signed by the head of the office (one original) • Invitation (for training/seminar) (one photocopy) • Itinerary cost 		<p>Concerned Office /Requesting Party</p>

<ul style="list-style-type: none"> • Fund balance • Affidavit of Undertaking (if the attendee is a JOW/COS Employee) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to City Mayor's Office	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Review documents submitted as to the completeness of the attached requirements	None	15 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.4 Conducts verification	None	30 minutes per document	<i>Administrative Officer-AO Designate</i> Office of the City Administrator, 7 th

				Floor
	1.5 Endorses for pre-approval	None	5 minutes per document	<i>Administrative Officer-AO Designate</i> Office of the City Administrator, 7 th Floor
	1.6 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases pre-approved order	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
	2.1 Endorses to the HR for preparation of Order	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
3. Approval/Signature	3. Receives orders. Logs details in DTAS and the logbook	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	3.1 Endorses for approval and signature	None	5 minutes per document	<i>Administrative Officer-AO Designate</i> Office of the City Administrator, 7 th Floor

	3.2 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
	3.3 Endorses to CMO for numbering	None	5 minutes per document	<i>Administrative Officer-AO Designate</i> Office of the City Administrator, 7 th Floor
Total		None	2 hours	

APPROVAL PROCESS FOR TRAVEL ORDERS

The City Administrator’s Office processes and approves travel orders to ensure that employee travel is authorized, organized, and in compliance with relevant policies and regulations.

Office/Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation (one photocopy)		Concerned Office /Requesting Party		
Itinerary of travel (one original)		Concerned Office /Requesting Party		
Fund Balance		City Budget Office		
Letter of Request to Travel duly signed by the head of the office		Concerned Office /Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the City Mayor’s Office	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document			

	Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Review documents submitted as to the completeness of attached requirements	None	15 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.4 Conducts verification	None	30 minutes per document	<i>Administrative Officer - Designate</i> Office of the City Administrator, 7 th Floor
	1.5 Endorses for pre-approval and signature of the Head of Office	None	5 minutes per document	<i>Administrative Officer - Designate</i> Office of the City Administrator, 7 th Floor
	1.6 For action	None	15 minutes per document	<i>City Administrator/OIC</i> <i>Assistant City Administrator</i> Office of the City

				Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases pre-approved travel order	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
	2.1 Endorses to the HR for preparation of travel Order	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
3. Approval/Signature	3. Receives travel orders. Logs details in DTAS and the logbook	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	3.1 Endorses for final approval and signature	None	5 minutes per document	<i>Administrative Officer - Designate</i> Office of the City Administrator, 7 th Floor
	3.2 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
	3.3 Endorses to CMO for numbering	None	5 minutes per document	<i>Administrative Officer - Designate</i>

				Office of the City Administrator, 7 th Floor
	Total	None	2 hours	

APPROVAL PROCESS FOR NEW AND RENEWAL OF THE CONTRACT OF COS AND JOWS IN THE CITY GOVERNMENT

The City Administrator's Office oversees the approval process for renewing contracts of COS and JOWs employed in the city government. This involves evaluation of their performance and assessment of the need for their services.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Contract (one photocopy)		Human Resource Management and Development Office		
Letter of recommendation duly signed by office/department heads		Concerned Office		
template		Concerned Office		
report of tardiness (one original copy)		Concerned Office		
Medical Certificate (if endorsing for new employee/contract)		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the City Administrator's Office receiving window	1. Receives and validates requirements and endorses them to the manpower in charge	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.1 Conducts Complete Staff Work through review, (e.g. evaluation,			

	validation, inspection, and analysis). Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.	None	1 day per document	Document In-Charge Office of the City Administrator, 7 th Floor
	1.2 Verifies and evaluates individual if eligible for hiring/ renewal	None	30 minutes per document	<i>Manpower In-charge</i> Office of the City Administrator, 7 th floor
	1.3 Endorses to the City Administrator/Assistant City Administrator for pre-approval	None	5 minutes per document	<i>Manpower In-charge</i> Office of the City Administrator, 7 th floor
	1.4 Signs and pre-approves request for hiring/renewal	None	15 minutes per document	<i>City Administrator/Assistant City Administrator</i> Office of the City Administrator, 7 th floor
2. Claim and receive at releasing window/area	2. Gathers and releases pre-approved request	None	10 minutes per document	<i>Manpower In-charge</i> Office of the City Administrator,

				7 th floor
	2.1 Submits pre-approved documents to the Human Resource Management and Development Office	None	5 minutes per document	<i>Manpower In-Charge</i> Office of the City Administrator, 2 nd floor
3. Approval/Signature	3. Receives letter request. Logs details in DTAS and the logbook	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator
	3.1 Endorses contracts to the City Administrator/Assistant City Administrator for final approval and signature	None	5 minutes per document	<i>Manpower In-charge</i> Office of the City Administrator, 7 th floor
	3.2 Signs and approves contract	None	15 minutes per document	<i>City Administrator/Assistant City Administrator</i> Office of the City Administrator, 7 th floor
	3.3 Endorses approved and signed contracts to the HRDMO	None	5 minutes per document	<i>Manpower In-charge</i> Office of the City Administrator, 7 th floor
	Total	None	1 day, 1 hour and 40minutes	

APPROVAL PROCESS FOR THE APPLICATION OF LEAVE OF ABSENCE OF CITY GOVERNMENT EMPLOYEES

The City Administrator’s Office manages the approval process for leave of absence requests submitted by the city government employees. This involves reviewing requests, assessing eligibility, and ensuring adequate staffing levels while maintaining compliance with leave policies and regulations.

Office/Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All (City Departments/Offices/Operating Units, City Councilors, City Government Officials and/or Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave		Concerned Office /Requesting Party		
Medical Certificate (if filing for sick leave and if leave is more than five days)		Hospital/Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the City Administrator’s Office receiving window	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS)			<i>Receiving Clerk</i>

	& logbook.	None	5 minutes per document	Office of the City Administrator, 2 nd Floor
	1.2 Review documents submitted as to the completeness of attached requirements	None	15 minutes document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.4 Conducts verification	None	15 minutes document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.5 Endorses for approval and signature of the Head of Office	None	5 minutes document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.6 Signs and approves request	None	10 minutes per document	<i>City Administrator/Assistant City Administrator</i> Office of the City Administrator, 7 th floor

2. Claim and receive at releasing window/area	2. Gathers and releases approved request	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
	2.1 Endorses to the HR	None	5 minutes document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	Total	None	1 hour and 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
<p>A. Checks for Salaries of Employees (1 original document)</p> <ul style="list-style-type: none"> ● Payroll (1 original copy) ● Voucher (1 original copy) ● Obligation Request (1 original copy) ● DTRs ● Accomplishment Report ● Report of Tardiness ● Approved Leave of Absence, if applicable ● Certified True Copy of Office Order to Render Overtime, if applicable ● Certified True Copy of Log sheet, if needed ● Certified True Copy of the Latest Contract ● Certified True Copy of Office/Travel Order to attend training/seminar, if applicable ● 1.12 Certified True Copy of Certificate of Completion and Appearance, if applicable 		Offices Concerned, HRMDO, and City Accountant’s Office

B. Checks for Suppliers (1 original document/s)		Supplier and End User Concerned		
<ul style="list-style-type: none"> ● Voucher (1 original copy) ● Billing Statement (1 original copy) ● Notice of Award and all its attachment ● Purchase Request ● Purchase Order ● Proposal, if applicable 				
3. 1 Original Copy of Cheques		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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. Receives and stamps documents with "RECEIVED" containing the receiving clerk's date, time, and signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes the details of the letter in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses the payroll, voucher with other supporting documents, and cheques to the in charge for review and the signature of the City Administrator/OIC-Asst.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	<p>1.3 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis).</p> <p>Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.</p>	None	1 day per document	Document In-Charge Office of the City Administrator, 7 th Floor
	1.4 Reviews & endorses to the City Administrator/OIC-Asst. City Administrator for their signature.	None	15 minutes per document	Document In-Charge Office of the City Administrator, 7 th Floor
	1.5 For action.	None	10 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
	1.6 Gathers all the communications acted by the City Administrator's/OIC-Asst. City Administrator.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

2. Claim and receive the document at the releasing window/area.	2. Review and release signed documents	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	2.1 Endorses to the concerned office/s for their further appropriate action.	None	15 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day & 1 hour and 5 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)		Requesting Party		
3 copies of Updated and Notarized SALN		Requesting Party		
3 copies of Office Order		Human Resource Mgt and Dev't. Office		
3 copies of Panunumpa Sa Katungkulan (For Managerial Positions)		Requesting Party		
3 copies of 2 valid I.D.s (government issued ID)		Requesting Party		
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	1. Receives and stamps documents with "RECEIVED"			

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.	containing the receiving clerk's date, time, and signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Encodes the details of the letter in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Segregates and endorses the documents to the in charge for review and the signature of the City Administrator/OIC-Asst.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.4 Reviews and forwards documents to the Administrative Officer/in-charge and endorses to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendations, and signatures.	None	30 minutes per document	<i>Document in charge</i> City Administrator's Office, 7 th floor

	1.5 For action.	None	15 minutes per document	<i>City Administrator/OIC Administrator</i> City Administrator's Office, 7 th Floor
	1.6 Gathers communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 7 th floor
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	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd floor
Total		None	1 hour and 10 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 (one copy, revised January 1992)		Respective Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished and signed General Form No. 3 (Revised March 24, 1976) to the Receiving Area of the City Administrator's Office.	1. Receives and stamps documents with "RECEIVED" containing the receiving clerk's date, time, and signature.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes the details of the letter in the Document Tracking Archiving System	None	5 minutes per document	<i>Receiving Clerk</i>

	(DTAS) & logbook.			Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses the documents to the in charge for review and the signature of the City Administrator/OIC-Asst.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews & forwards the document to the Administrative Officer/in-charge and endorses it to the City Administrator/OIC-Asst. City Administrator for their actions, comments, recommendations, and signature	None	15 minutes per document	<i>Document in charge</i> City Administrator's Office, 7 th Floor
	1.2 For action.	None	1 5 minutes per document	<i>City Administrator/OIC-Asst. City Administrator</i> City Administrator's Office, 7 th Floor

	1.2 Gathers all communications acted by the City Administrator's/OIC-Asst. City Administrator	None	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd floor
3. Claim and receive at the 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	5 minutes per document	<i>Receiving Clerk</i> City Administrator's Office, 2 nd floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR DTRS

The City Administrator signs DTRs of city government employees, verifying attendance details for accurate payroll processing.

Office/Division:	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record duly signed (two copies)		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished and signed DTR to the Receiving Area of the City Administrator’s Office.	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS)	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	& logbook.			
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.2 For action	None	10 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed DTR	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	50 Minutes	

APPROVAL PROCESS FOR ACCOMPLISHMENT REPORTS

The City Administrator signs accomplishment reports and ensures validation of reported accomplishments or activities, promoting accountability and transparency in organizational performance.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Reports duly signed by the head of the office		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplishment Reports	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.4 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed accomplishment report	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR DPCR/IPCR/PPCR

The City Administrator signs these reports and ensures validation of personnel and department performance and compliance with established standards and objectives.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One copy of DPCR/IPCR/PPCR duly signed by the head of the office		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DPCR/IPCR/PPCR	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minute per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.2 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and Releases signed DPCR/IPCR/PPCR	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR COC/CTO

The City Administrator signs the COC and CTO submitted by city government employees. This verifies the approval of overtime credits or time off earned by employees.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR (one original)		Concerned Party		
Office Order (one certified true copy)		Concerned Party		
Attendance Sheet/bio printout duly signed (one original)		Concerned Party		
CTO/COC form duly signed		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit documents to the officer-in-charge.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer designates</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	10 minutes per	<i>City Administrator/OIC Assistant City Administrator</i>

			document	Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and Releases signed COC and CTO.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	50 Minutes	

APPROVAL PROCESS FOR PAYROLLS

The City Administrator signs payrolls for city government employees, verifying the accuracy of salary payments.

Office/Division:	City Administrator's Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All City Government Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	DTR (one original)	Concerned Party
	OR	Concerned Party
	DV	Concerned Party
	Biometric certification (one original)	Concerned Party
	Accomplishment reports (one original)	Concerned Party
	Tardiness report duly signed (one original)	Concerned Party
	Contract for JO/COS/casual (one certified true copy)	Concerned Party

Office Order (one photocopy)		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	30 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.2 For action.	None	5 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and releases signed payrolls	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 hour	

APPROVAL PROCESS FOR LIQUIDATION DOCUMENTS

The City Administrator signs liquidation documents, verifying the accuracy and completeness of financial reports for expenses incurred by city government personnel. This ensures transparency and accountability in the use of public funds.

Office/Division:	City Administrator's Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All City Government Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
OR		
DV		
<ul style="list-style-type: none"> • Pre-Payment for Travel/Training 		
Itinerary of travel (one original)		Concerned Party
Tickets/official receipts (original)		Concerned Party
Office Order (one photocopy)		Concerned Party
Appearances (one photocopy)		Concerned Party
Certificate of Travel Completed		Concerned Party
Narrative Report		Concerned Party

Certificate of Completion		Concerned Party		
Invitation		Concerned Party		
• Cash Advance for Miscellaneous Office Expenses				
official receipts (original)		Concerned Party		
documentation		Concerned Party		
Office Order (one photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	30 minutes per document	<i>Administrative Officer designates</i> <i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather documents and release signed liquidation documents	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 hour and 10 minutes	

APPROVAL PROCESS FOR REIMBURSEMENTS

The City Administrator signs reimbursement documents, verifying the accuracy and validity of expense claims made by city government personnel. This ensures accountability and compliance with reimbursement policies and procedures.

Office/Division:	City Administrator's Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All City Government Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	OR	
	DV	
	<ul style="list-style-type: none"> • Travel/Training Expense 	
	Itinerary of travel (one original)	Concerned Party
	Tickets/official receipts (original)	Concerned Party
	Office Order (one photocopy)	Concerned Party
	Appearances (one photocopy)	Concerned Party

Certificate of Travel Completed		Concerned Party		
Narrative Report		Concerned Party		
Certificate of Completion		Concerned Party		
Invitation		Concerned Party		
• Immediate Expenses incurred				
official receipts (original)				
documentation				
Office Order (one photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System			<i>Receiving Clerk</i>

	(DTAS) & logbook.	None	5 minutes per document	Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers documents and releases signed documents.	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 minutes	

APPROVAL PROCESS FOR AUGMENTATION OF FUNDS/ARO

The City Administrator signs documents related to the augmentation of funds/ARO, verifying the allocation of additional financial resources for specific purposes within the city government. This ensures transparency and compliance with budgetary regulations.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request		Respective Department/Office		
Fund Balance		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release signed ARO documents	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	55 Minutes	

APPROVAL PROCESS FOR NOTICE OF MEETINGS, RESOLUTIONS, MINUTES, ETC.

The City Administrator signs notices of meetings, resolutions, and minutes, ensuring their accuracy and compliance with established procedures. This facilitates effective communication and documentation of decisions made within the city government.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meeting/Resolutions/Minutes		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Administrative Officer Designate</i> Office of the City Administrator, 7 th Floor
	1.4 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release signed meetings/resolutions/minutes.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd
Total		None	55 Minutes	

APPROVAL PROCESS OF PRS/ORS/VOUCHERS

The City Administrator signs PRs, ORs, and vouchers, verifying the accuracy and validity of transactions and expenses. This ensures compliance with procurement and financial regulations within the city government.

Office/Division:	City Administrator's Office	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All City Government Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Purchase Requests <ul style="list-style-type: none"> ● Price Quotation ● Proposal ● PPMP ● APP ● Picture of Items (if items being purchased are unknown) ● Market Survey (if needed) 	Respective Department/Office
	Obligation Requests <ul style="list-style-type: none"> ● Contract of Agreement ● POW ● Attachments for Suppliers ● PhilGEPS Registration ● Permit of Business 	Respective Department/Office

<ul style="list-style-type: none"> One valid ID of the owner 				
Vouchers <ul style="list-style-type: none"> Signed OR Signed Office Order Audited Itinerary 		Respective Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	5 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.2 For action.	None	5 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and Releases signed notice of PRs/ORs/	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	30 Minutes	

APPROVAL PROCESS FOR PROPOSALS

The City Administrator signs the proposal submitted by city government departments or personnel, indicating approval and endorsement for further consideration or implementation.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DFPPT (one photocopy)		Respective Department/Office		
Fund Balance		Respective Department/Office		
Layout		Respective Department/Office		
Price Quotations		Respective Department/Office		
Endorsement		Respective Department/Office		
Proposal, duly accomplished				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements.	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<p style="text-align: center;"><i>Receiving Clerk</i></p> Office of the City Administrator, 2 nd Floor
	1.3 Conducts Complete Staff Work through review, (e.g. evaluation, validation, inspection, and analysis). Gives evaluation	None	1 day per document	<p style="text-align: center;">Document In-Charge</p> Office of the City Administrator, 7 th Floor

	report and/or draft action documents to the Assistant City Administrator/s or the City Administrator for final consideration/ approval/ signature.			
	1.4 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	30 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.5 For action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release signed proposals.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	1 day, 1 hour and 10 Minutes	

ISSUANCE OF 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 (one original copy)		Business Establishments/entities		
Acceptance Report (one original copy)		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the receipts to the Inspection Division to conduct an inspection of goods/services delivered.	1. Receives the receipts from the client and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.1 Prepares and issues Inspection and Deployment Order to the designated Inspector			<i>Receiving Clerk</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection

		None	5 minutes per document	Division Office, 2 nd floor
	1.2 Deploy Inspector. The inspector conducts initial and actual inspection of delivered goods and services	None	10 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.3 Receives the approved AIR from CGSO, and assigned a number for AIR	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.4 Conducts verification of submitted AIR by the Inspector and approval of the same by the Chief Inspector	None	15 minutes per document	<i>Concerned Inspector</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Claim and receive at releasing window/area	2. Gather and Release signed document.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
3. Submit the fully compiled receipts to the Receiving Area of the City General Services Office				
Total		None	50 Minutes	

ISSUANCE OF 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 (one original copy)		Carpool		
Post-Repair Inspection Report (one original copy)		Carpool		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the pre-repair request to the Inspection Division	1. Receives and records pre-repair requests from the concerned office or department, with complete findings provided by the mechanic or technician,	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	along with their signature			
	1.1 Prepares and issues Inspection and Deployment Order to the designated Inspector	None	5 minutes per document	<i>Receiving Clerk</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Deploys Inspector to conduct pre-repair recommendation and findings	None	10 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.3 Approval of Pre-repair Inspection	None	5 minutes per document	<i>Inspection Div. Chief</i> <i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Submit the approved Pre-repair inspection to the Receiving Area of the Carpool.	1.4 Receives and assigns a number to the signed complete Post Repair findings from the	None	15 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection

	mechanic/technician			Division Office, 2 nd floor
	1.5 Conducts post-repair recommendations and findings of the submitted Post Repair Report by the Inspector and approval of the same by the Chief Inspector	None	15 minutes per document	<i>Concerned Inspector</i> <i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
3. Claim and receive at releasing window/area	2. gather and Release the documents requested.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	1 hour	

APPROVAL PROCESS FOR CASH ADVANCE

The City Administrator’s Office manages the approval process for cash advances. This involves reviewing requests, assessing the purpose and justification for the advance, and ensuring compliance with financial policies and regulations.

Office/Division:	City Administrator’s Office/Inspection Division	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
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
Letter Request duly signed by the head of the office	Concerned Party	
Justification	Concerned Party	
Fund Balance	City Budget Office	
Office Order (one certified true copy)	Concerned Party	
Fidelity Bond (photocopy)	Concerned Party	
Travel pre-payment <ul style="list-style-type: none"> ● Itinerary ● Office/Travel Order ● 3 Quotation for Airfare ● Certification from city accounting for no unliquidated 	Concerned Party	

cash advance • OR • DV				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Document	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For Action.	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release approved cash advance.	None	5 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 7 th Floor
Total		None	50 Minutes	

ISSUANCE OF 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 (one original copy)		End-user & CGSO		
Report of Utilization (ROU) (one original copy)		End-user		
Other needed attachments (attendance, documentation, etc)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or submit the ROU/Waste Material report to the Inspection Division	1. Receives signed documents from CGSO and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	1.1 Assigns Inspector to conduct validation and inspection of waste material	None	5 minutes per document	<i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Conducts validation and inspection of waste material	None	15 minutes per document	<i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Claim and receive at releasing window/area and submit the same to the City Accounting Office	2. Gather and Release the documents requested.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	35 Minutes	

ISSUANCE OF 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 (one original copy)		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
1. Submit Gas Slip Request to the Inspection Division	1. Receives gas slip requests from the concerned office and records them in the logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor

	1.1 Assigns Inspector to conduct validation and inspection of fuel request	None	5 minutes per document	<i>Inspection Div. Chief</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
	1.2 Conducts validation and inspection of waste material	None	15 minutes per document	<i>Concerned Inspector</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
2. Claim and receive at releasing window/area	2. Gather and Release the documents requested.	None	10 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator-Inspection Division Office, 2 nd floor
Total		None	35 Minutes	

APPROVAL PROCESS FOR NOA/BAC DOCUMENTS

The City Administrator’s Office oversees the approval process for NOA/BAC documents within the city government. This involves reviewing and/or endorsing documents related to the procurement and bidding processes to ensure compliance with regulations and determining appropriate actions.

Office/Division:	City Administrator’s Office/Inspection Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/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		
BAC Document		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.4 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gather and Release the documents requested.	None	10 minutes per document	Releasing Clerk Office of the City Administrator, 7 th Floor
Total		None	50 Minutes	

APPROVAL PROCESS FOR SPECIAL PERMITS

The City Administrator’s Office manages the approval process for special permits requested by individuals or organizations. This involves reviewing permit applications and granting approval for the issuance of special permits.

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 Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment		BPLD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit assessment	1. Receives, reviews, and stamps documents with “RECEIVED” containing the date, time, and the receiving clerk’s signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator
	1.1 Encodes details of the letter/document in the Document Tracking		5 minutes per document	<i>Receiving Clerk</i>

	Archiving System (DTAS) & logbook.	None		Office of the City Administrator
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator
	1.4 For action	None	15 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator
2. Claim and receive at releasing window/area	2. Gathers and Releases signed special permit	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator
Total		None	55 Minutes	

APPROVAL PROCESS FOR PROGRAM OF WORK

The City Administrator's Office oversees the approval process for POW submissions. This involves reviewing proposed plans and granting approval for implementation.

Office/Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Location Plan		Concerned Party		
Photo of the Project		Concerned Party		
Estimated Amount of the Project		CEO		
Letter/Communication addressed to the City Mayor		Concerned Party		
Brgy. Resolution stipulating the source of funds of the project (if brgy. project)		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit POW with requirements	1. Receives, reviews, and stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	1.1 Encodes details of the letter/document in the Document Tracking Archiving System (DTAS) & logbook.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.2 Segregates and endorses letter/document to the Document in Charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	1.3 Reviews and endorses documents to the City Administrator/OIC Assistant City Administrator for their action	None	15 minutes per document	<i>Document In-Charge</i> Office of the City Administrator, 7 th Floor
	1.2 For action	None	10 minutes per document	<i>City Administrator/OIC Assistant City Administrator</i> Office of the City Administrator, 7 th Floor
2. Claim and receive at releasing window/area	2. Gathers and Releases approved POW	None	10 minutes per document	<i>Releasing Clerk</i> Office of the City Administrator, 2 nd Floor
Total		None	50 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

CITIZEN'S CHARTER

SANGGUNIANG PANLUNGSOD
OF TACLOBAN



2022-2025

RA 11032 EASE OF DOING BUSINESS AND EFFICIENT
GOVERNMENT SERVICE DELIVERY ACT

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:	Complex	
Type of Transaction:	G2C – Government to Citizens	
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	Applicant	
2. Duly accomplished Application form for Accreditation	Receiving Clerks/Records Officer	
3. Board Resolution signifying intention for Accreditation for the purpose of representation in the Local Special Body;	Applicant	
4. Certificate of Registration	Either Securities and Exchange Commission, DOLE, DSWD or CDA	
5. List of Current Officers and Members	Applicant	
6. Annual Accomplishment Report for the immediately preceding year;	Applicant	
7. Financial Statement	Applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the above requirements to the SP Records Section in 5 copies (photocopies may be submitted). Application letters must indicate the contact person, his address and contact number.</p>	<p>1.1 SP records will receive the documents and calendar it for Agenda in the next scheduled Regular Session;</p> <p>1.2 Said application will be referred to the SP Committee on People Empowerment and Participation with</p>	<p>None</p>	<p>10 mins.</p> <p>-in session-</p>	<p>Receiving Clerk/ Records Officer</p> <p>Office of the Floor Leader</p>

<p>2. Attend the Committee Hearing called by the SP Committee on Accreditation and People's Organization.</p>	<p>Corresponding Referral Number;</p> <p>2.1 Committee Hearing will be held, inviting the representatives of the NGO's and PO's together with the members of the Committee;</p> <p>2.2 The SP Chairperson shall calendar the Committee Report and thereafter adopt a Resolution approving the Accreditation of the concerned NGO/PO</p> <p>2.3 Certificate of Accreditation awarded to the concerned NGO/PO</p>		<p>-Committee Hearing to be conducted</p> <p>-In session –</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>
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			15 mins	Chairperson of the SP Committee on Accreditation and People's Organization
	TOTAL:	None	25 minutes + Local Legislative process (Conduct of Committee Hearing and Approval on the Floor)	

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 review and approval

Office/Division:	Sangguniang Panlungsod			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangays in the Territorial Jurisdiction of Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of their approved Barangay Ordinances Additional Requirements For Barangay Revenue Ordinances: a. Certificate of Public Hearing (Public Hearing must be conducted before approval of Barangay Revenue Ordinances); b. 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	1.1 Receive, Check and Acknowledge receipt of 15 copies of the approved	None	10 minutes	Staff of the LIGA/ABC President

	<p>Barangay Ordinances together with additional requirements in case of Revenue Ordinances;</p> <p>1.2 The office of the LIGA/ABC President shall make an Endorsement and forward it to the Records Section of the Sangguniang Panlungsod</p> <p>1.3 Records Officer shall record the same in the logbook and forward it to the Office of the Floor Leader for it to be calendared in the Agenda of the Regular Session</p> <p>1.4 Said matter to be calendared in the in the Agenda as Referral to the Committee on Barangay Affairs and the Committee on Laws</p>		<p>20 mins</p> <p>15 mins.</p> <p>-In session –</p>	<p>Staff of the LIGA/ABC President</p> <p>Records Officer/Receiving Clerk Records Section</p> <p>Office of the Floor Leader</p>
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	1.5 Approval of the Barangay Ordinance		-In session -	Chairperson of the Committee on Laws
	TOTAL:	None	45 minutes + not more than 30 days (per Local Government Code)	

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:	G2C – Government to Citizen and G2G – Government to Government			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> a. Letter-request b. Valid ID 		<ul style="list-style-type: none"> 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;	1.1 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;	2.1 Get the document and have the client photocopy it after filling up the Borrowers Logbook; (no available photocopier in the	None	15 minutes	Receiving Clerk/Records Officer

<p>3. Request for Certified True Copies of Ordinances/Resolution</p>	<p>office so photocopy expense is on the account of client)</p> <p>3.1 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</p> <p style="text-align: right;">TOTAL:</p>	<p>Php 50.00 per page</p> <p>Php. 50.00 per Certified True Copy</p>	<p>20 minutes</p> <p>40 minutes</p>	<p>City Treasurer's Office will issue Official Receipt for payment of Secretary's Fee</p> <p>(PAYMENT OF FEES IN ANOTHER BUILDING)</p>
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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:	G2G – Government to Government and G2C – Government to Citizen			
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);		Requesting Entity		
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		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Endorsements, Letter-Requests, Request for Legislative Actions in 15 copies to the Records Section of the Sangguniang Panlungsod	1.1 SP records will receive the documents and calendar it for Agenda in the Regular Session.	NONE	10 minutes	Receiving Clerk/Records Officer
	1.2 Said application will be calendared in the Agenda for Referral to the appropriate Committee;		15 minutes	Staff of the Office of the Floor Leader
	1.3 If needed, a Committee Hearing will be held, inviting the resource persons and the parties involved;		Committee Hearing Conducted	Chairperson of the concerned SP Committee
	1.4 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		-in session-	Chairperson of the concerned SP Committee

	<p>Ordinance/Approve a Resolution whenever applicable.</p> <p>1.5 Drafting, Finalizing, signing the Resolutions and Ordinances (to be signed by all SP Members who were present during the proceeding);</p> <p>1.6 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>10 calendar days</p> <p>3 calendar days</p>	<p>Staff of the Ordinances and Resolutions Section; SP Secretary, SP Members (for Ordinances) and City Vice-Mayor</p> <p>Receiving Clerk/Records Officer</p>
	TOTAL:	None	25 minutes +	

			Local Legislative Process (Conduct of Committee Hearings/Public Hearings/ 1st,2nd and 3rd Reading, Publication as the case may be)	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop at the designated drop box in front of the Customer Assistance Desk (ground floor or Second Floor)
How feedbacks are processed	<p>Every Friday, the Customer Assistance Desk In-Charge 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 3 days from receipt of the feedback. The answer is then relayed to the client</p>
How to file a complaint	<p>Answer the client feedback form and drop at the designated drop box in front of the Customer Assistance Desk.</p> <p>A letter-complaint may also be filed through a letter addressed to the Honorable Vice-Mayor or in the Official FB Page of the Sangguniang Panlungsod of Tacloban</p>
How complaints are processed	<p>Every Friday, the Customer Assistance Desk In Charge opens the drop box and compiles and Records all feedback and complaints submitted.</p> <p>Feedback Requiring answers are forwarded to the relevant Offices/Divisions/SP Members and they are required to answer within 3 days from receipt of the feedback. The answer is then relayed to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



CITY PLANNING & DEVELOPMENT OFFICE



PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE

Implementation of Section 5a Rule II of the Revised IRR of PD 957 and other related laws pursuant to Article IV Section 5c of EO 648

Office or Division:	City Planning and Development Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly notarized Application Form (1 original copy)	City Planning and Development Office	
2. Site Development Plan, scale of 1:200 to 1:2,000, A3 size minimum, showing all of the following: (2 original copies)		
2.1. Proposed Layout of streets, lots, parks and playgrounds, and the features in relation to existing condition	Licensed Architect, Civil Engineer, Geodetic Engineer, OR Environmental Planner	
2.2. Vicinity Map drawn to scale showing adjoining uses, access road, facilities, and utilities in at least 500-meter radius	Licensed Geodetic Engineer	

2.3. Survey Plan of the lot as described in the OCT/TCT	DENR Land Management Bureau
2.3.1. If not available, Sketch Plan of the property as shown in the OCT/TCT	Licensed Geodetic Engineer
2.4. Lot Data Computations of the lot as certified by the Land Management Bureau	DENR Land Management Bureau
2.5. Topographic Map showing 0.5 meter interval with digital copy of the survey with COGO points in .csv format (flash drive)	Licensed Geodetic Engineer
2.6. Spot Elevation Map	Licensed Geodetic Engineer
3. Digital copy of Site Development Plan including attachments enumerated from Items 2.1 to 2.6 (flash drive)	Licensed Architect, Civil Engineer, Geodetic Engineer, OR Environmental Planner, AND DENR Land Management Bureau
4. Updated Real Property Tax Clearance (1 certified true copy)	City Treasurer's Office
5. OCT/TCT issued in the current year blue copy (2 certified true copies)	Register of Deeds
5.1. If in the name of a corporation, attach all (1 original copy each, must be annotated in the OCT/TCT):	
5.1.1. Approved Board Resolution of the applicant corporation authorizing the use of the property for PALC or subdivision/condominium project	Corporation being represented
5.1.2. Secretary's Certificate attesting to the conduct of said Board Meeting	Corporation being represented
5.2. If not in the name of the applicant, attach a duly notarized Special Power of Attorney executed by the lot owners granting use of the property through Contract of Lease, Deed of Sale, Self-Adjudication, Letter of Consent, OR other sufficient proof of consent (1 original copy, must be annotated in the OCT/TCT)	Citizen being represented
5.3. If in the name of a deceased person, attach any of the following (1 original copy, must be annotated in the OCT/TCT):	
5.3.1. Duly notarized Extrajudicial Settlement of Estate signed by all heirs claiming interest, with authority to use, lease, rent	Heirs of deceased lot owner
5.3.2. Special Power of Attorney of heirs with sale	Heirs of deceased lot owner
5.4. If lot is a conjugal property, attach all applicable (must be annotated in the OCT/TCT):	

5.4.1. If living spouse, duly notarized consent of the spouse OR the application must be signed by both spouses (1 original copy)	Spouse of client
5.4.2. If deceased spouse, Certificate of Death AND duly notarized consent of all heirs claiming interest (1 certified true copy)	Applicable Local Civil Registrar's Office OR Philippine Statistics Authority Field Office AND heirs of deceased lot owner
5.5. If in the name of a minor, attach any of the following (1 original copy, must be annotated in the OCT/TCT):	
5.5.1. Duly notarized Affidavit of Guardianship	Notary Public
5.5.2. Court order	Court with jurisdiction
5.5.3. Certification from Local Social Welfare and Development Office	Local Social Welfare and Development Office with jurisdiction
5.6. If lot is under dispute or court litigation, attach a Court Clearance/Court Order authorizing the use of the property for PALC or subdivision/condominium project (1 original copy, must be annotated in the OCT/TCT)	Court with jurisdiction
5.7. If the OCT is a Free Patent or an Emancipation Patent issued by DENR or DAR, respectively, and the condition of the issuance falls within the prescription period, the application shall not be received and shall be returned to the applicant	Department of Environment and Natural Resources OR Department of Agrarian Reform
5.8. If the location of the lot with OCT/TCT is an interior lot without an existing private road, attach a duly notarized Right-of Way for Access Road and Right-of-Way for Utilities such as water pipes, power line, drainage/sewage/sewerage pipe/outfall, granted by the property owner (1 original copy, must be annotated in the OCT/TCT)	Owners of adjoining properties
5.9. If lot is untitled with Tax Declaration in the name of the applicant, attach all applicable (must be annotated in the OCT/TCT):	
5.9.1. Tax Declaration issued in the last five years (1 certified true copy)	City Assessor's Office
5.9.2. Inspection report showing that the applicant has been in actual, open, exclusive, continuous and notorious possession of the property in the last five years	City Planning and Development Office (upon inspection during processing)
5.9.3. Certification that Tax Declaration has no duplication in favor of another person (1 original copy)	City Assessor's Office

5.9.4. Updated Real Property Tax Clearance (1 certified true copy)		City Treasurer's Office		
5.10. If lot is classified as Timberland, attach a Special Use Permit by the DENR only (1 original copy, must be annotated in the OCT/TCT)		Department of the Environment and Natural Resources		
5.11. If lot is a portion of an unsubdivided lot, attach any of the following (1 certified true copy, must be annotated in the OCT/TCT)				
5.11.1. Duly notarized Deed of Sale by the owners		Owner of the mother lot		
5.11.2. Lease Agreement		Owner of the mother lot		
5.11.3. Deed of Consent		Owner of the mother lot		
6. Zoning Certification for Land Use (1 original copy)		City Planning and Development Office		
7. Documentary Stamp Tax (1 piece)		Bureau of Internal Revenue		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Secure Application Form with checklist of requirements from the City Planning and Development Office (BOSS Window 22)	1. Provide client with Application Form	None	30 minutes	Conrado Rosel (Frontline Officer)
2.1. Submit complete requirements to the City Planning and Development Office (BOSS Window 22)	2.1. Receive and review application documents 2.2. Compute fees and issue Order of Payment, if application	See table "Fees for PALC"	1 hour and 30 minutes	Conrado Rosel (Frontline Officer) Ar. Edessa Faye Piscos

2.2. Receive Order of Payment and pay required fees at the City Treasurer's Office.	documents are complete and correct			(Architect)
3. Submit Official Receipt to the City Planning and Development Office	3. Receive and verify Official Receipt	None	20 minutes	Conrado Rosel (Frontline Officer)
	4. Transmit complete documents including Official Receipt to Plans and Programs Division for processing	None	20 minutes	Conrado Rosel (Frontline Officer)
	5. Receive application documents and perform detailed evaluation	None	1 day	Ar. Edessa Faye Pisco (Architect) Ar. Maria Cecilia Gabriella Diaz (Architect)
	6. Conduct onsite inspection to validate application documents and determine the qualification of the site for the proposed project	None	2 days and 4 hours	Ar. Maria Esther Dagatan (Architect)

				Ar. Maria Cecilia Gabriella Diaz (Architect)
	7. Process PALC and recommend for approval or denial	None	2 days	EnP Maria Rose Jecino (Project Evaluation Officer IV) Ar. Maria Cecilia Gabriella Diaz (Architect)
				Ar. Maria Cecilia Gabriella Diaz (Architect)
	8. Review and render decision on the application	None	1 day	EnP Janis Claire Canta (CPDC) Flordeliza Uy

				(Admin Aide I)
10. Receive approved/denied PALC from the City Planning and Development Office	9. Release approved/denied PALC to the client	None	1 hour	Conrado Rosel (Frontline Officer)
Total:		See table "Fees for PALC"	6 days, 7 hours, 10 minutes	

FEES FOR PALC

Application Type	Fees to be Paid
PD 957 (Open Market)/BP 220 (Socialized and Economic)	
A. Subdivision and Condominium Projects	
• Processing Fee	Php 360 per hectare or a fraction thereof
• Inspection Fee	Php 1,500 per hectare
BP 220 (Socialized and Economic)	
A. Subdivision Project	
• Processing Fee	
Socialized	Php 90 per hectare
Economic	Php 216 per hectare
• Inspection Fee	Php 1,500 per hectare
B. Condominium Project	
• Processing Fee	Php 720
Industrial/Commercial Subdivision	

• Processing Fee	Php 432 per hectare
• Inspection Fee	Php 1,500 per hectare
Farm Lot Subdivision	
• Processing Fee	Php 288 per hectare
• Inspection Fee	Php 1,500 per hectare
Memorial Park, Cemetery, and Columbarium Projects	
• Processing Fee	
Memorial Park	Php 720 per hectare
Cemeteries	Php 288 per hectare
Columbarium	Php 3,600 per hectare
• Inspection Fee	Php 1,500 per hectare

LOCATIONAL CLEARANCE

Implementation of Ordinance No. 2017-13-033 (Revised Comprehensive Zoning Management Code)

Office or Division:	City Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government	
Who may avail:	All	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly notarized Application Form (1 original copy)		City Planning and Development Office
2. OCT/TCT issued in the current year blue copy (1 certified true copy)		Register of Deeds
2.1. If in the name of a corporation, attach all (1 original copy each, must be annotated in the OCT/TCT):		
2.1.1. Approved Board Resolution of the applicant corporation authorizing the use of the property for the proposed project		Corporation being represented
Secretary's Certificate attesting to the conduct of said Board Meeting		Corporation being represented
2.2. If not in the name of the applicant, attach a duly notarized Special Power of Attorney executed by the lot owners granting use of the property through Contract of Lease, Deed of Sale, Self-Adjudication, Letter of Consent, OR other sufficient proof of consent (1 original copy, must be annotated in the OCT/TCT)		Citizen being represented

2.3. If in the name of a deceased person, attach any of the following (1 original copy, must be annotated in the OCT/TCT):	
2.3.1. Duly notarized Extrajudicial Settlement of Estate signed by all heirs claiming interest, with authority to use, lease, rent	Heirs of deceased lot owner
2.3.2. Special Power of Attorney of heirs with sale	Heirs of deceased lot owner
2.4. If lot is a conjugal property, attach all applicable (must be annotated in the OCT/TCT):	
2.4.1. If living spouse, duly notarized consent of the spouse OR the application must be signed by both spouses (1 original copy)	Spouse of client
2.4.2. If deceased spouse, Certificate of Death AND duly notarized consent of all heirs claiming interest (1 certified true copy)	Applicable Local Civil Registrar's Office OR Philippine Statistics Authority Field Office AND heirs of deceased lot owner
2.5. If in the name of a minor, attach any of the following (1 original copy, must be annotated in the OCT/TCT):	
2.5.1. Duly notarized Affidavit of Guardianship	Notary Public
2.5.2. Court order	Court with jurisdiction
2.5.3. Certification from Local Social Welfare and Development Office	Local Social Welfare and Development Office with jurisdiction
2.6. If land is under dispute or court litigation, attach a Court Clearance/Court Order authorizing the use of the property for the proposed project (1 original copy, must be annotated in the OCT/TCT)	Court with jurisdiction
2.7. If the OCT is a Free Patent or an Emancipation Patent issued by DENR or DAR, respectively, and the condition of the issuance falls within the prescription period, the application shall not be received and shall be returned to the applicant	Department of Environment and Natural Resources OR Department of Agrarian Reform
2.8. If the location of the lot with OCT/TCT is an interior lot without an existing private road, attach a duly notarized Right-of Way for Access Road and Right-of-Way for Utilities such as water pipes, power line, drainage/sewage/sewerage pipe/outfall, granted by the	Owners of adjoining properties

property owner (1 original copy, must be annotated in the OCT/TCT)	
2.9. If lot is untitled with Tax Declaration in the name of the applicant, attach all applicable (must be annotated in the OCT/TCT):	
2.9.1. Tax Declaration issued in the last five years (1 certified true copy)	City Assessor's Office
2.9.2. Inspection report showing that the applicant has been in actual, open, exclusive, continuous and notorious possession of the property in the last five years	City Planning and Development Office (upon inspection during processing)
2.9.3. Certification that Tax Declaration has no duplication in favor of another person (1 original copy)	City Assessor's Office
2.9.4. Updated Real Property Tax Clearance (1 original copy)	City Treasurer's Office
2.10. If lot is classified as Timberland, attach a Special Use Permit by the DENR only (1 original copy, must be annotated in the OCT/TCT)	Department of the Environment and Natural Resources
2.11. If lot is a portion of an unsubdivided lot, attach any of the following (1 certified true copy, must be annotated in the OCT/TCT)	
2.11.1. Duly notarized Deed of Sale by the owners	Owner of mother lot
2.11.2. Lease Agreement	Owner of mother lot
2.11.3. Deed of Consent	Owner of mother lot
3. Updated Real Property Tax Clearance (1 certified true copy)	City Treasurer's Office
4. Barangay Clearance giving consent to the proposed project (1 original copy)	Barangay Hall with jurisdiction
5. Project Cost including Bill of Materials and Machineries/ Capitalization (1 original copy)	Licensed Architect or Civil Engineer
6. For a property located in a Complex Subdivision, attach all (1 photocopy each):	Department of Environment and Natural Resources OR Licensed Geodetic Engineer

6.1. Approved Subdivision Plan		Lands Management Bureau		
6.2. Approved Development Permit		City Planning and Development Office		
7. Site Development Plan, Floor Plan, and Elevation signed by licensed professional and owner (1 original copy)		Licensed Architect or Civil Engineer		
8. For multi-storey buildings: Plumbing and Drainage Plan (1 original copy)		Licensed Sanitary Engineer OR Master Plumber		
9. For uses covered by the Philippine EIS System as defined in EMB MC No. 2014-005: Environmental Compliance Certificate or Certificate of Non-Coverage, whichever is applicable (1 certified true copy)		Environmental Management Bureau		
10. Documentary Stamp Tax (1 piece)		Bureau of Internal Revenue		
11. Long folder (1 piece)		Client		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Secure Application Form with checklist of requirements from the City Planning and Development Office (BOSS Window 22)	1. Provide client with Application Form	None	30 minutes	Conrado Rosel (Frontline Officer)
2.1. Submit complete requirements to the City Planning and Development Office (BOSS Window 22) for initial assessment	2.1. Receive and review application documents 2.2. Compute fees and issue Order of Payment, if application documents are complete and correct	See table "Fees for LC"	40 minutes	Conrado Rosel (Frontline Officer) Ar. Edessa Faye Piscos (Architect)

2.2. Receive Order of Payment and pay required fees at the City Treasurer's Office.				
3. Submit Official Receipt to the City Planning and Development Office	3. Receive and verify Official Receipt	None	20 minutes	Conrado Rosel (Frontline Officer)
	4. Transmit complete documents including Official Receipt to Plans and Programs Division for processing	None	20 minutes	Conrado Rosel (Frontline Officer)
	5. Receive application documents and perform detailed evaluation	None	3 hours	Ar. Edessa Faye Pisco (Architect) Ar. Maria Cecilia Gabriella Diaz (Architect)
	6. Conduct onsite inspection for validation of application documents	None	1 day and 4 hours	Ar. Maria Esther Dagatan (Architect) Ar. Maria Cecilia Gabriella Diaz

				(Architect)
	7. Process LC for approval or denial of application	None	1 hour	Ar. Edessa Faye Pisco (Architect) Ar. Maria Cecilia Gabriella Diaz (Architect)
	8. Review application documents and LC and recommend for approval or denial	None	2 hours	EnP Maria Rose Jecino (Project Evaluation Officer IV) Ar. Maria Cecilia Gabriella Diaz (Architect)
	9. Review and render decision on the application	None	4 hours	EnP Janis Claire Canta (CPDC) Flordeliza Uy

				(Admin Aide I)
10. Receive approved/denied LC from the City Planning and Development Office	10. Release approved/denied LC to the client	None	10 minutes	Conrado Rosel (Frontline Officer)
Total:		See table "Fees for LC"	3 days	

FEES FOR LC

Application Type	Fees to be Paid
Single residential structure attached or detached	
<ul style="list-style-type: none"> Project cost of Php 100,000 and below 	Php 288
<ul style="list-style-type: none"> Project cost of Over Php 100,000 to Php 200,000 	Php 576
<ul style="list-style-type: none"> Project cost of Over Php 200,000 	Php 720 + (1/10 of 1% in of cost excess of Php 200,000)
Apartments and townhouses	
<ul style="list-style-type: none"> Project cost of Php 500,000 and below 	Php 1,440
<ul style="list-style-type: none"> Project cost of Over Php 500,000 to Php 2,000,000 	Php 2,160
<ul style="list-style-type: none"> Project cost of Over Php 2,000,000 	Php 3,600 + (1/10 of 1% of cost in excess of Php 2,000,000)
Dormitories	
<ul style="list-style-type: none"> Project cost of Php 2,000,000 and below 	Php 3,600
<ul style="list-style-type: none"> Project cost of Over Php 2,000,000 	Php 3,600 + (1/10 of 1% of cost in excess of Php 2,000,000)
Institutional	
<ul style="list-style-type: none"> Project cost of Php 2,000,000 	Php 2,880
<ul style="list-style-type: none"> Project cost of Over Php 2,000,000 	Php 2,880 + (1/10 of 1% of cost in excess of Php 2,000,000)

Commercial, Industrial, and Agro-Industrial	
• Project cost of Php 100,000 and below	Php 1,440
• Project cost of Over Php 100,000 to Php 500,000	Php 2,160
• Project cost of Over Php 500,000 to Php 1,000,000	Php 2,880
• Project cost of Over Php 1,000,000 to Php 2,000,000	Php 4,320
• Project cost of Over Php 2,000,000	Php 7,200 + (1/10 of 1% of cost in excess of Php 2,000,000)
Special Uses (Projects Covered by Philippine EIS System)	
• Php 2,000,000 and below	Php 7,200
• Over Php 2,000,000	Php 7,200 + (1/10 of 1% of cost in excess of Php 2,000,000)
Alteration/expansion	Fees apply to affected areas only
Projects which commenced prior to application	
• Penalty	Php 10,000

ZONING CERTIFICATION FOR LAND USE CLASSIFICATION

Implementation of Ordinance No. 2017-13-033 (Revised Comprehensive Zoning Management Code)

Office or Division:	City Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly notarized Application Form (1 original copy)	City Planning and Development Office
2. Vicinity Map indicating clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks within a radius of at least 500 meters duly signed by a Geodetic Engineer (1 photocopy)	Licensed Geodetic Engineer
3. Lot/Sketch Plan duly signed by a Geodetic Engineer (1 original copy)	Licensed Geodetic Engineer
4. Updated Real Property Tax Clearance (1 certified true copy)	City Treasurer’s Office OR Register of Deeds, respectively

OR OCT/TCT issued in the current year (1 photocopy)	
4.1. If in the name of a corporation, attach all (1 photocopy each, must be annotated in the OCT/TCT):	
4.1.1. Approved Board Resolution of the applicant corporation authorizing the use of the property for the ZC	Corporation being represented
4.1.2. Secretary's Certificate attesting to the conduct of said Board Meeting	Corporation being represented
4.2. If not in the name of the applicant, attach a duly notarized Special Power of Attorney executed by the lot owners granting use of the property through Contract of Lease, Deed of Sale, Self-Adjudication, Letter of Consent, OR other sufficient proof of consent (1 photocopy, must be annotated in the OCT/TCT)	Citizen being represented
4.3. If in the name of a deceased person, attach any of the following (1 photocopy, must be	

annotated in the OCT/TCT):	
4.3.1. Duly notarized Extrajudicial Settlement of Estate signed by all heirs claiming interest, with authority to use, lease, rent	Heirs of deceased lot owner
4.3.2. Special Power of Attorney of heirs with sale	Heirs of deceased lot owner
4.4. If lot is a conjugal property, attach all applicable (must be annotated in the OCT/TCT):	
4.4.1. If living spouse, duly notarized consent of the spouse OR the application must be signed by both spouses (1 photocopy)	Spouse of client
4.4.2. If deceased spouse, Certificate of Death AND duly notarized consent of all heirs claiming interest (1 photocopy)	Applicable Local Civil Registrar's Office OR Philippine Statistics Authority Field Office AND heirs of deceased lot owner
4.5. If in the name of a minor, attach any of the following (1 photocopy, must be annotated in the OCT/TCT):	

4.5.1. Duly notarized Affidavit of Guardianship	Notary Public
4.5.2. Court order	Court with jurisdiction
4.5.3. Certification from Local Social Welfare and Development Office	Local Social Welfare and Development Office with jurisdiction
4.6. If land is under dispute or court litigation, attach a Court Clearance/Court Order authorizing the use of the property for ZC (1 photocopy, must be annotated in the OCT/TCT)	Court with jurisdiction
4.7. If the OCT is a Free Patent or an Emancipation Patent issued by DENR or DAR, respectively, and the condition of the issuance falls within the prescription period, the application shall not be received and shall be returned to the applicant	Department of Environment and Natural Resources OR Department of Agrarian Reform
4.8. If the location of the lot with OCT/TCT is an interior lot without an existing private road, attach a duly notarized Right-of Way for Access Road and Right-of-Way for Utilities such as water pipes, power line, drainage/sewage/sewerage pipe/outfall, granted by the	Owners of adjoining properties

property owner (1 photocopy, must be annotated in the OCT/TCT)	
4.9. If lot is untitled with Tax Declaration in the name of the applicant, attach all applicable (must be annotated in the OCT/TCT):	
4.9.1. Tax Declaration issued in the last five years (1 photocopy)	City Assessor's Office
4.9.2. Inspection report showing that the applicant has been in actual, open, exclusive, continuous and notorious possession of the property in the last five years	City Planning and Development Office (upon inspection during processing)
4.9.3. Certification that Tax Declaration has no duplication in favor of another person (1 photocopy)	City Assessor's Office
4.9.4. Updated Real Property Tax Clearance (1 photocopy)	City Treasurer's Office
4.10. If lot is classified as Timberland, attach a	Department of the Environment and Natural Resources

Special Use Permit by the DENR only (1 photocopy, must be annotated in the OCT/TCT)				
4.11. If lot is a portion of an unsubdivided lot, attach any of the following (1 photocopy, must be annotated in the OCT/TCT)				
4.11.1. Duly notarized Deed of Sale by the owners	Owner of mother lot			
4.11.2. Lease Agreement	Owner of mother lot			
4.11.3. Deed of Consent	Owner of mother lot			
5. Documentary Stamp Tax (1 piece)	Bureau of Internal Revenue			
6. Long folder (1 piece)	Client			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Secure Application Form with checklist of requirements from the City Planning and Development Office (BOSS Window 22)	1. Provide client with Application Form	None	30 minutes	Conrado Rosel (Frontline Officer)
2.1. Submit complete requirements to the City Planning and Development	2.1. Receive and review application documents	Php 720 + a fraction thereof in excess of one hectare	40 minutes	Conrado Rosel (Frontline Officer)

Office (BOSS Window 22) for initial assessment 2.2. Receive Order of Payment and pay required fees at the City Treasurer's Office.	2.2. Compute fees and issue Order of Payment, if application documents are complete and correct			Ar. Edessa Faye Piscos (Architect)
3. Submit Official Receipt to the City Planning and Development Office	3. Receive and verify Official Receipt	None	20 minutes	Conrado Rosel (Frontline Officer)
	4. Transmit complete documents including Official Receipt to Plans and Programs Division for processing	None	20 minutes	Conrado Rosel (Frontline Officer)
	5. Receive application documents and perform detailed evaluation	None	3 hours	Ar. Edessa Faye Piscos (Architect)
	6. Prepare ZC for approval or denial of application	None	1 hour	Ar. Edessa Faye Piscos (Architect) Ar. Maria Cecilia Gabriella Diaz (Architect)

	7. Review application documents, ZC and recommend for approval or denial		4 hours	EnP Maria Rose Jecino (Project Evaluation Officer IV) Ar. Maria Cecilia Gabriella Diaz (Architect)
	8. Review and render decision on the application	None	6 hours	EnP Janis Claire Canta (CPDC) Flordeliza Uy (Admin Aide I)
10. Receive approved/denied LC from the City Planning and Development Office	9. Release approved/denied ZC to the client	None	10 minutes	Conrado Rosel (Frontline Officer)
	Total:	Php 720 + a fraction thereof in excess of one hectare	2 days	

ZONING CERTIFICATION FOR BUSINESS ENDORSEMENT

Implementation of Ordinance No. 2017-13-033 (Revised Comprehensive Zoning Management Code)

Office or Division:	City Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly notarized Application Form (1 original copy)	City Planning and Development Office
2. Proof of ownership of the property, such as (1 certified true copy)	Licensed Geodetic Engineer
2.1 Contract of Lease	Property lessor
2.2 Notice of Award or Certification	Property lessor
2.3 Market Clearance, if in the Market	Operations of Market Office
3. Tax Declaration (1 photocopy) OR	City Assessor's Office
4. OCT/TCT issued in the current year (1 photocopy)	Register of Deeds

<p>4.1. If in the name of a corporation, attach all (1 photocopy each, must be annotated in the OCT/TCT):</p>	
<p>4.1.1. Approved Board Resolution of the applicant corporation authorizing the use of the property for business</p>	<p>Corporation being represented</p>
<p>4.1.2. Secretary's Certificate attesting to the conduct of said Board Meeting</p>	<p>Corporation being represented</p>
<p>4.2. If not in the name of the applicant, attach a duly notarized Special Power of Attorney executed by the lot owners granting use of the property through Contract of Lease, Deed of Sale, Self-Adjudication, Letter of Consent, OR other sufficient proof of consent (1 photocopy, must be annotated in the OCT/TCT)</p>	<p>Citizen being represented</p>
<p>4.3. If in the name of a deceased person, attach any of the following (1 photocopy, must be annotated in the OCT/TCT):</p>	

4.3.1. Duly notarized Extrajudicial Settlement of Estate signed by all heirs claiming interest, with authority to use, lease, rent	Heirs of deceased lot owner
4.3.2. Special Power of Attorney of heirs with sale	Heirs of deceased lot owner
4.4. If lot is a conjugal property, attach all applicable (must be annotated in the OCT/TCT):	
4.4.1. If living spouse, duly notarized consent of the spouse OR the application must be signed by both spouses (1 photocopy)	Spouse of client
4.4.2. If deceased spouse, Certificate of Death AND duly notarized consent of all heirs claiming interest (1 photocopy)	Applicable Local Civil Registrar's Office OR Philippine Statistics Authority Field Office AND heirs of deceased lot owner
4.5. If in the name of a minor, attach any of the following (1 photocopy, must be annotated in the OCT/TCT):	
4.5.1. Duly notarized Affidavit of Guardianship	Notary Public

4.5.2. Court order	Court with jurisdiction
4.5.3. Certification from Local Social Welfare and Development Office	Local Social Welfare and Development Office with jurisdiction
4.6. If land is under dispute or court litigation, attach a Court Clearance/Court Order authorizing the use of the property for business (1 photocopy, must be annotated in the OCT/TCT)	Court with jurisdiction
4.7. If the OCT is a Free Patent or an Emancipation Patent issued by DENR or DAR, respectively, and the condition of the issuance falls within the prescription period, the application shall not be received and shall be returned to the applicant	Department of Environment and Natural Resources OR Department of Agrarian Reform
4.8. If the location of the lot with OCT/TCT is an interior lot without an existing private road, attach a duly notarized Right-of Way for Access Road and Right-of-Way for Utilities such as water pipes, power line, drainage/sewage/sewerage pipe/outfall, granted by the property owner (1 photocopy, must be annotated in the OCT/TCT)	Owners of adjoining properties

<p>4.9. If lot is untitled with Tax Declaration in the name of the applicant, attach all applicable (must be annotated in the OCT/TCT):</p>	
<p>4.9.1. Tax Declaration issued in the last five years (1 photocopy)</p>	<p>City Assessor's Office</p>
<p>4.9.2. Inspection report showing that the applicant has been in actual, open, exclusive, continuous and notorious possession of the property in the last five years</p>	<p>City Planning and Development Office (upon inspection during processing)</p>
<p>4.9.3. Certification that Tax Declaration has no duplication in favor of another person (1 photocopy)</p>	<p>City Assessor's Office</p>
<p>4.9.4. Updated Real Property Tax Clearance (1 photocopy)</p>	<p>City Treasurer's Office</p>
<p>4.10. If lot is classified as Timberland, attach a Special Use Permit by the DENR only (1 photocopy,</p>	<p>Department of the Environment and Natural Resources</p>

must be annotated in the OCT/TCT)				
4.11. If lot is a portion of an unsubdivided lot, attach any of the following (1 photocopy, must be annotated in the OCT/TCT)				
4.11.1. Duly notarized Deed of Sale by the owners	Owner of the mother lot			
4.11.2. Lease Agreement	Owner of the mother lot			
4.11.3. Deed of Consent	Owner of the mother lot			
5. Sketch Map showing clearly the location of business and indicating landmarks (1 original)	Owner			
6. Documentary Stamp Tax (1 piece)	Bureau of Internal Revenue			
7. Long folder (1 piece)	Client			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Secure Application Form with checklist of requirements from the City Planning and Development Office (BOSS Window 22)	1. Provide client with Application Form	None	30 minutes	Conrado Rosel (Frontline Officer)
2. Submit complete requirements to the City Planning and Development	2. Receive and review application documents	Php 720	20 minutes	Conrado Rosel (Frontline Officer)

Office (BOSS Window 22) for initial assessment				
3. Submit Official Receipt to the City Planning and Development Office	3. Verify Official Receipt and copy Official Receipt number	None	30 minutes	Conrado Rosel (Frontline Officer)
	4. Transmit complete documents including Official Receipt to Plans and Programs Division for processing	None	20 minutes	Conrado Rosel (Frontline Officer)
	5. Receive application documents and perform detailed evaluation	None	3 hours	Liza Dialca (Admin Aide I)
	6. Conduct onsite inspection for validation of application documents	None	1 day and 4 hours	Ar. Maria Esther Dagatan (Architect) Ar. Maria Cecilia Gabriella Diaz (Architect)
	7. Process ZC for approval or denial of application	None	1 hour	Liza Dialca (Admin Aide I)

				Ar. Maria Cecilia Gabriella Diaz (Architect)
	8. Review application documents and ZC and recommend for approval or denial	None	2 hours	EnP Maria Rose Jecino (Project Evaluation Officer IV) Ar. Maria Cecilia Gabriella Diaz (Architect)
	9. Review and render decision on the application	None	4 hours	EnP Janis Claire Canta (CPDC) Flordeliza Uy (Admin Aide I)
10. Receive approved/denied ZC from the City Planning and Development Office	10. Release approved/denied ZC to the client	None	20 minutes	Conrado Rosel (Frontline Officer)
Total:		Php 720	3 days	

PREPARATION OF MAPS

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

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Letter Request detailing the specific type of map needed	Citizen			
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter Request to the City Planning and Development Office (BOSS Window 22) or via email cpdotacloban@gmail.com	1. Verify the availability of map or needed data to prepare the map	None	30 minutes	Conrado Rosel (Frontline Officer) Gilson Murillo (GIS Mapper)

2. Receive Order of Payment and pay required fees at the City Treasurer's Office, if necessary	2. Issue Order of Payment, if necessary.	<p>If dedicated preparation of map or printed copy is required - Php 350 per copy</p> <p>If map is readily available and only digital copy is requested – None</p> <p>* Government offices and academic/student researchers are exempted from fees.</p>	10 minutes	<p>Conrado Rosel (Frontline Officer)</p> <p>Gilson Murillo (GIS Mapper)</p>
3. Submit Official Receipt to the City Planning and Development Office	3. Receive and verify Official Receipt	None	10 minutes	Conrado Rosel (Frontline Officer)
	4. Prepare and print requested map	None	4 hours	Gilson Murillo (GIS Mapper)
5. Receive map from the City Planning and Development Office	5. Release requested map to the client	None	10 minutes	Gilson Murillo (GIS Mapper)
Total:		<p>If printed copy AND/OR dedicated preparation is required AND not government offices and academic/student researchers</p> <p>Php 350</p>	5 hours	

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 Cpdo Tacloban Facebook account or cpdotacloban@gmail.com email.
How feedbacks are processed	The result of client satisfaction surveys of the frontlines is 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 through email cpdotacloban@gmail.com .
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; 8888



HUMAN RESOURCE MANAGEMENT AND 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, G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/transmittal letter with route slip approved by CMO/CADMO (Original Copy)		Client		
2. Documents to be endorsed.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register/upload the document in the DTAS.	None	None	2 minutes	<i>Client</i> Liaison Officer
2. Submit documents to the Receiving Station of the office.	1. Checks the completeness of the documents. 2. Confirms the document received in DTAS. 3. Stamp and sign on the communication/ transmittal letter with HRMDO Receive Stamp. 4. Forward the document to the person responsible.	None	10 minutes	Frontline Specialists Administrative Officer IV

3. Receive the client's copy of file/ document endorsed.	5. Release file copy for client.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		NONE	17 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, G2C – Government to Citizen			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Communication/request letter (Original Copy) 2. Request Form			Client HRMDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the communication/request letter	1. Read and evaluate the letter for appropriate action. 2. Give Request Form to the client.	None	5 minutes	Frontline Specialists Administrative Officer IV
2. Submit the filled-up request form.	3. Evaluate the completeness of entries in the Request Form. 4. Endorse the Request Form to the person responsible	None	5 minutes	Frontline Specialists Administrative Officer IV
None	5. Take appropriate action; (<i>prepare documents requested</i>)	None	1 day	<i>Division Chief</i> Division Responsible
3. Sign and receive the requested file/document.	6. Give logbook for signature and Release the requested file/document to the client.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		NONE	1 day and 15 minutes	

ISSUANCE OF SERVICE RECORD

To request for issuance of Service Record 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, G2C – Government to Citizen			
Who may avail:	All City Government Employees (Casual, Regular, Separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Communication/request letter (Original Copy); or 2. Request Form 3. Payment Receipt + Documentary Stamp 4. Original Authorization Letter or Special Power of Attorney with Photocopy of Valid ID <i>(if the requester is unable to appear in person)</i> 5. Clearance <i>(if the requester has already separated from the agency)</i> <p><i>Note: Retirees are eligible for a free first issuance of their service record in three (3) copies.</i></p>		Client HRMDO CTO Client HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the communication/request letter or Filled-up request form.	<ol style="list-style-type: none"> 1. Read and evaluate the letter for appropriate action. 2. Evaluate the completeness of entries in the Request Form. 	None	5 minutes	Frontline Specialists Administrative Officer IV
None	<ol style="list-style-type: none"> 3. Endorse the letter and/or Request Form to the person responsible 	None	2 minutes	Frontline Specialists Administrative Officer IV

2. Pays the corresponding fees; Secure a Documentary Stamp and submit the receipt to HR Receiving Station	4. Issue Receipt for the requested Service Record.	₱ 50.00 - SR (None if for retirement purpose) ₱ 40.00 – Documentary Stamp	30 minutes	<i>Cashier</i> City Treasurer's Office
None	5. Update and Print the Service Record.	None	1 day	Administrative Aide I Administrative Assistant II
None	6. Review, approve and affix signature to the Service Record.	None	10 minutes	Supervising Administrative Officer <i>City Government</i> <i>Department Head II</i>
3. Sign the logbook and receive the requested Service Record.	7. Record and Give logbook for signature and Release the Service Record.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 90.00	1 day and 52 minutes	

ISSUANCE OF CERTIFICATE OF EMPLOYMENT

To request for issuance of Certificate of Employment of employees and workers of the City Government of Tacloban.

Office/Division:	Human Resource Management and Development Office/HRM			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/request letter (Original Copy); or 2. Request Form 3. Payment Receipt + Documentary Stamp 4. Original Authorization Letter or Special Power of Attorney with Photocopy of Valid ID <i>(if the requester is unable to appear in person)</i>		Client HRMDO CTO Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the communication/request letter or Filled-up request form.	1. Read and evaluate the letter for appropriate action. 2. Evaluate the completeness of entries in the Request Form.	None	5 minutes	Frontline Specialists Administrative Officer IV
None	3. Endorse the Letter and/or Request Form to the person responsible	None	2 minutes	Frontline Specialists Administrative Officer IV
2. Pays the corresponding fees; Secure a Documentary Stamp and submit the receipt to HR Receiving Station	4. Issue Receipt for the requested Certificate of Employment.	₱ 50.00 – Certificate of Employment ₱ 40.00 – Documentary Stamp	30 minutes	<i>Cashier</i> City Treasurer's Office

None	5. Update and Print the Certificate of Employment.	None	1 day	Administrative Staff Administrative Aide I Administrative Aide I Administrative Aide I Administrative Assistant II
None	6. Review, approve and affix signature to the Certificate of Employment.	None	10 minutes	Supervising Administrative Officer <i>City Government Department Head II</i>
3. Sign the logbook and receive the requested Certificate of Employment.	7. Record and Give logbook for signature and Release the Certificate of Employment.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 90.00	1 day and 52 minutes	

REQUEST FOR CLEARANCE FORM

To request for Clearance Form for employees of the City Government of Tacloban.

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 Employees (Casual, Regular)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form 2. Payment Receipt			HRMDO CTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the Filled-up request form.	1. Evaluate the completeness of entries in the Request Form. 2. Issue Assessment to Pay	None	2 minutes	Frontline Specialists Administrative Officer IV
2. Pays the corresponding fees and submit the Receipt to HR Receiving Station	3. Issue Receipt for the requested Certificate of Clearance	₱ 50.00	30 minutes	<i>Cashier</i> City Treasurer's Office
3. Receive the Clearance Form.	4. Release 4 copies of Clearance Form	None	2 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 50.00	34 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		
1. Application letter <i>(with specific position and office assignment being applied for)</i> (Original Copy)		Client		
2. CS form 212 (Personal Data Sheet) (Original Copy)		Client		
3. Work Experience Sheet <i>(if desired position has experience requirement)</i> (Original Copy)		Client		
4. Certificate of Eligibility / Board Rating, if applicable		Client, CSC		
5. PRC License / Driver's License if applicable (Photocopy)		PRC		
6. Transcript of Records (Photocopy)		School/University		
7. Potential Assessment (PA)		HRMDO		
8. Certificates of Trainings/Seminars attended (Photocopy)		Various Trainers/Sponsors		
9. Performance Rating Report <i>(latest rating period)</i> (Photocopy)		Previous/Current employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for vacant position to be applied.	1. Post vacant position in CSC and in various conspicuous places.	None	10 minutes	Supervising Administrative Officer HRM Division Administrative Aide I HRM Staff

<p>2. Submit application letter together with other required documents.</p>	<p>2. Evaluate the completeness of documents submitted by the applicants.</p> <p>2.1 For applications with incomplete documents, advise the applicant to comply the lacking requirements.</p> <p>2.2 For applications with complete 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.</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Aide I HRM Staff</p>
<p>TOTAL</p>		<p>NONE</p>	<p>15 minutes</p>	

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		
1. Duly approved request from the City Mayor’s Office or City Administrator’s Office		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the City Mayor’s Office.	1. Receives communication request. 2. Forward the request to person in-charge of drafting orders.	None	2 minutes	Frontline Specialists Administrative Officer IV
None	3. Preparation of Memorandum, Office Order and Travel Order and Authority to reimburse.	None	30 minutes	Communication Specialist Administrative Officer IV
None	4. Review, approve and affix initial to the order.	None	5 minutes	<i>City Government Department Head II</i>

None	5. Route the order to the City Mayor's Office.	None	5 minutes	Administrative Aide Administrative Officer IV
None	6. LCE or authorized personnel of LCE's approval.	None	1 day	City Mayor City Mayor's Office City Administrator City Administrator's Office
None	7. Route the order to HRMDO.	None	5 minutes	<i>Liaison Officer</i> CMO or CADMO
2. Receive the approved Travel/Office/Memorandum Order and Authority to reimburse.	8. Record and release/serve the approved order to the requesting client or employees concerned.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		NONE	1 day and 52 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	
1. Application for Leave Form (CSC Form No. 6, Rev. 2020) x 2 copies 2. Medical Certificate (If more than 5 days sick leave) (Original Copy) 3. Request for Authority to Travel (If Foreign Travel) (Original Copy) 4. Clearance Form (If more than 30 days leave or Foreign Travel)			Client Duly Authorized Doctor Client HRMDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input in DTAS for tracking the properly filled-up Application for Leave Form and submit to HRMDO for computation of leave credits balances.	1. Receive and evaluate the Leave form and its attachments if it is complete and correctly filled-up.	None	5 minutes	Administrative Aide I
None	2. Certification of Leave Credits and recording it through the HRIS.	None	1 day	Administrative Aide VI
None	3. Prepare Authority to Travel (if for Foreign Travel only)	None	10 minutes	Communication Specialist Administrative Officer IV
	3.1 Approval of the Authority to Travel (Foreign Travel)	None	1 day	<i>City Administrator</i> City Administrator’s Office <i>City Mayor</i>

				City Mayor's Office
None	4. Approval of the Application for Leave	None	2 minutes	<i>City Government Department Head II</i>
2. Receive the approved Applications for Leave	5. Release the Application for Leave with the signed Certification of leave balances.	None	5 minutes	Administrative Aide I
3. Submit to the AO or immediate supervisor for recommendation and Head of Office for approval of Leave of absence.	None	None	30 minutes	<i>Client Department/Office Assigned</i>
4. Submit the approved Application for Leave to HRMDO.	6. Receive and retain one copy and the attachments, if any, for HR Filing and release the original file.	None	5 minutes	Administrative Aide I
TOTAL		NONE	2 days and 57 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		
1. EWP Forms (2 Copies); or 2. DMMPC Loan Form/s		CLIENT DMMPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input in DTAS for tracking.	None	None	2 minutes	Client
2. Submit EWP/DMMPC Loan forms for certification of leave credits balances.	1. Receive, record in DTAS and evaluate the completeness of loan forms.	None	5 minutes	Administrative Aide I
None	2. Record Leave credits balances on the Loan forms and print certification		1 day	Administrative Aide VI
None	3. Approval of the certification of leave credits balances.	None	2 minutes	<i>City Government Department Head II</i>
3. Receive the EWP/DMMPC Loan Forms with the certified leave credits.	4. Record and release the approved loan forms.	None	5 minutes	Administrative Aide I
TOTAL		NONE	1 day and 14 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		
<ol style="list-style-type: none"> 1. Payroll/Voucher 2. Obligation Request 3. Duly signed DTRs and/or Biometric printout (Original Copy) 4. Approved leave application (<i>if applicable</i>) 5. Duly authenticated attendance log sheets (<i>if necessary</i>) 6. Duly approved CTO form (<i>if applicable</i>) 7. Contract (<i>for JOWs and CoS</i>) 8. Appointment (<i>for Casual</i>) 9. Appointment (<i>1st salary permanent/regular</i>) 		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
1. Register the salary payroll/voucher document into DTAS.	1. Receive Payroll and record in DTAS.	None	2 minutes	Frontline Specialists Administrative Officer IV
None	2. Record in HRIS.	None	5 minutes	IT Specialist Administrative Officer IV

3. Submit complete salary payroll/voucher document to HR receiving station.	3. Validate / evaluate completeness of attachments <i>(return if incomplete)</i>	None	10 minutes	Administrative Staff Technical Staff Administrative Aide I Administrative Aide I Administrative Aide I
None	4. Approves the Salary payroll/Voucher Documents	None	2 minutes	<i>City Government Department Head II</i>
None	5. Record for release in DTAS.	None	2 minutes	IT Specialist Administrative Officer IV
None	6. Endorse salary payroll/voucher documents to City Budget Office	None	5 minutes	Administrative Aide Administrative Officer IV
TOTAL		NONE	26 minutes	

TERMINAL LEAVE CLAIM

To process necessary requirements for the claim of Terminal Leave Benefit that is the total leave credits balance available of the employees who are separated from the service.

Office/Division:	Human Resource Management and Development Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Approved application for Terminal Leave 3. Clearance Form 4. Ombudsman Clearance 5. Computation of Terminal Leave Pay 6. Authenticated copy of Certificate of Live Birth 7. SALN (as of Date of separation) 8. Xerox copy of latest appointment 9. Updated Service Record 10. IPCR Accomplishment (if applicable and necessary) 11. Payment Receipt + Documentary Stamp 12. Voucher 13. Obligation Request 		<ul style="list-style-type: none"> Client HRMDO HRMDO Office of the Ombudsman HRMDO Philippine Statistics Authority Client Client HRMDO Client Cashier/CTO Client Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent through DTAS and submit the same to HRMDO.	1. Receive Letter of Intent and forward to HRM Division	None	5 minutes	Frontline Specialists Administrative Officer IV
None	2. Make Acceptance Letter and forward to CMO for LCE's approval.	None	30 minutes	Technical Staff I Supervising Administrative Officer

2. Sign and Receive Acceptance Letter.	3. Record and Release the Acceptance Letter to the Client.	None	3 minutes	Technical Staff I Supervising Administrative Officer
3. Fill-up request form for Service Record and copy of Clearance Form and pay in the cashier.	4. Issue Assessment to be paid.	Clearance = ₱ 50.00 Service Record = ₱ 50.00 (non-retirees)	30 minutes	<i>Cashier</i> City Treasurer's Office
None	5. Prepare Service Record with LWOP (3 original copies)	None	2 days	Administrative Aide I Administrative Assistant II
None	6. Approval of Service Record	None	1 day	Supervising Administrative Officer <i>City Government Department Head II</i> City Mayor City Mayor's Office
4. Present Official Receipt of payment.	7. Release Clearance Form (4 copies) and Service Record (3 copies)	None	2 minutes	Frontline Specialists Administrative Officer IV
5. Submit a copy of the accomplished Clearance Form and Service Record.	8. Computation of Terminal Leave Benefit/Pay	None	2 days	Administrative Officer IV
None	9. Approval of Terminal Leave Computation and Application for Terminal Leave <i>(for approval of office head and City Mayor)</i>	None	1 day	<i>City Government Department Head II</i> Client's Head of Office City Mayor

				City Mayor's Office
6. Sign and Receive the Terminal Leave Computation, Application for Leave.	10. Release Terminal Leave Computation, Application for Leave.	None	2 minutes	Frontline Specialists Administrative Officer IV
7. Submit all required documents in 2 separate copies	11. Receive and check the completeness of the documents	None	5 minutes	Frontline Specialists Administrative Officer IV
None	12. Evaluate the Terminal Leave Benefit Claim	None	30 minutes	Technical Staff Administrative Assistant II
None	13. Signs/Affix initial to the voucher for approval	None	2 minutes	<i>City Government Department Head II</i>
None	14. Record in DTAS and forward to City Budget Office	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 100.00	6 days, 1 hour and 54 minutes	

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		
1. Obligation Request		Employees entitled to Loyalty award		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request for attachment of payroll	1. Receive and evaluate O.R.	None	2 minutes	Frontline Specialists Administrative Officer IV
None	2. Forward the Obligation Request to the Person Responsible	None	5 minutes	Frontline Specialists Administrative Officer IV
None	3. Collect Obligation Requests and service record for attachment of payroll	None	2 minutes	Administrative Aide I

None	4. Issuance of Service Records	None	1 day	Administrative Aide I Administrative Assistant II Supervising Administrative Officer <i>City Government Department Head II</i>
None	5. Make payroll every third week of the month and submit to the City Budget Office	None	1 day	Administrative Aide I
TOTAL		NONE	2 days and 9 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, employees and workers (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of contract (JOWs and COS) 2. Copy of appointment (Regular and Casual)		Client Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of contracts/appointment.	1. Receive and review copy of contract/appointment.	None	2 minutes	Frontline Specialists Administrative Officer IV
2. Follow the HR Personnel in charge to the Biometric Station assigned and be registered in the biometric machine.	2. Escort employee to the Biometric Machine/Station.	None	30 minutes	Administrative Aide I Administrative Aide I
2.1 Meet the HR Personnel in charge at the Biometric Station assigned and be registered in the biometric machine.	2.1 Schedule appointment if outside the City Hall premises	None	1 day	Administrative Aide I Administrative Aide I
TOTAL		NONE	1 day and 32 minutes	

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	
1. Copy of contract (JOWs and COS) 2. Copy of appointment (Casual) 3. Office Order (Overtime) 4. Bond paper (x No. of printouts)			Client Client Client Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of contracts/appointment (JOWs, COS and Casual) or Officer Order (Overtime) for biometric printing	1. Receive copy of contracts/appointment (JOWs, COS and Casual) or Officer Order (Overtime) for biometric printing.	None	2 minutes	Frontline Specialists Administrative Officer IV
None	2. Print biometric data. (after the downloading period)	None	30 minutes	Administrative Aide I
2. Receive biometric data print out.	3. Release biometric data printout.	None	5 minutes	Administrative Aide I
TOTAL		NONE	37 minutes	

GSIS MEMBERSHIP (FOR NEW EMPLOYEES OF THE CITY GOVERNMENT OF TACLOBAN)

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	
1. GSIS Membership Form			HRMDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GSIS Membership Form	1. Receive the GSIS Membership form.	None	2 minutes	Frontline Specialists Administrative Officer IV
None	2. Evaluate the correctness and completeness of entries in the form	None	5 minutes	Administrative Aide I Administrative Assistant II Administrative Officer IV <i>(Alternate AAO for GSIS)</i>
None	3. Upload member’s data to GSIS webmsp.	None	10 minutes	Administrative Officer IV <i>(Alternate AAO for GSIS)</i>
TOTAL		NONE	17 minutes	

REQUEST FOR CERTIFIED TRUE COPY OF HR RELATED DOCUMENTS

This process involves obtaining authenticated duplicates of human resources (HR) records. Certified true copies validate employment details for legal, administrative, or personal use.

Office/Division:	Human Resource Management and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of Tacloban Employees (Job Order Workers, COS, Casual, Regular, and Separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/request letter (Original Copy); or 2. Request Form 3. Payment Receipt 4. Original Authorization Letter or Special Power of Attorney with Photocopy of Valid ID <i>(if the requester is unable to appear in person)</i>		Client HRMDO CTO Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Communication/Request letter or request form	1. Receive Communication/Request letter or request form	None	2 minutes	Frontline Specialists Administrative Officer IV
2. None	2. Evaluate the type of document being requested	None	5 minutes	Administrative Assistant II Supervising Administrative Officer

3. Pays the corresponding fees and submit the Receipt to HR Receiving Station	3. Issue Receipt for the requested Certificate of Employment.	₱ 2.00 – Photocopy or any other copy produced by copying machine, per page ₱ 50.00 – Certified photocopy, per page <i>(per Sec. 97 of Ordinance No. 2005-9-63)</i>	30 minutes	<i>Cashier</i> City Treasurer's Office
4. None	4. Retrieve and photocopy requested document.	None	10 minutes	Administrative Aide Supervising Administrative Officer
5. None	5. Certify requested document.	None	5 minutes	Administrative Assistant II Supervising Administrative Officer
6. Sign the logbook and receive the requested Service Record.	6. Record and Give logbook for signature and Release the requested document.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 2.00 x no. of pages + ₱ 50.00 x no. of copies	57 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



CITY ACCOUNTANT'S OFFICE



ISSUANCE/SIGNING OF CLEARANCE FORM

Retirement/Resignation for Employee/s, Department Head **(DH)**, Asst. Department Head **(ADH)** & Elected Officials

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 (1 copy)		Human Resource Management and Development Office		
Certificate of Loan Balance (1 copy)		Affiliated banks of the employee		
Affidavit of Undertaking for authority to deduct money accountability – (to bank and CTO) if any (1 copy)		Concern Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the receiving clerk.	1. Receive/Record in the logbook & forward to CAO Admin. Officer-Designate	None	1 minute	REGEME E. ALGO Receiving and Releasing Section

	2. Verify completeness of the attached requirement/s	None	5 minutes	EVELYN A. DE GUZMAN Administrative Division
	3. Verify money accountability for EWP loan and unliquidated Cash Advances - if any, (<i>Should the money accountability exceed the terminal leave pay after loan deduction from the bank, if any, make the necessary payment at CTO and provide an official receipt.</i>)	None	15 minutes	ANALYN MATARO – EWP LEAH CEBALLOS – Cash Advances Administrative Division
	4. Department Head Sign/Approve Clearance form	none	2 minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
2. Claim/receive at releasing window/area.	Release of the Clearance form to the requesting party & acknowledge receipt through signature in the logbook	None	1 minute	REGEME E. ALGO Receiving and Releasing Section
Total		None	24 minutes	

ISSUANCE/SIGNING OF CLEARANCE FORM

Study Leave & Travel Abroad (Personal)

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		
Letter of Approval from CMO		Human Resource Management and Development Office		
Approved Application for Leave (1 copy)		Human Resource Management and Development Office		
Certificate of Loan Balance		Affiliated banks of the employee		
Affidavit of Undertaking – for study leave		Concern Employee		
Affidavit of Undertaking for authority to deduct money accountability – if any for travel abroad		Concern Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the receiving clerk.	1. Receive/Record in the logbook & forward to CAO Admin. Officer-Designate	None	1 minute	REGEME E. ALGO Receiving and Releasing Section

	2. Verify completeness of the attached requirement/s	None	5 minutes	EVELYN A. DE GUZMAN Administrative Division
	3. Verify money accountability for EWP loans and unliquidated cash advances, and settle all accountability, if any.	None	15 Minutes	ANALYN MATARO – EWP LEAH CEBALLOS – Cash Advances Administrative Division
	4. Department Head Sign/Approve Clearance form & forward to CAO admin Officer - Designate	None	2 Minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
2. Claim/receive at releasing window/area.	Release of the clearance form to the requesting party and acknowledge receipt through signature in the logbook.	None	1 Minutes	REGEME E. ALGO Receiving and Releasing Section
TOTAL			24 Minutes	

PROCESSING OF DISBURSEMENT VOUCHER (DV)

Terminal Leave Pay

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	
Letter of Approval from CMO (1 copy)		Human Resource Management and Development Office	
Approved Clearance Form & its supporting Documents (1 copy)		Concern Employee	
Service Record (1 copy)		Human Resource Management and Development Office	
Approved Application for Leave		Human Resource Management and Development Office	
Sworn Statement of Liabilities & Net worth (SALN) (1 copy)		Concern Employee	
Certificate of Live Birth – Original (1 copy)		PSA	
Notice of Salary Adjustment –NOSA (1 copy)		Human Resource Management and Development Office	
Ombudsman Clearance – for DH, ADH & Elective Official		Ombudsman	
Court Clearance – for Rank & File Employee		City Court	
Disbursement Vouchers (2 copies)		Respective Office	
CLIENT STEPS	AGENCY ACTIONS		

		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and its requirement supporting document/s to the receiving clerk.	1. Receive/Record in the logbook and Data Tracking and Archiving System (DTAS)	None	2 minute	REGEME E. ALGO Receiving and Releasing Section
	2. Pre-audit the accuracy of claim & verify completeness of attached requirement/s. Incomplete documents will be returned back to the concern employee.	None	5 minutes	LORENA LAGADO Pre - Audit Division
	3. Prepare disbursement voucher & forward to head of the pre-audit division for signature as to validity of claim.	None	15 Minutes	RICHARD CADAYONA LORENA LAGADO Pre Audit Division
	4. Department Head Sign/Approve DV & forward to releasing section.	None	5 Minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
2. Release approved DV	Release the approved DV to CTO Cash Division.	None	2 Minutes	REGEME ALGO Receiving & Releasing Section
TOTAL			29 Minutes/transaction	

BARANGAY ACCOUNTING TRANSACTIONS

Receiving and Approval of Requisition and Issuance Voucher & Issuance of Certificate Statement of Income

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		
Updated submission of Financial Reports – for RIV		Respective Barangays		
Updated Financial Statements – for CSI		Barangay Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of forms for Requisition and Issuance Voucher (RIV), & Certified Statement of Income (CSI)	1. Brgy. Bookkeeper Ensures that the financial reports submitted by the requesting barangay are up-to-date.	None	3 minutes	Assigned Bookkeeper -Barangay Accounting Division-

	<p>2.1 Assigned bookkeeper to countersign the RIV.</p> <p>2.2 Assigned bookkeeper to reconcile the amount with the current budget & the financial performance from the preceding year, countersign the CSI below the name of the City Accountant.</p>	None	10 minutes	Assigned Bookkeeper -Barangay Accounting Division-
	3 Department Head sign/certify CSI.	None	3 Minutes	ELIZALDE A. TEO, CPA JD OIC- City Accountant
2. Release approved RIV & CSI	Release the approved RIV & CSI to the requesting Barangay.	None	1 minute	Assign Bookkeeper -Barangay Accounting Division-
Total		None	17 minutes	

PROCESSING OF SALARY PAYROLLS & VOUCHERS FOR CASH ADVANCE

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/City Budget Office		
Payrolls (3 copies)		Respective Offices		
Biometric Printout or DTRs (2 copies)		Human Resource Office		
Accomplishment Reports (1 copy) for JO's, COS & Casual		Respective Offices		
Approved Application for Leave (1 copy) – if Applicable		Human Resource Office		
Contract of Casual, COS, JOW		Human Resource Office		
Certificate of Appearance & Attendance of Travel – if traveled		Respective Offices		
Monthly Report of Tardiness & Absences – (1 copy)		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of Payrolls with its required supporting documents.	1. Receive payrolls with complete supporting documents and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	<p>REGEME ALGO</p> <p>JOEL LOPERA</p> <p>-Receiving & Releasing Section-</p>
	2. Remitting personnel will check and account the validity of deductions to be remitted to Trust Liabilities and Financial Institutions.	None	10 minutes	<p>HERMANN MABANSAG (HDMF-COS & JO)</p> <p>CHARLEMAINE R. GALAPON (SSS – JO, COS, CASUAL)</p> <p>EVELYN DE GUZMAN (PhilHealth, HDMF, Bank – Regular)</p> <p>REYGIE C. HOMERES (BIR Withholding Tax)</p> <p>JOHN ERIC N. CAPUTOLAN (GSIS)</p> <p>ANALYN R. MATARO (EWP)</p> <p>-Billing and Remittance Section-</p>
	3. Pre-audit the payroll as to validity of claims per COA Rules and Regulation, check its supporting documents. Incomplete supporting documents will be returned to the office concerned.	None	1 hour	<p>LORENA LAGADO</p> <p>GLENN GATELA</p> <p>RICHARD CADAYONA</p> <p>IMELDA CABUSORA</p> <p>JESSEIBEL GEREZ</p> <p>JOSEPHINE MORADA</p>

				CORAZON LANORIAS ROSELLE JADULCO JESICA FERNANDEZ IVY BALBUENA -Pre-Audit Division-
	4. Encode/record the amount of Obligation to Journal Entry Voucher System, print and attach the same to the said payroll.	None	5 minutes	JULIUS MALDA -Financial Reporting Division-
	5. Prepare Disbursement Vouchers (DV) for cash advance for non ATM card holder payroll, Debit Voucher for ATM card holder payroll.	None	5 minutes	RICHARD CADAYONA Pre Audit Division
	6. Department Head will sign/certify payroll/vouchers.	None	5 minutes	ELIZALDE A TEO, CPA JD OIC – City Accountant
2. Release of Cash Advance Voucher and Debit memo Vouchers together with pre-audited and signed payrolls.	Release the Disbursement Voucher to Cash Division.	None	5 minutes	REGEME ALGO JOEL LOPERA -Receiving & Releasing Section-
Total		None	1 hour and 40 minutes per transaction	

PROCESSING OF ACCOUNTANT'S ADVICE

For Supplier (Goods & 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		
Approved Check & its Documents attached		City Administrator's Office - CADMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved check for accountant's advice	1. Receive approved checks & its supporting documents & prepare Accountant's Advice	None	5 minutes	LEAH CEBALLOS Administrative Division
	2. Encode/record the amount of obligation to Journal Entry Voucher System, print and attach the same to the said transaction.	None	5 Minutes	RUBY JEAN GAYO – Trust Account JULIUS MALDA – GF JESSICA FERNANDEZ – SEF Financial Reporting Division
	3. Department Head approve accountant's advice	None	5 Minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
	4. Release approved accountant's advice to CTO- Cash Division	None	3 Minutes	REGEME ALGO Receiving & Releasing Section
TOTAL			18 Minutes	

PROCESSING OF VOUCHERS

Payment for Procurement of 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) – refer to annex A		City General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Documents needed per Procurement checklist	1. Receive the complete supporting documents from CGSO and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	REGEME ALGO JOEL LOPERA -Receiving & Releasing Section-
	2. Pre-audit the validity of claims per COA Rules and Regulation, check its supporting documents. Incomplete supporting	None	1 hour	CORAZON LANORIAS JESSEIBEL GEREZ RICHARD CADAYONA

	documents will be returned to the office concerned.			ROSELLE JADULCO -Pre-Audit Division-
	3. Prepare Disbursement Vouchers.	None	5 minutes	RICHARD CADAYONA -Pre-Audit Division-
	4. Pre-audit Division Head will certify the vouchers as to validity of claim.	None	5 minutes	LORENA LAGADO -Pre-Audit Division Head-
	5. Encode/record the amount of obligation to Journal Entry Voucher System, print and attach the same to the said transaction.	None	5 Minutes	JULIUS MALDA Financial & Reporting Division
	6. Encode/Record the transaction to its respective Subsidiary & Property Ledger Card.	None	3 Minutes	EDWIN L. HOMERES Financial & Reporting Division
	7. Department Head sign/certify vouchers.	None	5 minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
	8. Scanning of documents for procurement done thru bidding.	None	5 minutes	JOHN CASTOR -Receiving & Releasing Section-
2. Release of signed vouchers and its attachments to City	Release the Disbursement Voucher to Cash Division	None	5 minutes	REGEME ALGO JOEL LOPERA

Treasurer's Office – Cash Division				-Receiving & Releasing Section-
Total		None	1 hour and 38 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		
Procurement Documents per Checklist – refer to annex B		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Purchase Orders with its required attachments	1. Receive P.O with complete supporting documents and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	REGEME ALGO -Receiving & Releasing Section-
	2.1 Record the received PO in the system for tracking purposes. (GF)	None	10 minutes	EDWIN L. HOMERES -Financial Reporting Division-

	2.2 Account the amount as to validity of claims, availability of fund and countersign for approval. (Trust account)	None	5 Minutes	GRACE HECHANOVA Financial Reporting Division
	3 Department Head sign/certify P.O.	None	5 minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
2.) Release of signed PO and its attachments to City Administrator’s Office.	Release the Purchase Orders to City Administrator’s Office.	None	5 minutes	REGEME ALGO -Receiving & Releasing Section-
Total		None	35 minutes /transaction	

PROCESSING OF DISBURSEMENT VOUCHER

Brigada Skwela Financial Assistance (SEF)

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		
Local School Board Resolution - Approved		Respective School		
Disbursement Vouchers		Respective School		
Affidavit of Undertaking		Respective School		
Obligation Request		City Budget Office		
Post Program Evaluation & Utilization report with picture		Respective Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Disbursement Vouchers with its require attachement/s	1. Receive D.V. with its supporting document/s and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	REGEME ALGO -Receiving & Releasing Section-

	2. Pre audit the DV as to validity of claims per COA rules & regulations, check its supporting document/s and detached copy as file.(SEF)	None	5 minutes	LORENA LAGADO Pre Audit Division
	3. Encode/record the amount to Journal Entry Voucher System, print and attach the same to the said DV.	None	5 Minutes	JESSICA FERNANDEZ Pre Audit Division
	4. Department Head Sign/certify voucher/s.	None	5 Minutes	ELIZALDE A. TEO, CPA JD OIC-City Accountant
	5. Release the DV to CTO-Cash Division.	None	5 Minutes	REGEME ALGO JOEL LOPERA Receiving & Releasing Section
TOTAL			25 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>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> <p>Complainant will be informed with the action taken by the City Accountant's Office</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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CITY BUDGET OFFICE



BUDGET PREPARATION SERVICES

Description: Budget Preparation is the First Phase of the Local Budget Process. It involves cost estimation per Projects, Programs and Activities (PPA), Preparation of the Local Expenditures Program (LEP) and the Budget Message. This Phase starts with the 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)		City Planning and Development Office (CPDO)
Budget Proposals		Client Office
(LBP FORMS 1, 2, 2A ,2B ,2C, 3, 3A, 4 & 5)		Client Office
Physical and Financial Target		Client Office

PPMP		Client Office		
PLANS:				
1. Cultural Heritage Plan		City Tourism Operations Office (CTOO)		
2. Local Risk Reduction Management Fund Investment Plan		City Disaster Risk Reduction Management Office (CDRRMO)		
3. List of PPA's for Anti-Drug Abuse Program		City Health Office (CHO)		
4. List of PPA's to Combat Acquired Immune Deficiency Syndrome (AIDS)		City Health Office (CHO)		
5. List of PPA's for Senior Citizen & Person with Disability		Office of Senior Citizens Affairs (OSCA) & Persons with Disability Affairs Office (PDAO)		
6. List of PPA's for the City Council for the Protection of Children		City Social Welfare and Development Office (CSWDO)		
7. Gender and Development Plan		City Popcom		
8. Peace and Order Safety Plan		City Department of Interior and Local Government (DILG)		
9. Local Nutrition Action Plan		City Nutrition Office		
10. Local Climate Change Annual Plan		City Planning and Development Office (CPDO)		
11. Youth Development Plan		City Youth Development Office (CYDO)		
12. Indicative Annual Procurement Plan		Bids and Awards Committee (BAC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

SUBMIT BUDGET PROPOSAL	1. 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: Loi Janelle B. Avestruz
	3. Preparation & Submission of Budget Proposal		1 Month	Administrative Aide I- Casual May Ann Macarayon
	4. Conduct Budget Hearing		2 Weeks	Administrative Aide I- Casual
	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	

BUDGET RELEASE SERVICES

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

Office/Division:	City Budget Office/Budget Preparation Services Division	
Classification:	Simple	
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	Human Resource Management and Development Office (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

<p>Replenishments</p> <ul style="list-style-type: none"> - Office Order for the cash advance - PR for the replenishment - Attach previous obligation request 	<p>Per Department</p>
<p>Reimbursement</p> <ul style="list-style-type: none"> • GOODS – Authority to Reimburse <ul style="list-style-type: none"> - Approved PR - Payment confirmation • Travelling & Training expense – Authority to Reimburse <ul style="list-style-type: none"> - Payment confirmation - Certificate of Appearance - Travel Order - Itinerary of Travel 	<p>Per Department</p>
<p>Utilities Payment</p> <ul style="list-style-type: none"> - Payment confirmation 	<p>Per Department</p>
<p>Registration or Fees</p> <ul style="list-style-type: none"> - Payment confirmation - Office Order (for registration expense only) 	<p>Per Department</p>

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

8. Utilities Payment (ObR) 9. Registration Fees (ObR) 10. Payroll's (ObR)	3.1.1 – Link PR, PP POW vs. ARO 4. Releasing If Signed or Pending/for compliance 4.1 OR's, PR's, PP, ARO 4.2 Communication Letter		5 minutes per Document 5 Minutes per Documents	Obligation- Cherry April B. Cinco Admin. Aide I- Casual Ryan Samantila Admin. Aide I- Casual Maria Ruth A, Go Administrative Officer IV Administrative Support Services Division Head Assisted by: 2 Job-Order Workers
Total		NONE	35 Minutes	

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/Dvision:	City Budget Office/Barangay. Support Services Division	
Classification:	Simple	
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: 1.1 Certified Statement of Income 1.2 Budget of Expenditures & Source of Financing for Budget Year (Brgy. Budget Preparation form 1). 1.3 Programmed Appropriation by PPA, Expense Class, Object of Expenditures & Expected Result for Budget Year (BBP form 2). 1.4 List of Projects chargeable against 20% Dev. Fund (BBP form 2)		From the Barangays

1.5 Plantilla of Personnel (BBP Form 3)

1.6 Statement of Indebtedness for Budget Year (BBP form 4)

Additional supporting documents:

1.7 SK Budget/SK Plan with resolution

1.8 GAD Plan with resolution

1.9 Approved Annual Investment Plan (AIP)

1.10 Approved Disaster Plan

1.11 Annual Procurement Plan (APP)

1.12 Senior Citizen (SC) Welfare Programs & Plans

1.13 Persons with Disability (PWD) Welfare Programs & Plans

1.14 Brgy. Council for the Protection of Children (BCPC) Programs & Plans

2. BRGY. SUPPLEMENTAL BUDGET

Supplemental Budget supported by funds actually available

Duly accomplished:

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 & 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Submit</p> <p>1. All requirements of Barangay Annual Budget</p> <p>2. All requirements of Barangay Supplemental Budget</p>	<p>1.Receives Barangay Annual Budget and Supplemental Budget</p> <p>2.Conduct initial reviews of Barangay Annual Budget and Supplemental Budget</p> <p>3.Released/endorsed to Local Finance Committee (LFC) for final review, approval and signature of the Barangay Annual Budget /Supplemental Budget (if found complete)</p> <p>3.1 If found to have lacking requirements, return to end user for compliance.</p>	NONE	<p>5 Minutes per Documents</p> <p>30 Minutes per Transaction</p> <p>10 Minutes per</p>	<p>Maria Ruth A. Go Administrative Officer IV Administrative Support Services Division Head</p> <p>Assisted by: 2 Job order Workers</p> <p>Pepito C. Malda Administrative Aide II Barangay Budget Division Head</p> <p>Maria Ruth A. Go Administrative Officer IV Administrative Support Services Division Head</p>

			Documents	Assisted by: 2 Job order workers.
Total		NONE	45 Minutes	

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



CITY TREASURER'S OFFICE

REAL PROPERTY TAXES SERVICES ASSESSMENT AND PAYMENT OF RPT

This service helps to provide consciousness to realty owners to pay their taxes on time to avail of discounts pursuant to the provisions Of Republic Act 7160 otherwise known as the Local Government Code of 1991.

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 1. Latest copy of Official Receipts/Tax Declaration (1 photocopy) 2. Taxes are paid up to current year	City Treasurer's Office, Kanhuraw Business Center And at BOSS Building, Tacloban City RPT On-line Assessment and Payment FB Acct: City Treasurers Office – Tacloban City Email add: taclobancitytreasurersoffice@gmail.com	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Secure Real Property Tax Assessments 2. Proceed to the Cashier/Collectors for payment of RPT and; 3. Receive Official Receipts 	<ol style="list-style-type: none"> 1. Compute/Assess Real Property Taxes by the staff/personnel of Real Property Tax Division 	<p>Residential and Agricultural Land/Building = Basic is 1% of the Assessed Value (AV) plus Special Education Fund (SEF) of 1% of AV.</p> <p>Commercial and Industrial Land/Buildings = Basic is</p> <p>2% of the AV plus 1% of the AV</p>	<p>30 minutes</p>	<p>RENEE M. LAGADO Chief-RPT Division</p> <p>ROCHELLE Y. GONZALES OIC-Asst. chief-RPT Division</p> <p>GENEROSA A. ABOGA AA-IV</p> <p>BRIGITTE R. TRINIDAD Ticket Checker</p> <p>NELITA P. SIPACO</p> <p>LINO JAY C. TINGZON, Jr. Administrative Aide 1</p> <p>ANTONIO P. MIRAFLOR</p> <p>ERIC D. QUIMADA</p> <p>ROMMEL B. ANDRADE Job Order Workers</p>

				<p>(subject to change of personnel)</p> <p>All Staff and personnel of the Real Property Tax Division</p> <p>Kanhuraw Business Center, City Treasurer's Office, Tacloban City</p>
	<p>2. Collector receive the payment and issue Official Receipt</p>		<p>30 minutes</p>	<p>ZONNIE S. EVAL</p> <p>CLARA FRANCISCO</p> <p>HELENA JOY L. UYVICO</p> <p>NELYN TWENNETH F. DAGOHY</p> <p>LRCO 1</p> <p>LYRA BON A. CUESTA</p> <p>GIA NILA P. PANTAS</p> <p>Deputized Collector</p> <p>All Accountable Officers/Collectors</p> <p>KBC/BOSS Bldg.</p>

	TOTAL	Basic is 1% of the assessed value /AV for Agr. & Res. =2% of the AV plus 1% of the AV for Commercial and Industrial	1 hour	
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ASSESSMENT AND PAYMENT ON TRANSFER TAX

This service serves both the SELLERS and the BUYERS of real properties to affect the Transfer of Title from SELLER to BUYER.

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
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<p>For Payment of Real Property Taxes & Transfer Tax</p> <ol style="list-style-type: none"> 3. Latest copy of Official Receipts/Tax Declaration (1 photocopy) 4. Taxes are paid up to current year 5. Certified True copy of Latest Tax Declarations/Deed of Absolute Sale/ Deed of Donation (1 original and 1 photocopy) 6. Tax Clearance Fee/ Certification/ and Documentary Stamp Tax. 7. Special Power of Attorney (SPA), Authorization Letter duly subscribed (1 original and 1 photocopy) 8. 1 photo copy of valid ID. 9. Community Tax Certificate (Individual/Corporate Tax Certificate (1 photocopy) 	<p>CTO/CASSO</p> <p>CTO</p> <p>Client to CASSO/ROD</p> <p>LAWYER</p> <p>CTO</p> <p>LAWYER</p> <p>ID of requesting party</p> <p>CTO</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the requirements for verification and computation/issuance of transfer tax/sales tax assessment.	1. Review/Verify/Validate documents for completeness	Commercial and Industrial Machinery = Basic is 2% of the AV plus 1% of the AV.	One (1) working day upon receipt of complete documents	RENEE M. LAGADO Chief, RPT Division

<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 Transfer of Title <u>purposes.</u></p>	<p>2. Compute/Assess RPT (SOA)</p> <p>3. Issuance of Transfer Tax</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>ROCHELLE Y. GONZALES OIC-Asst. Chief, RPT Division</p> <p>GENEROSA A. ABOGA AA-IV</p> <p>NELITA P. SIPACO Administrative Aide 1 Staff/Personnel of Real Property Tax Division</p> <p>Kanhuraw Business Center, City Treasurer's Office, Tacloban City</p>
	<p>4. Receive payment and issue Official Receipt</p>		<p>30 minutes</p>	<p>CLARA FRANCISCO ZONNIE S. EVAL HELENA JOY L. UYVICO SHAYEN V. CANAMALES</p>

				LYRA BON A. CUESTA GIA NILA P. PANTAS Deputized Collector All Accountable Officers/Deputized KBC/BOSS Bldg.
	TOTAL	Basic is 2% of the AV plus 1% of the AV. 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	1 day and 30 minutes	

RPT - TAX CLEARANCE AND OTHER PURPOSES

ISSUANCE OF DOCUMENTS

Authorized parties may request the issuance of documents/records in the office to be used for specific purposes.

Office/Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) / Government-2-Government (G2G) / Government-to-Business (G2B)			
Who may avail:	All taxpayers/business owners/business operators) in the city of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Latest copy of Official Receipts/Tax Declaration (1 photocopy) Taxes are paid for current year 1 Valid ID (1 photocopy) 		<p>Real Property Tax Division</p> <p>City Treasurer's Office</p> <p>Kanhuraw Business Center, Tacloban City</p> <p>FB Acct: City Treasurers Office - Tacloban City</p> <p>Email add: taclobancitytreasurersoffice@gmail.com</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay corresponding amount to the cashier/collector for payment based on the following list of purposes:		Certification Fee =	30 minutes	RENEE M. LAGADO Chief, RPT Division

<ul style="list-style-type: none"> a. Loan b. Personal file c. Transfer of Title d. Pag-IBIG requirement e. DAR Requirement f. ROD Requirement g. BIR Requirement h. Building Permit i. New Tax Declaration j. Subdivision k. Re-classification l. Consolidation of Title/Property 	<p style="text-align: center;">Issuance of Clearance/Certification</p>	<p style="text-align: center;">P50.00 (with complete documents)</p> <p style="text-align: center;">Research Fee (if applicable) P10.00</p> <p style="text-align: center;">Doc stamp P30.00</p>		<p style="text-align: center;">KBC, Tacloban City</p> <p style="text-align: center;">LINO JAY C. TINGZON, JR.</p> <p style="text-align: center;">NELITA P. SIPACO</p> <p style="text-align: center;">Administrative Aide 1</p> <p style="text-align: center;">GENEROSA A. ABOGA</p> <p style="text-align: center;">AA IV</p> <p style="text-align: center;">BRIGITTE R. TRINIDAD</p> <p style="text-align: center;">Ticket Checker</p> <p style="text-align: center;">ANTONIO P. MIRAFLOR</p> <p style="text-align: center;">ROMMEL B. ANDRADE</p> <p style="text-align: center;">Job Order worker</p> <p style="text-align: center;">(subject to change of personnel)</p> <p style="text-align: center;">Staff/Personnel RPT Division</p>
Total		Total Fees = P80.00	Total time = 30 minutes	

BUSINESS TAXES SERVICES

Business Assessment and Payments **Ordinance No. 99-58 Section a.** provides that; “it shall be unlawful for any person or entity to conduct or engage in any business, trades or occupation which a **permit is required** for the proper supervision and enforcement of existing laws and ordinance governing sanitation, security and welfare of the public and in health of the employees engaged in the business without first having obtained a permit from the City Mayor and the necessary fees paid to the City Treasurer”.

Office/Division:	CITY TREASURER'S OFFICE / Business Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) / Government-to-Business (G2B)			
Who may avail:	All taxpayers / Business Owners / Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Payment of Business Taxes/Renewal/New Business/Transport		Business Taxes and Fees Division City Treasurer's Office, KBC and BOSS Building, Tacloban City FB Account: City Treasurer's Office – Tacloban City		
1. Complete application duly verified and approved by Business Permits & Licenses Division (BPLD) (All original and 1 photocopy of each)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application from BPLD forwarded to the Business Taxes and Fees Division	1. Issue tax assessment	<p style="color: red;">For New Business</p> <p>1.1 Tax on Contractor/Services =75% of 1% Internet Café with Franchise =3/40 of 1% capital investment (under franchise)</p>		<p>EDNA B. DE LA CRUZ Head, Business Taxes and Fees Division</p> <p>LYNDY R. DE LA PEÑA</p>

	<p>2. Issuance of Official Receipts</p>	<p>1.2 Tax on Real Estate Developer, Dealers and Lessors = 50% of 1% of capital investment</p> <p>1.3 Tax on Banks, Insurance companies and Other Financial Institutions = 3/40 of 1% of capital investment</p>	<p>30 minutes</p> <p>30 minutes</p>	<p>Asst. Head Business Taxes and Fees Division</p> <p>RAY ANTHONY B. TOLENTINO</p> <p>Administrative Aide 1</p> <p>BERNARDITA L. HERSAN</p> <p>NANNETTE R. BABIANO</p> <p>LRCO I/Assessor/Examiner</p> <p>CLARA FRANCISCO</p> <p>SHAYEN V. CAÑAMALES</p> <p>NELYN TWENNETH F. DAGOHOY</p> <p>ALL LRCO I</p> <p>LYRA BON A. CUESTA</p> <p>GIA NILA P. PANTAS</p> <p>Deputized Collector</p> <p>KBC/BOSS Bldg.</p>
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<ol style="list-style-type: none"> 1. Evaluation of declared gross sales; 2. Issuance of business tax assessment; 3. Proceed to Cashier/Collector for the 	<ol style="list-style-type: none"> 1. Evaluate gross sale as declared by business owner 2. Issue tax assessment 	<p style="text-align: center;">For Renewal of Business</p> <p>1.1 Tax on Retailers = 1.10% of gross annual receipts for the preceding calendar year</p> <p>1.2 Tax on Real Estate Developer Dealers and Lessors =1% of gross annual receipts for the preceding calendar year</p> <p>1.3 Tax on Banks, Insurance Companies and Other Financial Institutions = 75% of 1% of gross annual receipts for the preceding calendar year</p> <p>1.4.Tax on Manufacturers = For every 500,000.00 in excess of 50,000,000.00</p> <p>1.5Tax on Wholesalers, Distributors or Dealers = For every 100,000.00 in excess of 1,000,000.00</p> <p>1.6Tax on Caterers</p>	<p>30 minutes</p>	<p style="text-align: center;">EDNA B. DE LA CRUZ Head, Business Taxes and Fees Division</p> <p style="text-align: center;">LYNDY R. DE LA PEÑA Asst. Head Business Taxes and Fees Division</p> <p style="text-align: center;">RAY ANTHONY B. TOLENTINO Administrative Aide 1</p> <p style="text-align: center;">FELINDA A. GABRIEL AA- IV</p> <p style="text-align: center;">Ma. GELIDA P. ALMADEN Ticket checker</p> <p style="text-align: center;">LILIA G. NOMBRADO</p>
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	<p>3. Issue Official Receipt for proof of payment</p>	<p>= With Gross sales receipts for the preceding calendar of 50,000.00 or less</p> <p>For Payment of Community Tax (Individual and Corporate Tax)</p> <ul style="list-style-type: none"> Individual <p>= Basic: P5.00</p> <p>Plus P1.00 for every P1,000.00 of gross receipts or earnings derived from business during the preceding year / salaries of gross receipts or</p> <p>earnings derived from exercise of profession or pursuit of any occupation / income from real property but not to exceed P5,000.00</p> <ul style="list-style-type: none"> Corporate Tax <p>=Basic: P500.00</p> <p>Plus, additional community tax of P2.00 for every P5,000.00 of Assessed Value of real property owned in the Philippines / Gross receipts including Dividends /</p>	<p>30 minutes</p>	<p>AA-I</p> <p>NANNETTE R. BABIANO LRCO I/Assessor/Examiner</p> <p>CLARA FRANCISCO SHAYEN V. CAÑAMALES NELYN TWENNETH F. DAGOHYO HELENA JOY L. UYVICO ZONNIE S. EVAL</p> <p>All LRCO I KBC/BOSS Bldg.</p>
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		<p>Earnings derived from Business in the Philippines during the preceding year but not to exceed P10,000.00, as prescribed in Ord. 99-58</p> <p style="text-align: center;">For Transport</p> <p>Ped2024 (Renewal)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Doc. Stamp</td> <td style="text-align: right;">P90.00</td> </tr> <tr> <td>Franchise Fee</td> <td style="text-align: right;">150.00</td> </tr> <tr> <td>Garbage Fee</td> <td style="text-align: right;">100.00</td> </tr> <tr> <td>Health Cert.</td> <td style="text-align: right;">50.00</td> </tr> <tr> <td>Ped Operation/unit</td> <td></td> </tr> <tr> <td>100.00</td> <td></td> </tr> <tr> <td>Ped Operator</td> <td style="text-align: right;">150.00</td> </tr> <tr> <td>Police clearance</td> <td style="text-align: right;">50.00</td> </tr> <tr> <td>RPT clearance Fee</td> <td></td> </tr> <tr> <td>50.00</td> <td></td> </tr> <tr> <td>Service Fee</td> <td></td> </tr> <tr> <td>100.00</td> <td></td> </tr> <tr> <td>Sticker Fee</td> <td></td> </tr> <tr> <td>40.00</td> <td></td> </tr> <tr> <td>Stool and sputum</td> <td></td> </tr> <tr> <td>80.00</td> <td></td> </tr> </table>	Doc. Stamp	P90.00	Franchise Fee	150.00	Garbage Fee	100.00	Health Cert.	50.00	Ped Operation/unit		100.00		Ped Operator	150.00	Police clearance	50.00	RPT clearance Fee		50.00		Service Fee		100.00		Sticker Fee		40.00		Stool and sputum		80.00			<p style="text-align: center;">FELINDA A. GABRIEL</p> <p style="text-align: center;">AA- IV</p> <p style="text-align: center;">Ma. GELIDA P. ALMADEN</p> <p style="text-align: center;">MARICHU T. BALDESCO</p> <p style="text-align: center;">Ticket Checker</p> <p style="text-align: center;">All Staff/Personnel</p> <p style="text-align: center;">Business Taxes & Fees Division</p>
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80.00																																				

		TOMECO Clearance		
		50.00		
		TOTAL		
		1,010.00		
		MCH (Renewal)		
		CHO Cert. Fee	P50.00	
		Doc. stamp	90.00	
		Driver (MCH)	100.00	
		Franchise Fee	150.00	
		Garbage Fee	100.00	
		Garage Fee	50.00	
		Legal Research	10.00	
		MCH Unit	200.00	
		MCH Unit – APF	500.00	
		MTOP	60.00	
		Police clearance	50.00	
		RPT clearance Fee		
		50.00		
		Service Fee		
		100.00		

		Sticker Fee		
		40.00		
		Stool and sputum		
		80.00		
		Supervision	40.00	
		TOMECO Clearance		
		50.00		
		TOTAL		
		1,770.00		
		PUJ (Renewal)		
		CHO Cert. Fee		
		P50.00		
		Doc. Stamp		
		90.00		
		Driver (MCH)		
		100.00		
		Garbage Fee		
		100.00		
		Garage Fee		
		50.00		
		No. Coding Scheme		
		200.00		

		Operation PUJ Unit 250.00		
		PUJ Unit - APF 500.00		
		Police clearance 50.00		
		RPT clearance Fee 50.00		
		Service Fee 100.00		
		Sticker Fee 40.00		
		Stool and sputum 80.00		
		TOMECO Clearance 50.00		
		TOTAL 1,710.00		

BUSINESS TAXES SERVICES

Assessment and Payment of Special Permit This service states that no person, firm or corporation shall establish, maintain and/or operate carnivals, trade fairs, agro-industrial fairs, flea markets and other similar activities in the city of Tacloban without first securing the necessary permit from the City Mayor's Office

Office/Division:	CITY TREASURER'S OFFICE / Business Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) / Government-to-Business (G2B)			
Who may avail:	All taxpayers / Business Owners / Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter of intent 3. Barangay Clearance (1 original, 1 photocopy) 4. Police Clearance (1 original, 1 photocopy) 5. TOMECO Clearance for motorcade / parade, etc. (1 original) 6. Market clearance (for Market selling / Sampling, etc.(1 original))		Business Taxes and Fees Division City Treasurer's Office, KBC and B.O.S.S. Building, Tacloban City FB Account: City Treasurer's Office – Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>2. Submit the letter of intent to Business Permit and Licenses Division (BPLD) together with the other requirement stated-above for verification and approval</p> <p>3. Forward the verified and approved documents to Business Taxes and Fees Division for computation of taxes</p>	<p>3. Compute / assess for payment of tax due</p>	<p>For Payment of Special Permit</p> <p>1. Promoters of Basketball</p> <p style="padding-left: 40px;">Exhibition P300.00</p> <p>2. Benefit dance P300.00</p> <p>3. Parade Procession P400.00</p> <p>4. Concert P400.00</p> <p>5. Rally P350.00</p> <p>6. Benefit show P350.00</p> <p>7. Sponsored Disco / Ballroom</p> <p style="padding-left: 40px;">Dancing P300.00</p> <p>8. Recordas P300.00</p> <p>9. Promotion of Buy Products</p> <p style="padding-left: 40px;">P350.00</p> <p>10. Raffle Draws P350.00</p> <p>11. Variety shows P300.00</p> <p>12. Docking Facility Fee P100.00</p> <p>Plus documentary stamp P 30.00</p> <p>Special Permit for Carnivals and Trade Fair</p> <p>A. Within 100 meters in</p>	<p>30 minutes</p>	<p>EDNA B. DE LA CRUZ Head, Business Taxes and Fees Division</p> <p>LYNDY R. DE LA PEÑA Asst. Head Business Taxes and Fees Division</p> <p>RAY ANTHONY B. TOLENTINO Administrative Aide 1</p> <p>BERNARDITA L. HERSAN LRCO I</p> <p>MARICHU T. BALDESCO Ticket checker</p> <p>Ma. GELIDA P. ALMADEN</p>
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	<p>4. Issue Official Receipt</p>	<p style="text-align: center;">Markets, Plaza and other Public Places or within a radius of 100 meters therefrom:</p> <p>1. Carnival-P4,500.00 for a duration of 15 days or less and P9,000.00 for a duration of more than 15 days; but not exceeding 30 days</p> <p>2. Trade Fair-P4,500.00 for a duration of 15 days or less and P9,000.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>3. Agro-Industrial Fair- P4,500.00 for a duration of 15 days or less and P9,000.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>4. Flea Market- P4,500.00 for a duration of 15 days or less and P9,000.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>A combination of 2 or more aforementioned activities- P9,000.00</p>	<p>30 minutes</p>	<p style="text-align: center;">Ticket checker</p> <p style="text-align: center;">LILIA G. NOMBRADO AA-I</p> <p style="text-align: center;">FELINDA A. GABRIEL AA-IV</p> <p style="text-align: center;">NANNETTE R. BABIANO LRCO I</p> <p style="text-align: center;">All Staff/Personnel - Business Taxes and Fees Division</p> <p style="text-align: center;">ZONNIE S. EVAL</p>
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		<p>For a duration of 15 days or less and P18,000.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>B. Elsewhere</p> <p>1. Carnival - P1,800.00 for a duration of 15 days or less and P3,600.00 for a duration of more than 15 days; but not exceeding 30 days;</p> <p>2. Trade Fair - P1,800.00 for a duration of 15 days or less and P3,600.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>3. Agro-Industrial Fair – P1,800.00 for a duration of 15 days or less and P3,600.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>4. Flea Market – P1,800.00 for a duration of 15 days or less and P3,600.00 for a duration of more</p>		<p>NELYN TWENNETH F. DAGOHYO</p> <p>CLARA FRANCISCO</p> <p>HELENA JOY L. UYVICO</p> <p>SHAYEN V. CAÑAMALES</p> <p><i>All LRCO I</i></p> <p><i>KBC/BOSS Bldg.</i></p>
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		<p>than 15 days but not exceeding 30 days;</p> <p>A combination of 2 or more aforementioned activities- P3,600.00</p> <p>for a duration of 15 days or less and P7,200.00 for a duration of more than 15 days but not exceeding 30 days;</p> <p>If an activity exceeds a period of (thirty) 30 days, then the operator or owner shall pay an additional permit fee equivalent to the amount aforementioned.</p> <p>Each contrivances like merry-go-rounds, roller-coasters, ferries wheels, swings, shooting galleries, bingos and other similar contrivances and other parlor games operated for a fee shall be charged P30.00 per day for the first 15 days and P15.00 per day thereafter.</p> <p>Should the operator collect an entrance fee to said Carnival and Trade Fair, thirty percent (30%) amusement tax shall be collected</p>		
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		<p>per entrance ticket sold</p> <p style="text-align: center;">For payment of Cockfight</p> <ol style="list-style-type: none"> 1. Franchise Fee P150,000.00 2. Regular cockfighting Game per day 1,000.00 3. Special Cockfight per day 1,000.00 4. Pintakasi per day 1,000.00 5. City Derby per day 1,500.00 6. Promotional Derby 5,000.00 7. City Fiesta 5,000.00 8. For Registration of cockpit personnel (Annually) 		
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		Operator, General Manager, Promoters, Host or such other terms applied to person promoting or hosting a cockfight P2,000.00		
		9. Pit Manager 500.00		
		10. Referre (Sentenciador) 500.00		
		11. Cashier 500.00		
		12. Bet Manager 500.00		
		13. Derby Matchmaker 500.00		
		14. Bet Taker 500.00		
		15. Gaffer 500.00		
		For Promoter of Derbies in the City (special cockfights)		
		2 - cock derby P3,000.00		
		3 - cock derby 4,000.00		
		4 - cock derby 5,000.00		

		5 - cock derby	6,000.00		
		6 - cock derby	7,000.00		

Total	See table of fees	1 hour	
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BUSINESS TAXES SERVICES

Issuance of Certificate of Business Retirement

Authorized party may request issuance of this document when retiring/closing their business to clear their records in the office and to cease accumulation of the gross fixed tax, plus interests, penalties and surcharges in the preceding years to come.

Office/Division:	CITY TREASURER'S OFFICE	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B)	
Who may avail:	Taxpayers / Business Owners / Business Operators within Tacloban City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Submit letter of intent to the City Treasurer's Office</p> <p>For Single Proprietorship:</p> <p>Brgy. Clearance (1 original and 1 photocopy)</p> <p>Percentage Tax/ Gross Sales, if any (1 original, and 1 photocopy)</p> <p>Accomplished application form of retirement in triplicate</p> <p>copies</p>		<p style="text-align: center;">Business Taxes & Fees Division</p> <p style="text-align: center;">City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City</p> <p style="text-align: center;">FB Acct: City Treasurers Office – Tacloban City</p> <p style="text-align: center;">Email add: taclobancitytreasurersoffice@gmail.com</p>

<p>Community Tax Certificate of current year (1 photocopy)</p> <p>Slaughterhouse Report for meat/chicken vendor (1 original and 1 photocopy)</p> <p>For Corporation:</p> <p>Brgy. Clearance (1 original and 1 photocopy)</p> <p>Secretary's Certification/Board Resolution (original and 1 photocopy)</p> <p>Financial Statement of Book of Accounts (1 original and 1 photocopy)</p> <p>Accomplished application form of retirement in triplicate</p> <p>Copies</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit the letter of intent to the Business Taxes and Fees Division</p>	<p>1. Review of the documents</p> <p>2. Physical inspection of the business for business retirement</p> <p>3. Evaluation of gross sales for recommending approval of the City Treasurer.</p> <p>4. Issuance of Certificate of Retirement and final approval from the City Mayor's Office.</p>	<p>Certification Fee for Retirement: Php50.00</p> <p>Documentary Stamped Tax P30.00</p> <p>plus Gross Fixed Tax (Evaluated)</p>	<p>30 minutes</p>	<p>EDNA B. DE LA CRUZ LTOO IV</p> <p>LYNDY R. DE LA PEÑA LTOO III</p> <p>MIRASOL C. MIRALLES GEORGE C. ESPERAS ANDREW A. MAÑOZA Administrative Aide 1</p> <p>MELBA P. MACABENTA RHODORA M. BASAS Job Order Workers</p> <p>Business Taxes Division KBC/Boss Building</p>
<p>TOTAL</p>				

		P80.00 plus gross sales evaluated	30 minutes	
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OTHER SERVICES

On-Line Assessment and Payment on Real Property Tax and Business Tax

This service aims to facilitate the client’s request on RPT and business assessment as well as its payments for prompt action and accessible online process.

Office/Division:	CITY TREASURER’S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use of cellphone, laptop, computer for email, chat, text and messenger		City Treasurer’s Office, Kanhuraw Business Center, Tacloban City Hall FB Acct: City Treasurers Office-Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.Using cellphone, laptop, computer register the account of the City Treasurer’s Office to have access on its Facebook Account and Email Add;</p> <p>2.Send request/query/concern and wait for the reply</p>	<p>Answers queries of taxpayers thru email, text, messenger, and other means to response to clients/taxpayers</p> <p>Prompt action on RPT & Business On-line Assessments and Payments</p>	<p>No fees required</p>	<p>10 minutes</p>	<p>JENNIFER S. GUY Acting City Treasurer</p> <p>CORINA C. INNIS OIC-Asst. City Treasurer</p> <p>MA. ROSARIO Y. SAN GABRIEL LRCO I</p> <p>EDNA C. MOLINO Administrative Officer III</p>
	<p>TOTAL</p>	<p>No fees required</p>	<p>10 minutes</p>	

TREASURY ISSUANCES

Payment of Accountable Forms

This serves the 138 barangays of Tacloban City in their power to collect barangay fees and charges:

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Barangay Officials, Chairman and Treasurer, Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>This serves the 138 barangays of Tacloban City in their power to collect barangay fees and charges:</p> <ol style="list-style-type: none"> 1. Copy of approved Fidelity Bond (1 original copy and 1 photocopy) 2. Appointment (1 photocopy) 3. Oath of Office (1 photocopy) 4. Approved Requisition Issue Voucher (RIV) (1set = 4 copies) 5. Cedula 		<p>Bureau of Treasury (BTr)</p> <p>Brgy. Accounting/CTO/CMO</p> <p>CTO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>For Barangay Treasurer:</p> <p>1. Submit original copy of fidelity bond Appointment/Oath of Office to the Supply Officer, City Treasurer's Office</p> <p>2. Present the approved RIV for payment and receive Official Receipt.</p> <p>3. Present Official Receipt to the concerned division of CTO</p>	<p>1. Check/review requirements; cedula for the appropriate amount paid</p> <p>2. Evaluate and retain the original copy of RIV to the Supply Officer</p> <p>3. Issue Barangay Accountable Forms # 51</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 Administrative Aide 1</p> <p>JONATHAN N. ABAD Job Order Worker Administrative Division</p> <p>SHAYEN V. CAÑAMALES</p> <p>HELENA JOY L. UYVICO</p> <p>LYRA GIA P. PANTAS</p> <p>LYRA BON A. CUESTA All LRCO I/Dep. Collector KBC, City Treasurer's Office</p>
Total		140.00/pad	15 minutes	

TREASURY ISSUANCES

Certified True Copies of any Records and Official Receipts

Authorized parties may request copies of their personal records in the office to be used for specific purposes.

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General public / Taxpayers within Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit letter request for certified true copy to receiving officer. (1 original and 1 photocopy)		City Treasurer's Office, Kanhuraw Business Center and BOSS Building RPT On-line Assessment and Payment FB Acct: City Treasurer's Office – Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>2. Payment of required fees and receive OR.</p> <p>3. Present OR to concerned division of CTO for issuance of CTC of the required documents.</p>	<p>1. Checks/Verifies/Validates documents/paper and;</p> <p>2. Issue Certified True copy of the required document</p>	<p>Certification Fee P50.00</p> <p>Plus documentary stamp P30.00</p> <p>Research Fee (if applicable) P10.00</p>	<p>One (1) working day upon receipt of the requested documents</p>	<p>CORINA C. INNIS Acting Asst. City Treasurer</p> <p>EDNA C. MOLINO Administrative Officer III OIC-Chief, Administrative Division</p> <p>EDWINA P. NAPUTO Chief, Cash Receipts Division</p> <p>RENEE M. LAGADO Chief, RPT Division</p> <p>EDNA B. DE LA CRUZ Chief, Bus. Taxes & Fees Division</p>
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				<p>NYDIA D. TADEA OIC-Chief, Cash Disbursement Division All Division of CTO</p>
				<p>GIA NILA P. PANTAS LYRA BON A. CUESTA Deputized Collector SHAYEN V. CANAMALES LRCO 1 ZONNIE S. EVAL LRCO I All Accountable Officers/Deputized Collectors</p>
	TOTAL	P 80.00	1 day	

TREASURY ISSUANCES

Issuance of Tax Clearance/Certification

Authorized parties may request copies of their personal records in the office for specific purposes.

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
1. Official Receipts as Proof of Payment	<p style="text-align: center;">Business Taxes & Fees Division</p> <p style="text-align: center;">City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City</p> <p style="text-align: center;">Real Property Tax, City Treasurer's Office, Kanhuraw Convention Center, Tacloban City</p> <p style="text-align: center;">City Treasurer's Office, Administrative Division, KBC</p> <p style="text-align: center;">FB Acct: City Treasurers Office-Tacloban City</p> <p style="text-align: center;">Email add: taclobancitytreasurersoffice@gmail.com</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pay corresponding amount to the Cashier/collector in payment of the following:</p> <p>a. Business tax clearance/cert.</p> <p style="padding-left: 40px;">b. RPT tax clearance for business purposes</p> <p style="padding-left: 40px;">c. Others</p> <p>2. Present O.R. to concerned division of CTO for the release of requested documents</p>	<p>Issuance of Clearance/Certification from the concerned division of CTO</p>	<p>Certification Fee: Php50.00</p> <p>Documentary Stamped Tax Php 30.00</p>	<p>30 minutes</p>	<p>EDNA B. DE LA CRUZ Chief, BTFD</p> <p>LYNDY R. DE LA PEÑA LTOO III</p> <p>RAY ANTHONY B. TOLENTINO Administrative Aide 1 Business Taxes & Fees Division KBC/Boss Building</p> <p>RENEE M. LAGADO Chief, RPT Division</p> <p>ROCHELLE Y. GONZALES OIC-Asst. Chief RPT Division</p> <p>BRIGITTE R. TRINIDAD</p>

				<p>Ticket checker</p> <p>ROMMEL B. ANDRADE</p> <p>ANTONIO P. MIRAFLOR</p> <p>ERIC D. QUIMADA</p> <p>Job Order Worker</p> <p>(subject to change of personnel)</p> <p>All staff and personnel of</p> <p>RPT Division @ KBC</p> <p>EDWINA P. NAPUTO</p> <p>Chief, Cash Receipts Division</p> <p>PAUL BENEDICK D. CHIU</p> <p>Asst. Chief, Cash Receipt Division</p> <p>ABIGAEL P. AGAS</p> <p>Job Order worker</p> <p>Cash Receipt division</p>
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				KBC, Tacloban City
				<p>EDNA C. MOLINO</p> <p>Administrative Officer III</p> <p>Administrative Division</p> <p>City Treasurer's Office, KBC</p>
	TOTAL	P80.00	30 minutes	

TREASURY ISSUANCES

On-Line Registration of Fidelity Bond

This service is essential for the City Government Officials and Employees, Accountable Officers and Cashiers for proper accountability, enforcement of existing laws, safety and security of the person handling the funds and the authorized agency, as a whole.

Office/Division:	CITY TREASURER'S OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	City Government Officials and Employees/Collectors/Cashiers holding a Cash Advance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 2. Approved Office Order for cash advances duly signed by the City Mayor or its representative (1 photocopy) 3. On-line registration by the authorized representative of the City Treasurer's Office in the filing of Fidelity Bond for Government Officials and Employees/Accountable Officers/Cashier of the City Government of Tacloban 4. Approval of the on-line application from the City Mayor's Office and the Bureau of Treasury, Tacloban Branch 5. Pay the corresponding amount to BTr. 		City Treasurer's Office, Kanhuraw Business Center and BOSS Building RPT On-line Assessment and Payment FB Acct: City Treasurers Office – Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p>6.After paying to either (LBP/DBP) the end-user present the OR to the In-charge (again) for scanning and send thru email to BTr as proof of payment</p> <p>7.Confirmation letter from BTr that said application is approved</p>		<p>5 hours</p> <p>1 day</p> <p>1 minute</p> <p>1 day</p>	
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			1 hour	
		Total	75% of the total cash accountability	3 days and 11 minutes

DISBURSEMENT OF FUNDS

Payment of Salaries, wages, remuneration, bonuses and other claims, Suppliers and Contractors

This Service serves the claims of the employees (regular, casual, job orders, professional service providers) statutory obligations of the city and payment to 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		
2 valid Identification Cards (1 original and 1 photocopy) Approved payrolls/vouchers Official Receipt (1 original, 1 photocopy)		City Treasurer's Office, Cash Disbursement Division Tacloban City Hall Main Building FB Acct: City Treasurers Office – Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Payroll: 1. Present to the cashier valid 2. Identification Cards (2 IDs)	Disbursement of salaries of JOs, PS, and other remuneration of employees (regular, casual)		10 minutes	NYDIA D. TADEA OIC-Chief, Cash Disbursement Division RICHELLE A. CAMPO JEANNETTE C. LABAY

<p>3. Approved payrolls/vouchers Official Receipt</p> <p>Voucher with check:</p> <ol style="list-style-type: none"> 1. Present valid ID 2. Affix signature on "Box D" and 3. Issue Official Receipt in acknowledgement of check received 	<p>Disbursement of Obligation to suppliers/establishments and contractors</p>	<p>No fees required</p>	<p>15 minutes</p>	<p>JOCELYN M. DAYOHA Cashier I</p> <p>DEXTER S. DAACO RONALDO M. ADONA Administrative Aide 1</p> <p>All Staff & Personnel</p> <p>Cash Disbursement Division, City Treasurer's Office, Main Building</p>
TOTAL		No fees required	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback</p>	<p>Email account: taclobancitytreasurersoffice@gmail.com</p> <p>FB Account: City Treasurer's Office – Tacloban City</p>

How feedbacks are processed	<p>The result of client satisfaction surveys of the front-liners are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.</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 Executive Director 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 : taclobancitytreasueroffice@gmail.com.</p>
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO).</p> <p>The PRO shall review the nature of complaint.</p> <p>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> <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.</p>
Contact Information of CCB, PCC, ARTA	<p>CSC Contact Center ng Bayan</p> <p>0908-881 6565 or 1-6565</p> <p>8888 - Presidential Complaint Center</p>

	(02) 8478-5093 Anti Red Tape Authority
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CITY INTERNAL AUDIT SERVICE OFFICE



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 is separate and 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.

CONDUCT OF ENTRY CONFERENCE

Execution of the audit is initiated with an entry conference to a) confirm the agreement of all participants to the audit plan; b) introduce the audit team and their roles; and c) ensure that all planned audit activities included in the audit plan can be performed. (5.2.1 of Internal Audit Manual for Local Government Units 2023 Edition)

Office/Division:	Internal Audit Service Office			
Classification:	Simple			
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	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Audit Notification Memorandum from the Head of the Internal Audit Service Office	1.1 Preparation of the Audit Notification Memorandum by the Operation/ Management Audit Team Leader	NONE	1 working day	Operations/ Management Audit Team Leader
	1.2 Signed and approved by the Head of the Internal Audit Service Office	NONE		City Gov't. Dep't Head II
	1.3 Send the signed Audit Notification Memorandum to the auditee.	NONE	1 working day	Operation/ Management Audit Team Member

2. Attend the Entry Conference	2.1 Meeting with the auditee and discuss the plans for the conduct of the audit as well as obtain their views and expectations on the overall framework of the audit.	NONE	1 working day	City Gov't. Dep't Head II / Audit Team Leader and Members / Auditee
TOTAL		NONE	3 WORKING DAYS	

CONDUCT OF COMPLIANCE / MANAGEMENT / OPERATIONS AUDIT

A compliance audit is the evaluation of the degree of compliance of control with laws, regulations, and managerial policies systems and processes of government, including compliance with accountability measures, ethical standards and contractual obligations. (5.2.2 of Internal Audit Manual for Local Government Units 2023 Edition)

An operations audit is designed to evaluate the effectiveness, efficiency, ethicality, and economy of operating systems selected for audit. On the other hand, a management audit aims to evaluate control effectiveness. (5.2.3 of Internal Audit Manual for Local Government Units 2023 Edition)

Office/Division:	Internal Audit Service Office			
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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate and coordinate with the Internal Auditors during the conduct of the audit.	1.1 Gather and analyze evidence to establish the condition, compare conditions with criteria to draw conclusion, and determine the root cause(s).	NONE	20 WORKING DAYS	Operations/ Management Audit Team / Internal Auditor
	1.2 Prepare the working papers.			
2. Receive the copy of the 4Cs.	2.1 Integrate audit findings and prepare the highlights of the audit findings in terms of the 4Cs.			

TOTAL	NONE	20 WORKING DAYS	
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CONDUCT OF EXIT CONFERENCE AND AUDIT REPORTING

The purpose of the exit conference is to discuss the highlights of the audit findings with the auditee and/or the responsible official who has sufficient knowledge about the audit area. It also provides an opportunity to get the auditee’s comments (management comments) and insights about the significant audit issues as a way of validating the audit findings. (5.2.5 of Internal Audit Manual for Local Government Units 2023 Edition)

Audit reporting represents the culmination of the audit execution and the associated analysis, and considerations made during the audit. The audit report sets out the findings in appropriate format; provides the pieces of evidence gathered to arrive at the audit findings; and the recommendations. (5.3 of Internal Audit Manual for Local Government Units 2023 Edition)

Office/Division:	Internal Audit Service Office			
Classification:	Complex			
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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Notice of Meeting for Exit Conference	1.1 Conduct of Audit Exit Conference with office / department concerned	NONE	1 working day	City Gov’t. Dep’t Head II / Internal Auditor
	1.2 Review and Approval of Audit Report	NONE	1 working day	City Gov’t. Dep’t Head II
2. Receive copy of the final audit report	2.1 Submit audit report to the requesting party and copy furnished to the City Mayor	NONE	1 working day	Audit Team Leader

	2.2 Prepared memorandum to office/department to ensure implementation of recommendations by concerned office/ department.	NONE	1 working day	Audit Team Leader
	2.3 Review and Approval of Memorandum	NONE	1 working days	Local Chief Executive / City Mayor
3. Receive the copy of the memorandum and implementation of the recommendations	3.3 Furnish copy of Memorandum to Office/ Department concerned	NONE	1 working day	Audit Team Member
TOTAL		NONE	6 WORKING DAYS	

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 feedback letter to **iaslgutacloban@yahoo.com** or message to the Tacloban City Internal Audit Service Office Facebook account.

How feedbacks are processed

1. The internal audit staff will record the following information for the feedbacks received:

Name

Department/Office

Date

Feedback

2. The internal audit staff will discuss the feedback to the Head of IAS

3. Evaluation of feedback by the Head of IAS

4. Feedback requiring answers will be responded to in three (3) working days.

<p>How to file a complaint</p>	<p>Send a letter of complaint at IAS Office, 1st Floor, Tacloban City Hall, Tacloban City or thru email iaslgutacloban@yahoo.com .</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. The complaint will be evaluated by the Head of IAS and will be discussed to the internal audit staff. 2. The internal audit staff will create a report after the investigation and shall submit it to the Head of IAS for appropriate action. 3. 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</p>	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565</p> <p>Presidential Complaint Center 8-784-4286 local 4029</p> <p>Anti-Red Tape Authority</p>

	0908-881-6565;
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CITY ASSESSOR'S OFFICE



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

1.1. ISSUANCE OF TAX DECLARATION AS TO NEW ASSESSMENT/DISCOVERY

1.1.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 – Frontline
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office – Frontline

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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> OIC- City Assessor

	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
	6. Ocular Inspection	None	4 hrs.	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Edwin Jaro <i>Assessment Clerk I</i> Engr. Jenny Gamez <i>Engineer I</i>
	7. Prepare verification report	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Edwin Jaro <i>Assessment Clerk I</i> Engr. Jenny Gamez <i>Engineer I</i> John Bonn Gorre

				<i>Admin Aide I (JO)</i>
	8. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
	9. Approval of inspection report	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	10. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	11. FAAS & TD Preparation	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i></p> <p>Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	12. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon</p> <p><i>Admin. Aide I(JO)</i></p>
	13. Recommending approval	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i></p>
	14. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon</p>

				<i>Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Admin, Aidel (JO)</i> Glenn Cular
	16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i>

				<i>OIC- City Assessor</i>
	20. Update tracking system as to status of request	None	30 minutes	<i>Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)</i>
	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	<i>Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)</i>
TOTAL		NONE	2 DAYS, 2 HRS. 30 MIN	

1.1.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 – Frontline
	2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office – Frontline
	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
<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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i>

				<i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. Ocular Inspection	None	4 hrs.	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Edwin Jaro <i>Assessment Clerk I</i> Engr. Jenny Gamez <i>Engineer I</i>

	7. Prepare verification report	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i></p> <p>Edwin Jaro <i>Assessment Clerk / Engr.</i></p> <p>Jenny Gamez <i>Engineer I</i></p> <p><i>John Bonn Gorre</i></p> <p><i>Admin Aide I (JO)</i></p>
	8. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>
	9. Approval of inspection report	None	1 hour	<p>Richard P. Abella <i>LAOO I</i></p> <p><i>OIC- City Assessor</i></p>
	10. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	11. FAAS & TD Preparation	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i></p> <p>Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	12. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i></p>

	13. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene <i>Solomon Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>

	16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	20. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment		None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>

	21. Release of Tax Declaration and Notice of Assessment			
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

1.1.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 – Frontline		
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office – Frontline		
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	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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	6. Ocular Inspection	None	4 hrs.	<p>Richard P. Abella</p> <p><i>LAOO I</i></p> <p><i>OIC- City Assessor Gil Vincent Quejada LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i></p> <p>Edwin Jaro <i>Assessment Clerk I Engr.</i></p> <p>Jenny Gamez <i>Engineer I</i></p>
	7. Prepare verification report	None	1 hour	<p>Gil Vincent Quejada</p> <p><i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i></p> <p>Edwin Jaro <i>Assessment Clerk I Engr.</i></p> <p>Jenny Gamez <i>Engineer I</i></p> <p>John Bonn Gorre</p> <p><i>Admin Aide I (JO)</i></p>

	8. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	9. Approval of inspection report	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
	10. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
				Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami

	11. FAAS & TD Preparation	None	1 hour	<i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <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	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	13. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Officer In Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	16. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincnt Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>
	18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
	19. Approval of Tax Declaration and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	20. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon

				<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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

1.1.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 – Frontline		
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office – Frontline		
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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> OIC – City Assessor
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon

				<i>Admin. Aide I(JO)</i>
	6. Ocular Inspection	None	4 hrs.	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor Gil Vincent Quejada LTOO III</i> <i>OIC- Asst. City Assessor</i> Edwin Jaro <i>Assessment Clerk I Engr.</i> Jenny Gamez <i>Engineer I</i>
	7. Prepare verification report	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Edwin Jaro <i>Assessment Clerk I Engr.</i> Jenny Gamez <i>Engineer I</i> John Bonn Gorre

				<i>Admin Aide I (JO)</i>
	8. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	9. Approval of inspection report	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	10. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
				Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia</i>

	11. FAAS & TD Preparation	None	1 hour	<p>Coringcoting LAOO II</p> <p>Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i></p> <p>Jerome Palaña <i>Admin. Aide I(JO)</i></p> <p>Rymar Mercado <i>Admin. Aide I(JO)</i></p> <p>Christian Miñon <i>Admin. Aide I(JO)</i></p>
	12. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	13. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III <i>Officer -In-Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia Coringcoting LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Contract of Service (COS)</i></p>
	11. FAAS & TD Preparation	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia Coringcoting LAOO II</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide</i></p>

				<i>I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>
	12. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	13. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III <i>Officer -In-Charge</i>
	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami

				<i>Contract of Service (COS)</i>
2. Receive copy of Tax Declaration, with Notice of Assessment	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		NONE	2 DAYS, 2 HRS. 30 MIN	

1.2. ISSUANCE OF TAX DECLARATION AS TO TRANSFER OF OWNERSHIP

1.2.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 – Frontline		
2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office – Frontline		
3. Certified copy of Deed Conveyance (Deed of Sale/ Donation, Assignment Extrajudicial Settlement, etc.)	Registry 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
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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>

	5. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>
	6. FAAS & TD Preparation	None		<p>Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia Coringcoting LAOO II</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Rymar Mercado Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>

			1 hour	
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III <i>Officer -In-Charge</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	10. Printing of Tax Declaration and Notice of Assessment	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	11. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

1.2.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 – Frontline
2.	Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office – Frontline
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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> OIC- City Assessor

	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting LAOO II Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>

	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia Coringcoting LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Contract of Service (COS)</i>

				Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>
	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

1.2.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 – Frontline
	2. Accomplished Sworn Statement as to the Fair and Current Market Value	City Assessor's Office – Frontline
	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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i>

				Christian Miñon <i>Admin. Aide I(JO)</i>
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
				Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami

	10. Printing of Tax Declaration	None	1 hour	<i>Contract of Service (COS)</i> Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		NONE	1 DAYS, 3 HRS. 30 MIN	

1.3. 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 – Frontline	
2. Accomplished Sworn Statement as to the Fair and Current Market Value			City Assessor's Office – Frontline	
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. 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	FEEES 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 be returned to the requesting party</p>	<p>None</p>	<p>1 hour</p>	<p>Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i></p>
	<p>2. Receives application and assigns control number and issues claim stub to client</p>	<p>None</p>	<p>30 minutes</p>	<p>Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i></p>
	<p>3. Record Request on tracking system for monitoring purposes</p>	<p>None</p>	<p>30 minutes</p>	<p>Aljohn Villafranca <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i></p>

	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene <i>Solomon Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña

				<i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>

	10. Printing of Tax Declaration	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting LAOO II</p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	11. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> OIC- Asst. City Assessor
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> OIC- City Assessor
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
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 Admin. Aide I (JO) Alma Sabalberino Admin. Aide I (JO)

TOTAL	NONE	1 DAYS, 3 HRS. 30 MIN	
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1.4. 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 – Frontline		
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office – Frontline		
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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i>

				<i>OIC – Asst. City Assessor</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
				Gil Vincent Quejada <i>LTOO III</i>

	6. FAAS & TD Preparation	None	1 hour	<p><i>OIC- Asst. City Assessor Adelia Coringcoting LAOO II</i></p> <p><i>Mikhael Fami</i></p> <p><i>Contract of Service (COS)</i></p> <p><i>Glenn Cular Admin. Aide I(JO)</i> <i>Jerome Palaña Admin. Aide I(JO)</i> <i>Rymar Mercado Admin. Aide I(JO)</i> <i>Christian Miñon Admin. Aide I(JO)</i></p>
	7. Update tracking system as to status of request	None	30 minutes	<p><i>Aljohn Villafranca Admin. Aide I(JO)</i> <i>Inalyn Tyrene Solomon Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p><i>Gil Vincent Quejada LTOO III</i></p> <p><i>Officer -In-Charge</i></p>
	9. Update tracking system as to status of request	None	30 minutes	<p><i>Aljohn Villafranca Admin. Aide I(JO)</i> <i>Inalyn Tyrene Solomon Admin. Aide I(JO)</i></p>

	10. Printing of Tax Declaration	None	1 hour	<p>Gil Vincent Quejada <i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i></p> <p>Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i></p>
	11. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>

	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		NONE	1 DAYS, 3 HRS. 30 MIN	

1.5. 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 – Frontline		
2. Accomplished Sworn Statement as to the Fair and Current Market Value		City Assessor's Office – Frontline		
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 be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City</i> <i>Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation			Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City</i> <i>Assessor Adelia</i> Coringcoting <i>LAOO</i> <i>II</i>

		None	1 hour	<p>Mikhael Fami</p> <p><i>Contract of Service (COS)</i></p> <p>Glenn Cular <i>Admin. Aide I(JO)</i></p> <p>Jerome Palaña <i>Admin. Aide I(JO)</i></p> <p>Rymar Mercado <i>Admin. Aide I(JO)</i></p> <p>Christian Miñon <i>Admin. Aide I(JO)</i></p>
	7. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i></p>
	8. Recommending approval	None	1 hour	<p>Gil Vincent Quejada</p> <p><i>LTOO III</i></p> <p><i>OIC- Asst. City Assessor</i></p>

	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Rymar B. Mercado <i>Admin. Aide I(JO)</i> Mikhael Fami <i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>

	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		NONE	1 DAYS, 3 HRS. 30 MIN	

1.6. 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 – Frontline	
2. Accomplished Sworn Statement as to the Fair and Current Market Value			City Assessor's Office – Frontline	
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 documents are complete, the request will be received, otherwise, the documents will be returned to the requesting party	None	1 hour	Adelia Coringcoting <i>LAOO II</i> Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor</i>

	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Referral to appraiser	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. FAAS & TD Preparation			Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i> Adelia Coringcoting <i>LAOO II</i> Mikhael Fami

		None	1 hour	<i>Contract of Service (COS)</i> Glenn Cular <i>Admin. Aide I(JO)</i> Jerome Palaña <i>Admin. Aide I(JO)</i> Rymar Mercado <i>Admin. Aide I(JO)</i> Christian Miñon <i>Admin. Aide I(JO)</i>
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Recommending approval	None	1 hour	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
				Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor Adelia</i>

	10. Printing of Tax Declaration	None	1 hour	<p>Coringcoting LAOO II</p> <p>Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami</p> <p>Contract of Service (COS)</p> <p>Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)</p>
	11. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)</p>
	12. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	<p>Gil Vincent Quejada</p> <p>LTOO III</p> <p>OIC- Asst. City Assessor</p>
	13. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)</p>

	14. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	15. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		NONE	1 DAYS, 3 HRS. 30 MIN	

2. ANNOTATION/CANCELLATION OF LIEN & ENCUMBRANCES

2.1.REAL ESTATE MORTGAGE

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.

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; P50.00 for consideration	30 Minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	2. Record Request on tracking system for monitoring purposes	not exceeding 1,000; in excess of 1,000 or a fraction thereof, add P1.00	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	3. Referral to appraiser		1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	4. Update tracking system as to status of request		30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	5. Pull out of FAAS and Tax Declaration of subject property	For cancellation of Real Estate mortgage, property bond or similar transaction; P50.00 plus documentary stamp of P30.00	1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Johndel M. Brosas <i>Admin. Aide I(JO)</i>

	6. Update tracking system as to status of request		30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	7. Annotation on FAAS and Tax Declaration		1 hour	Gil Vincent Quejada LTOO III OIC – Asst. City Assessor Adelia Coringcoting LAOO II <i>Mikhail Fami</i> <i>Contract of Service</i>
	8. Update tracking system as to status of request		30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	9. Approval of REM		1 hour	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	10. Update tracking system as to status of request		30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i>

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

2.2. 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
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> Alma P. Sabalberino <i>Adm. Aide I (JO)</i>

	2. Referral to records	P50.00 plus documentary stamp of P30.00	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	3. Record Request on tracking system for monitoring purposes		30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	4. Pull out of TD & FAAS	None	2 hours	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Johndel M. Brosas <i>Admin. Aide I(JO)</i>
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. Annotation/Cancellation of Tax Lien	None	4 hours	Gil Vincent Quejada <i>LTOO III</i> <i>OIC – Asst. City Assessor Adelia</i>

				<p>Coringcoting LAOO II</p> <p>Mikhael Fami</p> <p><i>Contract of Service</i></p>
	7. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon</p> <p><i>Admin. Aide I(JO)</i></p> <p>)</p>
	8. Signature of City Assessor	None	20 min.	<p>Richard P. Abella</p> <p><i>LAOO I</i></p> <p><i>OIC- City Assessor</i></p>
	9. Update tracking system as to status of request	None	30 minutes	<p>Aljohn Villafranca <i>Admin. Aide I(JO)</i></p> <p>Inalyn Tyrene Solomon</p> <p><i>Admin. Aide I(JO)</i></p> <p>)</p>
	10. Scanning of Tax Declaration	None	1 hour	<p>Alyza Marie Claro <i>Admin. Aide I(Casual)</i></p> <p>Johndel M. Brosas</p>

				<i>Admin. Aide I(JO)</i>
	11. Filling of records		1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Johndel M. Brosas <i>Admin. Aide I(JO)</i>
TOTAL		NONE	1 DAY; 6HRS. 40 MIN.	

3. 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	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	2. Record Request on tracking system	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	for monitoring purposes			
	3. Referral by Assessor	None	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	4. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	5. Field Inspection	None	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i> Gil Vincent Quejada <i>LTOO III</i>

				<i>OIC- Asst. City Assessor Engr. Jenny Gemaez Engineer I</i> <i>Edwin Jaro Assessment Clerk I</i>
	6. Update tracking system as to status of request	None	30 minutes	<i>Aljohn Villafranca Admin. Aide I(JO)</i> <i>Inalyn Tyrene Solomon Admin. Aide I(JO)</i>
	7. Preparation of endorsement	None	1 hour	Appraiser assigned
	for the Assessor's approval			
	8. Update tracking system as to status of request	None	30 minutes	<i>Aljohn Villafranca Admin. Aide I(JO)</i> <i>Inalyn Tyrene Solomon Admin. Aide I(JO)</i>
	9. Approval by the Assessor	None	20 minutes	<i>Richard P. Abella LAOO I</i>

				<i>OIC- City Assessor</i>
	10. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	11. Pull out TD & FAAS	None	1 hour	Alyza Marie Claro <i>Admin. Aide I(Casual)</i> Johndel M. Brosas <i>Admin. Aide I(JO)</i>
	12. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	13. Cancellation of Tax Declaration,	None	4 Hours	Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City Assessor</i>
	FAAS and RPOC			

	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>)
	15. Signature of The Assessor	None	20 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
TOTAL		NONE	2 DAYS, 2 HRS. 30 MIN	

4. 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
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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/ person subject of request pursuant to Ordinance No. 2005-09-63	20 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
	2. Record verification		20 minutes	Engr. Jenny Lando Ripalda <i>Tax Mapper II</i> Danilo Hidalgo <i>Admin. Aide IV</i> Engr. Jenny Gamez Engr. I Ricky Galvez <i>Admin. Aide I (Casual)</i> Rymar Mercado <i>Admin. Aide I (JO)</i>
	3. Release data to clients		20 Minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		P10.00/property /person	1 Hr. per Property	

5. 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.

5.1 PROPERTY HOLDINGS/NO PROPERTY

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 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	
		PROCESSING	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Record/Receive Request	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63. Research fee of P10.00 per property/ person subject of request	20 mins./request	Alma Claro <i>Admin. Aide I (JO)</i>
2. Pay Regulatory fees at the City Treasurer's Office	2. Evaluation of documents submitted. If complete, the request will be received, otherwise, the documents will be returned to the requesting party.		20 minutes	Ma. Doreen Avila Admin. Aide I (Casual)
	3. Record Request on tracking system for monitoring purposes		30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
	4. Referral to Clerk	None	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	5. Update tracking system as to status of request	None	30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
	6. Property verification on records and RPO cards	None	1 day	Ma. Doreen Avila <i>Admin. Aide I (Casual)</i>

	7. Update tracking system as to status of request	None	30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
	8. Preparation of Certification	None	1 hour	Ma. Doreen Avila <i>Admin. Aide I (Casual)</i>
	9. Update tracking system as to status of request	None	30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
	10 Cross checking with records/Certification	None	4 hours	Gil Vincent Quejada LTOO – III OIC – Asst. City Assessor
	11. Update tracking system as to status of request	None	30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
	12. Approval of Certification	None	20 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor Gil Vincent Quejada LTOO III</i> <i>OIC – Asst. City Assessor</i>

	13. Update tracking system as to status of request	None	30 minutes	Alma Claro <i>Admin. Aide I (JO)</i>
3. Receives requested certification	14. Release of certification	None	20 minutes	Alma Claro Admin. Aide I (J.O)
TOTAL		P80.00 Cert. fee + P10.00Per property/person	2 DAYS; 5 HRS. 20 MIN.	

5.2 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			WHERE TO	
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			Property Owner	
			PROCESSING	
			TIME	
1. Submit the required documents 2. Pay Regulatory fees at the City Treasurer's Office	1. Pre-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 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocena Admin. Aide I (JO)
	2. Record/Receive request		20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocena 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	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin.</i> <i>Aide I(JO)</i>
	4. Referral to researcher for records verification	None	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City</i> <i>Assessor Gil</i> Vincent Quejada <i>LTOO</i> <i>III</i> <i>OIC- Asst. City</i> <i>Assessor</i>

	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	6. Records verification	None	4 hours	Ricky Galvez <i>Admin. Aide I</i> <i>(Casual)</i>
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	8. Preparation of Certification	None	1 hr	Maricah Mae Reglo <i>Admin. Aide I (JO)</i>

	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila <i>Admin. Aide I (Casual)</i> Alyza Marie Claro <i>Admin Aide I (Casual)</i>
	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	12. Approval of Certification	None	20 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>

	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>
	14. Release of certification	None	20 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person	1 DAY; 5 HRS&20 MIN.	

5.3 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 submitted. If complete, the request will be received, otherwise, the documents will be returned to the requesting party.	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin.

2. Pay Regulatory fees at the City Treasurer's Office		P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63. Research fee of P10.00 per property/person subject of request	30 minutes	Cashier
	2. Record/Receive request	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon
	4. Referral to researcher for records verification	None	4 hours	Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III OIC- Asst. City

	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon
	6. Records verification	None	4 hours	Ricky Galvez Admin. Aide I (Casual))
	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon
	8. Preparation of Certification	None	1 hr	Maricah Mae Reglo Admin. Aide I (JO)
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon
	10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila Admin. Aide I (Casual) Aiza Obera

	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn
	12. Approval of Certification	None	20 minutes	Richard P. Abella LAOO I OIC- City
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn
3. Receives requested certification	14. Release of certification	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person	1 DAY; 5 HRS&20 MIN.	

5.4 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			WHERE TO	
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
1. Submit the required documents				

2. Pay Regulatory fees at the City Treasurer's Office	1. Pre-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 <i>Ord. No. 2005-9-63.</i>	20 minutes	Catherine Yasay Admin. <i>Aide I (Casual)</i> Mary Grace Ocenar Admin. <i>Aide I (JO)</i>
	2. Record/Receive request	Research fee of P10.00 per property/ person subject of request	20 minutes	Catherine Yasay Admin. <i>Aide I (Casual)</i> Mary Grace Ocenar Admin. <i>Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	4. Referral to researcher for records verification	None	4 hours	Richard P. Abella <i>LAOO I</i> <i>OIC- City</i> Assessor Gil Vincent Quejada <i>LTOO III</i> <i>OIC- Asst. City</i> Assessor
	5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide</i> <i>I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide</i> <i>I(JO)</i>
	6. Records verification	None	4 hours	Ricky Galvez <i>Admin. Aide I</i> <i>(Casual)</i>

	7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide</i> I(JO) Inalyn Tyrene Solomon <i>Admin. Aide</i> I(JO)
	8. Preparation of Certification	None	1 hr	<i>Maricah Mae</i> <i>Reglo Admin.</i> <i>Aide I (JO)</i>
	9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide</i> I(JO) Inalyn Tyrene Solomon <i>Admin. Aide</i> I(JO)
	10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila <i>Admin.</i> <i>Aide I (Casual)</i> Aiza Obara <i>Admin. Aide I</i> (JO)
	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide</i> I(JO) Inalyn Tyrene Solomon <i>Admin. Aide</i> I(JO)

	12. Approval of Certification	None	20 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	13. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide</i>
3. Receives requested certification	14. Release of certification	None	20 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person	1 DAY; 5 HRS&20 MIN.	

5.5 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	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

<p>1. Submit the required documents</p>	<p>1. Receive request for tracer</p>	<p>P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.</p> <p>Research fee of P10.00 per property/ person subject of request</p>	<p>20 minutes</p>	<p>Rebecca Villacortes</p> <p><i>Admin. Aide III</i> Alma P. Sabalberino <i>Admin. Aide I (JO)</i></p> <p><i>Inalyn Tyrene Solomon</i></p> <p><i>Admin. Aide I (JO)</i></p>
<p>2. Pay Regulatory fees at the City Treasurer's Office</p>	<p>2. Referral by the Assessor</p>		<p>2 hours</p>	<p>Richard P. Abella</p> <p><i>LAOO I</i></p> <p><i>OIC- City Assessor</i> Gil Vincent Quejada LTOO III</p> <p>OIC – Asst. City Assessor</p>

	11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	4. Research of Office records	None	1 day/property	Alyza Marie Claro <i>Admin. Aide I (Casual)</i> Johndel M. Brosas <i>Admin Aide I (JO)</i>
	11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	6. Cross checking of research	None	4 hours	Aiza Obera <i>Admin Aide I (JO)</i> Johndel M. Brosas <i>Admin Aide I (JO)</i>

	11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	8. Encoding of the Certification	None	4 hours	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	9. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
	10. Cross-checking the prepared certification with the data researched	None	2 hrs.	Aiza Obera <i>Admin. Aide I (JO)</i>
	11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>

	12. Signing of requested documents	None	20 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
	13. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
3. Receives requested certification	14. Release of records	None	20 minutes	Alyza Marie Claro <i>Admin. Aide I (Casual)</i>
TOTAL		P80.00 Cert. fee + P10.00 x Per property/person	3 DAYS	TOTAL

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.

6. 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			WHERE TO	
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			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. Research fee of P10.00 per property/ person subject of	20 min/Tax Dec.	Aiza Obera <i>Admin. Aide I (JO)</i>
2. Pay regulatory fees at the City Treasurer's Office				

			30 minutes	Cashier
	2. Receive request	None	20 min/Tax Dec.	Myca Viñas <i>Admin. Aide I (JO)</i>
	3. Print of scanned Tax Declaration/ Photocopy Tax Declaration	None	20 min/Tax Dec.	Maricah Mae Reglo <i>Admin. Aide I (JO)</i> Johndel M. Brosas <i>Admin. Aide I (JO)</i>
	4. Stamps printed copy of TD "Certified" and submits for signature	None	20 min/Tax Dec.	Aiza Obera <i>Admin. Aide I (JO)</i>
	5. Signature & refer back to counter for release	None	20 min/Tax Dec.	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i> Gil Vincent Quejada LTOO III

	6. Release of documents	None	20 min/Tax Dec.	Myca Viñas Admin. Aide I (JO) Johndel M. Brosas Admin. Aide I (JO)
TOTAL		Certification Fee P80.00 Research Fee P10.00/ property	2 HRS	

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.

FEEDBACK 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 Box 2. Send an email to assessor.tacloban@gmail.com <p>Use the face book page" http://www.facebook.com/tacassessorsoffice</p>
HOW FEEDBACKS ARE PROCESSED	<p>Any feedback received in whatever medium used by the clients is acted upon accordingly and discussed during Office meetings</p>
HOW TO FILE A COMPLAINT	<p>Complaint can be made either thru a written complaint addressed to the head of office or verbal complaint raised before the Head of Office</p>
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>
CONTACT INFORMATION: CCB, POCC, ARTA	<ul style="list-style-type: none"> • 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 <p>888</p>



TACLOBAN CITY 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number and or Vaccination Card		OPD Records		
(Old Patient)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				

<p>CONSULTATION (TRIAGE AREA)</p> <p>A. PEDIATRICS</p> <p>B. MEDICAL</p> <p>C. OPTH (Eye Clinic)</p> <p>D. PRE-NATAL</p> <p>E. ARV</p> <p>F. DENTAL</p> <p>a. Present to the triage on duty</p> <p>> Vaccination Card</p> <p>> OPD Hospital Number</p> <p>b. Fill-up accurately the health assessment form</p>	<ul style="list-style-type: none"> • Issues priority number to the patients for consultation • Provides health assessment forms to clients. • Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, etc). • Conducts interviews to patients with history of smoking • History taking of patient illness 	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>5 min.</p> <p>5 min.</p> <p>10 mins.</p> <p>3 mins.</p>	<p>Triage Staff on Duty</p> <p>Contract of Service</p> <p>Nursing Attendant</p> <p>Contract of Service</p> <p>Triage Staff</p> <p>Constance Lynn Marie H. Brosas, RN / Nursing Attendants</p> <p>Contract of Service</p> <p>Nurse On-duty</p> <p>Contract of Service</p>
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<p>c. Present the prescription pad to the Pharmacy as prescribed by the OPD doctor.</p> <p>d. Present the prescription pad and pay to the Cashier</p>	<ul style="list-style-type: none"> • Conducts general consultation to patients according to their health needs presented. • Receives and charges prescribed medicines that are available. • Categorized patient (Paying & Non-Paying) • Receives/checks the prescriptions and issue official receipt (OR) • Releases/Dispenses the prescribed medicines accurately, safely and promptly. • Receives & charge according to the examination requested by the OPD Doctor • Categorized (Paying & Non-paying) 	<p>NONE</p> <p>NONE</p> <p>Based on the recommended price posted</p> <p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>10 mins.</p> <p>5 mins.</p> <p>5 mins.</p> <p>5 mins.</p>	<p>Nurse/Nursing Attendant Contract of Service</p> <p>Medical Officer III Doctors Contract if Service</p> <p>Pharmacist Liza P. Martinez, RPh</p> <p>Cashier Designate Detailed Regular Employee</p> <p>Pharmacist Liza P. Martinez, RPh</p>
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<p>e. Receives the prescribed medicines</p> <ul style="list-style-type: none"> • If for Laboratory/X-ray Services <ul style="list-style-type: none"> a. Present X-ray and Ultrasound/ECG request to the Radiology Section b. Present the request & pay to the Cashier 	<ul style="list-style-type: none"> • Receives the request and issue Official Receipt (OR) • Performs the examination based on the request made by the OPD Doctor • Releases the Laboratory/Radiology services results to the patient/authorized representatives • Receives and attached lab & x-ray results to the OPD chart provided for. • Officially read results of Lab & x-ray • If for admission: refer to the Resident On-Duty • If not: Advised home medication with proper instruction. 	<p>Based on the examination requested and price posted</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>5 mins.</p> <p>10 mins.</p> <p>5 min.</p>	<p>Med. Tech</p> <p>Mary Ann B. Malaluan, RMT</p> <p>Rad. Tech</p> <p>Contract of Service</p> <p>Cashier Designate</p> <p>Detailed Regular Employee</p> <p>Med. Tech</p> <p>Mary Ann B. Malaluan, RMT</p> <p>Med. Tech</p> <p>Mary Ann B. Malaluan, RMT Rad. Tech</p>
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c. Present the Laboratory/X-ray result back to the OPD consultation area		NONE	5 min.	Contract of Service
				Nursing Attendant
			10 mins.	Contract of Service
		NONE	10 mins.	Medical Officer III
				PSW Doctors
		NONE		Contract of Service
			10 mins.	Medical Officer III
				PSW Doctors
		NONE		Contract of Service
Total		Base on recommended price posted	1 hr. & 58 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card		OPD Doctor		
Patient's Record		---		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
SECURING MEDICAL CERTIFICATE				
a. Present to the Triage Staff ➤ Hospital Number/Vaccination Card	<ul style="list-style-type: none"> Issues priority number to the patients for consultation Provides health assessment forms to clients. 	NONE	5 min.	Guard Contract of Service

b. Fill-up accurately the health assessment form	<ul style="list-style-type: none"> Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, etc). 	NONE	5 min.	Nursing Attendant Contract of Service
	<ul style="list-style-type: none"> Conducts interviews to patients with history of smoking 	NONE	10 mins.	Nursing Attendant/ Triage Staff Contract of Service
	<ul style="list-style-type: none"> History taking of patient illness 	NONE	3 mins.	Licensed Practical Nurse Contract of Service
	<ul style="list-style-type: none"> Conducts general consultation to patients according to their health needs presented. 	NONE	5 mins.	Nurse On-duty Contract of Service
	<ul style="list-style-type: none"> Written order for Medical Certificate at the chart provided for. 	NONE	10 mins.	NOD/NA Contract of Service
	<ul style="list-style-type: none"> Issues/prepares charge slip 			Medical Officer III
	<ul style="list-style-type: none"> Receives charge slip and issue 			Doctors

<p>c. Inform the Medical Officer that you'll going to seek Medical Certificate</p> <p>d. Receives charge slip</p> <p>e. Pay the necessary payment at the Cashier makeshift</p> <p>f. Receives Medical Certificate</p>	<p>official receipt.</p> <ul style="list-style-type: none"> Issues and releases Medical Certificate after verification of payment. 	<p>NONE</p> <p>NONE</p> <p>P 80.00</p> <p>NONE</p>	<p>10 mins.</p> <p>5 mins.</p> <p>5 mins.</p> <p>10 mins.</p>	<p>Contract if Service</p> <p>Medical Officer III</p> <p>Doctors</p> <p>Contract if Service</p> <p>Nursing Attendant</p> <p>Cashier Designate</p> <p>Detailed Regular Employee</p> <p>Records Clerk</p> <p>Contract of Service</p>
Total		P 80.00	1 Hour & 8 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			
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				
a. Present to the Triage Staff on Duty <ul style="list-style-type: none"> ➤ Hospital Number ➤ ARV Card 	<ul style="list-style-type: none"> • Issued priority number to the patients for Anti-Rabies vaccine 	NONE	5 min.	Triage Staff On-duty Contract of Service
b. Fill-up accurately the health assessment form	<ul style="list-style-type: none"> • Provides health assessment forms to clients. (Triage) • Verifies Medical Records at 	NONE	5 min.	Nursing Attendant or daily

c. Proceed to OPD Consultation make shift	Records Section and forwarded to OPD Consultation make shift for consultation processes	NONE	5 mins.	Contract of Service
d. Please pay the ARV Service fee at the Cashier makeshift	<ul style="list-style-type: none"> • Conducts consultation for necessary health intervention 	NONE	10 mins.	Records Clerk or daily Contract of Service
e. Proceed to Injection Area	<ul style="list-style-type: none"> • Cashier Designate receives request and issues official receipt. 	NONE	10 mins.	Medical Officer III or daily
	<ul style="list-style-type: none"> • Receives Medical Records and health assessment form 	P 50.00 (Service Fee)	3 min.	Medical Officer-PSW Contract of Service
	<ul style="list-style-type: none"> • Prepares vials such as TT, ATS, ARV 	NONE	2 mins.	Cashier Designate
	<ul style="list-style-type: none"> • Injects/Performs TT, ATS, ARV 	NONE	2 mins.	Nursing Attendant or daily
	<ul style="list-style-type: none"> • Advise to come back on the next schedule of ARV vaccine 	NONE	40 mins.	Contract of Service
		NONE	5 min.	

			2 min.	Nurse On-duty Contract of Service Nurse On-duty Contract of Service Nurse On-duty Contract of Service
Total		P 50.00	1 Hour & 17 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			
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				
<p>f. Present on the Triage Staff on Duty</p> <p>➤ Hospital Number and or Vaccination Card</p>	<ul style="list-style-type: none"> • Issued priority number to the patients for pre-natal. 	<p>NONE</p>	<p>5 min.</p>	<p>Triage Staff or daily Contract of Service</p>
<p>g. Fill-up accurately the health assessment form</p>	<ul style="list-style-type: none"> • Provides health assessment forms to clients. • Conducts interview to patients with history of smoking. 	<p>NONE</p>	<p>5 min.</p>	<p>Nursing Attendant or daily Contract of Service</p>
	<ul style="list-style-type: none"> • Conducts PRE-NATAL check up in a safely manner 	<p>NONE</p>	<p>2 min.</p>	<p>Midwife or daily Contract of Service</p>
	<ul style="list-style-type: none"> • Advised home with instruction. 	<p>NONE</p>	<p>15 mins.</p>	<p>Midwife or daily Contract of Service</p>
		<p>NONE</p>	<p>10 mins.</p>	<p>Midwife or daily Contract of Service</p>
Total		NONE	37 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			
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				
<p>h. Present to the Triage Staff on Duty</p> <p>➤ Hospital Number and or Vaccination Card</p>	<ul style="list-style-type: none"> • Issued priority number to the patients for Family Planning. 	NONE	5 min.	Guard On-duty
	<ul style="list-style-type: none"> • Provides health assessment forms to clients. • Verifies Medical Records at Records Section and forwarded to Family Planning Room 	NONE	5 min.	Contract of Service
<p>i. Fill-up accurately the health assessment form</p>	<ul style="list-style-type: none"> • Conducts Family Planning Session 	NONE	10 mins.	Nursing Attendant
				Contract of Service
				Records Clerk
				Contract of Service
				Midwife
				Contract of Service
Total		NONE	50 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 NEWBORN BABIES			
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				
a. Fill-up CF1 PhilHealth form and submit it to the Nurse Station	<ul style="list-style-type: none"> After 24 hours from birth, written order at the patient Medical Record to perform Newborn Screening. PhilHealth Clerk to verify status of PhilHealth Validity 	NONE	10 mins	Doctor Medical Officer III Contract of Service

<p>b. Submit CF1 form to PhilHealth Section for PhilHealth Status verification</p>	<ul style="list-style-type: none"> - If updated, perform Newborn Screening by forwarding the CF1 form to NOD/Midwife. - If not, enroll the patient to the POS program of PhilHealth, and then wait until approved by Tacloban LHIO. - 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 	<p>NONE</p>	<p>10 mins.</p>	<p>Conchitina Rose Vergara, RN /PhilHealth Clerk Contract of Service</p>
<p>c. Process requirements for POS enrollment (indigency)</p>	<ul style="list-style-type: none"> - Once approved, informed the patient/SO to proceed to the NBS room 	<p>NONE</p>	<p>5 mins.</p>	<p>PhilHealth Clerk Contract of Service</p>
	<ul style="list-style-type: none"> • Carries out the physician’s order and secure properly filled-up CF1 form from PhilHealth section. • Performs Newborn Screening in a safely manner 	<p>NONE</p>	<p>15 mins.</p>	<p>PhilHealth Clerk Contract of Service</p>
	<ul style="list-style-type: none"> • Inform the parents that the result will be after 14 days or more. • Forward the specimen to the Newborn Screening Center West Visayas (NSCV) Iloilo City (to be 		<p>30 mins.</p>	<p>PhilHealth Clerk Contract of Service</p>
			<p>5 mins.</p>	<p>PhilHealth Clerk Contract of Service</p>
			<p>5 mins.</p>	<p>Nurse/Midwife</p>

<p>d. Bring the baby to the Newborn Screening Room</p> <p>e. After Newborn Screening has been performed, bring back the baby to the mother's side at the ward</p>	<p>claimed by To GO Express)</p>	<p>Payment is included in the billing statement of the patient</p> <p>P 1,750.00</p> <p>(Non-PhilHealth)</p> <p>FREE (PhilHealth)</p>	<p>10 mins.</p> <p>2 mins.</p> <p>4 mins.</p>	<p>Contract of Service</p> <p>Nurse/Midwife</p> <p>Contract of Service</p> <p>Nurse/Midwife</p> <p>Contract of Service</p> <p>Nurse/Midwife</p> <p>Contract of Service</p>
Total		P 1,750.00	5 Hours & 32 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:	HIGHLY TECHNICAL			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL			
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	<ul style="list-style-type: none"> Receives the Newborn Screening result, if needs confirmatory testing Texts and calls to the mother/parent , re: NBS result, schedule repeat Newborn Screening or referral to a Medical Specialist Verified/checks the document for repeat NBS Issues charge slip 	NONE	3 mins.	Newborn Screening Nurse Coordinator
a. Answers calls and signifies the date and time		NONE	5 mins.	

b. Bring the baby to the facility		NONE	5 min.	Contract of Service
c. Receives the charge slip and pay at the Cashier.	<ul style="list-style-type: none"> Receives the payment slip and issue official receipt Informs the mother/parent that the specimen to be sent to Iloilo City within 1-2 days. 	NONE	3 mins.	Nurse/Midwife Contract of Service
d. Present the request (Cashier)	<ul style="list-style-type: none"> Forward the specimen to the Newborn Screening Center West Visayas (NBSWV) to be claimed by TOGO Express/courier. 	P 1,750.00	5 mins.	Cashier Designate Detailed Regular Employee
e. Bring the baby to the Newborn Screening Room	<ul style="list-style-type: none"> Examines blood sample collected 	NONE	2 min.	Nurse/Midwife Contract of Service
	<ul style="list-style-type: none"> Receives result thru email and a hard copy from Newborn Screening Center West Visayas. 	NONE	4 mins.	Nurse/Midwife Contract of Service
	<ul style="list-style-type: none"> Informs the parent thru call or text 	NONE	10 hours.	Med-Tech/Nurse NSWVC, Iloilo
	<ul style="list-style-type: none"> If with significant/confirmed result, advise parents any suggested recommendations or referred to higher facility/pediatric specialist 	NONE		Nurse
	<ul style="list-style-type: none"> Coordinates the NBS Nurse Coordinator of EVMC or parent's choice. Prepares and issues referral slip 	NONE	7 days	Senior Nurse

f. Receives calls/texts re: Newborn Screening results	<p>with the attached NBS result</p> <ul style="list-style-type: none"> Provides Referral logbook Referred promptly and safely to the hospital of choice. - If normal NBS result, releases the official result Sent home with instructions 	NONE	3 mins.	Nurse
g. Receives properly filled up referral forms		NONE	5 mins.	Nurse
		NONE	3 mins.	Senior Nurse
h. Signs the logbook provided for		NONE	3 mins.	Nurse/Midwife
		NONE	3 mins.	Contract of Service
		NONE	5 mins.	Nurse
i. Receives NBS result and sign at the logbook provided for		NONE	5 mins.	Senior Nurse
		NONE	3 mins.	Nurse/Midwife
				Contract of Service
				Nurse/Midwife

		NONE	3 mins.	Contract of Service
Total		1,750.00	7Days, 5Hours, 13 minutes	

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD CARD		TCH		
Vaccination card		TCH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. CONSULTATION				
A. Present vaccination card/ OPD Hospital number at the triage	➤ Issues priority number to patients for consultation	none	2 mins.	PSW Nursing Attendant on duty Contract of Service
	➤ Retrieves patient's chart	none	5 mins.	Admin Clerk on duty Contract of Service
	➤ Taking of vital signs of patient	none	5 mins.	PSW Nursing Attendant on duty Contract of Service
	➤ Conducts dental consultations to patients	none	10 mins.	Dentist
TOTAL		none	22 minutes	

II. EXTRACTION				
A. Present vaccination card/ OPD Hospital number at the triage	➤ Issues priority number of patients for extraction	none	5 min	J.O. Triage Staff
B. Fill up the health assessment form.	➤ Provide a health assessment form to the patient	none	5 min	J.O. Triage Staff
	➤ Retrieves patient's Chart	none	10 mins	J.O. Record Staff
	➤ Takes Records vital signs of the patient	none	10 mins	J.O. Nursing Attendant
C. Proceed to Dental Clinic	➤ Case Evaluation	none	5 mins	Dentist
D. 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
E. Process to cashier for payment of Dental Fee.	1 or 2 Dental Carpules used for tooth extraction	40 per Anesthesia 300pesos per tooth	10 mins	Cashier

F. Proceed to the Dental Clinic and presents the Official Receipt. Ready for the procedures	➤ Prepares hand instruments and dental supplies to be used	None	5 mins	J.O. Dental Aide
	➤ Records the O.R. no. in the logbook	none	1 min	J.O. Dental Aide
	➤ Proceed for tooth extraction.	none	30 mins	Dentist
	➤ Prescribes the needed medication and gives post-operative home care instructions.	none	10 mins	Dentist
TOTAL		Php 340.00	1 Hour & 26Mins.	

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

Emergency Section. Present OPD Record to the ER Staff.	1. Receives and Checks the OPD Record.	None	10 minutes	ER Nursing Aide Contract of Service
	2. Assessment & vital signs taking.	None	10 minutes	ER Nursing Aide Contract of Service
	3. Informs ROD.	None	10 minutes	ER Nursing Aide Contract of Service
	4. Assess patient.	None	15 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	20 minutes	
Receives Laboratory request and prescription.	1.For ADMISSION 1. Carry out doctor's order. For Laboratory/Pharmacy/ Radiology.	None	45 minutes	ER Nurse / Constance Lynn Marie H. Brosas, RN
Receives linen issued.	2. Register at IHOMIS.	None	25 minute	
		None	10 minutes	

	3. Secures linen from the Laundry.	None	10 minutes	ER Nurse / Constance Lynn Marie H. Brosas, RN
	4. Provides linen to patients.	None	10 minutes	ER Nursing Aide Contract of Service
	5. Wheels patients to the ward.			ER Nursing Aide Contract of Service
				Utility Worker Contract of Service
TOTAL		None	3 Hour and 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 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. Presents Prescription to the Pharmacist for costing. 2. To cashier to settle bill and back to the Pharmacy to claim the medicine 3. Give the medicine to the ER Staff.	2.For NEBULIZATION			
	1. Carry out Doctor’s order.	None	5 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN
	2. Prescription given to patient/caretaker.	Php 30.00 per Nebulization.	1 minute	ER Nurse Constance Lynn Marie H. Brosas, RN
	3. Nebulization done per doctor’s order.	None	30 minutes	
	4. Refers to ROD.	None	5 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN

4. Receives prescription and verify as to home medication instructions.	5. Re-assessed by ROD, prescriptions given with instructions, sent home and advised follow-up.	None	15 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN Medical Officer III RODs Contract of Service
TOTAL		P 30.00	56 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		
Consent for Surgery		ER Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs Consent for surgery. 2. Cooperates during the procedure. 3. Receives bill and settles at the	3. For MINOR SURGERY			
	1. Carry out Doctor's order.	None	10 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN
	2. Secures consent form.	None	10 minute	ER Nurse Constance Lynn Marie H. Brosas, RN
	3. Prepares Minor set.	None	10 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN
		None	1 Hour	Medical Officer III

Cashier's office and present it to the ER Staff.	4. Performs procedure and prescribe medication as necessary.	P150.00	5 minutes	RODs Contract of Service ER Nurse I Constance Lynn Marie H. Brosas, RN Medical Officer III/COS
	5. Gives hospital bill after surgery	None	20 minutes	
	6. Prescribe meds for home medications after the surgery, advise follow-up and sent home.			
TOTAL		P 150.00	1 hour and 55 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:	GSC-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record / Laboratory Request / Prescription		ER Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives laboratory requests. Listens to the instructions and asks for clarifications.	<p>4. If NON-ADMITTABLE</p> <p>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.</p> <p>2. Instructions are given.</p>	None	10 minutes	<p>Medical Officer III</p> <p>RODs Contract of Service</p>

		None	10 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN
TOTAL		None	20 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		
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 Constance Lynn Marie H. Brosas, RN
	2. Calls/Informs receiving hospital for said referral.	None	30 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN
	3. Informs the ambulance driver on duty.	None	10 minutes	
	4. Ushers patient to the ambulance.	None	10 minutes	ER Nurse Constance Lynn Marie H. Brosas, RN

	5. Accompany patient to hospital of choice.	None	1 Hour	Utility Worker Contract of Service ER Nursing Aide Contract of Service Utility Worker(COS)/Ambulance Driver Jesus III L. Misagal
TOTAL		None	2 hours and 10 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		
Patients Chart	OR / Nurse			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OPERATING ROOM	PRE-OPERATIVELY			
Asks questions for clarification	1. Procedure explained.	None	10 minutes	Attending Surgeon Contract of Service
Receives and wears patient OR gown	2. Gown provided.	None	10 minute	Nursing Attendant Marites O. Aviso
Receives and kept jewelries	3. Jewelries and nail polish removed.	None	10 minutes	Ward Nurse Kristin A. Nebrija Taol, RN
	4. Vital Signs taken.	None	10 minutes	Nursing Attendant Marites O. Aviso

	5. Carry out pre-op medications administered prior to surgery	None	10 minutes	Ward Nurse Kristin A. Nebrija Taol, RN
	6. NPO maintained.	None	8 Hours	Ward Nurse Kristin A. Nebrija Taol, RN
	7. Endorse patient and chart.	None	10 minutes	Ward Nurse Kristin A. Nebrija Taol, RN
	8. Receives and Checks the completeness of chart.	None	10 minutes	Regular OR Nurse I Heidee Francis A. Chiu, RN
	9. Wheels patient to OR.	None	10 minutes	Regular OR IW Contract of Service
TOTAL		None	9 hour and 28 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:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>INTRA-OPERATIVELY.</p> <p>Cooperate with the OR Staff.</p>	<p>1. Position on supine for skin preparation.</p> <p>2. Position on side lying for spinal anesthesia.</p> <p>3. Re position on Supine.</p> <p>4. Assists surgery.</p>		<p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>12 Hours</p>	<p>Regular OR Nurse Heidee Francis A. Chiu, RN</p> <p>Regular OR Nurse I Heidee Francis A. Chiu, RN</p>
<p>POST OPERATIVELY</p> <p>2. Receives bill and settles at the Cashiers office.</p> <p>3. Receives take home meds.</p> <p>4. Presents receipt to the Ward Nurse.</p> <p>5. Presents Discharge slip to Guard on duty</p>	<p>1. Wheeled to the Recovery Room.</p> <p>2. Carry out doctor's order.</p> <p>3. Monitors vital signs every 15 minutes till stable.</p> <p>4. Wheeled to Ward conscious and awake.</p> <p>5. Received from the Recovery Room.</p> <p>6. Monitored and cared for.</p> <p>6. Surgeon does his rounds with orders, may go home.</p> <p>7. Chart forwarded to Philhealth for billing.</p>	<p>Phil Health case rate.</p>	<p>5 minutes</p> <p>10 minutes</p> <p>4 Hours</p> <p>10 minutes</p> <p>10 minutes</p> <p>3 days</p> <p>20 minutes</p> <p>10 minutes</p>	<p>Regular OR Nurse I Heidee Francis A. Chiu, RN</p> <p>Regular OR IW/COS</p> <p>Regular OR Nurse I Heidee Francis A. Chiu, RN</p> <p>Regular OR Nurse I Heidee Francis A. Chiu, RN</p> <p>Regular OR IW Contract of Service</p> <p>Ward Nurse Rizza B. Repolidon, RN</p>

	<p>8. Discharged with take home meds instructions and advice OPD follow-up.</p> <p>9. Checked Discharge slip.</p>		<p>20 minutes</p> <p>10 minutes</p>	<p>Ward Nurse Rizza B. Repolidon, RN</p> <p>Surgeon</p> <p>Ward Nurse Rizza B. Repolidon, RN</p> <p>Philhealth Processor Contract of Service</p> <p>Ward Nurse Rizza B. Repolidon, RN</p> <p>Guard Contract of Service</p>
TOTAL			3 Days, 2hours & 26minutes	

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 Presents her record to the DR staff.	1. Receive and Check the OPD Record.	None	10 minutes	DR Midwife COS
	2. Assessment & vital signs taking.	None	10 minutes	DR Nurse Annaritz T. Mate, RN/Midwife Contract of Service
	3. Prepare for examination/procedure	None	20 minutes	DR Nurse Annaritz T. Mate, RN /Midwife Contract of Service
	4. Informs ROD.	None	10 minutes	

<p>2. Answers questions for data gathering.</p> <p>3. Cooperates during examination.</p> <p>4. Asks status.</p> <p>5. Receives linen.</p> <p>6. Receives gown.</p>	5. Assess patient thru history taking.	None	20 minutes	DR Nurse Annaritz T. Mate, RN /Midwife Contract of Service
	6. Examines the patient thru Internal Exam.	None	30 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.	None	30 minutes	Medical Officer III RODs Contract of Service
	For Laboratory/Pharmacy/ Radiology.			Medical Officer III RODs Contract of Service
	9. Registers at IHOMIS.			DR Nurse Annaritz T. Mate, RN
	10. Secures linen from the Laundry.	None	20 minutes	
	11. Gown provided.	None	10 minutes	
	12. Labor watch.	None	5 minutes	DR Nurse Annaritz T. Mate, RN
	13. Wheel to Labor Room.	None	10 minutes	DR Midwife Contract of Service
		None	3 days	DR Midwife Contract of Service
			5 minutes	DR Nurse Annaritz T. Mate, RN
				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. Presents 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. Discharged with take home meds instructions and advice OPD follow-up.</p> <p>26. Checked Discharge slip.</p>	<p>PhilHealth Case Rate</p>	<p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>2 hour</p> <p>20 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>24 hours</p> <p>30 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>
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				Guard Contract of Service
TOTAL			4Days, 8hours & 10minutes	

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 1. Submit Laboratory Request	Assesses Availability of Examination Requested and costing	Laboratory Services CBC 50 Hb / Hct 50 Platelet Count 75	3 minutes	Laboratory Assistant

		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	
		FOBT	250	
		FBS	80	
		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 HbA1c 850 Crossmatching 650		
2 Paying Patient Goes to the cashier and settle payment Non Paying Patient Submit Laboratory Request to MSS office for approval		Same above price	3 minutes 3 minutes	Cashier (Detailed Regular) 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 Requested Laboratory Examination	None	1 hour	(Regular) Medical Technologist (PSW) Medical Technologist

5. Patients / Authorized Representative secure results at the laboratory.	Release laboratory Results to patients / Authorized Representative	none	After 2 hrs (For Blood Chemistry at 2 pm same date)	(PSW) Laboratory Assistant
TOTAL OUT PATIENT			2 hours, 16 mins	
IN – PATIENT	1.Request laboratory examination thru iHOMIS	Same above price	3 minutes	Nurse
	Assesses Availability of Examination Requested	Same above price	3 minutes	Phlebotomist
	Received specimen and Extract blood sample		5 minutes	Phlebotomist
	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		See table of rates/payments	3 hour 6 minutes	

PHARMACY SERVICES

To Provide Quality, Safe and Effective Pharmaceutical Products

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 of Medicines		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN- PATIENT PRESCRIPTION	PHILHEALTH /NON-PHILHEALTH PATIENT	See attached prices of Medicines	10 mins.	
				Nurse on duty (COS) Nursing Attendant on duty (JO)

	1. Nurses or Nursing Attendants will go to the pharmacy for the issuance of medicines - requested from the iHOMIS.			Pharmacist on duty (Regular Employee) Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
OUT- PATIENT PRESCRIPTION				
PAYING PATIENT				Pharmacist on duty (Regular Employee) Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
1. Patient/Caretaker will go to the Pharmacy and bring the prescription.	1. Costing of medicines/medical supplies	See attached prices of medicines	5 mins.	Pharmacist on duty (Regular Employee) Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
2. Patient/Caretaker will go to the cashier to pay the prescribed medicines.	2. Issuance of Official Receipt		10 mins.	
3. Patient/Caretaker will go back to the Pharmacy and present the official receipt and the prescription.	3. Issuance of medicines/medical supplies		10 mins.	Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
INDIGENT PATIENT				

1. Patient/Caretaker will go to the Pharmacy and bring the prescription.	1. Costing of medicines/medical supplies	None	5 mins.	Pharmacist on duty (Regular Employee) Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
2. Patient/Caretaker will go to the MSS office (Medical Social Service) w/ the prescription and fill-up	2. Affix signature in the prescription as approval of the Indigency.		15 mins.	Social Worker on duty (COS)
Indigency Certificate				
3. Patient/Caretaker will go back to the Pharmacy w/the approved prescription	3. Issuance of medicines/medical supplies.		10 mins.	Pharmacist on duty (COS) Pharmacy Assistant on duty (JO)
TOTAL		See attached Pricelist of Medicines	65 mins.	

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		Radiology Services		
1. Present X-ray/Ultrasound/ECG Request to the Radiology section.	1. Receive and charge according to the examination requested by the Doctor. Categorized patient (Paying/Non-paying).	Chest PA 100.00 Chest Bucky 140.00 Chest APL 200.00 Skull APL 250.00		

		<p>Cervical APL 250.00</p> <p>Paranasal Sinuses 250.00</p> <p>Upper Extremities 125.00 (Shoulder, Clavicle, Arm, Elbow, Forearm, Wrist, Hand, Fingers)</p> <p>Lower Extremities 125.00 (Thigh, Knee, Leg, Ankle, Foot, Toes)</p> <p>ECG Services 90.00</p> <p>Ultrasound Services</p> <p>Whole Abdomen 1,000.00</p> <p>KUB 500.00</p>	<p>5 Minutes</p>	<p>Radiologic Technologist Regular on duty</p> <p>Radiologic Technologist Professional Service Worker on duty</p>
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<p>2. Paying Patient to pay at the Cashier office.</p> <p>Non-paying Patient submit X-ray/Ultrasound/ECG to MSS office for Approval</p> <p>3. Submit examination/procedures based on Doctor's request.</p> <p>4. Claim of the result or authorized representative.</p>	<p>2. Present request and receipt.</p> <p>Present proof of indigency and approved request by the MSS/COH</p> <p>3. Perform the examination based on the request of the Doctor</p> <p>4. Release of the result X-ray, Ultrasound and ECG</p>	<p>Thyroid 600.00</p> <p>Hepatobiliary Tree 500.00</p> <p>Breast 500.00</p> <p>Pelvic 500.00</p> <p>Prostate 500.00</p> <p>Upper Abdomen 500.00</p> <p>Lower Abdomen 500.00</p> <p>Transvaginal 600.00</p> <p>Same above price.</p> <p>NONE</p>	<p>5 Minutes</p> <p>15 Minutes</p> <p>X-RAY/ECG = 1 day ULTRASOUND = 1 HOUR</p>	<p>Cashier Regular/Detailed on duty</p> <p>Medical Social Worker Office Detailed Social Worker On duty</p> <p>Radiologic Technologist Regular</p> <p>Radiologic Technologist Professional Service Worker on duty</p> <p>Radiologic Technologist Regular</p>
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IN-PATIENT 1. Admitted Patient for examination/procedure.	1. Charged request thru IHOMES based on the requested examination	NONE	8 Minutes	Radiologic Technologist Professional Service Worker on duty Radiologic Technologist Regular Radiologic Technologist Professional Service Worker on duty
	2. Wheels patient to the X-ray/Ultrasound room.	NONE	8 Minutes	on duty Utility Worker/Job Order on duty
	3. Examination done based on Doctor's request.	NONE	10 Minutes	Radiologic Technologist Regular Radiologic Technologist Professional Service Worker on duty
	4. Wheeled back to the ward/emergency room.		Minutes	on duty Utility Worker/Job Order

	5. Released of the result (X-ray/ECG/Ultrasound)		10 Minutes	on duty Radiologic Technologist Regular Radiologic Technologist Professional Service Worker on duty
Total		See table of rates /payment	1 day, 2 hours and 21 minutes	

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		
Diet list		Nurse station / Emergency Room (ER)		
Nutritional Assessment Form		Dietitian's office at Dietary section		
IEC materials for Nutrition Counseling		Dietitian's office at Dietary section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PREPARATION TIME	PERSON RESPONSIBLE
NUTRITION & DIETETICS SERVICES				
1. Dietary has 2 shifts morning & afternoon a. 1 st shift Morning duty (6a.m.-2p.m.)	<ul style="list-style-type: none"> Morning duty prepares breakfast menu according to the diet lists, special & regular diets. Serve breakfast 	NONE	1 Hr. & 30 mins.	Cook II Regular

<p>b. 2nd shift Afternoon duty (9a.m. 5p.m.)</p>	<ul style="list-style-type: none"> Morning & Afternoon duty prepares & cook lunch & supper Once a week (every Friday) 	<p>NONE</p>	<p>1 Hr. & 30 mins.</p>	<p>Food Server on duty Contract of Service</p> <p>Cook & Food Server on duty Contract of Service</p>
<p>2. Procurement of patient meals & other dietary needs</p>	<ul style="list-style-type: none"> Get the patients data from the chart with the permission of the nurse on duty Interview and evaluate patients' meals if accepted. 	<p>NONE</p>	<p>2 Hours</p>	<p>Special disbursing officer Regular Employee</p>
<p>3. Ward rounds to in-patients during afternoon</p>	<ul style="list-style-type: none"> Follow-up thru messenger or call regarding their diets. 	<p>NONE</p>	<p>1 Hour</p>	<p>Nutritionist Dietitian Contract of Service</p>
<p>4. Out-patient's clients</p>	<ul style="list-style-type: none"> Attend to out-patients who requests for nutrition & diet counseling, diet guides & menu for their specific condition. Conducts NUTRITION ASSESSMENT & NUTRITION COUNSELING in a safely manner 	<p>NONE</p>	<p>1 Hour</p>	<p>Nutritionist Dietitian Contract of Service</p>

	<ul style="list-style-type: none"> Advised home with intervention. 	NONE	45 minutes 30 minutes 10 minutes	Nutritionist Dietitian Contract of Service
Total		NONE	1 day and 10 mins	

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 Tacloban City Hospital Facebook page.
How feedbacks are processed	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.
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 Chief of Hospital narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the Tacloban City Hospital Facebook Page.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Health Unit Coordinator's Office. The PHU Coordinator shall review the nature of complaint. For simple complaints, the PHU Coordinator shall answer it immediately. For complex complaints, the PHU Coordinator will forward it to the concerned Section/Unit Heads for appropriate action. 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.
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 HEALTH OFFICE



MEDICAL CONSULTATION AND TREATMENT /FOLLOW-UP CHECK UP (MANAGEABLE CASES)

Office/Division:	City Health Office – MEDICAL SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Identification Card		Client		
2. 1 copy Birth Certificate of dependents (photocopy) for patients 18 y.o. below		Phil. Statistics Authority (PSA)		
3. PhilHealth ID (for PhilHealth Members)		PhilHealth		
4. Laboratory results as prescribed by the physician		Diagnostic/Clinical Laboratories/Hospital		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority no. at the BHW assigned for the day	1. Issue priority number on a first come first serve basis	None	1 min.	BHW on Duty
	PERFORM TRIAGE	None	3 mins.	BHW on Duty
2. Present priority no. to receiving clerk and respond to interview	2. Interview client for the needed service/ basic information	None	5 mins.	Daisy Mae Dizon, JO Lynette Anselmenth, JO BHWs on Duty
3. For NEW patients Fill – up Individual Treatment	3. Assess/verify filled-up forms for data completeness and accuracy and	None	7 mins.	Daisy Mae Dizon, JO Lynette Anselmenth, JO
Record, PhilHealth Forms	interview patient for initial assessment			BHWs on Duty

For OLD Patients	Retrieve patients records and interview patient for initial assessment			BHWs on Duty
Submit self for the vital signs taking	4. Take patients vital signs and record - BP, weight, height, temperature (if applicable)	None	5 mins.	BHWs on Duty
Proceed to the attending physician once name is called	5. Perform physical assessment, diagnosis and treatment - History taking - Perform physical examination - Document and make final diagnosis	None	10 mins.	Dr. Gloria E. Fabrigas Asst. City Health Officer Dr. Teresita T. Salinas Medical Officer II Dr. Kelton John M. Mate Medical Officer II Medical Clerks (if any)
	6. Issue prescription slip for prescribed drugs and drugs/medicines and/or laboratory request	None	2 mins.	Dr. Gloria E. Fabrigas Asst. City Health Officer Dr. Teresita T. Salinas
Listen to instructions and medical advice and secure laboratory results from clinical laboratory (if prescribed)	7. Give medical advice and instructions	None	3 mins.	Medical Officer II Dr. Kelton John M. Mate Medical Officer II Medical Clerks (if any)
	For Tacloban Residents:			
Present Valid ID, doctors prescription/Individual Treatment Record to Dispensing Clerk and wait for your meds. and proper instructions	8. Check and verify patients registration at the in Tacloban Social Services System (TSS), if: if: registered - encode available drugs and medicines for dispense unregistered - register patients profile and profile and available drugs and meds. for dispense	None	5 mins.	Belen T. Lavidas Dispensing Clerk

	9. Record/document drugs/medicines to be be dispensed at the dispensary logbook	None	2 mins.	Belen T. Lavidés Dispensing Clerk
Acknowledge receipt of drugs and medicines by affixing your signature in the dispensary logbook	10. Dispense drugs and medicines with proper proper instruction and have the patient/client sign in the dispensary logbook	None	5 mins.	Belen T. Lavidés Dispensing Clerk
TOTAL		NONE	48 mins.	

MEDICAL CONSULTATION AND TREATMENT (UNMANAGEABLE CASES)

Office/Division:	City Health Office – MEDICAL SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Identification Card		Client		
2. 1 copy Birth Certificate of dependents (photocopy) for patients 18 y.o. below		Phil. Statistics Authority (PSA)		
3. PhilHealth ID (for PhilHealth Members)		PhilHealth		
4. Laboratory results as prescribed by the physician (latest result, original copy)		Diagnostic/Clinical Laboratories/Hospital		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority no. at the BHW assigned for the day	1. Issue priority number on a first come first serve basis	None	1 min.	BHW on Duty
	PERFORM TRIAGE	None	3 mins.	BHW on Duty
	- Patients needing immediate medical attention			
	attention - prioritize			
Respond to interview	2. Interview patient and prepare Individual Treatment Record	None	5 mins.	Daisy Mae Dizon, JO Lynette Anselmenth, JO
				BHWs on Duty
Submit self for the vital signs taking	3. Take patients vital signs and record and refer patient immediately to the physician	None	3 mins.	BHWs on Duty
	physician			
Proceed to the attending physician	4. Perform physical assessment, diagnosis and	None	5 mins.	Dr. Gloria E. Fabrigas
	- History taking			Asst. City Health Officer

	- Physical examination			Dr. Teresita T. Salinas
	- Document and make initial diagnosis			Medical Officer II
				Dr. Kelton John M. Mate
				Medical Officer II
				Medical Clerks (if any)

Listen to instructions and medical advice	5. Refer patient to higher levels of care - Prepare referral slip and other pertinent documents	None	8 mins.	Dr. Gloria E. Fabrigas Asst. City Health Officer Dr. Teresita T. Salinas Medical Officer II Dr. Kelton John M. Mate Medical Officer II
	6. Transport patient to referral hospital	None	immediate	Nurse/Midwife On-Duty Billy Percila Ambulance Driver Alex Valen Ambulance Driver
T O T A L		NONE	25 mins.	

MEDICAL CONSULTATION AND TREATMENT /FOLLOW-UP CHECK UP (TB/LEPROSY CASES)

Office/Division:	City Health Office - MEDICAL SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All TB/Leprosy patients			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Identification Card 2. 1 copy Birth Certificate of dependents (photocopy) for patients 18 y.o. below 3. PhilHealth ID (for PhilHealth Members) 4. Laboratory results as prescribed by the physician 5. Referral slip		Client Phil. Statistics Authority (PSA) PhilHealth Diagnostic/Clinical Laboratories/Hospitals District Health Centers/TB-DOTS facilities/Hospitals		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority no. at the BHW assigned for the day	1. Issue priority number on a first come first serve basis	None	1 min.	BHW on Duty
2. Present priority no. to receiving clerk and respond to interview	2. Interview client	None	3 mins. 5 mins.	BHW on Duty BHWs on Duty
3. For NEW patients Fill - up Individual Treatment Record, PhilHealth Forms	PERFORM TRIAGE 3. Take patients vital signs and record - BP, weight, height, temperature	None	3 mins.	BHWs on Duty
Submit self for the vital signs taking	4. Make initial assessment of the patient and endorse to Medical Officer for further management	None	3 mins.	Mel Tirso Maravilles Nurse II Cristy Arpon

				Nurse - COS Donna Lei Rosario NDP - DOH
Proceed to the attending physician once name is called	5. Perform physical assessment, diagnosis and treatment - History taking - Perform physical examination	None	5 mins.	Dr. Danilo S. Ecarma Medical Officer
	6. Presumptive for Tuberculosis - issue laboratory requests - issue prescription for medications/ supportive management - Document and make final diagnosis	None	5 mins.	Dr. Danilo S. Ecarma Medical Officer
	7. Carry out doctors order - refer to laboratory for Gene Xpert test (if required) - instruct patient for the required lab.	None	5 mins.	Mel Tirso Maravilles Nurse II Cristy Arpon Nurse - COS
Listen to instructions and medical advice and secure laboratory results from clinical laboratory (if prescribed) advice for the required laboratories to be undertaken	test and prescribed medicines to be taken (support drugs)			Donna Lei Rosario NDP - DOH
Submit sputum specimen	8. Perform Gene Xpert test	None	1 day	Martee Tingzon MedTech II Gemma Malate MedTech - COS Dale Peñalosa MedTech - COS
	For MTB detected patients:			
Listen to medical advice and instructions	9. Enrollment to TB-DOTS registry logbook and provide MTB drugs - give specific instruction and schedule follow	None	5 mins.	Mel Tirso Maravilles Nurse II Cristy Arpon

Listen to the counsellor, ask	up visit/availment of maintenance drugs 10. Conduct HIV Counselling and testing (with consent)	None	10 mins.	Nurse - COS Donna Lei Rosario NDP - DOH Martee Tingzon MedTech II
	11. Conduct health teachings/advocacy	None	5 mins	Mel Tirso Maravilles Nurse II Cristy Arpon Nurse - COS Donna Lei Rosario NDP - DOH
T O T A L		NONE	1 day and 50 mins.	

DENTAL CONSULTATION

Office/Division:	City Health Office - DENTAL DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client		
PhilHealth ID (if memeber)		PhilHealth		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get priority no. at the clerk and wait for your turn to be called	1. Verify ID, interview client and make Individual Treatment Record	None	5 mins.	Concordia Palacio, JO
Submit self for dental consultation	2. Take vital sign (if necessary), endorse patient to dentist	None	2 mins.	Concordia Palacio, JO
	3. Perform dental consultation if cleared: - schedule for tooth extraction if with dental problem: - issue prescription slip for prescribed drugs/medicines	None	15 mins.	Dr. Jesusa Christine Sudario Dentist III
Listen to medical advice and proceed to medicine dispensing clerk	4. Give medical advice and instruction	None	5 mins.	Dr. Jesusa Christine Sudario Dentist III
Present valid ID/ doctors prescription to dispensing clerk and wait for your meds. and proper instructions	5. Check and verify patients registration at the Tacloban Social Services System (TSS), encode drugs/ meds. to be dispensed	None	5 mins.	Belen T. Lavides Dispensing Clerk

	6. Record/ document drugs/ medicines at the dispensary logbook	None	2 mins.	Belen T. Lavidés Dispensing Clerk
Acknowledge receipt of drugs and medicines by affixing your signature in the dispensary logbook	7. Dispense drugs and medicines with proper instructions and have the patient/client sign in the dispensary logbook	None	5 mins.	Belen T. Lavidés Dispensing Clerk
T O T A L		None	39 mins.	

TOOTH EXTRACTION (SCHEDULED)

Office/Division:	City Health Office - DENTAL DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Clients who are scheduled (pre-listed) for tooth extraction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		CTO, cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach dental aide for the retrieval of the Individual Treatment Record	1. Retrieve Individual Treatment Record	None	3 mins.	Concordia Palacio, JO
Present OR to dental aide	2. Issue referral slip for payment - Tooth extraction	100.00	2 mins.	Concordia Palacio, JO
	3. Provide dental anesthesia to client and prepare dental equipment	None	5 mins.	Concordia Palacio, JO
Submit self for tooth extraction	3. Perform the procedure	None	45 mins.	Dr. Jesusa Christine Sudario Dentist III
Listen to medical advice and proceed to medicine dispensing clerk	4. Issue prescription for necessary drugs/ medicines	None	5 mins.	Dr. Jesusa Christine Sudario Dentist III
Acknowledge service provided by affixing signature in the logbook	5. Give medical advice and instruction	None	5 mins.	Dr. Jesusa Christine Sudario Dentist III
	6. Record client's dental service availed	None	3 mins.	Concordia Palacio, JO

Present valid ID/ doctors prescription to dispensing clerk and wait for your meds. and proper instructions Acknowledge receipt of drugs and medicines by affixing your signature in the dispensary logbook	6. Check and verify patients registration at the Tacloban Social Services System (TSS), encode drugs/ meds. to be dispensed	None	5 mins.	Belen T. Lavides Dispensing Clerk
	7. Record/ document drugs/ medicines at the dispensary logbook	None	2 mins.	Belen T. Lavides Dispensing Clerk
	8. Dispense drugs and medicines with proper instructions and have the patient/client sign in the dispensary logbook	None	5 mins.	Belen T. Lavides Dispensing Clerk
T O T A L		PHP 100.00	1 hr. and 15 mins.	

PRENATAL/POSTNATAL

Office/Division:	City Health Office - COMMUNITY HEALTH and BIRTHING SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Pregnant women, Postpartum mothers			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Prenatal/Postnatal Record		CHO/District Health Centers/Brgy. Health Stations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Respond to interview	1. Assessment/interview	None	5 mins.	Criselda Ugsad Midwife II Arrienne Jean de Leon Midwife II
	New Client: 2. Prepare client's prenatal record (ITR)	None	5 mins.	Criselda Ugsad, RHM Midwife II Arrienne Jean de Leon Midwife II
	Old Client: Retrieve client's prenatal record			
Submit self for vital signs taking	2. Take vital signs and record (BP, height, weight, temp.)	None	5 mins.	Criselda Ugsad, RHM Midwife II Arrienne Jean de Leon Midwife II
	3. Perform abdominal palpation	None	15 mins.	Criselda Ugsad, RHM Midwife II Arrienne Jean de Leon Midwife II

Listen to health advices/teachings	3. Provide necessary services - immunization	None	10 mins.	Criselda Ugsad, RHM Midewife II
and next schedule for follow-up visit	- iron supplementation, others - health education/teachings - issue request for necessary laoratory exams. - Schedule for next visit			Arrienne Jean de Leon Midewife II
T O T A L		PhP 50.00	40 mins.	

FAMILY PLANNING

Office/Division:	City Health Office – COMMUNITY HEALTH and BIRTHING SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Men and Women of Reproductive Age			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
New Client:				
- PhilHealth ID (if member)		PhilHealth		
- With menstruation, if without - pregnancy test result		Client		
- Consent		CHO/District Health Centrrers/Brgy. Health Stations		
Old Client				
- Record of FP commodities previously availed/schedule of follow-up visit		CHO/District Health Centrrers/Brgy. Health Stations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Respond to interview	1. Interview client and conduct physical assessment	None	5 mins.	Criselda Ugsad, RHM Midewife II
				Arrianne Jean de Leon Midewife II
	New Client:			Midewife II
	2. Prepare client's FP record	None	5 mins.	Criselda Ugsad, RHM Midewife II
	Old Client:			Midewife II
	Retrieve client's FP record			Arrianne Jean de Leon Midewife II
				Midewife II

	3. Provide FP service (Informed Choice)	None	20 mins.	Criselda Ugsad, RHM
Listen to health advices and next	- FP Counselling			Midwife II
schedule for follow-up visit	- FP commodity of choice			Arrienne Jean de Leon
	- Schedule for next visit			Midwife II
T O T A L		None	25 mins.	

IMMUNIZATION

Office/Division:	City Health Office – COMMUNITY HEALTH and BIRTHING SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	0 - 12 months old infant			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Baby book/record		CHO/District Health Centers/Brgy. Health Stations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present baby's book/record at the Midwife	1. Interview mother and perform actual assessment of the health condition of the baby	None	5 mins.	BHWs on-duty
Submit baby for vital signs taking	2. Take vital signs and record (height, weight, temp.)	None	5 mins.	
	3. Record all antigens availed in the baby book and Target Client List (TCL)	None	5 mins.	Criselda Ugsad, RHM Midwife II

				Arrienne Jean de Leon
				Midwife II
Submit baby for the jab	4. Perform actual immunization of the scheduled antigen	None	5 mins.	Criselda Ugsad, RHM
				Midwife II
				Arrienne Jean de Leon
				Midwife II
Listen to health advice and next schedule for follow-up visit	5. Provide health teachings and schedule follow-up visit	None	5 mins.	
T O T A L		None	25 mins.	

NORMAL SPONTANEOUS VAGINAL DELIVERY

Office/Division:	City Health Office - COMMUNITY HEALTH and BIRTHING SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Pregnant women (G2 - G4) except High Risks			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Prenatal Record Results of prescribed laboratory (original copy)		CHO/District Health Centers/Brgy. Health Stations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Respond to interview	1. Assessment/interview	None	5 mins.	Midwives on-duty
	New Patient: 2. Prepare patient's record (ITR)	None	5 mins.	Midwives on-duty
	Old Patient: Retrieve patients prenatal record			
Submit self for vital signs taking	3. Take vital signs and record (BP, weight, temp.)	None	5 mins.	Midwives on-duty
Submit for physical examination	4. Perform leopold's maneuver, internal exam (IE) and take fetal heartbeat	None	15 mins.	Midwives on-duty
	5. Monitor Progress of labor	None	10 mins.	Midwives on-duty
	6. Handles normal spontaneous delivery	None	cases to case	Midwives on-duty

	until expulsion of placenta		basis	
Listen to instructions/health teachings	7. Perform newborn care - skin to skin contact - cord dressing/clamping - initiate breastfeeding - perform newborn screening - immunize	None	20 mins.	Midwives on-duty
	8. Make patients chart for the mother and newborn - record all procedures/ actions done	None	10 mins.	Midwives on-duty
	8. Monitor mother and baby's progress (recovery)	None	24 hrs.	Midwives on-duty
	9. Discharge patient with proper instructions (newborn care, home meds. And scheduled follow-up visit	None	5 mins.	Midwives on-duty
T O T A L		PhP 50.00	25 hrs and 15 mins.	

	COVID-19 Antigen Test (if available) For business purposes: Sputum exam.	None 50.00		
	Stool exam. Anti - TP HBSAg Cervical/Vaginal/Urethral smear	30.00 300.00 120.00 50.00		
Pay necessary fee at the cashier	For paying client: - Issue referral slip for payment		2 mins.	Raquel Magdua, JO Imee Alcaraz. JO
Submit self for the procedure	Collect payment	depend on the type of lab. exam.	5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	2. Receive specimen or perform blood extraction		5 mins.	Raquel Magdua, JO Imee Alcaraz. JO Martee Tingzon, MT Dale Peñalosa, MT Gemma Malate, MT
	3. Perform prescribed diagnostic labora- tory procedure/technique		2 hrs.	Martee Tingzon, MT Dale Peñalosa, MT Gemma Malate, MT
	4. Print and sign laboratory result (MedTech who perform the procedure)		5 mins.	Martee Tingzon, MT Dale Peñalosa, MT Gemma Malate, MT
	5. Record result in the registry logbook		3 mins.	Raquel Magdua, JO Imee Alcaraz. JO
Acknowledge receipt	6. Release laboratory result		3 mins.	Raquel Magdua, JO Imee Alcaraz. JO
T O T A L		fees dependent on the type of laboratory exam. required	2 hrs. and 23 mins.	

SANITARY PERMIT

Office/Division:	City Health Office - ENVIRONMENTAL AND OCCUPATIONAL HEALTH SERVICES DIVISION	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Business establishments operators/representative, private/government institutions representative/Bookkeepers	
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE
<p>Applies to ALL:</p> <ul style="list-style-type: none"> - Official Receipt for Sanitary Permit Fee - Health certificates of owner and employees/workers <p>Additional Requirements for Specific establishments:</p> <p>Restaurants/Carenderias/ Boarding Houses/Resort/Meatshops/Malls</p> <p>Food Processing Plant/Hotels/Grocery Stores (L/M scale)/Hospitals</p> <p>Funeral Homes/Cemetery/Wholesaler-retailers (Food)</p> <ul style="list-style-type: none"> - Pest Control Certificate - Water Potability Certificate <p>Water Refilling Stations Renewal:</p> <ul style="list-style-type: none"> - results of monthly bacteriological exam. (original) - Water laboratory result (Physico-Chemical Exam.) - 1st sem, 2nd sem. - Certificate of Training - Certification Course for Water Refilling Station Owners/Operators - Promisory note in case No scheduled Training for the Certification Course for Water Refilling Station is available - Water Safety Plan - Pest Control Certificate - Water potability Certificate <p>Water Refilling Stations New:</p> <ul style="list-style-type: none"> - result of bacteriological exam. (raw, product) 		<p>City Treasurer's Office</p> <p>City Health Office</p> <p>Licensed and Accreditted Pest Controller</p> <p>City Health Office</p> <p>DOH Accreditted Water Laboratory</p> <p>DOH Accreditted Water Laboratory</p> <p>Accreditted Training Institution</p> <p>Client</p> <p>Client</p> <p>Licensed and Accreditted Pest Controller</p> <p>City Health Office</p> <p>DOH Accreditted Water Laboratory</p>

<ul style="list-style-type: none"> - result of physico-chemical exam. - Pest Control Certificate 		DOH Accredited Water Laboratory Licensed and Accredited Pest Controller		
<ul style="list-style-type: none"> - Water Potability Certificate - Water Safety Plan <p>Funeral Homes</p> <ul style="list-style-type: none"> - License of Embalmers <p>Bakeshops</p> <ul style="list-style-type: none"> - License To Operate <p>Pharmacy</p> <ul style="list-style-type: none"> - PRC License of Pharmacist - Contract of Service (hired pharmacist) <p>Internet Cafe/Junkshop/Welding Shop/Repair Shop/Videoke Bars:</p> <ul style="list-style-type: none"> - Barangay Resolution Interposing No Objection <p>Siphoning and Plumbing Services</p> <ul style="list-style-type: none"> - Environmental Sanitation Clearance - Environmental Clearance Certificate - Inspection Report (Sanitary Survey) <p>Industrial Establishments (medium - large scale)/Malls/Hospitals/Hotels</p> <ul style="list-style-type: none"> - Waste Water Treatment Plan 		City Health Office Client DOH Food and Drug Administration (FDA) PRC Employer DOH DENR CHO Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority no. at information desk counter and wait for quing	1. Interview client's need	None	3 mins.	Sarah Punzalan, JO Angelica Palaña, JO
2. Comply all necessary requirements for the specific establishment applied for	2. Issue checklist for the requirements for the specific establishment applied for	dependent on the gross sales of establishment/s assessed by the City Treasurer's Office	5 mins.	Sarah Punzalan, JO Angelica Palaña, JO
3. Apply online thru Business Portal (Business Portal.tacloban.gov.ph) and fill-out necessary data	3. Assist client for online application, if client has no internet access/cellphone	City Treasurer's Office	5 mins.	Sarah Punzalan, JO Angelica Palaña, JO

required				
4. Take a photo/scan copy of Official Receipts, and other requirements and upload in the portal	4. Check and verify application - approve/deny application	None	5 mins.	Richard Stephen Solilap SI II
6. Check status of online application 7. For approved application - Print Sanitary Permit, if approved Sanitary Permit Denied application - do corrective action based on the feedback and re-apply thru the Business Portal	5. Send feedback via client's e-mail add or text message	None	4 mins.	Richard Stephen Solilap SI II
T O T A L		-	22 mins.	

WATER POTABILITY CERTIFICATE

Office/Division:	City Health Office - ENVIRONMENTAL AND OCCUPATIONAL HEALTH SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Clients operating business establishments			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Water laboratory results: - bacteriological exam. - physico-chemical exam. (if applicable)		DOH accredited water laboratory (EVMC/Prime Water/DOST)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply and present water laboratory results at the receiving clerk Pay necessary fee at the cashier/ CTO	1. Check and verify water laboratory result/s - approves application fthat passed the standard - denies application that failed with the PNSDW and require repeat examination	None	3 mins.	Sarah Punzalan, JO Angelica Palaña, JO
	2. Encode and print Water Potability Certificate and endorse to City Health Officer for approval and signature	None	3 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
	3. Issue referral slip for payment	None	2 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
	4. Collect payment - certification fee	50.00 + Documentary stamp	5 mins.	CTO Cashier

	5. Review, approve and sign	None	30 mins.	Dr. Danilo S. Ecarma OIC - City Health Officer
Present OR and acknowledge receipt	6. Release document	None	3 mins.	Sarah Punzalan, JO Angelica Palaña, JO
T O T A L		PhP 50.00 + 1 documentary	46 mins.	

HEALTH CERTIFICATION (FOOD HANDLERS AND NON-FOOD HANDLERS)

Office/Division:	City Health Office - ENVIRONMENTAL AND OCCUPATIONAL HEALTH SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Businessmen, employees/workers from business establishments, private/government institutions			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Official Receipt of laboratory fees (original) Official Receipt for chest x-ray (original) Laboratory results (original copy) - chest x-ray, stool/sputum exam. Additional requirements: For Food Handlers: - Food Safety Seminar Certificate (updated/original) For Security Guards: - Security Guard License - Neurological Exam Result For Water Refilling Station Crew/Bottling Crew: - HACCP Seminar Certificate (original)		CTO, cashier Diagnostic Laboratories Diagnostic Laboratories CHO Accreditted Security Training Center Licensed Psychiatrist CHO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority no. at information desk counter and wait for quing 2. Pay at the cashier 3. Secure laboratory/x-ray results	1. Interview client's need 2. Issue laboratory request and referral slip for payment - Certification Fee - Sputum exam. Fee - Stool exam. Fee	50.00 50.00 30.00	3 mins. 3 mins. (depend on the client's turnaround time)	Sarah Punzalan, JO Angelica Palaña, JO Sarah Punzalan, JO Angelica Palaña, JO

		+ 1 documentary stamp		
4. Apply online thru Business Portal (Business Portal.tacloban.gov.ph) and fill-out necessary data required	3. Assist client for online application, if client has no internet access/cellphone	None	5 mins.	Sarah Punzalan, JO Angelica Palaña, JO
5. Take a photo/scan copy of Official Receipts, required laboratory results and upload	4. Check and verify application - approve/deny application	None	5 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
6. Check status of online application 7. For approved application - Print Sanitary Permit, if approved Health Certificate and sign Denied application - do corrective action based on the feedback and re-apply thru the Business Portal	5. Send feedback via client's e-mail add or text message	None	4 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
T O T A L		PhP 50.00 + 1 documentary stamp	20 mins.	

MEDICAL/DENTAL CERTIFICATION

Office/Division:	City Health Office – MEDICAL/DENTAL SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Private and Government Workers, Students, All medical/ dental patients			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Identification Card		Client		
2. Laboratory results as prescribed by the physician (latest result, original copy)		#NAME?		
3. 1 pc. Documentary stamp		BIR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get checklist for the requirements at the medical clerk in-charge	1. Issue checklist/request for the prescribed laboratory requirements	None	1 min.	Juanita Suyom Admi Aide - JO
2. Secure the prescribed laboratory results from licensed clinical laboratories and present results to medical clerk (if required)	2. - Assess/verify results for completeness - Fill-in medical/dental certification form with form with client’s basic information and endorse to Medical Officer/ Dentist	None	3 mins.	Juanita Suyom Admi Aide - JO
3. Submit self for the vital signs taking	3. Take client’s vital signs and record - BP, weight, height, temperature (if applicable)	None	5 mins.	BHWs on Duty
4. Proceed to the attending physician once name is called	4. Check laboratory results (medical patients) patients) Perform physical/ dental assessment, diagnosis	None	10 mins.	Dr. Gloria Enriquez-Fabrigas OIC – City Health Officer Dr. Teresita T. Salinas

	diagnosis and treatment (if necessary) - History taking - Perform physical examination			Medical Officer II Dr. Kelton John M. Mate Medical Officer II
	- Document and make diagnosis			Dr. Jesusa Christine Sudario Dentist III
	5. Issue medical certification for essentially normal clients - if with diagnostic findings - refer to medical consultation and treatment procedures (step 6 - 10)	None	3 mins.	Dr. Gloria Enriquez-Fabrigas OIC - City Health Officer Dr. Teresita T. Salinas Medical Officer II Dr. Kelton John M. Mate Medical Officer II Dr. Jesusa Christine Sudario Dentist III
	6. Issue referral slip for payment	None	10 mins.	Juanita Suyom Admi Aide - JO
5. Pay necessary fee at the Cashier/ CTO	7. Collect payment - Medical/Dental Certification	50.00 + Documentary stamp	5 mins.	Ma. Marcia Beryl Suson Statistician Aide
6. Present OR at the medical/dental clerk and acknowledge receipt	7. Release Medical/Dental Certificate	None	2 mins.	Juanita Suyom Admi Aide - JO
T O T A L		50.00 + 1 documentary stamp	34 mins.	

DEATH CERTIFICATION/BURIAL PERMIT (WITHIN TACLOBAN)

Office/Division:	City Health Office – ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Bereaved Individuals/Families			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Hospital Death: - Death Certificate issued by the hospital (3 original copies) Dead On Arrival (DOA) at hospitals: - Temporary Death Certificate issued by the hospital Home Death: - Barangay Certification stating the facts of death of the deceased (original copy) Late Registration: - Negative result issued by City Civil Registrar’s Office (CCRO) – 1 original copy and 1 photocopy - Death Certificate issued by the hospital/City Health Office (3 original copies) - Affidavit of nearest kin (4 copies – original) - Valid ID of petitioner (photocopy/original for validation)		Hospital where death occurred Hospital where death is temporarily declared CCRO CCRO Hospital where death occurred/City Health Office Legal Office/Atty. At-Law Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HOSPITAL DEATHS 1. Present to the clerk in-charge the duly accomplished death certificate issued by the hospital and respond to interview	1. Interview client for necessary informations	None	5 mins.	Juanita A. Suyom, AA, J.O.
	2. Review/verify death certificate for data completeness and accuracy	None	5 mins.	Juanita A. Suyom, AA, J.O.

	3. Refer client to cemetery caretaker for burial site burial site clearance and funeral home for embalmers certification (if death certificate is not yet signed)	None	3 hrs.	Juanita A. Suyom, AA, J.O.
2. Secure site clearance and embalmer's certification	4. Issue burial site clearance	None	15 mins.	Mario Tinebro Cemetery Caretaker Credula Enerlan Cemetery Caretaker Juanita A. Suyom, AA, J.O.
3. Present site clearance and duly signed death certificate	5. Record in the registry logbook, prepare endorsement paper for Burial Permit and endorse to City Health Officer/Medical Officer for review and signature	None	5 mins.	Juanita A. Suyom, AA, J.O.
4. Pay necessary fee at the Cashier/CTO	6. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, AA, J.O.
	7. Collect payment - Death Certification - Burial Permit	50.00 10.00	5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	8. Review document (Death Certificate/ Burial Permit Endorsement), approve and sign	None	5 mins.	Dr. Danilo S. Ecarma, OIC- CHO Dr. Gloria E. Fabrigas, Asst. CHO Dr. Teresita Salinas, MO II Dr. Kelto John M. Mate, MO II Juanita A. Suyom, AA, J.O.
5. Present Official Receipt at the clerk and acknowledge receipt	9. Release death certificate and Burial Permit endorsement and advice client to:	None	3 mins.	Juanita A. Suyom, AA, J.O.
6. Register Death Certificate at CCRO	- register Death Certificate at the City Civil Registrar's Office (CCRO)			Client
7. Secure Burial Permit at BPLD	- proceed to Business Permit and Licensing Division for the Burial Permit (BPLD)			Client
T O T A L		60.00	3 hrs. and 45 mins.	

DEAD ON ARRIVAL (DOA)				
1. Present to the clerk in-charge the DOA certificate	1. Interview client for needed information , verify verify temporary death certificate (DOA)	None	5 mins.	Juanita A. Suyom, AA, J.O.
	2. Record in the registry logbook, type death certificate and prepare endorsement	None	10 mins.	Juanita A. Suyom, AA, J.O.
2. Check and review the prepared document for correctness of entries and affix signature if without error	paper for Burial Permit and endorse to City Health Officer/Medical Officers for review and signature 3. Refer client to cemetery caretaker for burial site burial site clearance and funeral home for embalmers certification	None	3 hrs.	Juanita A. Suyom, AA, J.O.
3. Secure site clearance and embalmer's certification	4. Issue burial site clearance	None	15 mins.	Mario Tinebro Cemetery Caretaker Credula Enerlan Cemetery Caretaker
4. Present site clearance and duly signed death certificate	5. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, AA, J.O.
5. Pay necessary fee at the Cashier/CTO	6. Collect payment - Death Certification - Burial Permit	50.00 10.00	5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	7. Review document (Death Certificate/ Burial Permit Endorsement), approve and sign	None	5 mins.	Dr. Danilo S. Ecarma, OIC- CHO Dr. Gloria E. Fabrigas, Asst. CHO Dr. Teresita Salinas, MO II Dr. Kelto John M. Mate, MO II
6. Present Official Receipt at the clerk and acknowledge receipt	8. Release death certificate and Burial Permit endorsement and advice client to:	None	3 mins.	Juanita A. Suyom, AA, J.O.
7. Register Death Certificate at CCRO	- register Death Certificate at the City			Client

8. Secure Burial Permit at BPLD	Civil Registrar's Office (CCRO) - proceed to Business Permit and Licensing Division for the Burial Permit (BPLD)			Client
T O T A L		60.00	3 hrs. and 45 mins.	
HOME DEATH				
1. Present to the clerk in-charge the Brgy. Certification stating fact of death	1. Interview client for needed information , verify verify certification and endorse to Medical Officer for cause of death	None	5 mins.	Juanita A. Suyom, AA, J.O.
	2. Interview client for the facts of death – determine cause of death	None	5 mins.	Dr. Danilo S. Ecarma, OIC-CHO Dr. Gloria E. Fabrigas, Asst. CHO Dr. Teresita Salinas, MO II Dr. Kelton Mate, MO II
	3. Record in the registry logbook, type death certificate and prepare endorsement paper for Burial Permit and endorse to City Health Officer/Medical Officers for review and signature	None	10 mins.	Juanita A. Suyom, AA, J.O.
2. Check and review the prepared document for correctness of entries and affix signature if without error	4. Refer client to cemetery caretaker for burial site burial site clearance and funeral home for embalmers certification	None	3 hrs.	Juanita A. Suyom, AA, J.O.
3. Secure site clearance and embalmer's certification	5. Issue burial site clearance	None	15 mins.	Mario Tinebro Cemetery Caretaker Credula Enerlan Cemetery Caretaker
4. Present site clearance and duly signed death certificate	6. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, AA, J.O.

5. Pay necessary fee at the Cashier/CTO	7. Collect payment - Death Certification - Burial Permit 8. Review document (Death Certificate/ Burial Permit Endorsement), approve and sign	50.00 10.00 None	5 mins. 5 mins.	Ma. Marcia Beryl Suson Statistician Aide Dr. Danilo S. Ecarma, OIC- CHO Dr. Gloria E. Fabrigas, Asst. CHO Dr. Teresita Salinas, MO II Dr. Kelto John M. Mate, MO II
6. Present Official Receipt at the clerk and acknowledge receipt 7. Register Death Certificate at CCRO 8. Secure Burial Permit at BPLD	9. Release death certificate and Burial Permit endorsement and advice client to: - register Death Certificate at the City Civil Registrar's Office (CCRO) - proceed to Business Permit and Licensing Division for the Burial Permit (BPLD)	None	3 mins.	Juanita A. Suyom, AA, J.O. Client Clent
T O T A L		60.00	3 hrs. and 50 mins.	

DEATH CERTIFICATION/TRANSFER PERMIT (BURIAL OUTSIDE TACLOBAN)

Office/Division:	City Health Office – ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Bereaved Individuals/Families			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Hospital Death: - Death Certificate issued by the hospital (3 original copies) Dead On Arrival (DOA) at hospitals: - Temporary Death Certificate issued by the hospital Late Registration: - Negative result issued by City Civil Registrar’s Office (CCRO) – 1 original copy and 1 photocopy - Death Certificate issued by the hospital (3 original copies) - Affidavit of nearest kin (4 copies – original) - Valid ID of petitioner (photocopy/original for validation)		Hospital where death occurred Hospital where death is temporarily declared CCRO Hospital where death occurred Legal Office/Atty. At-Law Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HOSPITAL DEATHS 1. Present to the clerk in-charge the duly accomplished death certificate issued by the hospital and respond to interview 2. Pay necessary fee at the Cashier/CTO	1. Interview client for necessary informations	None	5 mins.	Juanita A. Suyom, AA, J.O.
	2. Review/verify death certificate for data completeness and accuracy	None	5 mins.	Juanita A. Suyom, AA, J.O.
	3. Issue referral slip for payment		2 mins.	Juanita A. Suyom, AA, J.O.
	4. Collect payment - Death Certification	50.00	5 mins.	Ma. Marcia Beryl Suson Statistician Aide

	- Transfer Permit	100.00		
	5. Record in the registry logbook and endorse to City Health Officer/Medical Officer for review and approval	None	10 mins.	Juanita A. Suyom, AA, J.O.
	6. Review document (Death Certificate/ Transfer Permit), approve and sign	None	5 mins.	Dr. Danilo S. Ecarma, OIC-CHO Dr. Gloria E. Fabrigas, Asst. CHO Dr. Teresita Salinas, MO II Dr. Kelto John M. Mate, MO II
3. Present Official Receipt at the clerk and acknowledge receipt	7. Release death certificate and transfer permit and advice client to register at the City City Civil Registrar's Office (CCRO)	None	3 mins.	Juanita A. Suyom, AA, J.O.
4. Register Death Certificate at CCRO				Client
T O T A L		150.00	40 mins.	
DEAD ON ARRIVAL (DOA)				
1. Present to the clerk in-charge the DOA certificate	1. Interview client for needed information , verify temporary death certificate (DOA)	None	5 mins.	Juanita A. Suyom, AA, J.O.
2. Check and review the prepared document for correctness of entries and affix signature if without error	2. Record in the registry logbook and type death certificate and transfer permit	None	10 mins.	Juanita A. Suyom, AA, J.O.
	3. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, AA, J.O.
3. Pay necessary fee at the Cashier/CTO	4. Collect payment		5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- Death Certification	50.00		
	- Transfer Permit	100.00		
	5. Endorse to City Health Officer/Medical Officer for review and approval	None	5 mins.	Juanita A. Suyom, AA, J.O.
	6. Review document (Death Certificate/ Transfer Permit), approve and sign	None	5 mins.	Dr. Danilo S. Ecarma, OIC-CHO Dr. Gloria E. Fabrigas, Asst. CHO

				Dr. Teresita Salinas, MO II Dr. Kelton Mate, MO II
4. Present Official Receipt at the clerk 5. Register Death Certificate at CCRO	7. Release death certificate and transfer permit and advice client to register at the City City Civil Registrar's Office (CCRO)	None	3 mins.	Juanita A. Suyom, AA, J.O. Client
T O T A L		150.00	45 mins.	

EXHUMATION PERMIT

Office/Division:	City Health Office - ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Bereaved individuals/families			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
Death Certificate of the cadaver to be exhumed (photocopy) At least 10 years buried			PSA/CCRO/Clients Copy	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement and apply for the permit at the clerk -in-charge	1. Interview client	None	5 mins.	Juanita Suyom, JO
	2. Record and type exhumation permit	None	5 mins.	Juanita Suyom, JO
2. Pay necessary fee at the cashier/ CTO	3. Issue referral slip for payment and endorse to City Health Officer/Medical Officer for approval and signature		3 mins.	Juanita Suyom, JO
	- certification fee	50.00		
	- exhumation permit	100.00		
	- removal of bones	100.00		
	4. Collect payment		5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- certification fee	50.00		
	- exhumation permit	100.00		
	- removal of bones	100.00		
	- burial permit	10.00		
	4. Review and sign exhumation permit	None	5 mins.	Dr. Danilo S. Ecarma OIC - City Health Officer Dr. Gloria E. Fabrigas

				Asst. City Health Officer Representative
3. Present OR and acknowledge receipt	4. Release exhumation permit and give instructions	None	5 mins.	Juanita Suyom, JO
T O T A L		260.00	25 mins.	

Note:

Additional payment may apply:

PhP 100.00 if remains will be transferred to another burial site/location (Transfer Permit Fee)

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. Facebook account.</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. 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. 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. 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	<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 VETERINARY OFFICE



Service Mission: To provide basic services through improvement of animal welfare and public awareness on responsible pet ownership and to have a sustainably increasing livestock production that will contribute to the Food Security, Program of the city of Tacloban.

Service Vision: An active and self-motivated organization equipped with highly competent, reliable and efficient manpower that will address all veterinary needs of Taclobanons in a developed ecologically balanced and disease-free City.

Objectives: The City Veterinary Office aims to strengthen and improve its organization, to include basic, social and economic services, so as to address the increasing demand on health services, livestock production and proper inspection of meat and poultry products to ensure quality products fit for human consumption.

CONSULTATION & TREATMENT OF PET ANIMALS

SERVICE NAME:	CONSULTATION & TREATMENT of PET ANIMALS			
PURPOSE	Diagnose and treat pet animals to maintain the well-being of the pet population.			
Office/Division	ANIMAL HEALTH & PERMITS & COMMUNITY SERVICE OPERATIONS			
Classification	SIMPLE/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-ALL			
Who May Avail	All residents of Tacloban City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Regitration Card/Vaccination card (original copy)			Issued by City Veterinary Office or Private Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if they are fully signed in.	None	2 mins.	Aljess Laurence Margallo Administrative Aide III
2. Submit dogs and cats for consultation.	2. Interview the pet owner about the health condition of the animal (e.g. taking the vital signs, evaluation of the vaccination card).	None	5 mins.	Dr. Johdel Ty Veterinarian II
3. Proceed to the consultation room together with the pet animals.	3. Consultation of animal through physical examination of pet animals and will make a diagnosis and administer medicines (anti-pyritic, antibiotic, vitamins, vitamins and deworming).	50.00 per dose	20 mins.	
4. Wait for the issuance of statement of account and request if further laboratory examination is needed.	4. Issuance of statement of account to the clients and request a laboratory examination if needed.	None	5 mins.	Aljess Laurence Margallo Administrative Aide III
5. Proceed to the City Treasurers Office for the payment.	5. CTO Cashiers will collect the payment.	P50.00 per pet	5 mins.	Local Revenue Collection Officer I City Treasurer's Office
	TOTAL	P50.00 per pet	1 hour	

ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)

SERVICE NAME:		ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)		
PURPOSE		Regulate the animal movement and ensure only healthy animals are transported.		
Office/Division	ANIMAL HEALTH & PERMITS & COMMUNITY SERVICES OPERATIONS DIVISION			
Classification	SIMPLE/EXTERNAL SERVICE			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination Card (Original Copy)		Issued by City Veterinary Office or Private Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if they are fully signed in.	None	2 mins.	Aljess Laurence Margallo Administrative Aide III
2. Present the vaccination card and the pet animal to be transported.	2.1 Evaluation and verification of vaccination card & other documents. 2.2 Issuance of statement of account	None	30 mins.	Aljess Laurence Margallo Administrative Aide III
	2.3 Conduct physical examination to the pet animals.	None	30 mins.	Dr. Rogiel Mahait Veterinarian I
3. Wait for the issuance of statement of account.	3. CTO Cashiers will collect the payment.	P80.00	5 mins	Local Revenue Collection Officer I City Treasurer's Office
4. After payment, bring the proof of payment back to the receiving clerk.	4. Releasing the Veterinary Health Clearance.	None	20 mins.	Aljess Laurence Margallo Administrative Aide III
	TOTAL	P80.00	1 hour	

ANTI-RABIES VACCINATION

SERVICE NAME:	ANTI-RABIES VACCINATION			
PURPOSE	Vaccinate at least 70% of the pet population to erradicate the rabies disease.			
Office/Division	ANIMAL HEALTH & PERMITS & COMMUNITY SERVICES OPERATIONS			
Classification	SIMPLE/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY (WALK-IN CLIENTS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (Original)		Any Government Issued ID		
Registration Card		City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby and present vaccination card.	1. Give the logbook to the client and verify the vaccination card.	None	2 mins.	Yitzak Francis Adona Administrative Aide III
2. Surrender dogs/cats for consultation/vaccination.	2.1 Interview the pet owner about the health condition of the animal 2.2 Inject the anti-rabies vaccine to the pet animals.	None	15 mins.	Dr. Rogiel Mahait Veterinarian I
	3.1 Issuance of statement of account 3.2 History taking & recording of pet owners details.	None	5 mins.	Aljess Laurence Margallo Administrative Aide III
4. Proceed to the City Treasurers Office for the payment.	4. CTO Cashiers will collect the payment.	dog vaccination -P50.00 dog registration - P50.00	3 mins.	Local Revenue Collection Officer - Designate City Treasurer's Office
	TOTAL	P100.00 per dose	30 Minutes	

ANTI-RABIES VACCINATION (FREE)

SERVICE NAME:	ANTI-RABIES VACCINATION (FREE)			
PURPOSE	Vaccinate at least 70% of the pet population to eradicate the rabies disease.			
Office/Division	ANIMAL HEALTH & PERMITS & COMMUNITY SERVICES OPERATION DIVISION			
Classification	COMPLEX/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY (BARANGAY BASED CLIENTS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submission of Dog Population Survey (2 copies: 1 copy for the receiving file & 1 copy for the office file)		City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay will prepare letter of request or through Barangay Resolution and or send message in the inbox in the official facebook page or via e-mail, messenger, or phone call for the vaccination activity.	1. The message or letter of request will be printed, received, and endorsed to the City Veterinarian for her comments and recommendations.	None	5 mins.	Yitzak Francis Adona Administrative Aide III Dr. Eunice Alcantara City Vetrinarian

2. Wait for the confirmation of the request and or the formal letter of reply.	2.1 As response, the office will draft a letter relative to the request. 2.2 Distribution of letters to the identified barangay in the conduct of vaccination and dog registration from house to house.	None	30 mins	Dr. Eunice Alcantara City Veterinarian Dr. Rogiel Mahait Veterinarian I Yitzak Francis Adona Administrative Aide III
3. Coordinate with the City Veterinary Office for the schedule of mass vaccination.	3. Confirmation of scheduled mass vaccination or pet registration with the concerned Barangay via phone call 1 day before the schedule.	None	10 mins.	Yitzak Francis Adona Administrative Aide III
4. Assistance of the Barangay Tanod, Committee on Health and other Barangay Officials during the Mass Vaccination Activity.	4.1 Courtesy to the barangay upon arrival of the vaccination team. 4. 2 History taking & recording of pet owners details 4.3 Conduct of vaccination/dog registration 4.4 Giving intruction for post vaccination care & issuance of statement of account & the receipt to the client.	None	5 days	Dr. Rogiel Mahait Veterinarian I Yitzak Francis Adona Administrative Aide III
	TOTAL	None	5 days &45 minutes	

DOG IMPOUNDING SERVICES

SERVICE NAME:	DOG IMPOUNDING SERVICES			
PURPOSE	To minimize/control the increasing stray dogs population in public places (e.g. plaza, street, schools).			
Office/Division	ANIMAL CONTROL & DOG POUND OPERATIONS DIVISION			
Classification	COMPLEX/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENT OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/barangay resolution signed by the chairman/ barangay council (2 copies: 1 copy for the receiving file & 1 copy for the office)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if they are fully signed in.	None	2 mins.	Aljess Laurence Margallo Administrative Aide III
2. Prepare and submit letter of request and or Barangay Resolution for dog impounding.	1. Receive the letter from the requisitioning Barangay. 1.2 determine the schedule of dog impounding activities.	None	5 mins	Marilou Barrios Administrative Aide III
3. In coordination with other Barangay Officials, Tanods, BHW to assists during dog impounding activity.	2. Courtesy call to the barangay prior to dog impounding operations.		5 mins	Marilou Barrios Administrative Aide III
	3. Dog impounding activity		4 hours	Dog Impounding Team
	4. Transfer of impounded dogs from dog pound vehicle to the pound holding area.		1 hour	Raffy Kalaw Dexter Superable Angel Talisayan

	5. Holding the impounded dogs for 3 days at the holding area. (Animal Code of Tacloban City 2006-9-264)		3 days	Roberto Maragrag Aldrin Cadilo Silvestre Talisayan Sr.
	6. Humane termination of impounded dogs after prescribed holding area. (Animal Code of Tacloban City 2006-9-264)		4 hours	Dr. Johdel Ty Veterinarian II & Admin Aide I Animal Control & Dog Pound Team
	TOTAL	None	3 days, 9 hours & 12 minutes	

REDEMPTION OF IMPOUNDED ANIMALS

SERVICE NAME:	REDEMPTION OF IMPOUNDED ANIMALS			
PURPOSE	To be a responsible pet owner.			
Office/Division	ANIMAL CONTROL & DOG POUND OPERATIONS DIVISION			
Classification	SIMPLE/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Animal Raising Permit (2 pcs. Original & photocopy)		Barangay where the client is residing		
1 pc. Dog Leash				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify or inform the office of his/her impounded dog thru letter, message to the FB Page or personal visit to the office.	1.Verification and assessment of the impounded dog.	None	3 mins	Aljess Laurence Margallo Administrative Aide III
2. Wait for the Officer - in - Charge of the day for the lecture.	2.1 Lecture on Responsible pet ownership of Animal Code of Tacloban City 2.2 Issuance of statement of account to the clients.	None	15 mins.	Dr. Johdel Ty Veterinarian II
3. Identification of dogs that has been impounded.	3.1Render assessment to the clients for the payment. 3.2 Assist the client to the identification of the impounded pet animal.	P2,000.00 (1st offense) P 2,500.00 (2nd offense)	15 mins.	Aljess Laurence Margallo Administrative Aide III

4. Proceed to the CTO cashier for the payment.	4. CTO Cashier will collect the payment.	None	10 mins.	Local Revenue Collection Officer City Treasurer's Office
5. Present the Official Reciept to the In-Charge & claim the animal at the CVO Dog pound.	5. Issuance of release paper to the clients & release the impounded animal to the owner.	None	1 hour	Dr. Johdel Ty Veterinarian II
	TOTAL	P2,000.00 or P2,500.00	1 hour & 43 mins	

VOLUNTARY SURRENDER/PICK-UP OF ANIMALS

SERVICE NAME:	VOLUNTARY SURRENDER/PICK-UP OF ANIMALS			
PURPOSE	Humane termination of debilitated and unwanted dogs/pets.			
Office/Division	ANIMAL CONTROL & COMMUNITY SERVICE OPERATIONS DIVISIONS			
Classification	COMPLEX/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent (2 copies: 1 receiving file and 1 file copy for the office)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for voluntary surrender or pick up of animals thru the Official Facebook page or personal visit to the office.	1. Verification and assessment of pet owners reason for voluntary surrender/pick of animals.	None	6 minutes	Dr. Johdel Ty Veterinarian II
2. Filling of the Voluntary Form	2. Accept the voluntary form & submitted to the concern division.		5 minutes	
3. Wait for the scheduled pick-up of surrendered animals.	3. Inform the client on the schedule for the pick up of surrendered animal. 3.1 Preparation for the visit to the location or home of the client.		5 days	Dog Impounding Team Raffy Kalaw Dexter Superable Angel Talisayan Roberto Maragrags Aldrin Cadilo
	TOTAL	NONE	5 days & 11 minutes	

DOG ADOPTION

SERVICE NAME:	DOG ADOPTION			
PURPOSE	To provide new shelter/home to the dogs			
Office/Division	ANIMAL CONTROL & COMMUNITY SERVICE OPERATIONS DIVISION			
Classification	SIMPLE/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent (2 copies)		City Veterinary Office		
Capability to adopt pet, dog cage (Initial interview or report)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if they are fully signed in.	None	2 mins.	Aljess Laurence Margallo Administrative Aide III
2.1 Prepare a letter of intent addressed to the City Veterenarian for the said purpose. 2.2 Give it to the receiving clerk	2. Receive the letter of intent and endorse to the City Veterinarian for her comments & recommendations.	None	30 mins	Dr. Johdel Ty Veterinarian II
3.1 Wait for the interview 3.2 listen for the lecture 3.3 Processing of the request.	3.1 Conduct interview of the client. 3.2 Short lecture on responsible pet ownership, schedule house visit and evaluation. 3.3 Assessment & evaluation of capability on pet adoption (includes home visitation).		3 hours	

4.1 Wait for the issuance of the release paper 4.2 Release of the dog to be adopted.	4.1 Issuance of the release paper. 4.2 Assisst the client in the release of the adopted dog (vaccinated of anti-rabies, pet dog sterilization for spay & neuter)		5 mins	Silvestre H. Talisayan Administrative Aide 1 (JOW)
TOTAL		NONE	2 hours & 37 minutes	

SPAY AND NEUTER

SERVICE NAME:	SPAY AND NEUTER	
PURPOSE	PET POPULATION CONTROL	
Office/Division	ANIMAL CONTROL & COMMUNITY SERVICE OPERATIONS DIVISION	
Classification	SIMPLE/ EXTERNAL SERVICES	
Type of Transaction	GOVERNMENT-TO-CITIZEN	
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Neuter:	For Spay:	Pharmacy (clients choice)
Puppy 3-5 months	Dog & Cat	
1. 1 pc shoe glue	1. 2 pcs. Vicryl or Novosyn w/ cutting needle 2-0	
2. 15 pcs. Sterile gauze pack	2. 1.1 pc shoe glue	
3. 1 pc 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 6 months & above	6. 1 blt. 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 blt. 250 ml alcohol		

CLIENT STEPS	AGENCY ACTION	FEEES 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 instructions	None	5 mins	Yitzak Francis Adona Admin. Aide III
2. Bring the pet animals & the needed materials for surgery 3. Wait until the surgery is done.	2.Physical examination & checking of materials needed for surgery.	None	5 mins	Dr. Johdel Ty Veterinarian II
	3.1 Preparation of pet animal patient pre-surgical procedure. 3.2 Surgery operation proper	None	30 mins	Dr. Eunice Alcantara City Veterinarian Dr. Johdel Ty Veterinarian II Dr. Rogiel Mhait Veterinarian I
	4. Giving instruction for post- surgical care	None	5 mins.	Dr. Johdel Ty Veterinarian II
	TOTAL	NONE	45 minutes	

LIVESTOCK DISPERSAL PROJECT (CARABAO,GOAT, SWINE,NATIVE CHICKEN & CATTLE)

SERVICE NAME:		Livestock Dispersal Project (Carabao,Goat, Swine,Native Chicken & Cattle)		
PURPOSE		Increase livestock inventory and provide livelihood to qualified beneficiaries.		
Office/Division	LIVESTOCK PRODUCTION DIVISION			
Classification	COMPLEX/EXTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Farmers Association of active membership		Farmers Association		
Fence (for swine & chicken), pasture area for carabao cattle & goat				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if fully signed in.	None	5 mins.	Aljess Laurence Margallo Administrative Aide III
2. Prepare and submit the letter of intent to the office. 2.1 Wait for the receipt of the letter and the next step.	2.Receive the letter of intent from the client 2.1 Conduct of validation of farmer membership and its capability to raise the animals.	None	1 day	Dr. Rogiel Mahait Veterinarian 1
3. Coordinate with the office for the evaluation & inspection.	3. The office will inform on the evaluation and findings based on the inspection were made.		1 day	Dr. Eunice Alcantara City Veterinarian
4. Wait for the schedule of the distribution/awarding of the stock.	4. Inform the clients on the schedule of the Distribution/Awarding of stock to the qualified association.		1 day	Crisanta Dela Cruz Agricultural Technologist
	TOTAL	NONE	3 days & 5 minutes	

ARTIFICIAL INSEMINATION (CARABAO & CATTLE)

SERVICE NAME:		Artificial Insemination (Carabao & Cattle)		
PURPOSE		Increase livestock inventory and improve genetic make-up of native animals.		
Office/Division	LIVESTOCK PRODUCTION DIVISION			
Classification	COMPLEX/EXTERNAL & INTERNAL SERVICES			
Type of Transaction	GOVERNMENT-TO-CITIZEN, GOVERNMENT-TO-GOVERNMENT			
Who May Avail	ALL RESIDENTS OF TACLOBAN CITY AND OTHER NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Farmers Association of active membership (2 copies: 1 copy for file copy & 1 copy for the office.)		Farmers Association		
1. Sign in the client logbook in the office lobby and present vaccination card.	1. Give the logbook to the client and check if fully signed in.	None	2 mins.	Yitzak Francis Adona Administrative Aide III
2. Letter of request from the livestock raisers to avail of the service.	2. Endorse the letter to the City Veterinarian for her comments. 2.1 Verification of the request of the location of the Farmers Association.	None	5 mins.	Dr. Eunice J. Alcantara City Veterinarian Crisanta Dela Cruz Agricultural Technologist

<p>3. Wait for the confirmation of the request and prepare for the visit of the CVO employees.</p>	<p>3. The office will notify the farmers association in a form of writing regarding the request. 3.1 Coordinate the contact person of the request. (e.g. Estrous Synchronization or hormone injection)</p>	<p>None</p>	<p>3 days (fertility period)</p>	<p>Yitzak Francis Adona Administrative Aide III Crisanta Dela Cruz Agricultural Technologist</p>
	<p>4. Conduct of Artificial Insemination</p>	<p>None</p>	<p>45 mins.</p>	<p>Yitzak Francis Adona Administrative Aide III</p>
	<p style="text-align: right;">TOTAL</p>	<p>None</p>	<p>3 days & 52 mins.</p>	

VETERINARY CLEARANCE

SERVICE NAME:		VETERINARY CLEARANCE		
PURPOSE		Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the office, as a condition precedent for the issuance of business permit to operate.		
Office/Division	MEAT INSPECTION DIVISION			
Classification	SIMPLE/EXTERNAL SERVICES			
Type of Transaction	G2C - GOVERNMENT TO CITIZENS			
Who May Avail	Wet Markets, Flea Markets, Rolling Stores, Meatshops, Lechon houses and Stands, Places frequented by ambulant vendors, Supermarkets.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (1 copy)		Receiving Area of the City Veterinary Office		
2. Original Community Tax Certificate (CTC) or cedula (photocopy)		Receiving Area of the City Veterinary Office		
3. Brgy. Clearance stating the purpose that he/she qualified to conduct business. (photocopy)		Barangay where the business is located		
4. Photocopy of the previous year Business permit (1 copy only)		Personal Copy of the Permit		
5. Official Reciept from the City Treasurers Office (original copy)		Cashier at the City Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook the Information Data Sheet to the client.	None	2 mins.	Hedelisa Polonia Administrative Aide I (JOW)
2. Present and submit the required documents for initial assessment and verification.	2. Verify and assess the requirements based on the checklist. 2.1 Issuance of the Slaughterhouse Report.	None	3 mins.	Meat Inspector (On Duty)

3. Wait for the issuance of statement of account	3. Issuance of a statement of account based on the report had been made.	P50.00	2 mins.	Hedelisa Polonia Administrative Aide I (JOW)
4. Proceed to the CTO Cashier for the payment	4. Ask the copy of the Official Receipt and attach the application.	None	5 mins.	
5. Wait for the release of the Veterinary Clearance.	5. Signature and release of the Veterinary Clearance.	None	5 mins.	Dr. Eunice Alcantara City Veterinarian Hedelisa Polonia Administrative Aide I (JOW)
	TOTAL	P50.00	17 minutes	

CONDUCT OF INSPECTION OF SLAUGHTERING OF FOOD ANIMALS AT TACLOBAN NEW SLAUGHTERHOUSE

SERVICE NAME:	Conduct of Inspection of Slaughtering of Food Animals at Tacloban New Slaughterhouse			
PURPOSE	To ensure that meat sold for public consumption is safe and wholesome.			
Office/Division	MEAT INSPECTION DIVISION			
Classification	SIMPLE/EXTERNAL SERVICE			
Type of Transaction	G2C - Government to Citizens			
Who May Avail	Wet Markets, Flea Markets, Rolling Stores, Meatshops, Lechon houses and Stands, Places frequented by ambulant vendors and Supermarkets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Veterinary Health Certificate (2 Copies: 1 original copy & 1 photocopy)		City Veterinary Office		
Shipping Permit (2 Copies: 1 original copy & 1 photocopy)		Personal Copy		
Certificate of Ownership & transfer (Original Copy)		Personal Copy		
Police Clearance (Original Copy)		Tacloban City Police Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby.	1. Give the logbook to the client and check if they are fully signed in.	None	5 mins.	Rashmera Buclatan/Janice Homerez Administrative Aide I (JOW)
2. Submit the requirements to the receiving 2.1 Initial assessment of the requirements 2.2 Presence of the food animals to be slaughtered at slaughterhouse (Swine, Carabao & Cattle) for ante-mortem inspection.	2.1 Receive the required documents based on the checklist of requirements 2.2 Verify and check for completeness of requirements 2.3 Conduct an initial interview with the clients who own the food animal to carry out an ante-mortem inspection before slaughter.	None	30 mins.	Meat Inspector (On Duty)

3. Wait for the schedule of the post - inspection 3.1 Wait for the issuance of the statement of account	3. Conduct of the slaughtering procedure.	None	10 mins.	Trained Butchers/Slaughterhouse Personnel (JOW)
4. Proceed to the CTO Cashiers for the payment.	4. Post - mortem inspection to carcasses and offals.	cattle P196.00/head carabao P204/head lechon pork P71.00/head chicken P0.44/head swine P83.00/head	5 mins.	Meat Inspector (On Duty) Local Revenue Collection Officer- Deputized
5. Claiming of carcass and edible offals.	5.1 Branding of carcass inspected and passed for food consumption. 5.2 Issuance of Meat Inspection Certificate. 5.3 Dispatch/delivered carcass & edible offals.	None	5 hours.	Meat Inspection Division/ Tacloban City Slaughterhouse Slaughterhouse Personnel (JOW)
	TOTAL	No. of heads x Php196.00/head (cattle) No. of heads x Php204.00/head (Carabao) No. of heads x Php71.00/head (lechon pork) No. of heads x Php0.44/head (chicken) No. of heads x Php80.00/head (swine)	5 hours & 50 mins.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Satisfactory Survey Form available at the complaint desk, then drop it at the designated box.
	The client can also send a message through the Facebook page (Tacloban City Veterinary Office).
How feedbacks are processed.	The results of client satisfaction surveys are opened daily and analyzed. Those requiring answers and immediate attention are addressed promptly.
How to file a complaint	Write a letter of complaint addressed to the city veterinarian stating the specific details of the complaint, or send it through the CVO Facebook account.
How complaints are processed.	The CVO will verify or review the nature of the complaint. For a simple complaint, the office will answer it immediately. For complex complaints, the office will forward them to the concerned office or barangay for appropriate action. The office will facilitate the complainant wherever he goes.
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



CITY DISASTER RISK REDUCTION 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
1. Contact CDRRMO/TACRU Emergency Hotlines for Emergency Response	1. Received and recorded emergency calls (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> Wilfredo Modelo <i>(Administrative Aide I)</i> <i>(Radio Operator)</i> Henry Sarzosa <i>(Administrative Aide I)</i> <i>(Radio Operator)</i> Gregorio Sanico <i>(Administrative Aide I)</i>

				<i>(Radio Operator)</i> Chilbert Bragas <i>(Administrative Aide I)</i> <i>(Radio Operator)</i> Mark Anthony Edara <i>(Administrative Aide I)</i> <i>(Radio Operator)</i> John Den Mar Cordero <i>(Administrative Aide I)</i> <i>(Radio Operator)</i>
	2. Responded emergency calls	none	5 mins.	Tacloban City Rescue Unit (TACRU)
	3. Recorded emergency calls in the logbook	none	3 mins.	- Radio Operators
Total		none	13 mins.	

SERVICES NAME: RECEIVES ALL INCOMING DOCUMENTS/REQUESTS AND LETTERS

Request for Tents, Tables, Chairs, Sound system, Grass cutting, 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
1. Submit letter of intent/Request Letter	1. Receives documents/requests	None	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>
	2. Record incoming documents in the logbook	none	2 mins.	Monica Mae Polo <i>(Administrative Aide I)</i>

	3. Forward to Dep't Head for Approval	none	5 mins.	Sherly Lizarondo (Administrative Aide I) (Receiving)
	4. 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 (Administrative Aide I) (In-charge, Tents, Tables and Chairs) Marieta M. Tomate (Administrative Aide I) (In charge, Sound System)
	5. Forward/Route approved documents/request to in-charge person	none	3 mins.	Monica Mae Polo (Administrative Aide I) (Releasing)
	6. Delivery and installation of service facilities in different requesting barangays and offices prior to schedule.	none	1 day	Nolasco Cabudoy Jessie Bacal Ricardo Carnacite Juanito Elumbra II Grevy Trinidad Policarpo Damaso Alvin Oquiño (Administrative Aide I) (Tents, Tables, Chairs Crew)
Total		none	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 (Original)		CSWDO		
Xerox Copy of Valid ID, Original Brgy. Certification		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements and application for financial assistance	1. Receives and checks/verify submitted requirements if complete	none	3 mins.	Sherly Lizarondo <i>(Admin. Aide I)</i> <i>(Receiving)</i>
	1. Forward to Dep't Head for Approval	none	5 mins.	Sherly Lizarondo <i>(Admin. Aide I)</i> <i>(Receiving)</i>
	2. Preparation of Payroll/Voucher	none	10 mins.	Rizalyn T. Arizo <i>(CDRRM Assistant)</i> <i>(AO-designate)</i>
	3. Process/Follow-up of Payroll/voucher	none	3 days	Karen L. Sinamen <i>(Admin. Aide I)</i> <i>(Liaison Officer)</i>
	4. Release of Financial Assistance	none	5 mins.	CTO Cash Division
Total		none	3 days and 23 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of intent to conduct CBDRRM Training/Drill	1. Receives and recorded request letter	none	3 mins	Sherly Lizarondo <i>(Admin. Aide 1)</i> <i>(Receiving)</i>
	2. Forwarded to Dep't Head for approval	none	3 mins.	Sherly Lizarondo <i>(Admin. Aide 1)</i> <i>(Receiving)</i>
	3. Preparation of training materials and facilitators	none	1 day	Frank Anthoy Salvedia Allan G. Arcallana
	4. Conduct of CBDRRM Training/Drill	none	3 days	Leiza Monica Astorga Samuel Quiño Frank Anthony Salvedia Allan G. Arcallana
Total		none	4 days and 6 mins.	

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



CITY GENERAL SERVICES OFFICE



ACCEPTANCE OF DELIVERIES

Agreeing to received goods or products delivered by a seller following by inspection to ensure conformance with contract specifications.

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order document. 2. RIS/ICS/PAR for release.		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<ol style="list-style-type: none"> 1. Supplier must bring the approved Purchase Order document. 2. End User/ Department fill out RIS/ICS/PAR in preparation for release. 3. End User/ Department will wait for several minutes of RIS/ICS/PAR to approve and record by the inspector to check the delivered supplies. 4. End User/ Department will help the inspection of delivered items and check it. 5. End User/ Department will receive the delivered items after inspection and approved. 	<ol style="list-style-type: none"> 1. Acceptor check the completeness of the approved Purchase Order document. 2. Acceptor notifies the inspector/end user/concern department to proceed to CGSO to witness quality check/completeness of delivery. 3. Acceptance of deliveries. 4. Acceptor record the deliveries/AIR number 5. Prepare RIS/ICS/PAR 6. Posting of items on stock cards. 7. Warehousing/ Safekeeping of delivered items. 8. Check IRS/ICS/PAR 9. Release to end user/ department 	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>1 hour 5 mins.</p> <p>30 mins.</p> <p>10 mins.</p> <p>5 mins.</p> <p>30 mins.</p> <p>30 mins.</p> <p>1 hour</p> <p>5 mins.</p> <p>30 mins.</p>	<p>ADMIN AIDE III (P)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE III (P)</p> <p>ADMIN AIDE III (P)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE III (P)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE III (P)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (CAS)</p>
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ISSUANCE OF OFFICE SUPPLIES

The section on office supplies specifies guidelines for the accurate assessment of office supply needs and differentiates between procedures for stocked and non-stocked office supplies.

Office/Division:	City General Services Office			
Classification:	COMPLEX			
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		
1. Requisitioning Issue Slip		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Requisitioning Issue Slip (RIS, ICS/PAR). 2. Client will wait the requested materials thru RIS, ICS/PAR for approval by the CGSO Head. 3. Client will receive the requested materials/supplies and put	1. Check the RIS, ICS/PAR	NONE	5 mins.	REQUESTING PARTY
	2. Check availability of supplies. If supplies are available.		5 mins.	HEAD OF OFFICE
	3. Approval of requested supplies/materials.			
	4. Issued of supplies/materials.			
	5. Collate RIS Every Week & Prepare Report of Materials Received and Issued including Stock Position		2 mins.	ADMIN AIDE I (CAS) ADMIN AIDE I (JO)

signature which will be recorded.	Sheet & Submit Report to COA & City Accounting Office.		<p>10 mins.</p> <p>5 working days</p>	<p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (JO)</p>
Total		NONE	5 days & 22 mins.	

RECEIVE VOUCHERS FOR PAYMENT

Performs voucher examination and other claims for payment of goods and services, prepares and/or audits vouchers.

Office/Division:	City General Services 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		
1. Vouchers. 2. IAR/RIS/ROU and other Accountable Forms (ICS/PAR/PIS/WMR)		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will bring the voucher for checking/ review of vouchers attachments at the CGSO Receiving section.</p> <p>2. Client will be notified if the vouchers has been approved by the City General Services Officer.</p>	<p>1. Receive and Log Vouchers for payments.</p> <p>2. Evaluate Vouchers and other supporting documents.</p> <p>3. If documents are lacking, notify and return documents to end-user.</p> <p>IF ATTACHMENT of VOUCHER is complete, proceed:</p> <p>4. Forwarded to Supply receiving for recording to be forwarded to OIC-CGSO.</p> <p>5. 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). (3 copies)</p> <p>6. Forms, RIS/PAR/PIS/PRS/WMR for Inventory Records on Property and Accountability of the Official. (3 copies)</p> <p>7. Posting of City Government Properties for Property Cards on</p>	<p>NONE</p>	<p>10 mins.</p> <p>30 mins.</p> <p>5 mins.</p> <p>30mins.</p> <p>30 mins.</p> <p>10 mins.</p>	<p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (P)</p> <p>HEAD OF OFFICE</p> <p>Admin Aide VI (Clerk III) (P)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (P)</p> <p>HEAD OF OFFICE</p> <p>HEAD OF OFFICE</p>
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	Land/Building, Vehicle and Equipment. 8. Approval of documents by the City General Services Officer 9. Approved vouchers forwarded to City Accounting Office		1 day 10 mins. 10 mins.	
Total		NONE	1 day 2 hours and 15 mins	

ISSUANCE OF OFFICIAL DOCUMENTS (TCT'S, COPY OF VOUCHERS, PROPERTY ACCOUNTABILITIES OF EMPLOYEES)

The act of supplying an official document a physical or electronic record of information recorded or stored, especially financial product.

Office/Division:	City General Services 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
1. Receiving copy of Letter Request.		Client.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Client will bring the received copy from City Hall Receiving counter and bring it to CGSO Receiving section. 2. Client will wait for the approval of his/her request. 	<ol style="list-style-type: none"> 1. Fill-out pro-forma indicating specific request and purpose and submit at City Hall Receiving Counter for encoding in DTAS. 2. Print, log & present to City General Services Office. 3. Act on Request 4. Research on particular request. 5. Post action taken on DTAS. 	NONE	3 mins. 10 mins. 5 mins. 10 mins 5 mins.	REQUESTING PARTY ADMIN AIDE I (CAS) ADMIN AIDE I (P) ADMIN AIDE I (CAS) ADMIN AIDE I (JO)
Total		NONE	33 minutes	

PROCESSING OF VOUCHERS FOR NEWLY PROCURED EQUIPMENT

Gets in touched to a supplier to place an order for newly procured equipment. Involves the authorization, verification and settlement of transactions.

Office/Division:	City General Services Office			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. PAR/ICS/ROU/WMR, Pre-post repair, warranty, Affidavit of Undertaking and Distribution List. 2. Vouchers for Approval of LRP. 		CGSO		
		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will give the voucher to CGSO Receiving section to be forwarded to OIC-CGSO.</p> <p>2. Client will wait for the approval of voucher</p> <p>3. Client will be notified if the vouchers has been approved by LRP.</p>	<p>1. Receipt and review completeness of vouchers attachments and entries on accountable forms (PAR, ICS, ROU, WMR, Pre-post repair, warranty, Affidavit of Undertaking, Distribution List)</p> <p>3. Stamp and indicate pertinent data on procurements documents and posted property number on accountable forms. (PAR, and ICS)</p> <p>4. Endorse vouchers to Supply Division for Approval of LRP.</p> <p>5. Once approved, detached accountable form such as PAR, ICS, ROU, Warranty Affidavit of Undertaking and Distribution List for inventory records.</p> <p>6. Forward approved voucher to receiving for release to end-user.</p>	<p>NONE</p>	<p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p> <p>ADMIN AIDE I (CAS)</p>
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			5 days	
	TOTAL			

REQUEST FOR REPAIR STREET OR OFFICE LIGHTS

Request of Repair Street or office lights for community purpose and other government agency activity. Conduct on-on site inspection/evaluation. If no materials are needed, outright repair is done.

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter.		City General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.</p> <p>2. Client will wait for the approval of his/her request for repair street or office lights.</p>	<p>1. Fill-out pro-forma request indicating specific location & contact number of requesting party and submit at City Hall Receiving Counter for encoding in DTAS</p>	NONE	30 mins	REQUESTING PARTY
	<p>2. Print, log & present to City General Services Officer.</p>	NONE	2 mins.	ADMIN AIDE I (JO)
	<p>3. Act on Request</p>		4 hrs.	
	<p>4. 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>	NONE	1 hr.	HEAD OF OFFICE (P)
	<p>5. Preparation of Purchase Request (P.R.) for procurement if materials are not available and forwarded to CMO-Supply (Procurement follow RA9184)</p>	NONE	4 hrs.	ADMIN AIDE I (P)
			5 mins.	ADMIN AIDE I (CAS)

	<p>6. Undertake needed repair upon availability of materials.</p> <p>7. Post action taken on DTAS</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p>		<p>CGSO Team (Maintenance/Illumination)</p> <p>ADMIN AIDE I (JO)</p>
<p>Total</p>		<p>NONE</p>	<p>1 day, 1 hour and 39 minutes</p>	

CLEARANCE FROM PROPERTY ACCOUNTABILITIES

Verification, encoding and printing of accountabilities of concerned employee/ client. Determine which properties are to be re PAR'

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter.		City General Services Office.		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

or returned.

<p>1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.</p> <p>2. Client will wait for the approval of his/her request.</p> <p>3. Client will receive the signed copy of clearance from property accountabilities.</p>	<p>1. Issue prescribed forms to requesting party.</p> <p>2. Verification, encoding and printing of accountabilities of concerned employee <i>(Depending on the volume of his/her accountabilities)</i></p> <p>3. Determine which properties are to be re PAR' or returned.</p> <p>4. 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>5. Actual Inspection, encode and print-out accountabilities of concerned employee.<i>(Depending on the volume of his/her accountabilities)</i></p> <p>6. Check completeness of documents submitted.</p> <p>7. Review for verification</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>PHP 80.00</p> <p>NONE</p>	<p>1 min.</p> <p>30 mins.</p> <p>30 mins.</p> <p>30 mins</p> <p>1 day</p> <p>30 mins.</p>	<p>REQUESTING PARTY</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (CAS)</p> <p>REQUESTING PARTY</p> <p>ADMIN AIDE I (P) ADMIN AIDE I (CAS)</p> <p>Inventory Personnel</p> <p>ADMIN AIDE I (P)</p> <p>HEAD OF OFFICE ADMIN AIDE VI (CLERK III)</p>
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	8. Sign Clearance from Property Accountabilities.	<p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>2 mins</p>	
Total		PHP 80	1 day,2 hours and 8 mins.	

RETURNING OF SERVICEABLE AND UNSERVICEABLE MATERIALS AND EQUIPMENT'S

Verify and check completeness of items returned

Office/Division:	City General Services Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Items to be returned. 2. Property Return Slip Form.		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client will bring the item to be returned & PRS form.	1. Fill-out pro-forma Property Return Slip/Waste Material Report duly signed of the requesting Office.	NONE	2 mins.	REQUESTING PARTY
	2. Verify and check completeness of items returned.		15 mins.	ADMIN AIDE I (P) ADMIN AIDE I (CAS)
	3. Log and assign PRS/WMR control number for inventory record.	NONE	15 mins.	ADMIN AIDE I (P)
	4. Receipt and Safekeeping of Waste Materials and Unserviceable Equipment's / Store unserviceable properties with value	NONE	30 mins.	REQUESTING PARTY
	5. Facilitate LRP/WMR to concerned signatories (City Accounting Office, City Administrator's Office and City Mayor's Office)	NONE	1 hour	ADMIN AIDE I (P) ADMIN AIDE I (CAS)
	6. Summary of WMR		1 hour	Inventory Personnel
	7. Preparation of IIRUP and facilitate signatures of Disposal Committee Member on Resolution. /For inspection of Admin Office and for approval of CMO	NONE	1 hour	COA DISPOSAL COMMITTEE
	8. Endorsement to City Accounting for appraisal value.		4 days	CITY ACCOUNTING OFFICE
	9. For Approval for disposal of Commission on Audit			HEAD OF OFFICE

	10. Published for Bidding	NONE	3 days	
	11. Auction Sale/Endorsement to Accounting for Dropping	NONE	3 days	
		NONE		
			20 days	
		NONE		
			3 days	
		NONE		
		NONE		
Total		NONE	33 days, 3 hours and 2 mins.	

REPRODUCTION/PRINTING OF FORMS AND OTHER PUBLIC DOCUMENTS

Is the creation of copies of an original source of documents where CGSO furnish hard copy of form to be printed.

Office/Division:	City General Services 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		
1. Request letter.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.</p> <p>2. Client will wait on the completion of his/her request to be release reproduced forms/doc.</p>	<p>1. 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>3. Furnish CGSO hard copy of form to be printed.</p> <p>4. Receive, log and present to City General Services Officer and route to Printing Section.</p> <p>5. Act on Request.</p> <p>6. Reproduce form/documents.</p> <p>7. Notify department thru DTAS on the completion of request and release reproduced forms/doc.</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>10 mins</p> <p>10 mins</p> <p>2 mins.</p> <p>2 mins.</p> <p>2 hrs.</p> <p>5 mins.</p>	<p>REQUESTING PARTY</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (JO)</p>
Total		NONE	2 hours and 29 -----	

REQUEST FOR REPAIR/MAINTENANCE OF BUILDING, AIRCON, PLUMBING, ELECTRICAL CONNECTION AND REPAIR OF OTHER OFFICE EQUIPMENT

Request for repair/maintenance for community purpose and other government agency activity. Conduct on-on site inspection/evaluation. If no materials are needed, outright repair is done

Office/Division:	City General Services 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		
1. Request Letter.		Client.		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.	1. Fill-out pro-format request indicating office and contact number of requesting party and submit to City Hall Receiving Unit for encoding in DTAS.	NONE	10 mins	REQUESTING PARTY
	2. Furnish CGSO hard copy to be printed.	NONE	10 mins	ADMIN AIDE I (JO)

<p>2. Client will wait on the completion of request to be release reproduced forms/doc.</p>	<p>3. Receive, log and present to City General Services Officer and route to Printing Section.</p> <p>4. Act on Request.</p> <p>5. Reproduce form/documents.</p> <p>6. Notify department thru DTAS on the completion of request and release reproduced forms/doc.</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>2 mins.</p> <p>2 mins.</p> <p>2 hrs.</p> <p>5 mins.</p>	<p>ADMIN AIDE I (JO)</p> <p>GEN. MAINTENANCE HEAD (P)</p> <p>ADMIN AIDE I (P)</p> <p>ADMIN AIDE I (P)</p>
<p>TOTAL</p>		<p>NONE</p>	<p>2 hous 29 mins.</p>	

FACILITATE PAYMENTS OF CITY GOVERNMENT UTILITIES

Prepare Voucher for payments.

Office/Division:	City General Services Office			
Classification:	Complex			
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		
1. Monthly Bill		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will bring the Monthly bill to CGSO Receiving section for recording and to be forwarded to Bills in-charge.	1. Prepare Voucher for payments (LEYECO/LMWD/BAYAN)	NONE	2 days	ADMIN AIDE I (JO)
	2. Posting of Bills		2 days	ADMIN AIDE I (JO) HEAD OF OFFICE
Total		NONE	4 days	

REQUEST FOR POSTING IN THE FDP BOARD AT CITY HALL LOBBY

Is a way for you to send data request to be posted and approve by city government of tacloban.

Office/Division:	City General Services 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		
1. Letter Request.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request attaching copy of notice to be posted. 2. Client will wait for the approval of his/her request and the certification of posting.	1. Receive/Print, log/request	NONE	20 mins	REQUESTING PARTY
	2. Approval of Notice for Posting	NONE	10 mins.	HEAD OF OFFICE
	3. Post in FDP Board (City Hall Lobby) & prepare certification of posting after stipulated period.	NONE	15 mins.	ADMIN AIDE I (JO)

Total		NONE	45 mins.	

REQUESTS FOR USE OF VEHICLE OR MANPOWER

Request for used of vehicle or manpower to be used for community purposed and city government activity

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section. 2. Client will wait for the approval of his/her request for the use of vehicle or manpower.	1. Fill-out pro-forma letter request attaching pertinent papers and submit to City Hall Receiving Unit for encoding in DTAS.	NONE	10 mins.	REQUESTING PARTY
	2. Print, log & present to City General Services Officer for appropriate action and route to concerned unit/division.	NONE	3 mins.	ADMIN AIDE I (P)
	3. Act on Request.	NONE	5 mins.	HEAD OF OFFICE
	4. Post action taken on DTAS.	NONE	5 mins	ADMIN AIDE I (JO)

		NONE		
Total		NONE	23 minutes	

REQUEST FOR CARPENTRY WORKS

Request for carpentry works to be used for community purposed and city government activity.

Office/Division:	City General Services 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		
1. Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.</p> <p>2. Client will wait for the approval of his/her request for carpentry works.</p>	<p>1. Fill-out pro-forma letter request and submit to City Hall Receiving Unit for encoding in DTAS.</p> <p>2. Print, log & present to City General Services Officer</p> <p>3. Approve request</p> <p>4. Undertake carpentry works if materials are available</p> <p>5. Prepare Purchase Request (PR) and submit to CMO Supply for procurement if materials are not available.</p> <p>6. Take action on approved request.</p> <p>7. Post on DTAS action taken on request</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>10 mins.</p> <p>3 mins.</p> <p>2 hrs.</p> <p>4 hrs.</p> <p>1 hr.</p> <p>5 mins.</p> <p>3 Min.</p>	<p>REQUESTING PARTY</p> <p>ADMIN AIDE I (JO)</p> <p>HEAD OF OFFICE (P)</p> <p>CGSO Carpenters (JO)</p> <p>HEAD OF OFFICE (P)</p> <p>CGSO Carpenters (JO)</p> <p>ADMIN AIDE (P)</p>
<p>Total</p>		<p>NONE</p>	<p>7 hours and 21 mins</p>	

WATER TANKER DELIVERY

Request water tanker delivery indicating specific location & contact number of requesting party to be used for community and other city government activity.

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with received copy from City Hall Receiving counter.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section. 2. Client will wait for the approval of his/her request on water tanker delivery.	1. 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
	2. Print, log & present to City General Services Office.		2 mins.	ADMIN AIDE I (JO)
	3. Act on Request	NONE	2 mins.	HEAD OF OFFICE (P)
	4. Deliver Water on site requested		1 day	Water Tanker Staff /Driver (JO)
	5. Post on DTAS action taken on request	NONE		ADMIN AIDE I (JO)

		NONE	3 Mins	
		NONE		
Total		NONE	1 day, and 12 mins.	

GARBAGE COLLECTION/ MONITORING

Request garbage collection/monitoring indicating specific location & contact number of requesting party.

Office/Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with received copy from City Hall Receiving counter.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section.</p> <p>2. Client will directly call/private message to the CGSO Page for complaints.</p>	<p>1. Fill-out pro-forma request indicating specific location & contact number of requesting party and submit at City Hall Receiving Counter for encoding in DTAS.</p> <p>2. Print, log & present to City General Services Officer.</p> <p>3. Check CGSO Page and reply on the Complaints.</p> <p>4. Act on Request</p> <p>5. Collect Garbage on-on site requested/ Monitored</p> <p>6. Post on DTAS action taken on request</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>	<p>5 mins.</p> <p>2 mins.</p> <p>2 mins.</p> <p>1 min.</p> <p>1 day</p> <p>3 Mins</p>	<p>REQUESTING PARTY</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (P)</p> <p>Garbage Collection Staff /Driver (P/JO)</p> <p>ADMIN AIDE I (JO)</p> <p>ADMIN AIDE I (JO)</p>
<p>Total</p>		<p>NONE</p>	<p>1 day and 12 mins.</p>	

REQUEST FOR SERVICE VEHICLE

Request for service vehicle for community purpose, burial and other government agency activity

Office/Division:	City General Services Office – Carpool Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will submit written request addressed to the Local Chief Executive to be submitted to the City Mayor's Office.</p>	<p>1. Receive all incoming documents. 2. Forward documents to the Head of Office for approval of request. 3. Give upon approval, the same is processed subject to availability of resources. e.g vehicle, personnel among others. If request falls on Saturday or Sunday, request for office order/travel order will be served for the following employees/personnel to be deployed on the said dates and shall be submitted to the CMO & HMDO.</p>	<p>NONE</p>	<p>5 mins. 5 mins. 15 minutes</p>	<p>CMO RECEIVING STAFF HEAD OF OFFICE</p>
<p>2. Client will wait for the approval of the Head of office.</p>	<p>1. Take appropriate action and for disapproved requests, the sender is immediately and duly notified through the contact number/s provided.</p>	<p>NONE</p>	<p>Within one (1) day upon approval of Head of Office.</p>	<p>HEAD OF OFFICE</p>
<p>Total</p>		<p>NONE</p>	<p>1 day and 20 minutes</p>	

SECURITY DIVISION

Respond immediately to distress calls, panic alarms, and emergency calls for disorderly conduct, disruptive persons, and incidents swiftly and appropriately.

Office/Division:	City General Services Office – Security Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Client will submit the written request addressed to the Local Chief Executive for Security Personnel assistance.</p>	<p>1. Receive incoming documents. 2. Forward documents to the Head of Office for approval of request. Upon approval, it is processed by the subject to availability of personnel.</p>	<p>NONE</p>	<p>5 mins. 15 minutes</p>	<p>ADMIN AIDE I (JO) ADMIN AIDE I (JO)</p>
<p>2. Client will wait for the approval of the Head of office.</p>	<p>1. Assign Security personnel of the said request.</p>	<p>NONE</p>	<p>30 minutes</p>	<p>HEAD OF OFFICE (P)</p>
<p>Total</p>		<p>NONE</p>	<p>50 minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated box at the receiving section of the City General Services Office.</p> <p>Contact info: 09772380088/09177337129 or leoparado.cgso@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the receiving section will forward the Client feedback form surveys in the Administrative Officer and opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant department which are required to answer within the three (3) days of the receipt of the feedback.</p> <p>Answer to the feedback given is relayed to the client.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box near the Receiving section. It can also be filed by sending an email to leoparado.cgso@gmail.com.</p>
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to the Administrative Officer-Designate/Department Head.</p> <p>The Department Head shall review the nature of complaint.</p> <p>For simple complaints, the Department Head shall answer it immediately.</p> <p>For complex complaints, the Department Head will forward it to the concerned Department for appropriate action.</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



Republic of the Philippines

CITY ENGINEER'S OFFICE

City Government of Tacloban

cityengineersofficetacloban@gmail.com



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		
<ul style="list-style-type: none"> LETTER REQUEST BRGY. RESOLUTION REQUESTING FOR PROGRAM OF WORK 		<ul style="list-style-type: none"> RECEIVING AREA BARANGAY HALL 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request/communication letters	1. Receive letter request/communications from different offices	None	3 minutes	ROMANA ADONIS Admin. Aide II Admin. Officer Designate
	2. Receive letter request/communication from different Barangays within the city	None	5 minutes	SISA MATARO Construction & Maint. Man Front Desk
	3. Record and attach route slip	None	5 minutes	
	4. Forward to the respective division and assign an engineer in-charge of the	None	5 minutes	MAGDALINA PANTAS Construction Maint. Man

	<p>said request for appropriate action</p> <p>5. Receives POWS and other related documents and forward to the head of office for appropriate action and approval</p>	None		<p>Secretary</p> <p>BELMA PORTUGAL Job order Worker Clerical Aide</p> <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>
<p>2. Submit letter request or Resolution for the Preparation of Program of Work and Detailed Estimates and Plans</p>	<p>1. Office head directs preparation of POW and detailed Estimate for an identified Project</p>	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. EMERENCIANO GADUENA III Contract of Service 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> <p>ENGR. MARY GERCELLE ALGO Contract of Service Estimator</p> <p>JOSE ESPERAS Const. & Maint. Man AutoCad Operator</p> <p>MANTER DAVE DELA CRUZ Admin. Aide I (Job Order) AutoCad Operator</p> <p>ENGR. ARNEL T. BRILLO Engineer II Head Planning Div.</p> <p>ENGR. SIMEON C. GADUENA JR, Asst. City Engineer Asst. Head of Office</p> <p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>MAGDALINA PANTAS Construction & Maint. Man</p>
	2. Checks accuracy and correctness	None	2 hours	
	3. Recommends approval	None	30 mins.	
	4. Approval by the City Engineer	None	3 minutes	
	5. Forward/Endorse to LCE for final approval	None	2 mins.	

3. Contractor submits letter for inspection of on-going infrastructure projects	1. Conduct of inspection by assigned projects engineers	None	1 day	Secretary MARJORIE CENTILLAS Admin. Aide I (Job Order) AutoCad Operator
	2. Preparation submission of Accomplishment Report	None	5 mins	ENGR. EMERENCIANO GADUENA Contract of Service Project Inspector ENGR. JOEL IGANA Const. & Maint. Gen. Foreman Project Engineer ENGR. MARIANITA CAÑA Cons. & Maint. Foreman Project Inspector
	3. Review of Accomplishment Report	None	30 mins.	ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office
	4. Approval of Accomplishment Report	None	10 mins.	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	5. Filing of Accomplishment Report	None	3 minutes	CLARISSE CAYOBIT Clerical Aide- Admin. Aide I (Job Order)
	TOTAL	None		7 DAYS 4 HRS. 34 MINS.

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		
<ul style="list-style-type: none"> • LETTER REQUEST • BRGY. RESOLUTION 		<ul style="list-style-type: none"> • RECEIVING AREA • BRGY. HALL 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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.	None	5 minutes	ENGR. DIONISIO DE PAZ City Engineer Head of Office ENGR. VIRGILIO CONCEPCION, JR. Engineer II Head of Maintenance Div.
	3.Job-order slip prepared,	None	2 minutes	LUZVMINIDA SOLAYAO

	<p>approved and issued to the foreman of the team</p> <p>4. Team foreman lead the delivery of the requested service.</p> <p style="text-align: center;">TOTAL</p>	<p>None</p>	<p>5 mins.</p> <p style="text-align: center;">14 MINS.</p>	<p>Admin. Aide I (Job Order) Clerical Aide</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>
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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		
<ul style="list-style-type: none"> LETTER REQUEST 		<ul style="list-style-type: none"> RECEIVING AREA 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit letter request for the availability of CEO Conference Room at the receiving counter</p>	<p>1. Endorse to the Department Head for approval and forward to the in-charge of conference room for confirmation</p>	<p>None</p>	<p>15 mins.</p>	<p>SISA G. MATARO Const. Maint. Man Front Desk</p>
<p>2. Submit letter request for the availability of CEO conference room at the receiving counter</p>	<p>2. Confirmed/approved if the said date is available (by the Head of Office thru the in-charge of the subject)</p>	<p>None</p>	<p>5 mins.</p>	<p>ENGR. DIONISIO DE PAZ Head of Office City Engineer</p>
	<p style="text-align: center;">TOTAL</p>	<p>None</p>	<p>10 MINS.</p>	

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		
<ul style="list-style-type: none"> • LETTER REQUEST • BRGY. RESOLUTION 		<ul style="list-style-type: none"> • RECEIVING AREA • BARANGAY HALL 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.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	None		ENGR. EUNICE ERANDIO Contract of Service Surveyor ENGR. ARNEL BRILLO Engineer II Surveyor ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office

<p>2. Settlement of boundary and Land disputes</p>	<p>3. Approval of claim</p> <p>1. Submit letter request for settlement of boundary and land</p> <p>2. Lot review</p> <p>3. Approval of resolution</p> <p>TOTAL</p>	<p>None</p>	<p>2 days</p> <hr/> <p>7 DAYS</p>	<p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>ENGR. ROBERTO YEPES Engineer I Surveyor</p> <p>ENGR. ARNEL BRILLO Engineer II Surveyor</p> <p>ENGR. EUNICE ERANDIO Contract of Service Surveyor</p> <p>ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office</p> <p>ENGR. DIONISIO DE PAZ, Head of Office-City Engineer</p>
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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		
<ul style="list-style-type: none"> LETTER REQUEST 		<ul style="list-style-type: none"> RECEIVING AREA 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.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	None	1 day	ANTONIO D. MARTINEZ JR. Head of Motorpool Div. Musician
	3. Division Head issues gate trip ticket/pass slip to the driver concerned	None	5 mins.	DRIVERS
	TOTAL		1 DAY 20 MINS.	

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
	<ul style="list-style-type: none"> • TO SECURE REGULATORY PERMITS (BLDG. PERMITS, ANCILLARY PERMITS, EXCAVATION AND GROUND PREPARATION PERMIT, DEMOLITION PERMIT, ELECTRONICS PERMIT AND MECHANICAL PERMITS <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 SKETCH PLAN OF LOT BUILDING PLANS • TO SECURE ELECTRICAL PERMIT AND EXCAVATION PERMIT FOR WATER CONNECTION <ul style="list-style-type: none"> - BRGY. CLEARANCE - TITLE OF PROPERTY (IF NOT THE OWNER, CONSENT FROM LOT OWNER - DECLARATION - TAX RECEIPT - ELECTRICAL PLAN - DOCUMENTS FROM LMWD/PRIME WATER 	<ul style="list-style-type: none"> • OFFICE OF THE BUILDING OFFICIAL • BARANGAY • CASSO • CTO • ROD • BARANGAY

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 In charge
	2. Evaluation of Building Plans, assessment of fees and inspection		CARMELA QUISAY Admin. Aide IV Receiving In charge	
	2.1 Land Use and Zoning		LEMUEL LINDE Admin. Aide I (Job Order) Receiving In charge	
	2.2 Line and Grade		ENGR. JOEL IGANA Engineer I Evaluator Land Use	
2.3 Structural	ENGR. ARNEL BRILLO Engineer II Evaluator Geodetic			
			30 mins.	ENGR. FILEMON TANDINCO, III Engineer II Evaluator Civil Structural

	2.4 Electronics		30 mins.	ENGR. ADONIS ACUIN Market Supervisor III Evaluator Electronics
	2.4 Electrical		30 mins.	ENGR. ROY ENDRIANO Electrician II Evaluator Electrical
	2.5 Sanitary & Plumbing		45 mins.	ENGR. VIRGILIO CONCEPCION JR. Engineer II Evaluator Sanitary & Plumbing
	2.6 Mechanical		45 mins.	ENGR. EDGAR CONISE Mechanic II Evaluator Mechanical
	2.7 Architecture		2 hrs.	ARCH. SHEKINAH MARIE RIVERAL, Engineering Asst. Evaluator Architectural ARCH. RHEA JEAN BAIÑO Admin. Aide I(Casual Evaluator Architectural
	2.8 Inspection		1 day	Building Inspector
	3. Order of Payment		10 mins.	CATHERINE COTONER Admin. Aide IV Receiving Incharge

				<p>CARMELA QUISAY, Receiving Incharge- Admin. Aide IV</p> <p>LEMUEL LINDE Receiving Incharge Admin. Aide I (Job Order)</p> <p>CITY TREASURER'S OFFICE CASHIER</p> <p>ENGR. MARIAN ATILLO Engineer II Head OBO Div.</p> <p>ENGR. SIMEON C. GADUENA, JR. OIC-Asst. City Engineer Asst. Head of Office</p> <p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>LIZA MAE ANGELO Admin. Aide I (Job Order)</p> <p>CHARLOT ARGOTA Admin. Aide I (Job Order)</p>
	4. Payment of Fees		2 hrs.	
	5. Review and Final Evaluation		10 mins.	
	6. Recommending Approval of permit		10 mins.	
	7. Approval of building permit		10 mins.	
	8. Releasing of Permit		20 mins.	
2. Application for Electrical Permit and Excavation permit for water	1. Recieve and evaluate documents	PD1096 Computation of	1 day	LIZA MAE ANGELO Admin. Aide I (Job Order)

connection		Regulatory fees according to structure City Ordinance 2005-9-63		Receiving In charge CHARLOT ARGOTA Admin. Aide I (Job Order) Receiving In charge
	2. Inspection		10 mins	Inspector assigned in the area
	3. Assessment of Fees	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	10 mins.	ENGR.ROY ENDRIANO Electrician II Electrical Engineer
	4. Approval of Permit	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63		ENGR. MARIAN ATILLO Head of OBO Div. Engineer II
	TOTAL	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	4 DAYS 3 HOURS	

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		
<ul style="list-style-type: none"> LETTER REQUEST 		<ul style="list-style-type: none"> RECEIVING AREA 		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.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

				<p>Bldg. Inspector</p> <p>EULOGIO CAORTE Cons. & Maint. Man Bldg. Inspector</p> <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</p>
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	<p>2. Prepare notice of violation Serve notice of violation</p> <p>3. Preparation of documents for cases indorsed to legal office</p>		<p>1 day</p> <p>2 hours</p>	<p>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) 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)</p>
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				<p>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>
	4.Approval of Judicial affidavit and other documents		1 day	
	5.Endorsement of cases filed		3 mins	
			4 DAYS, 2 HRS. 3 MINS	
	TOTAL			

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>-Answer the client satisfaction survey form given by office/ admin. Staff after service is rendered. Drop this at the designated box in the frontline service or at the office lobby.</p> <p>-the client can also send a message at ceo office facebook page or they may email us at cityengineersoffice@tacloban@gmail.com</p>
<p>How feedbacks are processed</p>	<p>-the result are opened daily, corrected and analyzed. -the reply or answers are acted promptly. All offices/departments prepared monthly result to be submitted to the quality management office.</p>
<p>How to file a complaint</p>	<p>-there are steps to do that: 1. fill out a complaint form provided by the public information & complaint desk or you may write a letter addressed to the LGU-chief executive stating specific details of the complaints or email or send message thru facebook/messenger.</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. 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 feedback after receiving result of investigation and Action of the concerned Department thru a letter signed by the Head of Office.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Email add: cityengineersoffice@gmail.com Facebook account: city engineers office</p>



CITY ARCHITECT'S OFFICE



INTERNAL FUNCTIONS:

RECEIVED OTHER PERTINENT DOCUMENTS NEEDED BY THE OTHER DEPARTMENT OR AGENCIES

To deliver all outgoing and approved documents to department / employees concerned.

Office/Division:		City Architect's Office		
Classification:		Simple		
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
1. Submit communication/request letter to the receiving clerk	1. Receive and record documents or communication letter from Walk-in Clients.	None	15 minutes 30 minutes	Ms. Jovelyn C. Galo Administrative Officer

	2. 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
	3. Address all received documents or communication letter;	None	30 minutes	Ms. Jovelyn C. Galo Administrative Officer
	4. Delegate the documents or communication letter to the division in-charge for comments or recommendation if needed	None		Arch. Ian Ray G. Perez, UAP OIC-City Architect
	TOTAL	None	1 hour and 45 minutes	

REQUEST FOR FINAL INSPECTION

Conducting the Final Inspection and Preparation of Certificate of Completion.

Office/Division:	City Architect Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request letter		Receiving Area		
Statement of Work Accomplished		Design, Planning & Programming Division		
Pictures of Current Condition of Project Site		Design, Planning & Programming Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter/request letter, Statement of Work Accomplishment and	1. 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

<p>Pictures of Current Condition of Project Site to the receiving clerk</p>				<p>Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p>
<p>2. Sign in client's log book</p>	<p>2.1 Address all received documents or communication letter to the Department Head</p> <p>2.2 Delegate the received documents or communication letter to division in-charge and assigned the task to the programming, design and planning division.</p>	<p>None</p>	<p>5 minutes</p>	<p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p> <p>Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)</p>
		<p>None</p>	<p>10 minutes</p>	

	<p>3.1 Conducting Site Inspection and Checking of Contractor's Statement of Work Accomplished</p> <p>3.3 Preparation of Certificate of Completion or Evaluation Report for recommendation and revisions if needed.</p> <p>3.4 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed.</p>	None	<p>3 days</p> <p>1 day</p> <p>20 minutes</p>	<p>Ar. Karen Chelo Esquibel-Binghoy</p> <p>Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae Baretto</p> <p>Ar. Kristoffer D. Pacula</p> <p>Ar. Rheinhart N. Castro</p> <p>Ms. Roxanne Marie Aguilar</p> <p>Mr. Chris C. Calipara</p> <p>Ar. Karen Chelo Esquibel-Binghoy</p> <p>Ar. Ian Ray G. Perez, UAP</p> <p>OIC-City Architect</p>
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	3.5. Releasing of Certificate of Completion or Evaluation Report to Client.		10 minutes	<p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p>
	TOTAL	None	4 days, 1 hour	

REQUEST FOR INSPECTION (FOR BILLING)

Conducting Inspection and Preparation of Endorsement for Billing.

Office/Division:	City Architect Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request letter Statement of Work Accomplished Pictures of Current Condition of Project Site		Receiving Area Design, Planning & Programming Division Design, Planning & Programming Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter/request letter, Statement of Work	1. Received and record documents or communication letter from Mayor's Office/Department/and other agencies	None	15 minutes	Ms. Rhina L. Sotto Receiving Clerk

<p>Accomplishment and Pictures of Current Condition of Project Site to the receiving clerk</p>				<p>Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p>
<p>2. Sign in client's log book</p>	<p>2.1 Address all received documents or communication letter to the Department Head</p> <p>2.2 Delegate the received documents or communication letter to division in-charge and assigned the task to the programming, design and planning division.</p> <p>3.1 Conducting Site Inspection and Checking of Contractor's Statement of Work Accomplished</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>3 days</p>	<p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p> <p>Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)</p> <p>Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division</p>

	<p>3.3 Preparation of Endorsement for Billing or Evaluation Report for recommendation and revisions if needed (back to step 3.2).</p> <p>3.4 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed.</p>		<p>1 day</p> <p>20 minutes</p>	<p>Ar. Claudine Mae Baretto Ar. Kristoffer D. Pacula Ar. Rheinhart N. Castro Ms. Roxanne Marie Aguilar Mr. Chris C. Calipara</p> <p>Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p>
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	3.5. Releasing of Endorsement for Billing or Evaluation Report to client.		10 minutes	<p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p>
	TOTAL	None	4 days,1 hour	

REQUEST FOR CHANGE ORDER

To provide Contractor the Revised Design and Change Order upon request of the End-user or to suit site condition.

Office/Division:	City Architect Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Contractors, Office End User			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication or Request letter			Receiving Area	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit communication letter/request letter, to the receiving clerk	1. 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.

				Ms. Jovelyn C. Galo Administrative Officer
3. Sign in client's log book	2.1 Address all received documents or communication letter to the Department Head	None	5 minutes	Ms. Rhina L. Sotto Receiving Clerk
	2.2 Delegate the received documents or communication letter to division in-charge and assigned the task to the programming, design and planning division.	None	20 minutes	Mr. Demart P. Rupa Administrative Aide I.
	2.3 Issue Work Suspension Order to Contractor.		2 days	Ms. Jovelyn C. Galo Administrative Officer Ar. Ian Ray G. Perez, UAP OIC-City Architect Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)
4. Coordinate with office for scheduling of site inspection.	3.1 Coordinate with the client for ocular site Inspection.	None	1 day	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto
	3.2 Conducting Research and Preparation of Revised Construction Working Drawings and Change Order.		18 days	Ar. Kristoffer D. Pacula Ar. Rheinart N. Castro

DESIGN, PLANNING AND PROGRAMMING DIVISION

Preparations of architectural design, planning, programming and internal transactions

Office/Division:	City Architect Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	City Government Sector			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication or Request letter			Receiving Area	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter/request letter to the receiving clerk	1. 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.

				Ms. Jovelyn C. Galo Administrative Officer
2. Sign in client's log book	2.1 Address all received documents or communication letter to the Department Head	None	10 minutes	Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide I. Ms. Jovelyn C. Galo Administrative Officer
	2.2 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 Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)
3. Client will provide relevant information regarding the project.	3.1 Coordinate with the client for ocular site inspection on the actual /proposed project site and evaluate Project Feasibility.	None	3 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto

	<p>3.2 Conducting Research, Schematic design conceptualization /Space Planning and Preparation of Initial Design (Location Plan, Floor Plans and Perspectives).</p> <p>3.3 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed.</p> <p>3.4. Submit Documents of Initial Design (Location Plan, Floor Plans and Perspectives).to the requesting Office.</p>		<p>15 days</p> <p>1 day</p> <p>30 minutes</p>	<p>Ar. Kristoffer D. Pacula</p> <p>Ar. Rheinhart N. Castro</p> <p>Ms. Roxanne Marie Aguilar</p> <p>Mr. Chris C. Calipara</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p> <p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p>
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				Ms. Jovelyn C. Galo Administrative Officer
4. Client will provide approval or feedback on the submitted/ Presented Initial Design (Location Plan, Floor Plans and Perspectives).	4.1 Coordinate with Client to conduct meeting and receive clients feedback.	None	1 hour	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto Ar. Kristoffer D. Pacula Ar. Rheinhart N. Castro Ms. Roxanne Marie Aguilar Mr. Chris C. Calipara
5. Client will provide notice to proceed.	5.1 (Upon notice to proceed and approval of Initial Design by the requesting office) Design development and preparation of Architectural Designs, Drawings and Specifications.	None	20 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto Ar. Kristoffer D. Pacula Ar. Rheinhart N. Castro Ms. Roxanne Marie Aguilar Mr. Chris C. Calipara

	6. Design development and preparation of Structural Designs, Drawings and Specifications.	None	20 days	<p>Ar. Karen Chelo Esquibel-Binghoy</p> <p>Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae Baretto</p> <p>Ar. Kristoffer D. Pacula</p> <p>Ar. Rheinhart N. Castro</p> <p>Ms. Roxanne Marie Aguilar</p> <p>Mr. Chris C. Calipara</p>
	7. Design development and preparation of Plumbing Designs, Drawings and Specifications	None	20 days	<p>Ar. Karen Chelo Esquibel-Binghoy</p> <p>Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae Baretto</p> <p>Ar. Kristoffer D. Pacula</p> <p>Ar. Rheinhart N. Castro</p> <p>Ms. Roxanne Marie Aguilar</p> <p>Mr. Chris C. Calipara</p>
	8. Design development and preparation of	None	20 days	<p>Ar. Karen Chelo Esquibel-Binghoy</p>

	Electrical Designs, Drawings and Specifications.			Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto Ar. Kristoffer D. Pacula Ar. Rheinhart N. Castro Ms. Roxanne Marie Aguilar Mr. Chris C. Calipara
	9.Preparation of Detailed Estimate cost estimates and Program of Work,	None	10 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae Baretto Ar. Kristoffer D. Pacula Ar. Rheinhart N. Castro Ms. Roxanne Marie Aguilar Mr. Chris C. Calipara
	9.1 (Upon approval of Project Funding) Preparation of PERT-CPM and ABC	None	7 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division

	<p>9.2 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed;</p> <p><u>Admin concern</u></p> <p>9.3. Secure all signatures involved in the preparations of the complete working drawings</p> <p>9.4. Inform the Department /Agencies the appropriate action being taken by the office to the documents or communication letter received</p>		<p>1 day</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Ar. Claudine Mae Baretto</p> <p>Ar. Kristoffer D. Pacula</p> <p>Ar. Rheinhart N. Castro</p> <p>Ms. Roxanne Marie Aguilar</p> <p>Mr. Chris C. Calipara</p> <p>Ar. Ian Ray G. Perez, UAP OIC-City Architect</p> <p>Ms. Jovelyn C. Galo Administrative Officer</p> <p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide I.</p>
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	<p>9.5. Endorsed to the City Mayor Office for approval</p> <p>9.6. Approved proposed projects will be endorsing to the City Budget Office for funding</p> <p>9.7. Submit to the Bid and Award committee (BAC) for bidding</p>		<p>20 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Ms. Rhina L. Sotto Receiving Clerk Mr. Demart P. Rupa Administrative Aide</p> <p>Ms. Rhina L. Sotto Receiving Clerk</p> <p>Mr. Demart P. Rupa Administrative Aide</p>
(Providing Complete Working Drawings) qualified for multi-stage Processing.				
	TOTAL	None	117 days, 4 hours & 5 minutes	

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



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	10 minutes	Admin Aide I Front Desk Officer
TOTAL		None	10 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	10 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, Facilities Management Division Office-in-Charge, TOMECA Admin Aide I AO-Designate Admin Aide IV Head, Enforcement Division
TOTAL		None	2 Hours & 10 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 Form 6. Picture of Garage 7. Application Form 8. Road Safety Seminar Certificate (Current Year) 		
Drivers		
<ol style="list-style-type: none"> 1. City Court Clearance 2. Community Tax Certificate (CTC) 3. Driver’s License 4. Application Form 5. Road Safety Seminar Certificate (Current Year) 		

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 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 in-charge for record and delisting from future court charges.</p>	<p>None</p>	<p>5 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)</p>	<p>20 minutes</p>	

		2 nd Offense – (300.00) 3 rd Offense – (500.00) 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		
A.2.TOMECO Clearance & Inspection for Renewal Inspection: 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. 	1. vehicle inspection services for Public Utility Vehicles / Public Utility Jeepneys / MCH / Pedicabs for Hire.	None	5 minutes	Admin Aide I Head, Paralegal Section Admin Aide I AO-Designate Communication Equipment Operator II (Regular) Head, Facilities Management Division
Clearance: 1. Present the clearance form together with the necessary	2. Issuance of TOMECO Clearance for Public Utility Vehicles,	80.00	3 minutes	Admin Aide I Liaison Officer

<p>requirements to the front desk officer.</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>Motorcab for Hire and Pedicabs.</p> <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 Clearance encoder</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 Clearance Encoder Admin Aide I Database 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 Office 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 Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the front liners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Write a letter addressed to the TOMECO 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 TOMECO Chief.
Contact Information	Paul Joannes G. Ladesla – AO Designate 0917-322-5564 TOMECO TACLOBAN Facebook Page



CITY SOCIAL WELFARE & DEVELOPMENT OFFICE



Service Vision

A society where the poor, vulnerable and disadvantaged individuals, families and communities are empowered for their improved quality of life.

Mission

To provide social protection and promote the rights and welfare of the poor, vulnerable and disadvantaged individual, family and community for poverty alleviation and empowerment through social welfare and development policies, programs, projects and activities implemented through direct service delivery, networking and partnership with different stakeholders and development partners.

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	<i>Day Care Worker</i>
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	<i>Day Care Worker</i>
3. Accomplish Child Information Sheet	3. Provide and assist in filling up of Child Information Sheet.			
4. Pay participation fee (optional)	4. Accept payment and issue a temporary receipt			

5. Parent should return on scheduled date of Day Care Service Orientation.	5. Inform parent about the date of Day Care Service Orientation. 6. Conduct of session	None	15 minutes	<i>Day Care Worker</i>
		100.00	3 minutes	<i>Day Care Worker</i>
		None	1 minutes	<i>Day Care Worker</i>
		None	4 hours	<i>Day Care Worker</i>
	TOTAL	100.00	4 hrs 25 mins	

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
<u>MEDICAL ASSISTANCE</u> <ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • Referral letter (optional) • Medical abstract or medical certificate (2 photocopies) • Medical prescription/charge slip of laboratory/diagnostic examinations 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • Other GOs and NGOs • Attending physical (health agencies – clinic or hospital) • Attending physical (health agencies – clinic or hospital)
<u>EDUCATIONAL ASSISTANCE</u> <ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • School Assessment (1 original and 1 photocopy) • Certificate of Non-scholar (1 original and 1 photocopy) 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • School where child is enrolled • School where child is enrolled

BURIAL ASSISTANCE				
<ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • Duly registered Certificate of Death (2 photocopies) • Funeral contract (2 photocopies) 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • City Civil Registrar's Office • 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 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>Raissa Grace S. Aguilar, RSW 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>Raissa Grace S. Aguilar, RSW PACD Officer</i>
	3. Conduct data gathering/interview and prepare brief case findings			
	4. Issue brief case findings.			
	5. Prepare Certificate of Eligibility, Disbursement Voucher and Obligation Request	None	1 hour	<i>Raissa Grace S. Aguilar, RSW PACD Officer</i>
		None	3 minutes	<i>PACD Officer</i>
		None	15 minutes	

				<i>Raissa Grace S. Aguilar, RSW PACD Officer Leslia S. Salundaga SWAide</i>
	TOTAL	None	4 hrs 25 mins	

ISSUANCE OF SOCIAL CASE STUDY REPORT

Facilitate the provision of medical or financial assistance (above PhP 10, 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
<u>MEDICAL ASSISTANCE</u>		
<ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • Referral letter (optional) • Medical abstract or medical certificate (2 photocopies) • Medical prescription/charge slip of laboratory/diagnostic examinations 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • Other GOs and NGOs • Attending physical (health agencies – clinic or hospital) • Attending physical (health agencies – clinic or hospital)
<u>ASSISTANCE TO PAY FOR HOSPITAL BILL</u>		
<ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • Referral letter (optional) • Medical abstract or medical certificate (2 photocopies) • Final Hospital Bill (2 photocopies) 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • Other GOs and NGOs • Attending physical (health agencies – clinic or hospital) • Attending physical (health agencies – clinic or hospital)
<u>EDUCATIONAL ASSISTANCE</u>		

<ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • School Assessment (1 original and 1 photocopy) • Certificate of Non-scholar (1 original and 1 photocopy) 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • School where child is enrolled • School where child is enrolled 		
<p><u>BURIAL ASSISTANCE</u></p> <ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government issued Identification Card (2 photocopies) • Letter of Intent (1 original and 1 photocopy) • Duly registered Certificate of Death (2 photocopies) • Funeral contract (2 photocopies) 		<ul style="list-style-type: none"> • Barangay where client resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • Handwritten by client • City Civil Registrar's Office • Funeral service provider 		
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	1. Give the log book to client.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i>
2. Submit required documents to Front Desk Officer.	2. Receive the required documents and check for completeness. Refer to social worker.	None	3 minutes	<i>PACD Officer</i>
3. Answer inquiry of social worker.	3. Conduct data gathering/interview and prepare social case study report.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i>
4. Receive the original copy of the social case study report.	4. Issue social case study report	None	4 hours	<i>PACD Officer</i>
5. Proceed to benevolent institution (NGAs, NGOs) – submit required documents				<i>Raissa Grace S. Aguilar, RSW</i>
				<i>PACD Officer</i>

		None	3 minutes	<i>Raissa Grace S. Aguilar, RSW PACD Officer</i>
		None	15 minutes	
	Total	None	4 hrs 24 mins	

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	1. Give the log book to client.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</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>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	3. Receive the required documents and check for completeness	None	5 minutes	<i>Jo-Ann A. Luna, RSW</i> <i>Social Welfare Officer III</i> <i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i>
	4. Gather information	None	15 minutes	<i>Jo-Ann A. Luna, RSW</i>
	5. Home visitation			

<p>6. Submit family assessment and other requirements to DSWD FO8 for issuance of Travel Clearance for Minors Travelling Abroad</p>	<p>6. Issue family assessment to parent or authorized representative.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Social Welfare Officer III</i> <i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i></p> <p><i>Jo-Ann A. Luna, RSW</i> <i>Social Welfare Officer III</i> <i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i></p> <p><i>Officer of the Day (Family and Community Welfare Program)</i></p>
	<p>Total</p>	<p>None</p>	<p>2 hrs 31 mins</p>	

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>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>20 minutes</p> <p>3 minutes</p>	<p><i>Raissa Grace S. Aguilar, RSW PACD Officer</i></p> <p><i>Raissa Grace S. Aguilar, RSW PACD Officer</i></p> <p><i>Raissa Grace S. Aguilar, RSW PACD Officer</i></p> <p><i>Raissa Grace S. Aguilar, RSW PACD Officer</i></p>
	<p>Total</p>	<p>None</p>	<p>29 mins</p>	

	<ul style="list-style-type: none"> • CSWDO
<p><u>WIDOW/WIDOWER</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Marriage certificate (1 photocopy) • Death certificate of the spouse (1 photocopy) • Sworn affidavit declaring that the solo parent has the solo parental care and support of the child or children at the time of the execution of affidavit: Provided, that for the purposes of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • PSA • City Civil Registrar’s Office • Attorney at-law • Attorney at-law • CSWDO
<p><u>SPOUSE OF PERSON DEPRIVED OF LIBERTY</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) 	<ul style="list-style-type: none"> • PSA

<ul style="list-style-type: none"> • Marriage certificate (1 photocopy) • Certificate of detention or a certification that the spouse is serving sentence for at least three months issued by the law enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse (1 photocopy) • Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, preceding two requirements under this category shall be submitted every year (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • Law-enforcement agency having actual custody of detained spouse; court • Attorney at-law • Attorney at-law • CSWDO
<p><u>SPOUSE OF PERSON WITH PHYSICAL OR MENTAL INCAPACITY</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Marriage certificate or affidavit of cohabitation (1 photocopy) • Medical records, medical abstract, or a certificate of confinement in the National Center for Mental Health or any medical hospital or facility as a result of the spouse's physical or mental incapacity, which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three months before the submission, or a valid Person with Disability ID issued pursuant to Republic Act No. 10754 and Republic Act No. 7277, or the Magna Carta for Disabled Persons (1 photocopy) • Sworn affidavit that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children: Provided, that for 	<ul style="list-style-type: none"> • PSA • PSA • Health facilities; PDAO

<p>purposes of issuance of subsequent SPIC and booklet, preceding two requirements under this category shall be submitted every year (1 photocopy);</p> <ul style="list-style-type: none"> • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent (1 photocopy) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • Attorney at-law • Attorney at-law • CSWDO
<p><u>DUE TO LEGAL SEPARATION OR DE FACTO SEPARATION</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Marriage certificate (1 photocopy) • Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses (1 photocopy) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, preceding two requirements under this category shall be submitted every year (1 photocopy) 	<ul style="list-style-type: none"> • PSA • PSA • Attorney at-law • Attorney at-law

<ul style="list-style-type: none"> • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • Attorney at-law • CSWDO
<p><u>DUE TO NULLITY OR ANNULMENT OF MARRIAGE</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Marriage certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage (1 photocopy) • Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce (1 photocopy) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • PSA • Court • Attorney at-law • Attorney at-law • CSWDO
<p><u>ABANDONMENT BY THE SPOUSE</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) 	<ul style="list-style-type: none"> • PSA

<ul style="list-style-type: none"> • Marriage certificate or affidavit of the applicant solo parent (1 photocopy) • Affidavit of two (2) disinterested persons attending to the fact of abandonment of the spouse (1 photocopy) • Police or barangay record of the fact of abandonment (1 certified photocopy) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children. Provided, that for purposes of issuance of subsequent SPIC and booklet, only sworn affidavit shall be submitted every year (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • Attorney at-law • TCPO, barangay where client resides • Attorney at-law • Attorney at-law • CSWDO
<p><u>SPOUSE OR ANY FAMILY MEMBER OF OFW</u></p> <ul style="list-style-type: none"> • Birth certificate/s of dependents (1 photocopy) • Marriage certificate, if spouse of OFW, or birth certificate or other component proof of the relationship between the applicant and the OFW, if the applicant is a family member of the OFW (1 photocopy) • POEA-Standard Employment Contract or its equivalent document (1 photocopy) • OFW's passport with stamps showing continuous twelve (12) months of overseas work, or a certification from the Bureau of Immigration (1 photocopy) • Proof of income of OFW's spouse or family member (1 photocopy) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, 	<ul style="list-style-type: none"> • PSA • PSA • POEA

<p>preceding three requirements under this category and the sworn affidavit shall be submitted every year (1 photocopy)</p> <ul style="list-style-type: none"> • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • POEA • BIR, company where family member works • Attorney at-law • Attorney at-law • CSWDO
<p><u>UNMARRIED PERSON</u></p> <ul style="list-style-type: none"> • Birth certificate/s of dependents (1 photocopy) • Certificate of No Marriage (CENOMAR) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children: Provided, that for purposes of issuance of subsequent SPIC and booklet, preceding requirement under this category and the sworn affidavit shall be submitted every year (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • PSA • Attorney at-law

	<ul style="list-style-type: none"> • Attorney at-law • CSWDO
<p><u>LEGAL GUARDIAN/ADOPTIVE PARENT/FOSTER PARENT</u></p> <ul style="list-style-type: none"> • Birth certificate/s of the child or children (1 photocopy) • Proof of guardianship, such as the decision granting legal guardianship (1 photocopy) Proof of adoption such as the decree of adoption (1 photocopy) Order of adoption (1 photocopy) Proof of foster care such as the foster parent license (1 photocopy) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent and has sole parental care and support of the child or children (1 photocopy) • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • PSA • Court • Court • DSWD or National Authority on Child Care (NACC) • DSWD or National Authority on Child Care (NACC) • Attorney at-law • Attorney at-law • CSWDO
<p><u>RELATIVE WITHIN THE FOURTH (4th) DEGREE OF CONSANGUINITY OR AFFINITY</u></p> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Death certificate, certificate of incapacity or juridical declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 photocopy); 	<ul style="list-style-type: none"> • PSA • PSA, court

<ul style="list-style-type: none"> • Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship (1 photocopy), • Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children (1 photocopy): Provided, that for purposes of issuance of subsequent SPIC or booklet, sworn affidavits shall be submitted every year. • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent (1 original) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • Court • Attorney at-law; court • Attorney at-law; court • CSWDO
<p><u>PREGNANT WOMAN</u></p> <ul style="list-style-type: none"> • Medical record of her pregnancy • Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the applicant has no spouse (1 original) • Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children (1 photocopy) • Solo Parents Orientation Seminar Certificate of Attendance 	<ul style="list-style-type: none"> • Health facilities • Barangay where the applicant resides • Court/ attorney at-law • CSWDO

<u>For Lost SPIC</u> <ul style="list-style-type: none"> • Affidavit of loss (1 original) • 1 pc 1x1 ID picture • Sworn affidavit (1 photocopy) • Affidavit of barangay official 				
<u>Other Reminders:</u> <ul style="list-style-type: none"> ✓ Submit two (2) pcs 1x1 ID picture every application and renewal ✓ Bring original and photocopy of birth certificate/s of children/dependents ✓ Applicant must personally apply 				
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	1. Give the log book to client.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
2. Submit required documents to assigned worker for the day.	2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.	None	5 minutes	<i>Officer of the Day:</i> <i>Monday: Jerome Corpuz</i> <i>Tuesday: Gary Canaber</i> <i>Wednesday: Rose Ann Quebec</i>
3. Answer inquiry of social welfare personnel.	3. Conduct data gathering/interview and submit to SPO.			<i>Thursday: Maribeth Cabosura</i>
4. Attend orientation on Expanded Solo Parents Welfare Act (RA 11861)	4. Conduct barangay validation. Approve application for Solo Parent ID and conduct Orientation seminar to solo parents.	None	20 minutes	<i>Friday: Renibeth Badanggo</i> <i>(Administrative Aide, JO)</i>
	5. Issue solo parent ID card.			

5. Receive Solo Parent ID.		None	7 days	<i>(please refer to worker's area of assignment)</i>
		None	3 minutes	<i>(please refer to above officer of the day schedule)</i>
	Total	None	5 days 31 minutes	

ISSUANCE OF CERTIFICATE OF INDIGENCE FOR PUBLIC ATTORNEY’S OFFICE OR INTEGRATED BAR OF THE PHILIPPINES

Per Revised Public Attorney’s Office (PAO) Operations Manual 2021, a certificate of indigence shall be issued to applicants who want to avail of free legal assistance or regular representation in court and quasi-judicial bodies and to aid in determining the nature of the deductions

Office or Division:	CSWDO – Family and Community Welfare Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent resident of the city			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of Indigence (1 original and 1 photocopy) • Government-issued ID (1 photocopy) • Latest Income Tax Return or pay slip or BIR certification or certification from BPLO (1 original) • Real Property ownership certification (1 original) • Affidavit of Source of Income (1 original) 			<ul style="list-style-type: none"> • Barangay where applicant resides • PSA, SSS, GSIS, Pag-IBIG, BIR, PhilPost, LTO • BIR, BPLO Tacloban • City Assessor’s Office • Court/Attorney at-law 	
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 assigned worker of the day 	<ol style="list-style-type: none"> 1. Give the log book to client. 2. Receive the required documents and check for completeness. Refer to 	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>

<p>3. Answer inquiry of social welfare personnel.</p> <p>5. Receive the original copy of the certificate of indigence</p>	<p>social worker or social welfare and development personnel.</p> <p>3. Conduct data gathering/interview and prepare certificate of indigence</p> <p>4. Conduct barangay validation</p> <p>5. Issue certificate of indigence</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>20 minutes</p> <p>4 hours</p> <p>3 minutes</p>	<p><i>Officer of the Day:</i></p> <p><i>Monday: Jerome Corpuz</i></p> <p><i>Tuesday: Gary Canaber</i></p> <p><i>Wednesday: Rose Ann Quebec</i></p> <p><i>Thursday: Maribeth Cabosura</i></p> <p><i>Friday: Renibeth Badanggo</i> <i>(Administrative Aide, JO)</i></p> <p><i>(please refer to above officer of the day schedule)</i></p> <p><i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i></p> <p><i>(please refer to above officer of the day schedule)</i></p>
	<p>Total</p>	<p>None</p>	<p>4 hours 29 minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<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>
<p>How feedbacks are processed</p>	<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>
<p>How to file a complaint</p>	<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> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087</p>

<p>How complaints are processed</p>	<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>
<p>Contact Information of CCB, PCC and ARTA</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



CITY COOPERATIVE DEVELOPMENT AND LIVELIHOOD OFFICE



INSTITUTIONAL DEVELOPMENT OF COOPERATIVES

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) one (1) photocopy of Certificate of Compliance (COC)		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	2 minutes	Assigned personnel at the information table
2. Request for Certification of local taxes exemption for Business Permits (For coops renewing and applying for business permits).	2. Issue Certification for exemption from the local fees and charges for business permit upon presentation of the Certificate of Compliance issued by the Cooperative Development Authority (CDA) and the authority to branch for cooperatives with branches in the City	None	13 minutes	Ma. Theresa I. Omoy - Administrative Aide I -Casual Ruena M. Mate City Cooperatives Officer
TOTAL		None	15 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 feedback 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 answer 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 ENVIRONMENT AND NATURAL RESOURCES OFFICE



APPLICATION FOR ISSUANCE OF ENVIRONMENTAL CERTIFICATION

The Environmental Certificate is issued to a business establishment once they have submitted an Environmental Management Plan (EMP) in accordance with RA 9003 (Ecological Solid Waste Management Act), Ordinance No. 2017-13-37 (Integrated Ecological Solid Waste Management Ordinance), Ordinance No. 2023-15-06 (Plastic and Styrofoam Packaging Regulation Ordinance and other applicable local ordinances of the City.

Office/Division:	City Environment and Natural Resources Office	
Classification:	Simple	
Type of Transaction:	Government-to-Business Entity (G2B)/Government-to-Citizen (G2C)	
Who may avail:	All Business Establishment and Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Clearance/Resolution -(1 photocopy)	Barangay	
Environmental Management Plan (EMP)	City Environment and Natural Resources Office	
Sketch Map of the Establishment's Location	Client	
ECC (if applicable)-(1 photocopy)	Client	
SAG/Q Permit/Supply Agreement (if applicable)- (1 photocopy)	Client	

Discharge Permit for Waste Water Treatment (if applicable)- (1 photocopy)		Client		
Permit to Operate of Generator Set (if applicable)- (1 photocopy)		Client		
Official Receipt (1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Environmental Management Plan (EMP) form and submit additional requirements (if applicable).	1. Review the completeness and correctness of attached documents	None	15 minutes	Admin Aide I Receiving/Releasing Clerk Administrative Division
	2. Recommend for Issuance of Environmental Certification	None	5 minutes	Environmental Management Specialist I Environmental Management Division
	3. Issue order of payment	<ul style="list-style-type: none"> • Certification Fee-Php 50.00 • Documentary Stamp-Php 40.00 	5 minutes	Admin Aide I Receiving/Releasing Clerk Administrative Division

2. Pay Certification fee				Cashier City Treasurer's Office
3. Claim environmental certificate at releasing window/area.	1. Check Official Receipt and release requested certification	None	5 minutes	Admin Aide I Receiving/Releasing Clerk Administrative Division
Total		Php 90.00	30 minutes	

APPLICATION FOR ISSUANCE OF TREE CUTTING CERTIFICATION

Tree cutting certificate is issued upon request with complete requirement in accordance with PD 705 Forestry Code of the Philippines and other relevant laws, rules and regulations.

Office/Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request- (1 copy)		Client		
Barangay Clearance/Brgy Resolution- (1 original)		Barangay		
Photocopy of Lot Title- (1photocopy)		Client		
Sketch Map- (1 copy)		Client		
Official Receipt (1 photocopy)		City Treasurer’s Office		
Authorization letter or SPA (if representative only) (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Review completeness and correctness of attached documents.	None	15 Minutes	Environmental Management Specialist II

				Natural Resources Management Division
	2. Site Inspection Verification and prepare report	None	5 days (depends on the location and number of trees to be inspected)	Environmental Management Specialist II Natural Resources Management Division
	3. Recommend for Issuance of Tree Cutting Certification	None	5 Minutes	Environmental Management Specialist II Natural Resources Management Division
	4. Issue order of payment	<ul style="list-style-type: none"> • Certification Fee-Php 50.00 • Documentary Stamp-Php 40.00 	5 Minutes	Admin Aide I Receiving/Releasing Clerk Administrative Division
1. Pay Certification fee				Cashier City Treasurer's Office
2. Claim tree cutting certificate at releasing window/area.	1. Check Official Receipt and release certification requested	None	5 Minutes	Admin Aide I Receiving/Releasing Clerk Administrative Division
Total		Php 90.00	5 days and 30 minutes	

PROCESSING OF QUARRY PERMIT APPLICATION

The Quarry Permit is issued upon complete submission of all requirements in accordance with RA 7942 (The Philippine Mining Act of 1995) and Ordinance No. 2011-11-36 An Ordinance Creating Small-scale Mining and Quarrying Operations in the City of Tacloban

Office/Division:	City Environment and Natural Resources Office	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Citizen (G2C)/Government-to-Business Entity (G2B)	
Who may avail:	All Citizen and Business Establishment (Qualified for multi-stage processing)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	PRIMARY REQUIREMENTS	
	Application Letter (1 copy)	Client
	Duly filled-up application form (3 original copies)	City Environment and Natural Resources Office
	Barangay Resolution (1 original copy)	Barangay
	Survey Plan signed and sealed by MGB deputized Geodetic Engineer (1 photocopy)	Client
	Project Description (1 original copy)	Client
	Operational Plan (1 original copy)	Client
	Rehabilitation Plan (1 original copy)	Client
	Certificate of Title of Property/ies (1 Certified True Copy)	Client
	RPT Clearance (1 original copy)	City Treasurer's Office

Zoning Certificate (1 original copy)		City Planning and Development Office		
Authorization letter or SPA (if representative only) (1 original copy)		Client		
SECONDARY REQUIREMENTS				
Area Clearance (1 original copy)		DENR-Mines and Geosciences Bureau		
ECC (1 photocopy)		DENR-Environmental Management Bureau		
Verification Report(1original copy)		City Planning and Development Office		
Income Tax Return (1 photocopy)		Client		
Statement of List of Licensed Technical Personnel (w/PRC ID) (1 original copy and for PRC ID 1 photocopy)		Client		
Board Resolution/Minutes of TCMRB meeting (1 original copy)		Tacloban City Mining Board Regulatory Board		
CONDITIONAL REQUIREMENTS				
Supply Contract (if applicable)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit primary requirements	1.Review completeness and correctness of documents 1.1 Issue order of payment	None	30 Minutes	Environmental Management Specialist II Natural Resources Management Division

		<ul style="list-style-type: none"> Application Fee- Php 50 x no. of hectare 	5 Minutes	
2. Pay application fee				<p style="text-align: center;">Cashier City Treasurer's Office</p>
	1. Check official receipt	None	5 Minutes	<p style="text-align: center;">Environmental Management Specialist II Natural Resources Management Division</p>
	2. Endorse to DENR MGB for Area Clearance	None	10 Minutes	<p style="text-align: center;">Environmental Management Specialist II Natural Resources Management Division</p>
	3. Received from MGB 3.1 Check, review documents	None		<p style="text-align: center;">Environmental Management Specialist II Natural Resources Management Division</p>
	4. Return application to the client for ECC issuance from DENR-EMB	None	30 Minutes	
			10 Minutes	<p style="text-align: center;">Environmental Management Specialist II Natural Resources Management Division</p>

3. Return the application to City ENRO with ECC	1. Check, review documents 1.1 Issue order of payment for field verification fee, registration of documents and regulatory fee	None <ul style="list-style-type: none"> • Verification Fee-Php 1,000.00 • Registration of documents-Php 100 x no. of documents • Regulatory fee-Php 300 x no. of month 	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
4. Pay verification fee, registration of documents and regulatory fee			..	Cashier City Treasurer's Office
	1. Check Official Receipt	None	5 Minutes	Environmental Management Specialist II Natural Resources Management Division
	2. Endorse to CPDO for site verification	None	10 Minutes	Environmental Management Specialist II Natural Resources Management Division

	<p>3. Received from CPDO</p> <p>3.1 Check, review documents</p>	None	30 Minutes	<p>Environmental Management Specialist II</p> <p>Natural Resources Management Division</p>
	<p>4. Endorse to TCMRB for deliberation</p>	None	10 Minutes	<p>Environmental Management Specialist II</p> <p>Natural Resources Management Division</p>
	<p>5. TCMRB deliberation, recommend approval/disapproval and issue resolution</p>	None	subject to TCMRB schedule	<p>Environmental Management Specialist II</p> <p>Natural Resources Management Division</p>
	<p>6. From TCMRB endorse to CMO for permit approval/disapproval</p>	None	10 Minutes	<p>Environmental Management Specialist II</p> <p>Natural Resources Management Division</p>
	<p>7. If approved issue order of payment for cash bond and delivery receipt</p>	<ul style="list-style-type: none"> • Cash Bond-Php 20,000.00 • Delivery Receipt-Php 150.00 x no. of booklet 	10 Minutes	<p>Environmental Management Specialist II</p> <p>Natural Resources Management Division</p>

	8. If disapproved return documents to applicant	None	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
5. Pay Cash Bond and Delivery Receipt				Cashier City Treasurer's Office
6. Claim permit at releasing window/area.	1. Check Official Receipt and release permit.	None	10 Minutes	Admin Aide I Receiving/Releasing Administrative Division
Total		Fixed Total Fees <ul style="list-style-type: none"> Php 21,000.00 Case to Case Total Fees <ul style="list-style-type: none"> Php 50.00 x no of hectare Php 100.00 x no. of document Php 300.00 x no. of month Php 150.00 x no. of booklet 	3 hours and 25 minutes plus no. of days in MGB no. of days in EMB no. of days in CPDO no. of days in TCMRB	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill-up the client feedback form and drop it at the designated drop box in front of public assistance desk.
How feedbacks are processed	Every Friday, the Administrative Officer opens the feedback drop box and evaluate the complaint and provide appropriate action.
How to file a complaint	Fill-up the complaint form and drop it at the designated drop box in front of public assistance desk.
How complaints are processed	The Administrative Officer opens the complaint drop box on a daily basis, evaluate and conduct verifications, then endorse to Administrative/Grievance Committee whichever is applicable.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



CITY AGRICULTURIST'S OFFICE



PROVISION OF FARM INPUTS AS PER CLIENT'S INTEREST/REQUEST EXCEPT THOSE UNDER SPECIAL PROGRAMS

Provision of Farm Inputs as Per Client's Interest/Request except Those under Special Programs

Office/Division:	CITY AGRICULTURIST OFFICE/ Crop Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All; Farmers, School teachers, Backyard Gardeners, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk Officer (FDO) and signify his purpose of coming to the office.	1. Provide the designated logbook and let the client specify the required information log book & endorses him to staff in-charge in the distribution of the requested farm inputs.	None	2 Minutes	Administrative Aide I Front Desk Officer

2. Approach the staff in-charge in the distribution of farm inputs.	2. Staff receives the client warmly by giving him a seat/chair. Interview client pertaining to specifics of his request.	None	1 Minute	<p>ELISEO S. CAYREL Chief Crops Section</p> <p>RUTH S. CARRIDO Front Desk Officer</p>
3. Client would name his requested farm inputs and/or agri-related technology.	<p>3. Staff will get the requested input & provide the same to client as well as the requested technology thru print-outs/ techno-guide with added clarification/ explanation if needed.</p> <p>*Technical personnel will conduct Farm Visit if needed/requested by the client.</p>	None	<p>5 Minutes</p> <p>4 Hours</p>	<p>ELISEO S. CAYREL Chief Crops Section</p> <p>Administrative Aide I</p>
4. Client signs the request form/liquidation to indicate that his request has been served and received by him.	4. Staff would file the signed form in the designated folder	None	2 Minutes	<p>RUTH S. CARRIDO Administrative Aide I</p> <p>Record Keeping</p>
Total		None	4 Hours & 10 Minutes	

PROVISION OF TECHNICAL ASSISTANCE AS PER CLIENT'S INTEREST/REQUEST EXCEPT THOSE UNDER SPECIAL PROGRAMS

Provision of Technical Assistance as Per Client's Interest/Request except Those under Special Programs

Office/Division:	CITY AGRICULTURIST OFFICE/ Crop Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All; Farmers, School teachers, Backyard Gardeners, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk Officer (FDO) and signify his purpose of coming to the office.	1. Provide the designated logbook and let the client specify the required information log book & endorses him to staff in-charge in the distribution of the requested farm inputs.	None	2 Minutes	RUTH S. CARRIDO Front Desk Officer
2. Approach the staff in-charge as to what technical assistance to request.	2. Staff receives the client warmly by giving him a seat/chair. Interview client pertaining to specifics of his request.	None	1 Minute	ELISEO S. CAYREL Chief Crops Section

PROVISION OF FARM INPUTS (RICE/CORN/HYBRID VEGETABLE SEEDS/FERTILIZERS WITH PRE-IDENTIFIED BENEFICIARIES THRU A MASTERLIST AS REQUIRED THE DONOR AGENCY)

Provision of Farm Inputs (Rice/Corn/Hybrid Vegetable Seeds/Fertilizers with pre-identified beneficiaries thru a masterlist as required by the donor agency)

Office/Division:	CITY AGRICULTURIST OFFICE/ Crop Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pre-Masterlisted Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk Officer (FDO) and signify his purpose of coming to the office.	1. Provide a designated logbook and let the client specify the required information log book & endorses him to personnel in-charge in the distribution of the farm inputs under a program.	None	2 Minutes	RUTH S. CARRIDO Front Desk Officer
2. Approach the personnel in-charge in the distribution.	2. The personnel receives the client warmly giving him a seat/chair. Request client to produce the required Xeroxed documents in claiming the assistance			

	which are to be verified. Interview client for information needed in the liquidation form. If with MOA or Contract, personnel will explain the provisions/conditions & other pertinent information.	None	15 Minutes	ECLOSA CELLO / RHODORA S. TINGZON Agricultural Technologist's
3. Client signs the liquidation form to indicate that he has availed the assistance, or the MOA/Contract to indicate that he has understood and agreed to its provisions/conditions and that he has received the hybrid vegetable seeds.	3. The personnel will get the farm input & provide the same to the client as well as the pertinent technology (if need be) thru print-outs/techno-guide with added clarification/explanation. 3.1 Filing of the signed liquidation	None	5 Minutes 1 Minute	AILEEN J. QUIMBO / ELISEO S. CAYREL RUTH S. CARRIDO
Total		None	23 Minutes	

REQUEST FOR CAPABILITY-BUILDING ACTIVITIES

Request for Capability-Building Activities

Office/Division:	CITY AGRICULTURIST OFFICE/ Crops & Fishery Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers/Fisherfolks Association, RIC, 4H-Club, Rural Women Group and other Rural Based Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk Officer (FDO) and signify his purpose of coming to the office.	1. Provide a designated logbook and let the client specify the required information log book & endorses him to technical person assigned the particular barangay.	None	2 Minutes	MABEL CAPILI Administrative Aide !
2. Approach technical personnel assigned in the particular barangay	2. Technical personnel entertains the client warmly by giving him a seat/chair. Interview client pertaining to specifics of his request.	None	5 Minutes	ECLOSA P. CELLO/ AILEEN J. QUIMBO and JEANNETTE GONZALES

3. Client gives detail of his request.	3. Personnel gives some instructions/ requirements for the training and sets schedule and would exchange their contact information for ease in coordination efforts.	None	5 Minutes	ECLOSA P. CELLO / ELISEO S. CAYREL Chief Crops Section
Total		None	12 Minutes	

REGISTRATION OF FARMERS (REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA))

Registration/Enrollment of Farmers (Registry System for Basic Sectors in Agriculture (RSBSA))

Office/Division:	CITY AGRICULTURIST OFFICE/ Crops Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All; Qualified Farmers & Fisherfolks Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • 1 Original Copy RSBSA Form • 2 pcs. 2x2 ID Pictures • 1 Original Valid ID with Xerox copy 			<ul style="list-style-type: none"> • Tacloban City Agriculturist Office • Any store in Tacloban offering printing of ID Picture • Client 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Front Desk Officer (FDO) and signify his purpose of coming to the office.	1. Give the designated logbook and let the client provide the required information log book & endorses him to concerned personnel/AT	None	2 Minutes	RUTH S. CARRIDO Front Desk Officer

2. Approach the concerned personnel who may assist him in the enrolment	2. Personnel/AT receives the client warmly by giving him a seat/chair. Interview client for information needed before filling-out the RSBSA form. Assist in filling-out the form in accordance to the information required.	None	1 Minute	RHODORA S. TINGZON Agricultural Technologist
3. Client provides the information as required in the RSBSA form	3. Personnel reviews/checks/verify information provided by client in the form	None	3 Minutes	ECLOSA P. CELLO/ AILEEN J. QUIMBO RHODORA S. TINGZON Agricultural Technologist's
4. Client makes some corrections to the given information if need be and signs the documents.	4. Personnel gives instructions for the completion of the documents, i.e. let the Brgy. Chairman of her residence to affix his signature on the form and submit the signed document to the office for CA's & HUCAFCA Chairman's signature then once signed, he will be provided with certification that he has been registered/enrolled in the RSBSA.	None	3 Minutes	
5. Client brings with the filled-out form for signature of the Brgy. Chairman of his residence.	5. Wait for the submission of the signed RSBSA form. 5.1 Receive.	None	5 Minutes	ECLOSA P. CELLO Agricultural Technologist ELISEO S. CAYREL Chief Crops Section
Total		None	14 Minutes	

FISHERIES LICENSE/PERMITS

Securing of Fisheries License/Permits/Fishing Vessel Registration

Office/Division:	CITY AGRICULTURIST OFFICE/ Fishery Section			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fishermen/ Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 1 copy original Brgy. Clearance • 1 copy original Police Clearance • 1 copy original of Residence Certificate • 1 Original FLET Certification • 3 pcs. 2x2 ID Picture • 1 pc. long Folder with Fastener 		<ul style="list-style-type: none"> • In the Brgy. where the client reside • Tacloban City Police Station • Tacloban Kanhuraw Business Center • FLET Office, Located at Balyuan Park • Any store that's offering printing of ID Picture 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office near to the door's table.	1. Give the Log Book to the client.	For Fishcage:	1 Minute	LOUIE MARTINEZ

2. Submit the required documents to front desk officer for initial assessment and verification	2. Receive the required documents and check as to its correctness and completeness	10m. Dia. m. circle cage = ₱300 plus 196/unit		HESTON CABEJO FRONT RECEIVER
3. Accompany inspector to the site where the fishing gear is located.	3. Conduct Fishing gears inspection & measurement in the Brgy. 3.1 Assessment of Fees	9x6 m. cage = ₱300 plus 135/unit For Fishing using nets:	4 Hours	HESTON CABEJO/ LOUIE MARTINEZ JOHN ALBERT BEHIC WILMA A. BALANGATAN
4. Pay the required fees to this office or at the City Treasurer Office/ by showing the Assessment of Fees given by the inspector. *Make sure to secure Official Receipt that will be issued upon payment.	4. Accept the payment based on the actual assessment 4.1 Issue the Official Receipt	₱300 plus 7.00/ meter For Fishing using lines: Kawil - ₱ 170.00 Kitang - ₱ 220.00	10 Minutes	PETRONA AYO WILMA BALANGATAN Fishery Regulation Officer
5. Signed Documents	5. Prepared the necessary documents.			
6. Waiting for the approval of Special Permit from Licensing Division.	6. Indorsement to Licensing Division 6.1 Once approved, the liaison officer will get the original copy of Special Permit from the Licensing Division. *Fishery staff will delivered the license/permit to the clients' house.	Crab pots/Fishpots – ₱200 plus 7.00/ unit	20 Minutes	JEANNETTE C. GONZALES PETRONA AYO WILMA A. BALANGATAN

<p style="text-align: center;">Total</p>	<ul style="list-style-type: none"> • 10m. Dia. m. circle cage = ₱300 + (196 x no. units) • 9x6 m. cage = ₱300 + (135 x no. units) • Fishing Nets = ₱300 + (7 x no. units) • Kawil = ₱170 • Kitang = ₱220 • Crab/Fish pots = ₱200 + (7 x no. units) 	<p style="text-align: center;">4 Hours & 31 Minutes</p>	
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FISHERIES FISHING VESSEL REGISTRATION

Securing of Fisheries License/Permits/Fishing Vessel Registration

Office/Division:	CITY AGRICULTURIST OFFICE/ Fishery Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fishermen/ Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 1 copy of Original Brgy. Clearance • 1 copy of Original Police Clearance • 1 xerox copy of Residence Certificate • Original Official Receipts of Engine • 1 original copy of Boat Builders Certification • 3pcs. 2x2 ID Picture • 1 pc Long Folder with Fastener 		<ul style="list-style-type: none"> • In the Brgy. where the client reside • Tacloban City Police Station • Tacloban Kanhuraw Business Center • From the store where it was purchased • From the Person constructed the boat • Any store that's offering printing of ID Picture 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office near to the door's table.	1. Give the Log Book to the client.		1 Minute	LOUIE MARTINEZ

2. Submit the required documents to assigned fishery staff for initial assessment and verification	2. Receive the required documents and check for completeness	For Fishing Vessel:		HESTON CABEJO FRONT DESK RECEIVER
3. Accompany inspector to the site where the fishing Vessel is located.	3. Conduct Fishing Vessel inspection & measurement in the Brgy. 3.1 Assessment of Fees	Motorized below 7.5 HP = ₱ 100/unit Motorized 7.5 HP & Above = ₱ 150/unit	4 Hours	JOHN ALBERT BEHIC HESTON CABEJO WILMA A. BALANGATAN Fishery Regulation Officer
4. Pay the required fees to this office or at the City Treasurer Office/ by showing the Assessment of Fees given by the inspector. *Make sure to secure Official Receipt that will be issued upon payment.	4. Accept the payment based on the assessment 4.1 Issue the Official Receipt	Non-motorized = ₱ 50/unit	10 Minutes	PETRONA AYO WILMA BALANGATAN Fishery Regulation Officer
5. Signed Documents	5. Prepared the necessary documents.			JEANNETTE C. GONZALES
6. Waiting for the approval of Special Permit from Licensing Division.	6. Indorsement to Licensing Division 6.1 Once approved, the liaison officer will get the original copy of Special Permit from the Licensing Division. *Fishery staff will delivered the license/permit to the clients' house.		20 Minutes	PETRONA AYO Chief Fishery Section HESTON CABEHO

				Administrative Aide 1
Total		<ul style="list-style-type: none"> • Motorized below 7.5 HP = ₱ 100 x no. units • Motorized 7.5 HP & Above = ₱150 x no. units • Non-motorized = ₱50 x no. units 	4 Hours & 31 Minutes	

ISSUANCE/ COLLECTING FEES FOR AGRI. FISHERY CERTIFICATION

Issuance/ Collecting Fees for Agri. Fishery Certification

Office/Division:	CITY AGRICULTURIST OFFICE/ Fishery Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Agri/fishery Business Establishment Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Old Applicants:</p> <ul style="list-style-type: none"> • 1 pc. of Previous Mayors Permit Copy (Photocopied) • 1 pc.Documentary Stamp <p>For New Applicants:</p> <ul style="list-style-type: none"> • 1 pc.Photocopied of DTI Permit • 1 set of Photocopied of Sangguniang Resolution that the market stall was awarded to the applicant • 1 pc.Documentary Stamp 		<ul style="list-style-type: none"> • Licensing Divison, Kanhuraw Hill Tacloban City • Any store that's selling documentary stamp • DTI Provincial Office, located at 2F Himalayan Building, Marasbaras, Tac. City • Sangguniang Panglungsod Office. • Any store that's selling documentary stamp 		
CLIENT STEPS	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE

		FEES TO BE PAID		
1. Sign in the Client Log Book in the office near to the door's table.	1. Give the Log Book to the client.	₱ 50.00	1 Minute	Agricultural Technologist Fishery Regulation Officer Administrative Aide I Front Desk Officer HESTON CABEJO JEANNETTE C. GONZALES ROMELO T. ANADE,R.A City Agriculturist
2. Submit the required documents to assigned fishery staff for initial assessment and verification	2. Receive the required documents and check for its correctness & completeness		2 Minutes	
3. Pay the required fees to this office or at the City Treasurer Office specifying for Agri. Certification. *Make sure to secure Official Receipt that will be issued upon payment.	3. Issue the Official Receipt 3.1 Accept the payment		2 Minutes	
4. Wait for the processing and release of Agri. Certification	4. Check the Official Receipt 4.1 Prepared Encode Certification 4.2 Issue/Sign the Agri. Certification		5 Minutes	
Total		₱ 50.00	10 Minutes	

ISSUANCE/ COLLECTING FEES FOR AUXILIARY INVOICE AND FISH INSPECTION

Issuance/ Collecting Fees for Auxiliary Invoice and Fish Inspection

Office/Division:	CITY AGRICULTURIST OFFICE/ Fishery Section			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fishery Products Shippers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office near to the door’s table.	1. Give the Log Book to the client.		1 Minute	LOUIE MARTINEZ RECEIVER EDDIE AMORILLO Tacloban Fishport Regulatory Officer
2. Accompany the fishery regulatory officer to the site where the fishing products is located.	2. Conduct Fishery products inspection 2.1Assessment of Fees		20 Minutes	WILMA A. BALANGATAN

<p>3. Pay the required fees to the fishery regulatory officer.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment.</p>	<p>3. Accept the payment</p> <p>3.1 Issue the Official Receipt</p>	<p>₱ 0.70/kl.</p>	<p>2 Minutes</p>	<p>PETRONA AYO</p> <p>DZR Airport</p> <p>EDDIE AMORILLO</p> <p>Tacloban Fishport</p> <p>PETRONA AYO</p> <p>WILMA A. BALANGATAN</p> <p>Fishery Regulation Officer</p>
<p>4. Wait for the processing and release of Auxiliary permit</p>	<p>4. Check the Official Receipt</p> <p>4.1 Issue the Auxiliary permits</p>		<p>5 Minutes</p>	
<p>Total</p>		<p>₱ 0.70 x Total no. of kilos</p>	<p>28 Minutes</p>	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Customer Feedback Form/Customer Satisfaction Rating and drop it at the designated drop box beside the table of frontdesk officer
How feedbacks are processed	<p>Every Friday, the Frontdesk Officer opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to concerned offices and they are required to answer within three (3) days from the date of receipt of the feedback.</p> <p>The answer of the concerned office is then relayed to the citizen.</p>
How to file a complaint	<p>Answer the Customer Feedback Form/Customer Satisfaction Rating and drop it at the designated drop box beside the table of the Frontdesk officer.</p> <p>Complaints can also be filed via EMAIL cityagriculturistoffice@gmail.com. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident <p>Evidence</p>

<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis analyzed and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the necessary investigation and forward the complaint to the concerned office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
<p>Contact Information of CCB, PCC, ARTA, CAgrIO</p>	<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> <p>Anti-Red Tape Authority</p> <p>0908-881-6565;</p> <p>888</p> <p>City Agriculturist Office</p> <p><u>cityagriculturistoffice@gmail.com</u></p>



CITY CIVIL REGISTRAR'S OFFICE



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 (1 photocopy)		Petitioner/Client		
Authorization letter or Special Power of Attorney (if representative only) (3 original copies)		Client/Notary Public		
Documentary stamp		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill up verification slip for birth, death and marriage certificate.	1.Receive, check and interview client on the request for certified true copy of birth, death or marriage certificate	None	5 minutes	LIRIO LERIOS Admin Aide 1(Job Order) Receiving Clerk KARREN KEMPIS (Registration Officer IV)
2. Pay the corresponding fees	2.Check the request and issue an official receipt	Certified true copy P50.00 Documentary stamp P35.00	5 minutes	Cashier City Treasurer's Office
3. Submit the verification slip together with the official receipt.	3.1 Receive and forward to ICT section for the issuance of the request. 3.2 Advise client to come back after 1 day 3.3 Issue a claim stub to the Client.	None	5 minutes	LIRIO LERIOS Admin Aide 1(Job Order) Receiving Clerk
		None	1 day	KARREN KEMPIS (Registration Officer IV)
Total		P85.00	1 day &15 minutes	

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		
Civil Registry ought to be authenticated		CCRO		
Valid ID of the petitioner (1 photocopy)		Petitioner/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Photocopy the document ought to be authenticated.	1.Receive, check and interview client on the request for authentication of birth, death or marriage certificate.	None	5 minutes	MA. RUBY REPOSAR Admin. Aide 1(Casual) Receiving Clerk KARREN KEMPIS (Registration Officer IV)

2. Pay the corresponding fees	2. Check the request and issue an official receipt.	Authentication fee P20.00/per copy	5 minutes	Cashier City Treasurer's Office
3. Submit the registry document together with the official receipt.	3.1 Process the request for authentication.	None	10 minutes	MA. RUBY REPOSAR Admin. Aide 1(Casual) Receiving Clerk
	3.2 Issue the authenticated copy of the document to the client.	None		KARREN KEMPIS (Registration Officer IV)
Total		P20.00/copy	20 minutes	

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		
Civil Registry document issued by PSA (original)		PSA		
Valid ID of the petitioner (1 photocopy)		Petitioner/client		
Authorization letter or Special Power of Attorney (if representative only) (3 original copies)		Client/Notary Public/Lawyer		
Documentary Stamp		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up verification slip for birth, death and marriage certificate.	1.Receive, check and interview client on the request for endorsement of birth, death or marriage certificate to PSA.	None	5 minutes	MA. RUBY REPOSAR Admin. Aide 1(Casual) Receiving Clerk JUDITH A. ENDEREZ

				(Admin. Aide I (Casual))
2. Pay the corresponding fees	2. Check the request and issue an official receipt	Endorsement fee P300.00 Authentication fee P20.00	5 minutes	Cashier City Treasurer's Office
3. Submit the verification slip together with the official receipt.	3.1 Receive and forward to ICT section for the issuance of the request.	None	5 minutes	MA. RUBY REPOSAR Admin. Aide 1 (Casual) Receiving Clerk
	3.2 Advise client to come back after 3 days and Issue a claim stub to the client.	None	3 days	
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 (3 original copies)		Hospital/Health Center		
Marriage contract of the parents, if married (1 photocopy)		Petitioner/Client		
Affidavit to use the surname of the father (AUSF) (3 original copies)		Client/Hospital/CCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for registration.	1. Receive the correctness of the birth certificate and the attachments.	None	5 minutes	ROSALYN NEDERA Admin. Aide 1-Casual Receiving Clerk FE SUPERABLE Asst. Reg. Officer

2. Pay the corresponding fees	2. Check the request and issue an official receipt	Documentation fee P300.00	5 minutes	Cashier City Treasurer's Office
3. Submit the Certificate of Live Birth together with the official receipt.	3. Receive and register the Certificate of Live Birth and release to client.	None	10 minutes	ROSALYN NEDERA Admin. Aide 1-Casual Receiving Clerk FE SUPERABLE Asst. Reg. Officer
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:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Citizens born in Tacloban City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth certificate issued by the hospital/midwife	Hospital/Health Center	
2. Negative result from LCR. (original)	CCRO	
3. Negative result from PSA (original)	PSA	
4. Affidavit of two disinterested persons (2 original copies)	CCRO/Notary Public/Lawyer	
5. Affidavit for Out of town delayed registration of birth (if born outside Tacloban City) (2 original copies)	Client/Notary Public/Lawyer	
6. Any two of the following showing the name of the child, date and place of birth and name of parents to wit; (original copies)		
a. Baptismal Certificate;	Petitioner/Client	
b. Voter's Registration Record;	COMELEC	
c. MDR from Phil health;	Phil health	
d. Marriage contract of the petitioner; if married	Petitioner/Client	

e. School Record	School			
f. Immunization book for infant	Petitioner/Client			
7. Marriage certificate of parents or birth certificate of sibling showing the date and place of marriage of parents (original)	Client			
8. Community tax certificate or Valid ID of the petitioner/parent (photocopy)	Client			
9. Barangay Certification (original copy)	Barangay			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for late registration of birth.	1.1 Interview and check the completeness of the requirements for late registration of birth and prepare the Certificate of Live Birth.	None	5 minutes	JOMARLYN SEBERRE Admin. Aide 1 (Job Order) Receiving Clerk FE SUPERABLE Asst. Reg. Officer
	1.2 After preparation of the certificate of Live Birth, advise client to go to a Notary public for notarization of the affidavits.	None	10 minutes	
	1.3 Advise client to pay the corresponding fees.			

		None		
2. Pay the corresponding fees	2. Receive the application for late registration and the official receipt.	Late Registration fee P500.00	5 minutes	Cashier City Treasurer's Office
3. Submit the complete requirements for late registration of birth together with the official receipt.	3.1 Check the completeness of the document and the official receipt.	None	10 minutes	JOMARLYN SEBERRE Admin. Aide 1 (Job Order) Receiving Clerk
	3.2 Advise client to come back after 10 days posting and issue a claim stub.	None	10 days	FE SUPERABLE Asst. Reg. Officer
Total		P500.00	10 days & 30 minutes	

Note: Under Memo Circular No. 2021-01 (To be released after 10 days posting from receipt)

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 issued by the Hospital/City Health Office		Hospital/City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for registration.	1. Receive the correctness of the death certificate.	None	5 minutes	MARIFE FAUSTINO Admin. Aide 1(Casual) IMELDA A. ROA City Civil Registrar

2. Pay the corresponding fees	2. Check the request and issue an official receipt	Documentation fee P300.00	5 minutes	Cashier City Treasurer's Office
3. Submit the Death Certificate together with the official receipt.	3. Receive and register the Certificate of Death and release to client.	None	10 minutes	MARIFE FAUSTINO Admin. Aide 1 (Casual) IMELDA A. ROA City Civil Registrar
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:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens died in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death certificate issued by the hospital/City Health Office		Hospital/City Health Office		
2. Negative result from LCR. (original)		CCRO		
3. Negative result from PSA (original)		PSA		
4. Affidavit of nearest Kin (3 original copies)		Notary Public/Lawyer		
5. Valid ID (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for late registration of death	1. Check the requirements for late registration of death.	None	5 minutes	MARIFE FAUSTINO Admin. Aide 1(Casual) IMELDA A. ROA City Civil Registrar

2. Pay the corresponding fees	2. Check the request and issue an official receipt	Late Registration-Death P500.00	5 minutes	Cashier City Treasurer's Office
3. Submit the complete requirements for late registration of birth together with the official receipt.	3.1 Receive the application for late registration of death and the official receipt.	None	5 minutes	MARIFE FAUSTINO Admin. Aide 1(Casual)
	3.2 Advise client to come back after 10 days posting and issue a claim stub.	None	10 days	IMELDA A. ROA City Civil Registrar
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 issued by the Church/Court		Church/Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for registration.	1. Receive and check correctness of the marriage certificate.	None	5 minutes	ROCHELLE ESTADILLA Admin. Aide 1 (Job Order) Receiving Clerk MA. FAITH S. HOBANIL Asst. Reg. Officer

2. Pay the corresponding fees	2. Check the request and issue an official receipt	Registration fee P100.00	5 minutes	Cashier City Treasurer's Office
3. Submit the Marriage Certificate together with the official receipt.	3. Receive and register the Marriage certificate and advise client to come back after one (1) day.	None	5 minutes 1 day	ROCHELLE ESTADILLA Admin. Aide 1 (Job Order) Receiving Clerk MA. FAITH S. HOBANIL Asst. Reg. Officer
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:	Highly Technical			
Type of Transaction:	Government to citizen			
Who may avail:	Solemnized in Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Marriage issued by the Church/Court		Church/Court		
2. Negative result from LCR. (original)		CCRO		
3. Negative result from PSA (original)		PSA		
4. Affidavit of two disinterested persons (2 original copies)		Notary Public/Lawyer		
5. Affidavit of Delayed Registration of Marriage (2 original copies)		Notary Public/Lawyer		
6. Valid ID (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for late registration of marriage.	1. Check the requirements for late registration of marriage.	None	5 minutes	ROCHELLE ESTADILLA Admin. Aide 1 (Job Order)

				Receiving Clerk MA. FAITH S. HOBANIL Asst. Reg. Officer
2.Pay the corresponding fee	2.Check the request and issue an official receipt	Late Registration fee- Marriage P500.00	5 minutes	Cashier City Treasurer's Office
3.Submit the requirements for late registration of marriage and the official receipt.	3.Receive the application for late registration of marriage and the official receipt.	None	5 minutes	ROCHELLE ESTADILLA Admin. Aide 1(Job Order) Receiving Clerk
	4.Advise client to come back after 10 days posting and issue a claim stub.	None	10 days	MA. FAITH S. HOBANIL Asst. Reg. Officer
Total		P500.00	10 days & 15 minutes	

Note: Under Memo Circular No. 2021-01(To be released after 10 days posting from receipt)

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:	Highly Technical	
Type of Transaction:	Government to citizen	
Who may avail:	Client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For Filipino Applicants:</i>		
1. Birth certificate/Baptismal Certificate (1 original & 2 photocopies)	Applicant/client	
2. CENOMAR from PSA (1 original & 2 photocopies)	PSA	
3. Affidavit of Singleness, for 26 years old and above (2 original copies)	Notary Public/Lawyer	
4. Parental Consent for 18 to 21 years old and Parental Advice for 22 to 25 years old	CCRO	
5. Barangay Certification stating the length of residency of the applicant (1 original & 1 photocopy)	Barangay	
6. Valid ID of the applicant (1 photocopy)	Applicant/Client	
7. Pre Marriage Counseling (PMC) original	City Population Office	

For Foreign Applicants				
1. Permit to Marry/certificate of no legal impediment duly signed by consul or respective Embassies in the Philippines (1 Original & 2 photocopies)		Applicant/Embassy		
2. Divorce Paper if Divorced (1 Original & 2 phtocopies)		Applicant/Client		
3. CENOMAR from PSA. (original)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the requirements for application for marriage license.	1. Interview applicants applying for marriage license.	None	10 minutes	ROCHELLE ESTADILLA Admin. Aide 1 (Job Order) Receiving Clerk IMELDA A. ROA City Civil Registrar
2. Pay the corresponding fees	2. Advise applicant to attend the Pre Marriage Counseling/Orientation at the City Population office	Special Seminar– P1,500.00 Regular Seminar– P1,000.00	5 minutes	Cashier City Treasurer's Office

<p>3. Present the requirement for marriage license including the Pre Marriage certificate.</p>	<p>3.1 Check the correctness of the document.</p> <p>3.2 Advise client to pay the application fee at the CTO.</p> <p>3.3 Advise client to come back after 10 days posting.</p>	<p>P300.00</p>	<p>10 minutes</p> <p>5 minutes</p> <p>10days</p>	<p>ROCHELLE ESTADILLA Admin. Aide 1(Job Order) Receiving Clerk</p> <p>Cashier City Treasurer's Office</p> <p>ROCHELLE ESTADILLA Admin. Aide 1(Job Order) Receiving Clerk</p>
<p>4. Come back on the 11th day after the 10 days posting for the issuance of marriage license.</p>	<p>4. Issuance of Marriage License.</p>	<p>P300.00</p>	<p>10 minutes</p>	<p>ROCHELLE ESTADILLA Admin. Aide 1(Job Order) Receiving Clerk</p> <p>IMELDA A. ROA City Civil Registrar</p>

Total	Seminar fee (1,500.00 or 1,000.00)+ P600.00	10 days & 50 minutes	
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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 (original)		PSA		
Affidavit to supply missing entry in the registry document (3 original copies)		Notary Public/Lawyer		
Valid ID of the petitioner (photocopy)		Petitioner/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up verification slip for birth, death and marriage certificate.	1.Receive, check and interview client on the request for supplemental report	None	5 minutes	JUDITH A. ENDEREZ Admin. Aide 1(Casual) Receiving Clerk

				KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Documentation fee P300.00; Endorsement fee P300.00 Authentication fee P20.00	5 minutes	Cashier City Treasurer's Office
3. Submit the affidavit to supply missing entry together with the official receipt.	3.1 Check the correctness of the affidavit to supply missing entry and advise client to come back after 3 days.	None	5 minutes	JUDITH A. ENDEREZ Admin. Aide 1 (Casual) Receiving Clerk
	3.2 Issue claim stub to the client	None	3 days	KARREN D. KEMPIS Registration Officer IV
Total		P620.00	3 days & 15 min.	

LEGITIMATION (FOR BIRTH ACKNOWLEDGED BY THE FATHER AT THE TIME OF REGISTRATION)

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		
1. Birth certificate issued by PSA. (original)		PSA		
2. CENMAR for both parents issued by PSA. (original and 3 photocopies)		PSA		
3. Joint Affidavit of Legitimation executed by the parents (stating the minority if minor at the time of birth of child) (3 original copies)		Notary Public/Lawyer		
4. Valid ID's of both parents (photocopy)		Petitioner/Client		
5. Any of the following stating the child as beneficiary of the father; a. Baptismal Certificate of the child (<i>name of the father should be stated therein</i>) (original and 1 photocopy) b. MDR of the father showing the child as one of the beneficiary (photocopy) c. GSIS, SSS, Insurances of the father. (photocopy)		Petitioner/Client Phil health/Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure requirements for Legitimation.	1. Receive, check and interview client on the request for legitimation.	None	10 minutes	ERNESTO ABANES Admin. Aide 1(Casual) Receiving Clerk KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Registration fee – P500.00 Endorsement fee – P300.00	5 minutes	Cashier City Treasurer's Office
3. Submit all the requirements together with the official receipt.	3.1 Check the correctness of the documents and advise client to come back after 5 days. 3.2 Issue claim stub to the client	None None	5 minutes 5 days	ERNESTO ABANES Admin. Aide 1(Casual) Receiving Clerk KARREN D. KEMPIS Registration Officer IV
Total		P800.00	5 days & 20 minutes	

LEGITIMATION (FOR BIRTH NOT ACKNOWLEDGED BY THE FATHER AT THE TIME OF REGISTRATION)

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
1. Birth certificate issued by PSA. (original)	PSA	
2. CENMAR for both parents issued by PSA. (original and 3 photocopies)	PSA	
3. Joint Affidavit of Legitimation executed by the parents (stating the minority if minor at the time of birth of child) (3 original copies)	Notary Public/Lawyer	
4. Affidavit of Acknowledgement of Paternity (if not acknowledge by the father upon registration (3 original copies)	Notary Public/Lawyer	
5. Valid ID's of both parents (photocopy)	Petitioner/Client	
6. Any of the following stating the child as beneficiary of the father;		
a. Baptismal Certificate of the child (<i>name of the father should be stated therein</i>) (original and 1 photocopy)	Petitioner/Client	
b. MDR of the father showing the child as one of the beneficiary (photocopy)	Phil health/Government Offices	

c. GSIS, SSS, Insurances of the father. (photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements for Legitimation.	1. Receive, check and interview client on the request for legitimation.	None	10 minutes	ERNESTO ABANES Admin. Aide 1 (Casual) Receiving Clerk KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Registration fee – P1,000.00 Endorsement fee- P300.00	5 minutes	Cashier City Treasurer's Office
3. Submit all the requirements together with the official receipt.	3.1 Check the correctness of the documents and advise client to come back after 5 days.	None	5 minutes	ERNESTO ABANES Admin. Aide 1 (Casual) Receiving Clerk KARREN D. KEMPIS

	3.2 Issue claim stub to the client	None	5 days	Registration Officer IV
Total		P1,300.00	5 days & 20 minutes	

RA 9255 (FOR BIRTH ACKNOWLEDGED BY THE FATHER AT THE TIME OF REGISTRATION)

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
1. Birth certificate issued by PSA. (original)	PSA	
2. Affidavit to Use the surname of the father. (3 original copies)	CCRO	
3. Sworn Attestation (of mother/guardian, if the child is the one who executed the AUSF)(4 original copies)	Notary Public/Lawyer	
4. Valid ID's of both parents (photocopy)	Petitioner/Client	
5. Any of the following:		
a. Baptismal Certificate of the child (name of the father should be stated therein) (original)	Petitioner/Client	
b. MDR of the father showing the child as beneficiary	Phil health	
c. GSIS, SSS, Insurances of the father.	GSIS/SSS/etc.	
d. Baby book/Immunization card	Petitioner	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements for RA 9255.	1. Receive, check and interview client on the application for RA 9255.	None	10 minutes	ERNESTO ABANES Admin. Aide 1 (Casual) Receiving Clerk KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Registration fee – P500.00 Endorsement fee- 300.00	5 minutes	Cashier City Treasurer's Office
3. Submit all the requirements together with the official receipt.	3.1 Check the correctness of the documents and advise client to come back after 5 days.	None	10 minutes	ERNESTO ABANES Admin. Aide 1 (Casual) Receiving Clerk

	3.2. Issue claim stub to the client.	None	5 days	KARREN D. KEMPIS Registration Officer IV
Total		P800.00	5 days & 25 minutes	

RA 9255 (FOR BIRTH NOT ACKNOWLEDGED BY THE FATHER AT THE TIME OF REGISTRATION)

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
1. Birth certificate issued by PSA. (original)	PSA	
2. Affidavit to Use the surname of the father. (3 original copies)	CCRO	
3. Affidavit of Acknowledgement of Paternity 3 original copies)	Notary Public/Lawyer	
4. Sworn Attestation (of mother/guardian, if the child is the one who executed the AUSF)(4 original copies)	Notary Public/Lawyer	
5. Valid ID's of both parents (photocopy)	Petitioner/Client	
6. Community tax certificate of both parents (photocopy)	Petitioner/Client	
7. Any of the following: a. Baptismal Certificate of the child (name of the father should be stated therein) (original)	Petitioner/Client	

b. MDR of the father showing the child as beneficiary c. GSIS, SSS, Insurances of the father. d. Baby book/Immunization card		Phil health GSIS/SSS/etc. Petitioner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure requirements for RA 9255.	1. Receive, check and interview client on the application for RA 9255.	None	10 minutes	ERNESTO ABANES Admin. Aide 1(Casual) Receiving Clerk KARREN D. KEMPIS Registration Officer IV	
2. Pay the corresponding fees	2. Issue an official receipt	Registration fee – P500.00 Endorsement fee- 300.00 Documentation fee- P300.00	5 minutes	Cashier City Treasurer's Office	
3. Submit all the requirements together with the official receipt.	3.1. Check the correctness of the documents and advise client to come back after 5 days.	None	10 minutes	ERNESTO ABANES Admin. Aide 1(Casual) Receiving Clerk	

	3.2. Issue claim stub to the client.	None	5 days	KARREN D. KEMPIS Registration Officer IV
Total		P1,200.00	5 days & 25 minutes	

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		
1. Marriage Certificate issued by CCRO/PSA.		CCRO/PSA		
2. Court decision (4 sets duly certified by the court & LCR)		CCRO		
3. Certificate of Finality (4 sets duly certified by the court & LCR)		Notary Public/Lawyer		
4. Certificate of Registration issued by the record keeper MCR/LCR (4 original copies)		LCR/MCR/Petitioner		
5. Certificate of Authenticity issued by the record keeper (4 original copies)		LCR/MCR/Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID		PERSON RESPONSIBLE

			PROCESSING TIME	
1. Secure the requirements.	1. Receive, check and interview client on the decision.	None	10 minutes	ALDA BAYBAY Admin. Aide 1-Job Order Receiving Clerk KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Nullity of Marriage or Presumptive Death -P3,000.00 Endorsement fee -P300.00	5 minutes	Cashier City Treasurer's Office
3. Submit all the requirements together with the official receipt.	3.1 Check the correctness of the documents and advise client to come back after 3 days. 3.2 Issue claim stub to the client	None None	10 minutes 3 days	ALDA BAYBAY Admin. Aide 1-Job Order Receiving Clerk KARREN D. KEMPIS Registration Officer IV
Total		P3,300.00	3 days & 25 minutes	

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		
1. Birth/Marriage certificate issued by CCRO/PSA.		CCRO/PSA		
2. Court decision (4 sets duly certified by the court & LCR)		CCRO		
3. Certificate of Finality (4 sets duly certified by the court & LCR)		Notary Public/Lawyer		
4. Certificate of Registration issued by the record keeper MCR/LCR (4 original copies)		LCR/MCR/Petitioner		
5. Certificate of Authenticity issued by the record keeper (4 original copies)		LCR/MCR/Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure the requirements.	1. Receive, check and interview client on the decision.	None	10 minutes	ALDA BAYBAY Admin. Aide 1-Job Order Receiving Clerk KARREN D. KEMPIS Registration Officer IV
2. Pay the corresponding fees	2. Issue an official receipt	Registration P500.00 Endorsement fee P300.00 Authentication P20.00 per page	5 minutes	Cashier City Treasurer's Office
3. Submit all the requirements together with the official receipt.	3.1 Check the correctness of the documents and advise client to come back after 3 days.	None	10 minutes	ALDA BAYBAY Admin. Aide 1-Job Order Receiving Clerk KARREN D. KEMPIS Registration Officer IV
	3.2 Issue claim stub to the client	None	3 days	
Total		P800.00+Authentication fee P20.00 per page	3 days & 25 minutes.	

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:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	With erroneous entry in the Civil Register document.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth certificate issued by PSA.(3 photocopies)		PSA
2. Authentic documents to prove the correct name: (original & 3 photocopies) a. Baptismal Certificate b. Earliest School Record c. Medical Records d. Voter's Certificate e. GSIS Record f. SSS Membership information form g. Marriage Certificate, if married h. Government issued ID's (driver's license, National ID, etc)		Petitioner/Client

3. NBI Clearance - Latest (stating all names used; purpose: for Change of Name) (original and 3 photocopies)	NBI			
4. Police Clearance – Latest (original and 3 photocopies)	PNP			
5. Employment Certification/Affidavit of Unemployment – indicating of No Pending Case and purpose: for Change of Name (original and 3 photocopies)	Petitioner/Client			
6. Publication of Newspaper for two (2) weeks for two (2) consecutive weeks	Local Publishing Company			
7. Affidavit of Publication issued by the Publisher with News clippings (3 original copies)	Publishing Company			
8. Three (3) folders and four (3) paper fastener	Petitioner/Client			
9. Certificate of Indigency issued by DSWD if indigent. (original)	DSWD			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the registry document from PSA ought to be corrected.	1.1 Check and assess the document ought to be corrected. 1.2.Inform client to submit the requirements for RA 9048.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk

2.Submit the requirements for RA 9048.	2.Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
3.Pay the corresponding fees	3.Issue an official receipt	Filing fee – 3,000.00 Endorsement fee – 300.00	10 minutes	Cashier City Treasurer’s Office
4.Submit all the document together with the Official receipt.	4.Issue a Notice for Publication for Change of Name, and advise client to submit the newspaper clippings for two weeks.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
5.Submit the newspaper clippings.	5.1. Check the correctness of the documents and advise client to come back after 20 days.(10 days	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk

	posting, 5 working days decision making and 5 days endorsement to PSA Manila)			
	5.2.Issue claim stub to the client	None	20 days	
Total		P3,300.00	20 days & 50 minutes	

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:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients with erroneous entry in the Civil Register document.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth certificate issued by PSA. (original and 3 photocopies)	PSA	
2. Baptismal Certificate (original and 3 photocopies)	Petitioner/Client	
3. School Record (Elementary, High School or College) (original and 3 photocopies)	Petitioner/Client	
4. Marriage Certificate (if married, if not, parent's marriage cert.) (original and 3 photocopies)	Petitioner/Client	
5. Other documents that the Civil Registrar may deem necessary such as: <ul style="list-style-type: none"> a. Birth Certificate of parents; b. Birth Certificate of Sibling; c. Children's birth certificate, if married d. Death Certificate 	Petitioner/Client	

e. Employment Record f. Baptismal Certificate of parents g. Voter's Certificate of parents; h. Valid ID's				
6. Three (3) folders and four (3) paper fastener		Petitioner/Client		
7. Certificate of Indigency issued by DSWD if indigent. (original)		DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the registry document from PSA ought to be corrected.	1.1 Check and assess the document ought to be corrected.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
	1.2. Inform client to submit the requirements for RA 9048.	None		
2. Submit the requirements for RA 9048.	2. Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk

3. Pay the corresponding fees	3. Issue an official receipt	Filing fee - 1,000.00 Endorsement fee – 300.00	10 minutes	Cashier City Treasurer's Office
4. Submit all the document together with the Official receipt.	4. Issue a Notice for Publication for Change of Name, and advise client to submit the newspaper clippings for two weeks.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
5. Submit the newspaper clippings.	5.1 Check the correctness of the documents and advise client to come back after 20 days. (10 days posting, 5 working days decision making and 5 days endorsement to PSA Manila)	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk

	5.2 Issue claim stub to the client	None	20 days	
Total		P1,300.00	20 days & 50minutes	

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:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients with erroneous entry in the Civil Register document.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth certificate issued by PSA. (original and 3 photocopies)		PSA
2. Authentic documents to prove the correct name: (original & 3 photocopies) a. Baptismal Certificate b. Earliest School Record c. Medical Records d. Voter's Certificate e. GSIS Record f. SSS Membership information form g. Marriage Certificate, if married		Petitioner/Client

h. Government issued ID's (driver's license, National ID, Etc.)						
3	NBI Clearance - Latest (stating both birthdays/gender used; purpose: for Correction) original and 3 photocopies	NBI				
4	Police Clearance – Latest (original and 3 photocopies)	PNP				
5	Employment Certification/Affidavit of Unemployment – indicating of No Pending Case and purpose: for Correction (original and 3 photocopies)	Petitioner/Client				
6	Newspaper Publication for at least once a week for two (2) consecutive weeks (original)	Local Publishing company				
7	Affidavit of Publication by the Publisher with News clippings (3 original copies)	Local Publishing company				
8	Certificate of Indigency issued by DSWD if indigent. (original)	DSWD				
9	Three (3) folders and four (3) paper fastener	Petitioner/Client				
<i>Additional requirements for Correction of Gender/Sex:</i>		Petitioner/Client				
1.	X-RAY and Ultrasound	Petitioner/Client				
2.	Medical Certification issued by a Government Physician that no sex change/transplant that had been undertaken. (original)	Government Physician				
CLIENT STEPS		AGENCY ACTIONS		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the PSA birth certificate ought to be corrected.	1. Check and assess the document ought to be corrected. 1.2. Inform client to submit the requirements for RA 10172.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
2. Submit the requirements for RA 10172	2. Check the correctness of the requirements and advise client to pay the corresponding fees.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk
3. Pay the corresponding fees	3. Issue an official receipt	Filing fee – 3,000.00 Endorsement fee – 300.00	10 minutes	Cashier City Treasurer's Office
4. Submit all the document together with the Official receipt.	4. Issue a Notice for Publication advise client to submit the newspaper clippings for two weeks.	None	10 minutes	MA. FAITH S. HOBANIL Asst. Reg. Officer Receiving Clerk

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</p> <p>Contact Number : 0997-337-7155</p> <p>ARTA : complaints@arta.gov.ph</p> <p>8888 - Presidential Complaint Center</p> <p>0908-881-6565 – CSC Contact Center ng Bayan</p> <p>(02)8478-5093 - Anti Red Tape Authority</p>



CITY HOUSING AND COMMUNITY DEVELOPMENT OFFICE



REQUEST FOR CERTIFICATION

Issuance of Certificate(s) to clients.

Office/Division:	City Housing and Community Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Beneficiaries under the Yolanda Permanent Housing Program (YPHP), and Homeowners Association (HOA)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Certificate of Beneficiary: <i>Applying for electrical and/or water connection.</i> (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Original Copy of Letter Request with Client's Contact Number		Requesting Clients

<p>For Business:</p> <p>(1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary</p> <p>(1) Photocopy Spot Collection issued by BPLD</p> <p>(1) Photocopy of Business Certificate of the Previous Year</p> <p>(1) Photocopy of DTI Registration <i>(for New Business)</i></p> <p>(1) Original Copy of Letter Request with Client's Contact Number</p>	<p>Requesting Clients</p> <p>Business Permit and Licenses Division (BPLD)</p> <p>Business Permit and Licenses Division (BPLD)</p> <p>Department of Trade and Industry (DTI)</p> <p>Requesting Clients</p>
<p>For HOA Accreditation:</p> <p>(1) Original Copy of Letter Request from the Homeowners Association (HOA)</p> <p>(1) Original Copy of Article of Incorporation/Notarized Minutes of Meeting indicating when the HOA was organized</p> <p>(1) Photocopy of Profile of Officers and Members</p> <p>(1) Photocopy of HOA By-Laws</p>	<p>Requesting Clients</p>
<p>Assessment Slip</p>	<p>Public Assistance Complaints Desk – PACD (Ground Floor, BOSS Building)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log in to our client guestbook.</p>	<p>1. Write down client name on the guestbook.</p>	<p>None</p>	<p>2 minutes</p>	<p>PACD Officer Administrative Aide I-Casual</p>

2. Submit letter request to PACD Officer.	2. Greets the client, receive the request letter, other necessary requirements, verify the attachment, received the letter, and ensure contact number is listed.	None	3 minutes	PACD Officer Administrative Aide I-Casual
3. Inspection and verification on-site (for Certificate of Beneficiary, and Business). Assessment of requirements of HOA (HOA Accreditation).	3. Conduct inspection, and verification on-site by the Field Personnel upon receipt of the request.	None	1 day	Administrative Aide IV (Certificate of Beneficiary) Community Affairs Officer I (Business) Community Affairs Officer I (HOA Accreditation)
4. Pre-approval of request, and secure an assessment slip for payment of certification.	4. Provide Assessment Slip.	None	3 minutes	PACD Officer Administrative Aide I-Casual
5. Proceed to City Treasurer's Office for payment of fees.	5. Accept and process payment.	Cert. Fee: ₱50.00 <u>Doc. Stamp: ₱40.00</u> Total: ₱90.00	60 minutes	Local Revenue Collection Officer City Treasurer's Office
6. Give the Official Receipt to the PACD Officer.	6. Receive the Official Receipt (1 original).	None	2 minutes	PACD Officer Administrative Aide I-Casual
7. Final Approval of Office Head.	7. Signature and Approval of Office Head.	None	1 day	PACD Officer Administrative Aide I-Casual Officer-in-Charge

8. Claim and receive the certification at PACD area.	8. Release of Certificate (1 original).	None	5 minutes	PACD Officer Administrative Aide I-Casual
TOTAL	85.00	2 days, 1 hour and 15 minutes		

REQUEST FOR DATA

Request for data on housing programs/projects update, profile of housing beneficiaries, and other inquiries.

Office/Division:	City Housing and 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		
(1) Photocopy of Valid ID or any Government issued ID of the Client		Requesting Clients (e.g., NGO’s and other Government Agencies, Private Agencies, Approved Requests from College Students for Research Purposes)		
(1) Original Copy of Formal Letter of Request		Requesting Clients (e.g., NGO’s and other Government Agencies, Private Agencies, Approved Requests from College Students for Research Purposes)		
Email Address of the Requesting Party (Only for those requesting for softcopy.)		Requesting Clients (e.g., NGO’s and other Government Agencies, Private Agencies, Approved Requests from College Students for Research Purposes)		
Contact Number		Requesting Clients (e.g., NGO’s and other Government Agencies, Private Agencies, Approved Requests from College Students for Research Purposes)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to our client guestbook.	1. Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual

2. Submit formal letter of request.	2. Receive formal letter of the requesting party, and forward letter to the Officer-in-Charge for approval.	None	2 days	PACD Officer Administrative Aide I-Casual
3. Contact Number and email address of the requesting party (only for those requesting for softcopy).	3. Once approved, the concerned employee will email or print the data.	None	10 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	2 days and 12 minutes	

REQUEST FOR HOUSING ASSISTANCE

Request for Housing Assistance.

Office/Division:	City Housing and Community Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Tacloban City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or any Government-issued ID of the Beneficiary		Requesting Clients		
(1) Original Copy of Pambansang Pabahay Para sa Pilipino (4PH) Information Sheet		Public Assistance Complaints Desk – PACD (Ground Floor, BOSS Building)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to our client guestbook.	1. Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
2. Present (1) Valid ID for verification. Fill out and submit the Pambansang Pabahay Para sa Pilipino (4PH) Information Sheet.	2. Greets the client, verify the client's details, and receive the filled out Pambansang Pabahay Para sa Pilipino (4PH) Information Sheet.	None	15 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	17 minutes	

HOUSING CONCERNS AND ISSUES

Housing concerns, assistance, and other inquiries.

Office/Division:	City Housing and 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, Beneficiaries of Yolanda Permanent Housing Program	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transfer of Rights		
(1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary and the recommended Recipient.		Requesting Clients
(1) Original Copy of Letter Request with Client’s Contact Number		Requesting Clients
(1) Original Copy of Notarized Waiver of Rights		Legal Office
(1) Photocopy of Death Certificate <i>(if applicable)</i>		Philippine Statistics Authority (PSA)
(1) Photocopy of Marriage Contract <i>(if applicable)</i>		Philippine Statistics Authority (PSA)
(1) Photocopy of Birth Certificate <i>(if applicable)</i>		Philippine Statistics Authority (PSA)
(1) Photocopy of Social Case Study <i>(if applicable)</i>		City Social Welfare and Development Office
Other Supporting Documents, if needed:		

<p>(1) Photocopy of PSA CENOMAR of Awardee and Live-in Partner</p> <p>(1) Original Copy of Notarized Affidavit of Guardianship</p>	<p>Philippine Statistics Authority (PSA)</p> <p>Legal Office</p>
<p>Transfer to other Housing Unit/Housing Site</p> <p>(1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary</p> <p>(1) Original Copy of Letter Request with Client's Contact Number</p> <p>(1) Copy of Photo Documentation <i>(if needed)</i></p>	<p>Requesting Clients</p>
<p>Swapping of Unit</p> <p>(1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary</p> <p>(1) Original Copy of Letter Request of both parties requesting for swapping with Client's Contact Number</p> <p>(1) Copy of Photo Documentation <i>(if needed)</i></p>	<p>Requesting Clients</p>
<p>Update/Change of Family Member or Family Composition</p> <p>(1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary</p> <p>(1) Photocopy of Valid ID or any Government-issued ID of the requested Family Member(s)</p> <p>(1) Original Copy of Letter Request with Client's Contact Number</p> <p>(1) Photocopy of Marriage Contract <i>(if applicable)</i></p> <p>(1) Photocopy of Birth Certificate <i>(if applicable)</i></p> <p>(1) Photocopy of Death Certificate <i>(if applicable)</i></p>	<p>Requesting Clients</p> <p>Requesting Clients</p> <p>Requesting Clients</p> <p>Requesting Clients</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p>

(1) Original Copy of Notarized Affidavit of Cohabitation (<i>for Live-in Partner, if applicable</i>)		Philippine Statistics Authority (PSA) Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to our client guestbook.	1. Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
2. Submit request letter, and other necessary requirements.	2. Greets the client and ask for a valid ID or any government-issued ID. Receive the request letter, and other necessary requirements, verify the attachment, and ensure contact number is listed.	None	3 minutes	PACD Officer Administrative Aide I-Casual
2. Ask the PACD officer for any concerns and/or inquiries.	3. 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
TOTAL		None	35 minutes	

SUBMISSION OF SWORN APPLICATION FORM

Submission of Sworn Application Form and photocopy of requirements from different relocation sites under Yolanda Permanent Housing Program.

Office/Division:	City Housing and 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
	(1) Original Copy of Sworn Application Form	Public Assistance Complaints Desk – PACD (Ground Floor, BOSS Building)
	(1) Photocopy of PSA Live Birth of Awardee	Philippine Statistics Authority (PSA)
	(1) Photocopy of PSA Live Birth of Spouse	Philippine Statistics Authority (PSA)
	(1) Photocopy of PSA Certificate of Marriage <i>(if married)</i>	Philippine Statistics Authority (PSA)
	(1) Original Copy of Notarized Affidavit of Cohabitation <i>(if live-in)</i>	Legal Office
	(1) Photocopy of PSA CENOMAR of Awardee and Live-in Partner	Legal Office
	(1) Photocopy of any Valid ID or Government-issued ID of the Awardee	Requesting Clients

(1) Photocopy of any Valid ID or Government-issued ID of the Spouse	Requesting Clients
Other Supporting Documents, if needed: (1) Original Copy of Notarized Affidavit of Guardianship (1) Original Copy of Notarized Affidavit of Two-Disinterested Person or Affidavit of Discrepancy	Legal Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to our client guestbook.	1. Write down client name on the guestbook.	None	2 minutes	PACD Officer Administrative Aide I-Casual
2. Submit Notarized Sworn Application Form, and other requirements for compliance (1 Original Copy of Sworn Application Form, 1 Photocopy of necessary requirements).	2. Greets the client, check and verify the documents submitted by the client.	None	15 minutes	PACD Officer Administrative Aide I-Casual
3. Photocopy of Sworn Application Form, and attachment as a receiving copy (1 photocopy each).	3. Receive the photocopied documents, and ensure contact number is listed.	None	3 minutes	PACD Officer Administrative Aide I-Casual
TOTAL		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to Send Feedback	<ul style="list-style-type: none"> • 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 Feedback are Processed	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • Send their complaint thru the Contact Us portion of the website or send a message to the PCMC Facebook Account.
How Complaints are Processed	<ul style="list-style-type: none"> • The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). • The PRO shall review the nature of complaint. <ul style="list-style-type: none"> For <i>simple complaints</i>, the PRO shall answer it immediately. For <i>complex complaints</i>, the PRO will forward it to the concerned Department for appropriate action.

	<ul style="list-style-type: none"> • 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.
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565</p> <p>Presidential Complaint Center 8-784-4286 local 4029</p> <p>Anti Red Tape Authority 0908-881-6565; 888</p>



CITY LOCAL GOVERNMENT OPERATIONS OFFICE



CERTIFICATE OF INCUMBENCY/ SERVICE RENDERED

To provide the client (*barangay officials*) official records

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All former and incumbent barangay officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Oath of Office (<i>1 original copy & 1 photocopy</i>)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (<i>1 original copy & 1 photocopy</i>)		Barangay Hall Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted	Review and verify the submitted documents	None	5 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>

STEP 3: Approval of Certification	Encode the certification needed and forward to the City Director for approval	None	10 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> • Engr. Visitacion V. Giva, CESE <i>City Director</i>
STEP 4: Releasing	Release the certification after signed by the City Director	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total		None	25 Minutes	

ENDORSEMENT OF MEDICAL AND DEATH/BURIAL BENEFITS

To provide the client (*barangay officials*) financial assistance

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All incumbent barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Oath of Office (<i>1 original copy & 1 photocopy</i>)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (<i>1 original copy & 1 photocopy</i>)		Barangay Hall Office		
2 copies Medical Certificate or Medical Abstract (<i>1 original copy & 1 photocopy</i>)		Hospital where he/she was confined (government/private)		
2 copies Death Certificate (<i>1 original copy & 1 photocopy</i>)		City Civil Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted for medical/ death claim	Review and verify the submitted documents	None	5 Minutes	<ul style="list-style-type: none"> Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>

<i>STEP 3: Approval of Endorsement</i>	Encode the endorsement needed and forward to the City Director for approval	None	10 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> • Engr. Visitacion V. Giva, CESE <i>City Director</i>
<i>STEP 4: Releasing</i>	Release the endorsement after signed by the City Director	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total		None	25 Minutes	

CERTIFICATION FOR CIVIL SERVICE ELIGIBILITY

To provide the client (*barangay officials*) 1ST Level eligibility

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All former barangay officials (elected and appointed) who served one (1) full term during their term of office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Oath of Office (<i>1 original copy & 1 photocopy</i>)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (<i>indicate service rendered</i>) (<i>1 original copy & 1 photocopy</i>)		Barangay Hall Office		
2 copies Clearance Certificate (for <i>Punong Barangay, Barangay Treasurer, SK Chairperson only</i>) (<i>1 original copy & 1 photocopy</i>)		City General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted for CSC eligibility certification	Review and verify the submitted documents	None	10 Minutes	<ul style="list-style-type: none"> Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>

STEP 3: Approval of Certification	Encode the certification needed and forward to the City Director for approval	None	10 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> • Engr. Visitacion V. Giva, CESE <i>City Director</i>
STEP 4: Releasing	Release the certification after signed by the City Director	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total		None	30 Minutes	

CERTIFICATION FOR SCHOLARSHIP

To provide the incumbent barangay official scholarship benefits during term of office

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All incumbent barangay officials (elected and appointed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Oath of Office (<i>1 original copy & 1 photocopy</i>)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (<i>1 original copy & 1 photocopy</i>)		Barangay Hall Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted for scholarship grant	Review and verify the submitted documents	None	5 Minutes	<ul style="list-style-type: none"> Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>
<i>STEP 3:</i> Approval of Certification	Encode the certification needed and forward to the City Director for approval	None	10 Minutes	<ul style="list-style-type: none"> Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> Engr. Visitacion V. Giva, CESE <i>City Director</i>

STEP 4: Releasing	Release the certification after signed by the City Director	None	5 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total		None	25 Minutes	

CERTIFICATION FOR NEWLY ELECTED/APPOINTED BARANGAY OFFICIALS

To provide the incumbent barangay official for opening of barangay and SK bank accounts, bank loan application and leave credits monetization

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All incumbent barangay officials and SK Chairperson			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Oath of Office (<i>1 original copy & 1 photocopy</i>)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (<i>1 original copy & 1 photocopy</i>)		Barangay Hall Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted for: <ul style="list-style-type: none"> • Opening of Bank Accounts • Bank Loans • Leave Credits Monetization 	Review and verify the submitted documents	None	5 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>
<i>STEP 3:</i> Approval of Certification	Encode the certification needed and forward to the City Director for approval	None	10 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> • Engr. Visitacion V. Giva, CESE

				<i>City Director</i>
<i>STEP 4: Releasing</i>	Release the certification after signed by the City Director	None	5 Minutes	• <i>Gardenio A. Sillar, Jr. Watchman / Outgoing</i>
Total		None	25 Minutes	

ENDORSEMENT FOR THE APPOINTMENT NEWLY BARANGAY OFFICIAL (IN CASE OF PERMANENT VACANCY OF BARANGAY COUNCIL)

To fill-up vacant positions in barangay council

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Endorsed constituent of certain barangay to fill-up the vacant position for local chief executive appointment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Barangay Resolution <i>(1 original copy & 1 photocopy)</i>		Barangay council endorsing for the appointment of the vacant position		
2 copies Letter of Resignation <i>(in case of resigned Barangay Official) (1 original copy & 1 photocopy)</i>		From the barangay official who resigned		
2 copies Death Certificate <i>(in case death cause of vacancy) (1 original copy & 1 photocopy)</i>		From the family of the incumbent barangay official who died		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>STEP 1:</i> Receiving of documents submitted	Receive the documents needed	None	3 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
<i>STEP 2:</i> Review and Verification of documents submitted for the appointment of new barangay official	Review and verify the submitted documents	None	4 Minutes	<ul style="list-style-type: none"> Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i>

STEP 3: Approval of Endorsement	Encode the endorsement needed and forward to the City Director for approval	None	5 Minutes	<ul style="list-style-type: none"> • Arthur Frederick R. Pangilinan <i>CAO I / AO Designate</i> • Engr. Visitacion V. Giva, CESE <i>City Director</i>
STEP 4: Releasing	Release the endorsement after signed by the City Director	None	3 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total		None	15 Minutes	

AUTHORITY TO TRAVEL ABROAD/SCHOLARSHIP GRANTS FOR LOCAL GOVERNMENT OFFICIALS & EMPLOYEES

To seek authority of local government unit employee and elected officials (city and barangay) to travel abroad and scholarship grants

Office/Division:	CITY LOCAL GOVERNMENT OPERATIONS OFFICE	
Classification:	Highly-Technical	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	LGU employees and elected city and barangay officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><u>ADMINISTRATIVE REQUIREMENTS</u></p> <p>BASIC DOCUMENTS ON ALL TRAVEL CATEGORIES</p> <ul style="list-style-type: none"> ✓ Citizen's Charter Service Request Form (CCSRF); ✓ Request Letter (Note: <i>Governors, Vice Governors, Mayors, and Vice Mayors traveling abroad shall indicate the name at me Highest Ranking Sangguniang Member in their request letter</i>) ✓ A duly notarized affidavit attesting that no administrative charge or criminal case has been filed or is pending against the applicant, or Oath of Undertaking, when the applicant has a pending case; and ✓ A duly accomplished Clearance from Money and Property Accountabilities (CSC Form No. 7, Revised 2018) <p><u>FOR OFFICIAL TRIPS</u></p>		<ul style="list-style-type: none"> • Concerned government office

(International conference & meetings, scholarship, fellowships, training, & studies abroad, invitation for speaking engagement or receiving of awards from foreign government/ institution or international agencies/ organizations)

1. **Endorsement** from the following officials depending on the position of the applicant:

- the Local Chief Executive *(if the applicant is a Component City & Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay & LG employees)*

- the Presiding Officer *(if the applicant is a Sangguniang member & Sangguniang employee)*

- the Punong Barangay *(if the applicant is Sangguniang Barangay Member & Barangay employees including Sangguniang Kabataan);*

2. **Invitation Letter** from the host country or sponsoring agency;

3. **Acceptance Letter** from CHED, TESDA, LGA, organizer, or donor, etc., if applicable.

❖ Copy of the draft Memorandum of Agreement or Memorandum of Understanding, if applicable.

UNOFFICIAL TRIPS

(Trips pursued for a personal or private purpose such as medical reasons, emergency, and/or a special occasion)

1. For Governors, Mayors of HUC & independent Component cities, Mayor of Pateros and other elected officials when the period of travels extends to more than three (3) months or during periods of emergency or crisis:

a. Duly accomplished and approved **leave of absence** (CSC Form No.6; Revised 2020)

b. **Medical Certificate** for medical reason, if applicable

- Concerned government office

- Concerned government office

For Scholarship Grants

1. Resume (with 2x2 pictures)
2. Transcript of Records (certified true copy of BS Degree and MS, if any)
3. Diploma (certified true copy)
4. List of Trainings/Seminars Attended
5. Updated Service Record
6. Certified actual duties and responsibilities
7. Performance ratings for the last two (2) rating periods (certified true copy)
8. Certificate of No Pending Nomination in Local/Foreign Scholarship Programs
9. Certificate of No Pending Administrative and Criminal Case
10. Certificate of No Service Obligation from Local/Foreign Scholarship Programs
11. LCE's indorsement

- Concerned government office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
STEP 1: Receiving of documents submitted	Receive the documents needed	None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i> 	
STEP 2: Review and Verification of documents submitted	Review and verify the submitted documents	None	5 Minutes	<ul style="list-style-type: none"> • Nimfa C. Guira <i>LGOO II</i> 	
STEP 3: Approving Authority on Foreign Travel Authority/ Scholarship Grants for Local Government Unit Officials and Employees	<ul style="list-style-type: none"> • Unofficial Trips (all officials) • When the period of travel extends to more than three (3) months • During periods of emergency or crisis 	<ul style="list-style-type: none"> ➤ Secretary of the DILG 	None	7 Working days	<ul style="list-style-type: none"> • Nimfa C. Guira <i>LGOO II</i>
	<hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> • Unofficial Trips (HUC Mayor) • When the period of travel is less than three (3) months or when there is no emergency or crisis 				

	<ul style="list-style-type: none"> • Official Trip (HUC Mayor) <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> • Unofficial Trip (V-Mayor, SP Members, LG Department Heads, LG Employess) • When the period of travel is less than three (3) months or when there is no emergency or crisis 	<ul style="list-style-type: none"> ➤ Undersecretary for Local Government ➤ LCE Who exercises authority over the said official (<i>Sec. 6, OP MC No. 35, s2017</i>) 			
STEP 4: Releasing	Release the Authority to Travel Abroad/Scholarship Grant to the Applicant		None	5 Minutes	<ul style="list-style-type: none"> • Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>
Total			None	7 days & 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box in front desk of the City Local Government Operations Office
How feedbacks are processed	<p>Every Friday, the Administrative Officer 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 answer of the office is then relayed to the citizen</p> <p>For inquiries and follow-ups, clients may contact the following telephone no: 832-3617</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front desk of the City Local Government Operations Office</p> <p>Complaints can also be filed via telephone. 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 no: 832-3617</p>

<p>How complaints are processed</p>	<p>The Public Assistance Desk Officer will forward the complaint to the City Legal Team Officer; The City Legal Team Officer shall review the nature of complaint; For simple complaints, the City Legal Team Officer and members shall answer it immediately; For complex complaints, the City Legal Team together with the city director for appropriate action; Provide the complainant a feedback after receiving result of investigation.</p> <p>For inquiries and follow-ups, clients may contact the following telephone no: 832-3617</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



CITY INFORMATION OFFICE



RECEIVE INCOMING DOCUMENTS

The City Information Office accepts incoming records/documents including those that may need public dissemination.

Office/Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual/office seeking the office's services			
001CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents		Client (Individual/Office)		
Record Book		CIO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over document/s.	1. Receive, check and acknowledge document/s.	None	3 minutes	Administrative Aide I Administrative Clerk Information Officer I

				Administrative Officer II
	2. Record in the Record Book.	None	5 minutes	Administrative Aide I Administrative Clerk Information Officer I Administrative Officer II
	3. Forward the document to the concerned person.	None	2 minutes	Administrative Aide I Administrative Clerk Information Officer I Administrative Officer II
TOTAL		None	10 minutes	

RESPOND/ANSWER TO QUERIES ONLINE

To effectively provide up-to-date and relevant information about the different programs, projects, and activities of the Tacloban City Government, the City Information Office receives information including responding to questions and other concerns on social media (comments via Facebook).

Office/Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual/office seeking the office’s services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Internet		Data/Line Connection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/ask/comment on our FB page.	1. Check the FB page and read the inquiry/question/comment.	None	5 minutes	Media Specialist Contract of Service Information Officer II Administrative Officer IV

	2. Respond/answer the inquiry/question.	None	10 minutes	Media Specialist Contract of Service Information Officer II Administrative Officer IV
TOTAL		None	15 minutes	

REQUEST FOR VIDEO/PHOTO COVERAGE OF ACTIVITIES

The City Information Office has designated photographer/s and videographer/s who can cover the events and activities of the Tacloban City Government. Photos/videos taken from activities/events may be used as content materials for social media posts and as part of office reports. This also includes coverage via Facebook Live.

Office/Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the CIO Head of Office		Requesting Department/Office		
Invitation/Program				
Record Book		CIO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the receiving section addressed to the CIO Head.	1. Receive, check and acknowledge receipt of the request.	None	3 minutes	Administrative Aide I Administrative Clerk Information Officer I

				Administrative Officer II
	2. Record in the Record Book.	None	5 minutes	Administrative Aide I Administrative Clerk Information Officer I Administrative Officer II
	3. Forward said request to the Head of Office for approval.	None	2 minutes	Administrative Aide I Administrative Clerk Information Officer I Administrative Officer II
2. Follow-up status of letter of request if approved.	1. Verify and confirm the date and venue of the activity.	None	2 minutes	Administrative Aide I Administrative Clerk Information Officer I Administrative Officer II
	2. Prepare the needed equipment for the coverage.	None	25 minutes	Media Specialist Contract of Service Information Officer II

				Administrative Officer IV
3. Wait for the date and time when the coverage will be performed.	1. Perform the requested coverage of the activity.	None	1 day	Media Specialist Contract of Service Information Officer II Administrative Officer IV
TOTAL		None	1 day & 37 minutes	

DISSEMINATION OF NEWS AND INFORMATION THROUGH RADIO PROGRAMS AND NEWSPAPERS

As the information arm of the City Government of Tacloban, the City Information Office gathers data and produces publication materials that are used during radio programs including interviews with City Government officials, and published in newspapers to promote public awareness of the local government’s programs, projects and activities.

Office/Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
News and information		Departments/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Provide news and information to be aired in CGOT radio programs and published in local newspapers. 	<ol style="list-style-type: none"> Gather and receive news and information from the different Department/ Offices in the CGOT. 	None	1 hour	Media Specialist Contract of Service Information Officer II Administrative Officer IV

	2. Write news articles, caption pictures, prepare infographics, and news videos.	None	1 hour	Media Specialist Contract of Service Information Officer II Administrative Officer IV
TOTAL		None	2 hours	

DISSEMINATION OF NEWS AND INFORMATION THROUGH SOCIAL MEDIA – FACEBOOK; CGOT WEBSITE

Being the communication arm of the City Government of Tacloban, the City Information Office is mandated to deliver updated and necessary information to the general public. This includes posting news, videos, and other publication content on Facebook regarding various programs, activities, and events of the local government unit. The City Information Office maximizes the use of social media through Facebook and the LGU’s Website for information dissemination to reach a wider audience, knowing its increasing role in promoting participatory governance for government instrumentalities to engage with the public.

Office/Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
News and information		Departments/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide news and information regarding programs, projects, and activities.	1. Written news and articles and captioned pictures, prepared infographics, and news videos are posted on social media –	None	15 minutes	Media Specialist Contract of Service Information Officer II

	Facebook and the CGOT website.			Administrative Officer IV
TOTAL		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out the Citizen's Feedback Form and drop this at designated suggestion box near the entrance door.
How feedbacks are processed	<p>Citizen's Feedback Forms are collected and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly. Feedback is reported and discussed with the Head of Office for proper action.</p>
How to file a complaint	Fill out the Citizen's Feedback Form or write a letter addressed to the Head of Office narrating the details of the complaint.
How complaints are processed	<p>The Receiving and Complaints Desk will forward the complaint to the Administrative Officer and then will be submitted to the Head of Office.</p> <p>The Head of Office shall review the nature of the complaint.</p> <p>For simple complaints, the Head of Office shall answer them immediately.</p> <p>For complex complaints, the Head of Office will forward it to the concerned Department/Office for appropriate action.</p>

	<p>The concerned Department/Office will send a copy of the result of the investigation and action.</p> <p>Provide the complainant feedback after receiving the result of the investigation and action of the concerned Department/Office.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565</p> <p>Presidential Complaint Center 8-784-4286 local 4029</p> <p>Anti Red Tape Authority 0908-881-6565; 888</p>



CITY MANAGEMENT INFORMATION SYSTEM OFFICE




SYSTEM DESIGN AND DEVELOPMENT

To provide system design and development updates 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 Departments / Offices of the City Government of Tacloban		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies (Original) 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
1. Submit letter of intent / request	1. Received Letter of Inte 2. nt		2 mins	} Receiving Clerk

<p>2. Received Developed System</p>	<p>3. Forward to the Head of Office</p> <p>4. Review / Feasibility checking / Approval of the Request of the Developed System by the Head of Office</p> <p>5. Research on the current conventional system being used that should be automated</p> <p>6. Discuss the planned system to the LCE (Local Chief Executive)</p>	<p>None</p>	<p>3 mins</p> <p>3 days</p> <p>1 day</p> <p>2 days</p>	<p>Administrative Aide 1</p> <p>Information Technology Officer II (OIC – CMISO)</p> <p>Computer Programmers</p> <p>Information Technology Officer II (OIC – CMISO) Local Chief Executive</p>
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	7. Presentation on the preliminaries of the Proposed system and consultation from end-users		1 day	 Information Technology Officer II OIC – CMISO
	8. System Development and Testing			
	9. System Deployment		90 days	
			1 day	Computer Programmers
TOTAL		None	102 days & 5 minutes	

SYSTEM MAINTENANCE (INTERNAL)

To be able to provide and ensure 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 Departments / 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
	1. Back-up and restore servers / databases		30 mins	<ul style="list-style-type: none"> Information Tech. Officer II (OIC – Head) Computer Programmers Administrative Aide 1 Job Order Worker

None	<p>2. Fix minor glitches or errors encountered during operations</p> <p>3. Apply updates (if necessary)</p> <p>4. Customization of reports upon request of end-user</p>	N/A (In-house)	<p>5 mins</p> <p>10 mins</p> <p>10 mins</p>	<p>} Information Tech. Officer II (OIC – Head) Computer Programmers</p> <p>} Information Tech. Officer II (OIC – Head) Computer Programmers</p> <p>} Information Tech. Officer II OIC – Head</p>
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				Computer Programmers
TOTAL		None	55 minutes	

REQUEST FOR INTERNET CONNECTION

To provide a fast and reliable internet connection to all requesting offices/departments.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments / Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies (Original) Letter of Intent to the Local Chief Executive		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioner to submit letter of request of requesting Office Head duly approved by the Local Chief Executive to CMISO Head	1. CMISO head evaluates location and approves JOF. Type of connection to be installed is also identified.		4 mins	Information Tech. Officer II (OIC – Head)

	<p>the requesting Office Head</p> <p>5. Test connection of internet speed and Setup of security access</p>		<p>3 days</p> <p>10 mins</p>	<p>Network Administrator (Contact of Service) Administrative Asst. III (AO Designate)</p> <p>} Network Administrator (Contact of Service)</p>
TOTAL		None	6 days 29 minutes	-

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 Departments / Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies (1 Original, 1 photocopy) Letter of Intent to the Local Chief Executive				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request for Assessment	2. Requisitioner identifies IT equipment to be purchased and submit to supply officer (desktop, laptop, printer, and other IT equipment)		5 mins	} Requisitioner

	3. The CMISO Head evaluates request and determines of IT equipment to be purchased depending on the Office need.	N/A	5 mins	Information Tech. Officer II OIC – Head
TOTAL		None	10 minutes	

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 Departments / Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Form of IT equipment repair request		CMISO Office (KBC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Approval of Request Form		3 mins	} Administrative Asst. III (AO Designate)
			3 mins	

	<p>2. Fill out the logbook for fast information for the status of the equipment</p> <p>3. Forward the form to the Head Technician for approval</p> <p>4. If approved, the assigned technician will assess and check the unit that needs to be repaired</p> <p>5. In case no technician is available, or the equipment will need specific parts and/or resources to fulfill the repair, the help desk will take note and notify the client</p>	<p>N/A</p>	<p>3 mins</p> <p>2 hrs</p>	<p>Administrative Aide I</p> <p>Admin. Aide I (Computer Technician)</p>
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				Admin. Aide I (Computer Technician)
TOTAL		None	2 hours & 9 minutes	

REQUEST FOR ID ISSUANCE

To be able to provide and issue Identification (ID) Cards to all government employees promptly.

Office/Division:	CITY MANAGEMENT INFORMATION SYSTEM OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments / Offices of the City Government of Tacloban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Form of ID form request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out ID Form	For Regular/Casual Employees 1. Encode ID information into the ID System 2. Print ID 3. Record in the logbook for ID Release		10 mins 3 days 3 mins	

1. Fill out ID Form	For Job Order Workers 1. Encode ID information into the ID Template for JOW 2. Print ID 3. Record in the logbook for ID Release	N/A	10 mins 3 days 3 mins	Admin Aide I
TOTAL		None	3 days 18 minutes	

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	<p>ARTA:</p> <p style="text-align: center;">complaints@arta.gov.ph – 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-88-6565</p>
City Management Information System Office Hotlines	053-888-0911



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 City Legal Office and bring documents for evaluation	1. Interview clients and evaluation of documents	None required	10 minutes	KIMBERLY L. OSI Administrative Aide I <i>Receiving clerk/Admin. Staff</i> JESSICA P. LISING Legal Asst. II/AO
2. Interview from Lawyer/Paralegal	2. Referral to Paralegal for the preparation of the needed legal documents.	None	20 minutes	Paralegal Contract of Service JESSICA P. LISING Legal Asst. II/AO
3. Clients signs the prepared document.	3. Documents will be endorsed to the Lawyer on duty for notarization.	None	15 minutes	Lawyer Contract of Service JESSICA P. LISING Legal Asst. II/AO
4. Client will wait for their documents to be released.	4. The Receiving clerk will release the notarized documents.	None	5 minute	KIMBERLY L. OSI Administrative Aide I <i>Receiving clerk/Admin Staff</i> JESSICA P. LISING Legal Asst. II/AO
Total		None required	50 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 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 pays the notarial fees		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients appears at the City Legal Office and bring documents for evaluation	1.Interview clients and evaluation of documents For ORDINARY AFFIDAVITS "Affidavit Of loss, Affidavit of Undertaking, Affidavit of Singleness, Affidavit of Ownership, Authorization Letter,	None Required	15 Minutes	KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk JESSICA P. LISING Legal Asst. II/AO

<p>2. Interview from Paralegal/Receiving and office clerks.</p> <p>3. Client will wait for their documents to be released.</p>	<p>Affidavits (related to Processing of Live Birth – Non-residents of Tacloban),</p> <p>Affidavits (Related in processing of Business Permits/Renewal), MCH Affidavits, Other legal documents prepared in advance which are for notarization</p> <p>2. Referral to the lawyer on duty for the notarization of documents</p> <p>3.The Receiving clerk will release the notarized documents.</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>15 minutes</p>	<p>Lawyer Contract of Service</p> <p>JESSICA P. LISING Legal Asst. II/AO</p> <p>KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk</p> <p>JESSICA P. LISING Legal Asst. II/AO</p>
	<p>TOTAL:</p>	<p>None required</p>	<p>50 minutes</p>	

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:	Highly 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 City Legal Office		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 City Legal Office a letter request/ endorsement from other Department /offices	1. Recording in the logbook & endorsement of the documents to the City Legal Officer for notation	None required	10 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk ATTY. EARL CAEZAR N. ROSARIO

<p>2. Client attaches documents relevant to the request.</p>	<p>2. Receipt of the request for Legal opinion or research on law and jurisprudence and other documents needed to be secured.</p> <p>Referral to the City Legal Office Assessment & referral of the Legal opinion to Lawyer/Para Legal.</p>	<p>None</p>	<p>1 day</p>	<p>City Legal Officer</p> <p>Lawyer Contract of Service</p> <p>Paralegal Contract of Service</p> <p>ATTY. EARL CAEZAR N. ROSARIO City Legal Officer</p>
<p>3. Client will follow up with the requesting Department/office</p>	<p>3. Conduct research & draft of legal opinion</p> <p>4. Review, finalize & approval by the City Legal Officer of the legal opinion</p>	<p>None</p>	<p>7 days</p>	<p>ATTY. EARL CAEZAR N. ROSARIO City Legal Officer</p> <p>ELLA JEAN MAALA Administrative Aide I</p> <p>Office Clerk</p> <p>ROSELDA MELQUIADES</p>

	<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>None</p> <p>NONE</p>	<p>5 minutes</p> <p>15 minutes</p>	<p>Administrative Aide I Receiving & Releasing Clerk</p>
Total		Non required	8 days and 1 hour	

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	10 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk

<p>2.Client attaches documents relevant to the request.</p>	<p>2.Review and research of contracts and attachments.</p>	<p>None</p>	<p>4 DAYS</p>	<p>ATTY. EARL CAEZAR N. ROSARIO City Legal Officer Paralegal Contract of Service Lawyer Contract of Service</p>
<p>3.Client will follow up with the requesting Department/office</p>	<p>3. Drafting of cover letter attached to the letter request for proper endorsement</p>	<p>None</p>	<p>20 minutes</p>	<p>ELLA JEAN MAALA Administrative Aide I Office Clerk ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk</p>

	4. Endorsement to the requesting office together with the comments of the CLO	None	20 minutes	
Total		None required	4 days and 50 minutes	

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 Panlungsod 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	10 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
	2.Preparation of the ordinance,			ATTY. EARL CAEZAR N. ROSARIO

<p>2.Client attaches documents relevant to the request.</p> <p>3.Client will follow up with the requesting Department/office</p>	<p>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>None</p> <p>None</p>	<p>4 Days</p> <p>25 minutes</p>	<p>City Legal Officer</p> <p>Paralegal Contract of Service Lawyer Contract of Service</p> <p>ELLA JEAN MAALA Administrative Aide I Office Clerk</p>
Total		None required	4 days and 35 minutes	

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	10 minutes	ROSELDA MELQUIADES Receiving & Releasing Clerk Receiving Clerk

2.Client attaches documents relevant to the complaint.	2. Investigation and research.	None	20 Days	ATTY. EARL CAEZAR N. ROSARIO City Legal Officer ATTY. ROSALIE S. ALMADEN Legal Service Provider Administrative Disciplinary Committee members
3.Client will be notified of the decision of the Administrative committee by the CMO	3.Conference/confrontation	None	1 hour	Atty. ROSALIE S. ALMADEN Legal Service Provider
	4. Preparation of findings and recommendation			CLYDE ROGER PATAN-AO Paralegal
	5. Submission of recommendation of investigation to the City Mayors Office	None	25 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
Total		None required	20 days, 1 hour and 35 minutes	

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	
<p>Employees/Applicants should bring a Valid Identification Cards,</p> <p>Government Issued ID's such as;</p> <p>Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card,</p> <p>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</p>		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	5 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
2.Presents the clearance to the CLO Staff and a valid government issued I.D.	2. Verification & counter signing of the clearance.	None	15 minutes	ATTY. EARL CAEZAR ROSARIO City Legal Officer ATTY. ROSALIE S. ALMADEN Legal Service Provider CLYDE ROGER PATAN-AO Paralegal
3.Client will wait for the signed clearance to be released.	3. Signing of the clearance.	None	5 minutes	ATTY. EARL CAEZAR ROSARIO City Legal Officer

	4. Release of the clearance	None	5 minute	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
Total		Non required	30 minutes	

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

1. Client makes a personal appearance at the CLO.	1. Receipt & recording of the clearance.	None required	5 minutes	ROSELDA MELQUIADES Administrative Aide I Receiving Clerk & Releasing Clerk CLYDE ROGER PATAN-AO Paralegal
2. Presents the clearance to the CLO Staff and a valid government issued I.D.	2. Verification and counter signing of the clearance.	None	5 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk
3. Client will wait for the signed clearance to be released.	3. Signing of the clearance.	None	5 minutes	ATTY. EARL CAEZAR N. ROSARIO City Legal Officer

	4. Release of the clearance.	None	5 minute	ROSELDA MELQUIADES Administrative Aide I Receiving & Releasing Clerk
Total		None required	20 minutes	

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, 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
EWP Forms, SALN, PDS and BIR Income Sworn Declarations		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>2.Presents the document to the CLO Staff and a valid government issued I.D.</p> <p>3.Client will wait for the Notarized document to be released</p>	<p>1. Receipt & recording of the requested document for notarization.</p> <p>2. Verification of the parties/signature.</p> <p>3. Notarization and recording of the documents in the notarial register/book of the Lawyer.</p>	<p>None required</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p>	<p>KIMBERLY L. OSI Administrative Aide I Receiving Clerk & Releasing clerk</p> <p>JESSICA P. LISING Legal Asst. II/AO</p> <p>ELLA JEAN MAALA Administrative Aide I Office Clerk</p> <p>ATTY. EARL CAEZAR N. ROSARIO City Legal Officer</p> <p>Lawyer Contract of Service</p>

	4. Release of the notarized document	None	10 minutes	KIMBERLY L. OSI Administrative Aide I Receiving & Releasing Clerk JESSICA P. LISING Legal Asst. II/AO
Total		None required	1 hour	

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>



CITY POPULATION OFFICE



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 addressed to the City Mayor		From Requesting Client		
Valid ID is required if needed to borrow documents for photocopy		From Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and fill-out the request form.	Employee in-charge in the registration provide request form to be filled-out by the client and endorse it to the Administrative	None	10 minutes	<i>Administrative Staff</i>

	Officer for review and to the Head of Office for Approval.			<i>(Administrative Officer- Designate)</i>
2. Specify the reason of requesting the needed data for verification purposes.	Head of Office 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	10 minutes	<i>Population Program Officer IV</i> <i>(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	1 day	<i>Population Program Officer IV</i> <i>Population Program Officer III</i>
TOTAL		None	1 day & 20 minutes	

PROVIDE TECHNICAL ASSISTANCE FOR THE PREPARATION OF PPDP & GAD ACTIVITY AND PROJECT PROPOSALS

To provide technical assistance to the Barangay/SK Officials in the preparation of PPDP & 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		
<ul style="list-style-type: none"> Request Form 		Tacloban City Population Office or Tacloban City Population Office FB Page		
<ul style="list-style-type: none"> Photocopy of Approved Barangay GAD Plan with Budget allocation on the proposed activity/project & Photocopy of Certificate of Review and Endorsement from DILG 		From the requesting barangays		
<ul style="list-style-type: none"> Photocopy of Annual Investment Program 		From the requesting barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and fill-out the request form.	Employee in-charge in the registration provide request form to be filled-out 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 (Administrative Officer- Designate)

<p>2. Present a copy of their Barangay GAD Plan & Annual Investment Program with the target PPAs' to be implemented for the preparation of Activity/Project Proposal.</p>	<p>Head of Office check and acknowledge the request then refer it to the in-charge of the Technical Section on GAD Program and Area Program Coordinators for the drafting of Activity and Project Proposal.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Population Program Officer IV</i> <i>Population Program Officer III</i> <i>(GAD Resource Staff)</i> Population Program Workers</p>
<p>3. Present the Signed & Approved Activity/ Project Proposal of the Barangay to be reviewed by the in-charge of GAD Program</p>	<p>In-charge of GAD Program 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.</p> <p>If with for revision, return to the barangay.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Population Program Officer IV</i> <i>Population Program Officer III</i></p>
<p>TOTAL</p>		<p>None</p>	<p>1 hour & 10 minutes</p>	

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		City Population Office or Tacloban City Population Office FB Page		
• Photocopy of the Approved Barangay Activity/Project Proposals		From the requesting barangays		
• Received Copy of the Letter request to the City Mayor		From the requesting barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and fill-out the request form.	Employee in-charge in the registration provide request form to be filled-out 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 Administrative Officer- Designate

2. 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 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. Present a copy of the Approved Activity/ Project Proposal and a copy of the SB Resolution.	Head of Technical Section officially notify the requesting barangays on the name of the assigned personnel for the activity.	None	1 day	Population Program Officer IV Population Program Officer III Population Program Workers and in-charge of GAD Special Programs
TOTAL		None	2 days and 10 minutes	

ISSUANCE OF PRE-MARRIAGE ORIENTATION CERTIFICATE OF COMPLIANCE & 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:	Engaged Couple applicants for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Original Copy of the Official Receipt 		City Treasurer’s Office		
<ul style="list-style-type: none"> Original Copy of the Health Certificate (in times of infectious disease outbreaks, epidemic or pandemic) 		City Health Office		
<ul style="list-style-type: none"> Original Copy of the Official endorsement from CCRO 		City Civil Registrar’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the PMOC logbook for record purposes.	PMOC Secretariat receive the Official Receipt and LCR endorsement	None	10 minutes	PMOC Secretariat (Administrative Aide I)
2. Present LCR endorsement and fill-out the Pre-Marriage Expectation Inventory Form.	PMOC Secretarial check and acknowledge the LCR endorsement and provide schedule to the engaged couples after accomplishing the Pre-Marriage Expectation Inventory Form.	None	15 minutes	PMOC Secretariat (Administrative Aide I)

<p>3. Attend the scheduled 4 to 8 hours PMOC session every WEDNESDAY.</p>	<p>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 another 4 hours for Pre-Marriage Counseling to 25 years old and below couple applicants.</p>	<p>None</p>	<p>PMO - 4 hours PMOC – 8 hours</p>	<p>Population Program Officer III <i>Accredited PPW Counselors</i> PMOC Team & Secretariat (Accredited PPW, SWO and AT Counselors; Administrative Aide I)</p>
<p>4. Fill-out the Feedback Form right after the session and claim their PMO Certificate of Compliance and PMC Certificates</p>	<p>Pre-Marriage Orientation Certificate of Compliance and Pre-Marriage Counseling Certificates issued right after the seminar duly signed by the concern Accredited Pre-Marriage Counselors & Head of Office.</p>	<p>None</p>	<p>10 minutes</p>	<p>Population Program Officer IV PMOC Team & Secretariat (Accredited PPW, SWO and AT Counselors; Administrative Aide I)</p>
<p>TOTAL</p>		<p>None</p>	<p>4 hours & 35 minutes <i>(engaged couple applicants above 25 years old)</i> 8 hours and 35 minutes <i>(engaged couple applicants 18 y.o. – 25 y.o.)</i></p>	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>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>
<p>How feedbacks are processed</p>	<p>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>
<p>How to file a complaint</p>	<p>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>
<p>How complaints are processed</p>	<p>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.</p>

**Contact Information of
the City Population
Office**

Facebook Account:
Tacloban City Population Office
Link: www.facebook.com/citytacpop/
Email Address:
citypopulationoffice.tacloban@gmail.com



CITY TOURISM OPERATIONS 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 2.1 Inspection of establishment	None	5 minutes	City Tourism Staff Administrative Aide I

	2.2 Assess Tourism/Certification fees		2 days 4 hours	Laboratory Aide I Administrative Aide VI (Designated Administrative Officer)
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. 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	30 minutes	City Tourism Staff Administrative Aide I
3. Return to City Tourism Operation's Office for the processing and release of Tourism Certificate	3. Issue the Tourism Certification to the client	None	30 minutes	City Tourism Staff Administrative Aide I
Total		For New Business Permit (fees +) 4, 950.00	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	FEEES 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 2.1 One (1) Photocopy of previous Tourism Certificate 2.2 Inspection of establishment 2.3 Assess Tourism/Certification fees	None	5 minutes 2 days 4 hours	City Tourism Staff Administrative Aide I Laboratory Aide I Administrative Aide VI (Designated Administrative Officer)
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. Request the client to provide the Official Receipt Number to process the Tourism Certification.	For Renewal of Hotels/Accommodations And Travel & Tours Permit License P1,700.00 Certificate 50.00	30 minutes	City Tourism Staff Administrative Aide I
3. Return to City Tourism Operation's Office for the processing and release of Tourism Certificate	3. Issue the Tourism Certification to the client	None	30 minutes	City Tourism Staff Administrative Aide I

Total		Fees P 1,750.00	2 days, 5 hours, 8 minutes	
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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 2.1 One (1) Photocopy of previous Tourism Certificate	None	5 minutes	City Tourism Staff Administrative Aide I

	2.2 Inspection of establishment		2 days	Laboratory Aide I
	2.3 Assess Tourism/Certification fees		4 hours	Administrative Aide VI (Designated Administrative Officer)
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. Request the client to provide the Official Receipt Number to process the Tourism Certification.	For Renewal of Ticketing Office Certificate 50.00	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		Fees P 50.00	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 SPORTS AND PHYSICAL DEVELOPMENT OFFICE



RECEIVING, RECORDS KEEPING AND MANAGEMENT

Receive and record incoming and outgoing communications and other documents

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. Sign in client's log book & present concern.	Receives and records incoming and outgoing documents for information and records keeping.	None	5 minutes	Administrative Aide I (JO) Front Desk Officer
	Refer letter to the Head of Office for appropriate action	None	1 minute	Administrative Aide I (JO) Front Desk Officer
	Receive, review, evaluate and approve letter requests	None	5 minutes	City Sports Coordinator
Total		NONE	11 minutes	

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

Availability of CEO Gym for their schedule of use

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 Letter			From the Client	
Booking Form / Official Receipt (2x)			City Sports Office	
Official Receipt			City Treasurer’s Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for vacant date and time for the use of CEO Gym for resevation.	1. Confirm for the availability of the CEO Gym for their schedule of use.	None	1 minute	Administrative Aide I (JO) Front desk Officer
If vacant, fill out two (2) booking forms or present two (2) request letters (if any).	2. Receive, record, and appraise the request.	P 100.00 / per hr. At Daytime	5 minute	Administrative Aide I (JO) Front desk Officer
If approved, proceed to The City Treasurer’s Office for the necessary payment on the amount payable.	3. Submit to the Sports Coordinator for Approval and signature. 4.	P 200.00 / per hr. At night time (6pm – 12 midnight)	15 minute	City Sports Coordinator

Present a photocopy of the Official Receipt to the Booking Officer for information and record keeping.	5. 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
Present the original copy of the approved or request letter to the security officer on duty information.	6. Receive, record and check the availability of Ceo Gym.	None	1 minute	Administrative Aide I (JO) Front desk Officer
If request for use comes from other offices / departments of LGU or other Government Agencies, submit two (2) copies of request letters to the booking officer for appropriate action.	7. 8. Refer to the City Sports Coordinator for appropriate action.	None	5 minutes	City Sports Coordinator
Present the approved request to the security officer on duty, if needed.	9. Give the approved letter request to the client(s) for presentation upon the use of the gym.	None	1 minute	Administrative Aide I (JO) Front desk Officer
NOTE: Schedule may be changed, cancelled or rescheduled due to ‘fortuitous’ or as per instruction from the City Mayor’s Office from the City Sports Office.	10. The office will pre-inform the client(s) for the condition and the re-schedule options.	None	1 minute	Administrative Aide I (JO) Front desk Officer
TOTAL		Day time - Php. 100 x No. of hrs. Night time - Php. 200 x No. of hrs.	29 minutes	

TECHNICAL SUPPORT AND ASSISTANCE TO LOCAL SPORTS ASSOCIATION(S)

Provision of support and assistance to Local Sports Association activities

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.	1. Receives and records request.	None	3 minutes	Administrative Aide I (JO) Front Desk Officer
	2. Refer to the Sports Coordinator for assessment and evaluation.	None	1 minute	City Sports Coordinator
	3. Set or schedule a meeting with the client’s authorized representative(s) or stakeholders for an initial “brainstorming”.	None	1 minute	City Sports Coordinator
	4. Actual collaboration on the implementation of the client’s request.	None	1 hour	City Sports Coordinator
Total		NONE	1 hour & 5 minutes	

PARTICIPATION TO SUMMER SPORTS CLINICS AND OTHER TRAINING PROGRAMS AND ACTIVITIES

Attendance and participation in sports and physical activities

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 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. 2. Identify and select the preferred Sports Program or activity.	1. Present and inform the client(s) of the office programs and sports activities.	None	5 minutes	Administrative Aide I (JO) Front Desk Officer
	2. Recieves, records and confirm the attendance or participation on the selected Sports Activity.	None	5 minutes	City Sports Coordinator Contract of Service
	3. Wait for a notice of meeting(s) and deliberations.		1 hour	City Sports Coordinator

<p>3. Fill-out 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>4. Implementation on the actual conduct of the Sports Activity.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 hour</p> <p>15 minutes</p>	<p>City Sports Coordinator</p> <p>City Sports Coordinator</p> <p>City Sports Coordinator</p>
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Total		None	2 hours & 45 minutes	

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

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

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. Inquire the basic information and other details for the participation and conduct of Taebo Jam Fitness Session.	1. Present inform and disseminate the details of the fitness program.	None	3 minutes	Administrative Aide I (JO) Front Desk Officer
2. Attendance and participation to the scheduled Taebo Jam Sessions (Optional)	2. Conduct the scheduled fitness sessions with strict implementation of the minimum health protocols. Every Thursdays, Fridays, Saturdays and Sundays (5:30am to 7:30am) Fitness Session	None	2 hours	Taebo Fitness Instructor Contract of Service
Total		NONE	2 hrs. and 3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill-out the Customer Feedback Form given by the City Sports Office Staff after service is rendered, (optional) Then drop the form at the designated box in the frontline area.
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	Contact Center ng Bayan 0908-8888-16565 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)

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

<p>Barangay Nutrition Scholar Submits Monthly report:</p> <ol style="list-style-type: none"> 1. E-OPT Report 2. Baseline 3. Family Profile 4. Monthly Accomplishment Report 	<ol style="list-style-type: none"> 1. Evaluate reports as to the completeness of the documents submitted 	None	30 minutes	<p>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</p>
	<ol style="list-style-type: none"> 2. If complete, make BNS Quarterly Allowance Payroll 	None	20 minutes	<p>Administrative Aide IV City Nutrition Program Coordinator</p>
	<ol style="list-style-type: none"> 3. 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	<p>Administrative Aide IV City Nutrition Program Coordinator</p>
	<ol style="list-style-type: none"> 4. Process voucher and forward to the City Budget and accounting Office 	None	30 minutes	<p>Genoveva Calumag Administrative Aide I Liaison Officer - Designate</p>
	<ol style="list-style-type: none"> 5. Route approved voucher and OR to City 			City Administrator

	Treasurer's Office for Issuance of cash Advance	None	30 minutes	City Administrator's Office
	6. Return cash advance to City Administrator's Office for Signature	None	1 hour	City Treasurer City Treasurer's Office
	7. Forward to cash Division for issuance of Check	None	1 hour	City Administrator City Administrator's Office
	8. Forward check to the City Treasurer's Office and City Administrator's Office for Signature	None	1 hour	Cash Division City Treasurer
	9. Signed check forwarded to Cash Division for cashier's encashment	None	30 minutes	Cash Division City Treasurer
Receive allowance from Cashier	10. 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Nutrition Scholar submits request to CNO	1. Validate request and prepare certification as to BNS length of Service	None	30 mins	Administrative Aide IV/ City Nutrition Program Coordinator

	2. Receive request and forward to National Nutrition Council for Validation	None	30 mins	Administrative Aide IV/ City Nutrition Program Coordinator
	3. Review request with complete attachments and issue certification for Civil Service Commission (2 original copies)	None	30 mins	Supervising Administrative Officer OIC - City Nutrition Officer
Proceed to CSC Regional Office to claim CSC Eligibility	4. Notify Client to claim their eligibility if eligible or not	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: 1. Request letter from schools/agency	1. Receive request for reference materials	None	2 minutes	City Nutrition Program Coordinator Administrative Aide IV
	2. Record on request Logbook the details: a) Name of Official/Staff	None	5 minutes	

	b) Title of material c) Date of request and date of release			Asst. Administrative Officer-Designate Administrative Aide IV
	3. Identify and gather the available materials based on the information gathered	None	20 minutes	Administrative Aide IV City Nutrition Program Coordinator
	4. Provide brief description on the materials to be given	None	5 minutes	Supervising Administrative Officer OIC - City Nutrition Officer
	5. 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
	6. Requesting Office to receive the materials on Logbook with the following details: a) Name b) Designation c) Office d) Contact Nos.	None	2 minutes	Asst. Administrative Officer-Designate Administrative Aide I
	7. and gather the available materials based on the request letter	None	1 day	City Nutrition Program Coordinator

				Administrative Aide IV
	8. requesting office through phone, email or SMS when materials are ready for pick-up	None	30 Minutes	City Nut. Program Coordinator Admin. Aide IV
	9. Prepare Official communication to requesting office regarding the response to request	None	1 Hour	Supervising Administrative Officer OIC - City Nutrition Officer
	10. 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
	11. Delivery/releasing of IEC materials	None	4 hours	Asst. Administrative Officer- Designate Administrative Aide I
		TOTAL	2 days & 8 minutes	

SERVICES NAME: INTERNSHIP FOR NUTRITION AND DIETETICS STUDENT

To Provide Practicum/OJT students enhance their knowledge and skills on Health & Nutrition

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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interested schools/students submit written request together with information on the objective for practicum	1. Receive applicants request for the OJT. (1 copy of original and 2 photo copies)	NONE	2 minutes	Administrative Aide IV
	2. Identify Stability barangay for practicum	NONE	5 mins	Administrative Aide IV

	3. Report to start practicum in selected barangay	NONE	10 mins	Administrative Aide IV
	4. Evaluate the performance of the student	NONE	10 mins	Administrative Aide IV
Deployment of OJT	5. Issued certificate of hours completed	NONE	3 mins	Administrative Aide IV
		TOTAL	30 Min.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill-up feedback form and drop-off at the suggestion box
How feedbacks are processed	Daily checking of feedback forms from the suggestion box
How to file a complaint	File a formal letter of complaint addressed to the Office as to the nature compliant
How complaints are processed	Letter of complaint is assessed and validated if found meritorious it is immediately acted upon. If the nature of compliant is personal a dialogue is conducted between the parties involved.
Contact Information of CCB, PCC, ARTA	<u>Contact Center ng Bayan #0908-888 16565 or 1-6565</u> <u>Presidential Complaint Center # 8-784-4286- Local 4029</u> <u>Anti Red Tape Authority # 0908-881-6565</u>



CITIZEN'S CHARTER

City Government of Tacloban

BUSINESS PERMITS & LICENSING DIVISION

Business One Stop Shop (BOSS) Bldg. Kanhuraw hill, Brgy. 25, Tacloban City
Email: www.taclobanbpl@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:	SIMPLE	
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 (<i>Photocopy</i>)		Department of Trade and Industry (DTI)
4. Brgy. Clearance (<i>Original Copy</i>)		Where the Business is Located
5. SPA/Notarized Authorization (Representative) (<i>Original Copy</i>)		Client
6. Valid ID (Owner & Representative) (<i>Photocopy</i>)		Client

7. Contract of Lease (If Renting) (Photocopy)			Lessor/lessess	
8. Police Clearance (Photocopy)			Tacloban City Police Office	
<u>CORPORATION:</u>				
1. SEC Registration Certificate (Photocopy)			Respective Company	
2. Articles of Incorporation & By Laws (Photocopy)			Respective Company	
3. Corporate Tax (Photocopy)			City Treasurer's Office	
4. Brgy. Clearance (where the business is located) (Original Copy)			Where the Business is located	
5. Board Resolution/Secretary Certificate (Photocopy)			Respective Company	
<u>COOPERATIVE:</u>				
1. CDA Registration (Photocopy)			Cooperative Development Authority	
2. City COOP Certificate (Photocopy)			City Cooperative Office	
3. Brgy. Clearance (Original Copy)			Where the business is located	
4. CTC/Cedula (Photocopy)			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES 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
2.) After verifying the application, submit the same for Assessment	2.) Forward documents to Business Taxes and Division for Assessment	None	15 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i>
	2.1 Pay the Assessment	2.1 Received Payment Assessment	Please see table of Fees	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Business Permit	3. Release Business Permit	None	1 day	Releasing Staff
Total		Please see table of Fees	1 day, 35 minutes	

OTHER BUSINESS

RENEWAL OF BUSINESS PERMIT (WALK-IN CLIENTS)

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 (<i>Original Copy</i>)		Where the business is located
3. Previous Year Mayor’s Business Permit (<i>Photocopy</i>)		Client
4. Mayor’s Business Plate (<i>Photocopy</i>)		Client
5. Contract of Lease (if renting) (<i>Photocopy</i>)		Lessor/lessees
6. Special Power of Attorney (SPA)- Notarized (<i>Photocopy</i>)		Client

8. Police Clearance (Photocopy)		Tacloban City Police Office		
9. Income Tax Return (ITR) (Photocopy)		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) (Original Copy)		City Health Office		
2. Fire Safety Certificate (City Fire Department) (Original Copy)		City Fire Department		
3.RPT Clearance (Land Tax Division) (Original Copy)		Land Tax Division		
4. Zoning Certificate (City Planning and Development Office) (Original Copy)		City Planning and Development Office		
5. City Engineers Office (Original Copy)		City Engineers Office		
6. City Environmental Certification (City ENRO) (Original Copy)		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
2.)After verifying the application, submit the same for Assessment	2.)Forward documents to Business Taxes and Division for Assessment	None	15 minutes	Assessment Clerk

2.1 Pay the Assessment				<i>(Business Taxes and Fees Division)</i>
	2.1 Received Payment Assessment	Please see table of Fees	10 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Business Permit	3.)Release Business Permit	None	1 day	Releasing Staff
Total		Please see table of Fees	1 day, 35 minutes	

OTHER BUSINESS

RENEWAL OF BUSINESS PERMIT FOR ONLINE APPLICATION

Online Application is to simplify and streamline the process to renew business. Section 11 (c) of R.A. No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, “ All cities and municipalities are mandated to automate their business permitting and licensing system or set up an electronic Business One Stop Shop (eBOSS), for a more efficient business registration process.

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 <i>(Soft Copy)</i>		Business Permits and Licenses Division
2. Barangay Clearance <i>(Soft Copy)</i>		Where the business is located
3. Previous Year Mayor’s Business Permit <i>(Soft Copy)</i>		Client
4. Mayor’s Business Plate <i>(Soft Copy)</i>		Client
5. Contract of Lease (if renting) <i>(Soft Copy)</i>		Lessor/lessees
6. Special Power of Attorney (SPA) <i>(Soft Copy)</i>		Client

8. Police Clearance (Soft Copy)		Tacloban City Police Office			
9. Income Tax Return (ITR) (Soft Copy)		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) (Soft Copy)		City Health Office			
2. Fire Safety Certificate (City Fire Department) (Soft Copy)		City Fire Department			
3.RPT Clearance (Land Tax Division) (Soft Copy)		Land Tax Division			
4. Zoning Certificate (City Planning and Development Office) (Soft Copy)		City Planning and Development Office			
5. City Engineers Office (Soft Copy)		City Engineers Office			
6. City Environmental Certification (City ENRO) (Soft Copy)		City Environmental and Natural Resources Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Visit the website https://businessportal.tacloban.gov.ph/ 1.1) Click the Business Renewal Button 1.2) Login using your Business Account Number		1.) Verify and check if the uploaded requirements are complete before clicking the verified button. 1.1 Once verified and evaluated the online	None	5 minutes	Online application in-charge personnel

<p>1.3) Download the Filled-up forms and Inspection Form</p>	<p>application will proceeds for assessment.</p>	<p>None</p>	<p>5 minutes</p>	<p>Assessment Clerk <i>(Business Taxes and Fees Division)</i></p>
<p>1.4) Upload the filled-up forms and basic requirements</p>				
<p>1.5) Upload the other requirements depending on the line and nature of your business</p>	<p>1.2 Assessment will received by the client through text message or email once the assessment is available and pay online or pay at the BOSS Building.</p>	<p>Please see table of Fees</p>	<p>10 minutes</p>	<p>Land Bank of the Philippines</p>
<p>1.6.) Fill up the online form in the Information Tab and submit</p>				<p>Or at</p>
<p>1.7) Your application will be evaluated and assessed</p>	<p>1.3 Released Business Permit and send to emailed address of the client. The client will received SMS once the business permit is sent.</p>	<p>Proof of Payment</p>	<p>5 minutes</p>	<p>Cashier Clerk <i>City Treasurer's Office</i></p>
<p>1.8) You will received a text message/email once the assessment is available</p>				<p>Online application in-charge personnel</p>
<p>1.9) You may pay online by logging in at</p>				

https://businessportal.tacloban.gov.ph/ or pay at the BOSS Building.				
Total		Please see table of Fees	25 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) (Original Copy)		City Treasurer’s Office
3. Barangay Clearance (Original Copy)		Residency
4. RPT Clearance (Original Copy)		City Treasure’s Office
5. Joint Police and TOMEKO Inspection (Original Copy)		Tacloban City Police Office and TOMEKO
6. TOMEKO Clearance (Original Copy)		TOMEKO

7. Police Clearance (Original Copy)		Tacloban City Police Office		
8. LTO OR/CR (Photocopy)		Land Transportation Office		
9. Voters ID/ Certification (Original Copy)		COMELEC/Client		
10. Driver's License (Photocopy)		Client		
11. Previous Year business permit (Original)		Client		
12.Special Power of Attorney (SPA-if not the owner) (Original)		Client		
<u>DRIVER:</u>				
1.Residence Certificate (CEDULA) (Original)		City Treasurer's Office		
2. Barangay Clearance (Original)		Residency		
3.Police Clearance (Original)		City Health Office		
4. TOMECO Clearance (Original)		TOMECO		
5. Health Card (Original)		City Health Office		
6. Driver's License (Photocopy)		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

1.1 Inspection of the MCH	1.1 Joint Inspection of Police and TOMEKO	None	3 minutes	<p>City Police Inspector Tacloban City Police Office</p> <p>TOMEKO Inspector TOMEKO</p>
2.)Assessment	<p>2.)Forward documents to Business Taxes and Division for Assessment</p> <p>Police Number & Franchise</p> <p>Business Permit Printing</p> <p>Electronic recording</p>	None	5 Minutes	<p>Assessment Clerk <i>(Business Taxes and Fees Division)</i></p> <p>Releasing Staff <i>Administrative Aide I- Job Order</i></p>
2.1) Pay the Assessment	2.1) Received Payment Assessment	<p>P1,430.00</p> <p>If no interest/charges New/Renewal of Business</p>	10 minutes	<p>Cashier Clerk <i>City Treasurer's Office</i></p>

3.) Claim Business Permit	3.)Release Business Permit	None	1 day	Releasing Staff
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) (<i>Original</i>)		City Treasurer's Office
3. Barangay Clearance (<i>Original</i>)		Residency
4. Joint Police and TOMECO Inspection (<i>Original</i>)		City Treasurer's Office
5. TOMECO Clearance (<i>Original</i>)		Tacloban City Police Office and TOMECO

6. Police Clearance (<i>Original</i>)		TOMEKO		
7. LTO OR/CR (<i>Photocopy</i>)		Tacloban City Police Office		
8. Voters ID/Certification (<i>Photocopy</i>)		Land Transportation Office		
9. Driver's License (<i>Photocopy</i>)		COMELEC/Client		
10. Previous Year business permit (<i>Original</i>)		Client		
11.Special Power of Attorney (SPA-if not the owner) (<i>Original</i>)		Client		
<u>DRIVER:</u>				
1.Residence Certificate (CEDULA) (<i>Original</i>)		City Treasurer's Office		
2. Barangay Clearance (<i>Original</i>)		Residency		
3.Police Clearance (<i>Original</i>)		City Health Office		
4. TOMEKO Clearance (<i>Original</i>)		TOMEKO		
5. Health Card (<i>Original</i>)		City Health Office		
6. Driver's License (<i>Photocopy</i>)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES 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

1.1 Inspection of the MCH	1.1 Joint Inspection of Police and TOMECO	None	3 minutes	<p align="center">City Police Inspector Tacloban City Police Office TOMECO Inspector TOMECO</p>
2.) Assessment	<p>2.) Forward documents to Business Taxes and Division for Assessment</p> <p>Police Number & Franchise</p> <p>Business Permit Printing</p> <p>Electronic recording</p>	None	5 minutes	<p align="center">Assessment Clerk <i>(Business Taxes and Fees Division)</i></p> <p align="center">Releasing Staff</p>
2.1) Pay the Assessment	2.1 Received Payment Assessment	P1,170.00	10 minutes	<p align="center">Cashier Clerk <i>City Treasurer's Office</i></p>

		Without Coding		
3.) Claim Business Permit	3.) Release Business Permit	None	1 day	Releasing Staff
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) (<i>Original</i>)		City Treasurer’s Office
3. Barangay Clearance (<i>Original</i>)		Residency
4. Joint Police and TOMEKO Inspection (<i>Original</i>)		City Treasure’s Office
5. TOMEKO Clearance (<i>Original</i>)		Tacloban City Police Office and TOMEKO
6. Police Clearance (<i>Original</i>)		TOMEKO

7. LTO OR/CR (<i>Photocopy</i>)		Tacloban City Police Office		
8. Voters ID / Certification (<i>Photocopy</i>)		Land Transportation Office		
9. Driver's License (<i>Photocopy</i>)		COMELEC/Client		
10. Previous Year business permit (<i>Original</i>)		Client		
11. Special Power of Attorney (SPA-if not the owner) (<i>Original</i>)		Client		
<u>DRIVER:</u>				
1. Residence Certificate (CEDULA) (<i>Original</i>)		City Treasurer's Office		
2. Barangay Clearance (<i>Original</i>)		Residency		
3. Police Clearance (<i>Original</i>)		City Health Office		
4. TOMEKO Clearance (<i>Original</i>)		TOMEKO		
5. Health Card (<i>Original</i>)		City Health Office		
6. Driver's License (<i>Photocopy</i>)		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

1.1 Inspection of the MCH	1.1 Joint Inspection of Police and TOMEKO	None	3 minutes	City Police Inspector Tacloban City Police Office TOMEKO Inspector TOMEKO
2.) Assessment	2.) 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
2.1 Pay the Assessment	2.1 Received Payment Assessment	P1,370.00 With Coding	10 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Business Permit	3.) Release Business Permit	None	1 day	Releasing Staff
Total		P1,170.00	1 day, 21 minutes	

**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) (Original Copy)		City Treasurer’s Office
3. Barangay Clearance (Original Copy)		Residency
4. Voters ID/ Certification (Photocopy)		Client
5. Previous Year business permit (Original Copy)		Client
6. Special Power of Attorney (SPA-if not the owner) (Original Copy)		Client

<u>DRIVER:</u>				
1. Residence Certificate (CEDULA) <i>(Original Copy)</i>			City Treasurers Office	
2. Barangay Clearance <i>(Original Copy)</i>			Residency	
3. Police Clearance <i>(Original Copy)</i>			Tacloban City Police Office	
4. TOMEKO Clearance <i>(Original Copy)</i>			TOMEKO	
5. Health Card <i>(Original Copy)</i>			City Health Office	
6. Driver's License <i>(Photocopy)</i>			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
2.) Assessment	2.) Forward documents to Business Taxes and Division for Assessment Business Permit Printing	None	5 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i> Releasing Staff

2.1 Pay the Assessment	Electronic recording 2.1 Received Payment Assessment	P920.00	10 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Pay and Claim Business Permit	3.) Release Business Permit	None	1 day	Releasing Staff
Total		P920.00	1 day, 18 minutes	

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) <i>(Photocopy)</i>		City Treasurer’s office
3. Barangay Clearance <i>(Photocopy)</i>		Residence
4. Police Clearance <i>(Photocopy)</i>		Tacloban City Police Station
5. Health Card <i>(Photocopy)</i>		City Health Office
6. Live Birth Certificate (PSA) <i>(Photocopy)</i>		Philippine Statistics Office
7. Proof of Payment/ OR <i>(Original Copy)</i>		

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
2.)Wait for the Payment Assessment 2.1Pay the Assessment	2.)Assess for payment	None	2 minutes	Receiving Staff
	2.1 Received Payment Assessment	Please see table of Fees	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.)Claim Permit	3.)Release Occupational Permit	None	3 minutes	Releasing Staff
Total		Please see table of Fees	12 minutes	

SPECIAL PERMITS:

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 <i>(Original Copy)</i>			Letter by the Client, City Mayors Office	
2. Endorsement from TOMEKO (Approved routes) <i>(Photocopy)</i>			TOMEKO	
3. Official Receipt as proof of payment <i>(Original Copy)</i>			City Treasurer’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES 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

2.)Wait for the Assessment	2.)Forward to CTO for Assessment	None	3 minutes	Assessment Clerk (Business Taxes and Fees Division)
2.1 Pay the Assessment	2.1 Received Payment Assessment	P440.00	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Permit	3.)Issue Special Permit upon request	None	3 minutes	Releasing Staff
Total		P440.00	13 minutes	

**SPECIAL PERMITS:
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 (Original Copy)			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 (Photocopy)			City General Services Offices	
4. Official Receipt as proof of payment (Original Copy)			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
2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
2.1 Pay the Assessment	2.1 Received Payment Assessment	350.00/per day x Number of Stalls x Number of days	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Permit	3.)Issue Special Permit upon request	None	5 minutes	Releasing Staff
Total		350.00/per day x Number of Stalls x Number of days	17 minutes	

SPECIAL PERMITS:

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 <i>(Original Copy)</i>			Letter by the Client, City Mayors Office	
2. Endorsement of Approval from CGSO <i>(Original Copy)</i>			City General Services Office	
4. Official Receipt as proof of payment <i>(Photocopy)</i>			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

2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
2.1Pay the Assessment	2.1 Pay the Payment Assessment	80.00 x the number of pieces x the number of duration	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.)Pay and Claim Permit	3.)Issue Special Permit upon request	None	5 minutes	Releasing Staff
Total		80.00 x the number of pieces x the number of duration	17 minutes	

SPECIAL PERMITS:

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 (Photocopy)			City Civil Registrar’s Office	
2. Endorsement from City Health Office (Photocopy)			City Health office	
3. Official Receipt as proof of payment (Original Copy)			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit photocopy of the needed requirements, together with the OR	1. Received and verify requirements	None	2 minutes	Receiving and verifying Staff

2. Claim Permit	2. Released Permit	P10.00 for Burial Permit and P100.00 for Exhumation and Transfer of Cadaver	3 minutes	Releasing Staff
Total		P10.00 for Burial Permit and P100.00 for Exhumation and Transfer of Cadaver	5 minutes	

**SPECIAL PERMITS:
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 (<i>Photocopy</i>)			Tacloban City Police Station	
3. Barangay Clearance (<i>Photocopy</i>)			Residency	
4. Voters ID (<i>Photocopy</i>)			COMELEC	
5. Proof of Payment (<i>Original Copy</i>)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES 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
2.)Wait for the Payment Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
	2.1Pay the Assessment	2.1Received Payment Assessment	P40.00/day x the number of days	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Permit	3.)Issue Special Permit upon request	None	5 minutes	Releasing Staff
Total		P40.00/day x the number of days	17 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 (<i>Photocopy</i>)			Tacloban City Police Station	
2. Cedula (<i>Photocopy</i>)			Residence	
3. Court Clearance (<i>Photocopy</i>)			City Court	
4. Barangay Clearance (<i>Photocopy</i>)			Residence	
5. Proof of Payment (<i>Original Copy</i>)			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES 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
2.) Claim Mayor's Clearance	2.)Release Mayors Clearance	P80.00	3 minutes	Releasing Staff
Total		P80.00	5 minutes	

ISSUANCE OF CERTIFICATIONS:

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 (<i>Original Copy</i>)			Client	
2. Barangay Certification (<i>Photocopy</i>)			Business location	
3.Certification Fee (<i>Original Copy</i>)			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	2 minutes	Receiving and verifying Staff
2.)Claim the Certification	2.)Release Certification	P80.00	3 minutes	Releasing Staff

Total		P80.00	5 minutes	

**ISSUANCE OF CERTIFICATIONS:
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 (<i>Original Copy</i>)			Client	
2. Barangay Certification (<i>Photocopy</i>)			Business location	
3. Certification Fee (<i>Original Copy</i>)			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	2 minutes	Receiving and verifying Staff
2.)Claim the Certification	2.)Release Certification	P80.00	3 minutes	Releasing Staff
Total		P80.00	5 minutes	

ISSUANCE OF CERTIFICATIONS:

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 <i>(Original Copy)</i>			Client	
2. Official Receipt of current year payment of business tax assessment <i>(Photocopy)</i>			Client	
3.Certification Fee <i>(Original Copy)</i>			Client/ City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES 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	2 minutes	Receiving and verifying Staff

2.)Claim the Certification	2.)Release Certification	None	3 minutes	Releasing Staff
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 <i>(Original Copy)</i>			Client/City Mayor’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

<p>1.)Submit the letter of complaint addressed to the Local Chief Executive and follow up letter complaint at Business Permits and Licensing Division</p>	<p>1.)Receive and verify complaint</p> <p>1.1)Make a letter reply to the complainant</p> <p>1.2)Inspection of Business Establishment/ Transport under complaint and endorsement thereafter</p>	<p>None</p>	<p>1 day</p>	<p><i>Head of Office</i></p>
<p>Total</p>		<p>None</p>	<p>1 Day</p>	

COUNSELLING/TECHNICAL ASSISTANCE:

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 <i>(Original Copy)</i>			Client	
2. DTI Certification-change of ownership <i>(Photocopy)</i>			Department of Trade and Industry	
3.Proof of payment <i>(Original Copy)</i>			Client/City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter of information addressed to the Officer in-charge of BPLD, copy furnished	1.)Receive and verify requirements	None	3 minutes	Releasing and Receiving Staff

City Treasurer's with attached DTI				
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	Php 500.00	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff
Total		Php 500.00	16 minutes	

COUNSELLING/TECHNICAL ASSISTANCE:

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 (<i>Original Copy</i>)			Client	
2. Barangay Clearance (Current Business location) (<i>Photocopy</i>)			Business location	
3.Proof of payment (<i>Original Copy</i>)			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

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	Php 500.00	5 minutes	Cashier Clerk <i>City Treasurer's Office</i>
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff <i>er</i>
Total		Php 500.00	16 minutes	

COUNSELLING/TECHNICAL ASSISTANCE:

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 (<i>Original Copy</i>)			Client	
2. DTI Certification-change of ownership (<i>Photocopy</i>)			Department of Trade and Industry	
3.Proof of payment (<i>Original Copy</i>)			Client/City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit letter of information addressed to the Officer in-charge of BPLD, copy furnished	1.)Receive and verify requirements	None	3 minutes	Releasing and Receiving Staff

City Treasurer's with attached DTI				
	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff
Total		None	16 minutes	



OFFICE OF THE SENIOR CITIZEN'S AFFAIRS



NEW APPLICANTS FOR SENIOR CITIZENS REGISTRATION

To receive and record all incoming applicants document and to provide Senior Citizens Identifications and Discount Booklets.

Office/Division:	Office of the Senior Citizens Affairs – Tacloban	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Senior Citizens of Tacloban	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Applicants:		ARTA
1. SCRIS Form (Senior Citizens Registration Information System Form)		OSCA
2. 1pc 1x1 ID Picture		Applicant
3. Brgy. Certificate of Residency		Office the Barangay
4. Proof of birth in any of the following:		
a. Live Birth (Positive Result and Authenticated) or Baptismal		PSA/Church
b. UMID ID		SSS/GSIS
c. Postal ID		Post Office
d. Philippine Passport		DFA
e. Driver's License		LTO
f. Voter's Certificate or Certification		COMELEC
g. National ID		PSA
h. Affidavit of Two(2) Disinterested Person (if A to H is not available)		Attorney's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit all the needed requirements to OSCA	All applicant with complete requirement will be checked/reviewed together with the requirements upon submission.	None	2 minutes	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
2. Interview applicant using the prescribed OSCA application and SCRIS intake sheet form.	Checked and reviewed on the correctness and completeness of data.	None	5 minutes	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
3. Record the names of the applicants on the record book and signed by him/her selves.	Information of applicants recorded in the record book along with inputting of OSCA ID number.	None	2 minute	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
4. Printing of Senior Citizen ID and Purchase Booklet.	Processing of Senior Citizens ID and Purchase Booklet.	None	10 minutes	<i>OSCA Staff Administrative Aide 1</i>
5. Senior Citizen ID and Purchase Booklet signed by the applicant.	Signing of Discount Booklets.	None	1 minute	<i>OSCA Staff Administrative Aide 1</i>
6. Senior Citizen Discount Purchase Booklet signed by OSCA Head.	Approved/Signed by OSCA Head	None	5 Minutes	<i>OSCA Head</i>
7. Senior Citizen Purchase Booklet signed by City Mayor.	Delivery of Booklets to the Office of the City Mayor for the Approval and Signature of the City Mayor	None	10 minutes	<i>Liaison Officer City Mayor</i>
8. Releasing of Senior Citizens ID and Booklets	The OSCA staff in charge of releasing inform the senior citizens applicants to claim the ID and booklets to OSCA Office thru phone calls	None	1 day (the release of IDs and Booklets has a maximum of 1 day process)	<i>OSCA staff Administrative Aide 1</i>
TOTAL		NONE	1 day	

APPLICANTS FOR REPLACEMENT OF OSCA ID FOR LOSS, DAMAGE OR TRANSFEREE

The OSCA replaces the Senior Citizens ID that needs corrections or updating, damage, misplaced cards and transfer from another area (city/municipality).

Office/Division:	Office of the Senior Citizens Affairs – Tacloban	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Senior Citizens of Tacloban	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Replacement for (Damage or Erroneous) Lost and Transferee		ARTA OSCA
1. Application Form		Applicant
2. 1pc 1x1 ID Picture		
3. Proof of birth in any of the following:		
i. Live Birth (Positive Result and Authenticated) or Baptismal		PSA/Church
j. UMID ID		SSS/GSIS
k. Postal ID		Post Office
l. Philippine Passport		DFA
m. Driver's License		LTO
n. Voter's Certificate or Certification		COMELEC
o. National ID		PSA
p. Affidavit of Two(2) Disinterested Person (if A to H is not available)		Attorney's Office
q. Affidavit of Loss (for replacement of Loss IDS		Legal Office
r. Barangay Certificate of Residency for transferee from other brgy to another or transfer from other City to municipality		Office of the Barangay
4. Old OSCA ID		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements to OSCA according to the replacement needed (Erroneous, Loss or Transfer)	All applicant with complete requirement will be checked/reviewed together with the requirements upon submission.	None	2 minutes	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
2. Interview applicant using the prescribed OSCA application form.	Checked and reviewed on the correctness and completeness of data.	None	5 minutes	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
3. Record the names of the applicants on the record book and signed by him/her selves.	Information of applicants recorded in the record book along with inputting of OSCA ID number.	None	2 minute	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
4. Printing of Senior Citizen ID.	Processing of Senior Citizens ID and Purchase Booklet.	None	10 minutes	<i>OSCA Staff Administrative Aide 1</i>
5. signing of Senior Citizens ID and taking of Picture	Signing of IDs	None	1 minute	<i>OSCA Staff Administrative Aide 1</i>
7. the Computerized ID is now processing after the signing of the Cards and taking picture	The senior citizens will now inform to wait or to come back on the following day for the releasing if IDs.	None	5	<i>OSCA Staff Administrative Aide 1</i>
8. Releasing of Senior Citizens ID and Booklets	The OSCA staff in charge of releasing inform the senior citizens applicants to claim the ID and booklets to OSCA Office thru phone calls	None	1 day (the release of IDs and Booklets has a maximum of 1 day process)	<i>OSCA staff Administrative Aide 1</i>
TOTAL		NONE	1 day	

SOCIAL PENSION APPLICATION

It is a National Government program implemented by the Department of Social Welfare and development (DSWD) intended to assist and support the indigent Senior Citizens. The Local Government Unit thru the Office of the Senior Citizens Affairs (OSCA and the City Social Welfare Development Office (CSWDO) coordinate and assist the implementing agency (DSWD) in the application process and payout activity of the program.

Office/Division:	Office of the Senior Citizens Affairs – Tacloban			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Senior Citizens of Tacloban			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Social Pension Registration Form			OSCA	
2. 1pc 1x1 ID Picture			Applicant	
3. Senior Citizens ID Cards			Applicant	
4. Barangay Certificate of Indigence			Office of the Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submit the application form along with the requirements for social pension and must undergo pre interview with OSCA.	The Staff in charge for social pension must interview the applicants and checked the requirements needed for social pension application.	None	5 minutes	OSCA Staff/Front Desk Administrative Aide 1
2. After the interview the applicants will now be given an instructions to wait for validation their respective brgy.	All qualified applications are now transferred to the data encoder for the transmittal.	None	3 minutes	OSCA Staff/Front Desk Administrative Aide 1
3. Wait for the validation conduct by the DSWD R8.	All encoded qualified application for Social pension are now submitted to CSWDO for recommendation for possible social pension beneficiary.	None	10 minutes	OSCA Staff Administrative Aide 1
TOTAL		NONE	18 Minutes	

PHILHEALTH APPLICATION

All Senior Citizens Shall be covered by the National Health Insurance Program of Philhealth to secure the health and medical needs of the Senior Citizens. The Local Government Unit thru the Office of the Senior Citizens Affairs (OSCA with the coordination of Philhealth to assist in the application and the processing/released of the Philhealth ID for the senior citizens.

Office/Division:	Office of the Senior Citizens Affairs – Tacloban			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Senior Citizens of Tacloban			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Philhealth Membership Form			OSCA	
6. OSCA ID Photocopy (1pc)			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applicant submit the application form along with the requirements for Philhealth.	The Staff in charge for Philhealth accommodated the applicants in checking the information of the applicants and the requirements needed	None	5 minutes	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
2. After the submission the applicant will be given an instruction to wait for a call of confirmation on when to receive the Philhealth ID and MDR.	All applicants list for Philhealth will now transmit to Philhealth Office R8 to formally applied the Philhealth ID and MDR and wait for 10 days before the issuance of the said IDs	None	10 working days	<i>OSCA Staff/Front Desk Administrative Aide 1</i>
3. after 10 working days the applicants will now receive a calls and personally visit the OSCA Office to claim the Philhealth ID and MDR.	The in charge released the ID sand MDR to the applicant	None	5 minutes	<i>OSCA Staff Administrative Aide 1</i>
TOTAL		NONE	10 workings day and 10 minutes	

COMPLAINTS FOR SENIOR CITIZENS DISCOUNT

To receive and record all incoming Senior Citizens Complaint letter to document and to provide assistance to Senior Citizen.

Office/Division:	Office of the Senior Citizens Affairs – Tacloban			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens of Tacloban			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint letter			Complainant	
2. Official Receipt for complaint to establishment or store dishonor the discount for senior citizens.			Complainant	
3. OSCA ID Photocopy (if Necessary)			Complainant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The complainant submit his/her letter to OSCA office to file the proper compliant to abusive establishment/store	The in charge to accommodate this such complaint will now sit with the complainant to interview and to listen the problem encounter by the senior citizens.	None	10 minutes	<i>Admin Officer Designate/OSCA Head</i>
2. after the interview the complainant now wait the further updates regarding his/her complaint	As the officer in charge for Making of notices to establishment, store's owner or manager will now preparing to properly submit the notice of senior citizens complaint and to explain within 3 days	None	3 days	<i>Administrative Aide 1</i>
3. the complainant received a calls from the OSCA regarding their complaints and the updates	After the call all complaints are now filed in one folder after putting in a data file for security purposes of all the complaints	None	5 minutes	<i>Administrative Aide 1</i>
TOTAL		NONE	3 days and 15 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



PERSONS WITH DISABILITY AFFAIRS OFFICE



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			
FOR RENEWAL OF PWD I.D.				
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 (1 pc for apparent disabilities)			Photo studio, internet cafe	
Valid I.D. or Livebirth or Baptismal (1 photocopy)			PSA/Civil Registrar/Church	
Authorization Letter (for representative)			Personal letter of the Applicant	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 Sign in client's log sheet	1 Give log sheet to client		2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD)
2 Present the PWD I.D. or information of the PWD	2 Check the PWD application form if need to be updated and the requirements			
3 Submit version 4 PWD Form and requirements	3 If need to be update give version 4 PWD form and assist the client filling up and requirements needed to be update if not needed to be update		15 minutes	Rechelle Joy L. Espina Casual Administrative Officer
4 Check PWD I.D if all information are correct	4 Input the data of PWD and let her/him check if details are correct before printing out the PWD I.D and ready for submission to CMO for signature of the LCE.	NONE	5 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant
5 Receive the PWD I.D.	5 At least 5-10 PWD I.Ds (accumulated days, depending on the number of clients)should be forwarded to the CMO for signature of the LCE. Follow-up and pick-up if PWD IDs are already signed. The client will be texted informing that his/her PWD ID is ready for pick-up. Once claimed, client will affix his/her signature on the PWD i.D. Issuance sheet.	NONE	3 minutes	Arnel E. Grego Job Order Worker Disability Affairs Assistant Jose Christopher C. Ongue Job Order Worker Driver Mark Aaron Rosales Job Order Worker Leo R. Novillo Regular-Detailed
Total		NONE	5 Days & 25 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			
FOR RENEWAL OF PWD I.D.				
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 (1 pc for apparent disabilities)			Photo studio, internet cafe	
Valid I.D. or Livebirth or Baptismal (1 photocopy)			PSA/Civil Registrar/Church	
Authorization Letter (for representative)			Personal letter of the Applicant	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in client's log sheet	1 Give log sheet to client	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Rechelle Joy L. Espina Casual
2 Present the PWD I.D. or information of the PWD	2 Check the PWD application form if need to be updated and the requirements		15 minutes	
3 Submit version 4 PWD Form and requirements	3 If need to be update give version 4 PWD form and assist the client filling up and			

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			
FOR TRANSFER OF PWD I.D. IN THE CITY OF TACLOBAN				
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 (1 pc for apparent disabilities)			Photo studio, internet cafe	
Valid I.D. or Livebirth or Baptismal (1 photocopy)			PSA/Civil Registrar/Church	
Cancellation Letter of PWD I.D.			City and Municipal Authorized of PWD I.D. been applied	
Authorization Letter (for representative)			Personal letter of the Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in client's log sheet 2 Present the PWD I.D.	1 Give log sheet to client 2 Give PWD Application form and assist the client in filling up and requirements	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD)

3 Submit PWD Application Form and requirements	needed 3 Receive PWD I.D. Application Form and check completeness of requirements		15 minutes	Rechelle Joy L. Espina Casual Administrative Officer
4 Check PWD I.D if all information are correct	4 Input the data of PWD and let her/him check if details are correct before printing out the PWD I.D and ready for submission to CMO for signature of the LCE.		5 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant
5 Receive the PWD I.D. with booklet for Medicine and Prime Commodities	5 At least 5-10 PWD I.Ds (accumulated days, depending on the number of clients) should be forwarded to the CMO for signature of the LCE. Follow-up and pick-up if PWD IDs are already signed. The client will be texted informing that his/her PWD ID is ready for pick-up. Once claimed, client will affix his/her signature on the PWD ID Issuance sheet.		3 minutes	Arnel E. Grego Job Order Worker Disability Affairs Assistant Jose Christopher C. Ongue Job Order Worker Driver Mark Aaron Rosales Job Order Worker Leo R. Novillo Regular-Detailed
Total		NONE	5 Days & 25 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			
FOR LOST PWD I.D.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Affidavit of Loss			Tacloban City Legal Office or Private Legal Office	
Authorization letter (for representative)			Personal letter of the Applicant	
FOR LOST PWD I.D.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in client's log sheet	1 Give log sheet to client	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD)
2 Present the Affidavit of Loss	2 Check the veracity of the document submitted		3 minutes	Rechelle Joy L. Espina Casual Administrative Officer
3 Submit Version 4 PWD Application Form and requirements	3 If need to be updated give version 4 PWD form and assist the client filling up and requirements needed		15 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant
4 Check PWD I.D if all information are correct	4 Input the data of PWD and let her/him			

5 Receive the PWD I.D.	<p>check if details are correct before printing out the PWD I.D and ready for submission to CMO for signature of the LCE.</p> <p>5 At least 5-10 PWD I.Ds (accumulated days, depending on the clients) should be forwarded to the CMO for signature of the LCE. Follow-up and pick-up if PWD IDs are already signed. The client will be texted informing that his/her PWD ID is ready for pick-up. Once claimed, client will affix his/her signature on the PWD ID Issuance sheet.</p>		<p>3 minutes</p> <p>5 days</p>	<p>Arnel E. Grego Job Order Worker Disability Affairs Assistant</p> <p>Jose Christopher C. Ongue Job Order Worker Driver</p> <p>Mark Aaron Rosales Job Order Worker</p> <p>Leo R. Novillo Regular-Detailed</p>
Total		NONE	5 Days & 28 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	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



PUBLIC EMPLOYMENT SERVICES OFFICE



ISSUANCE OF REFERRAL LETTER (FOR JOBSEEKERS/APPLICANTS)

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		
1 fully accomplished NSRS Form (Jobseekers)		Public Employment Service Office (PESO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in jobseekers must register in the logbook	1. Provide the walk-in jobseekers with logbook for registration and NSRS Form	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager

2. Fill-up NSRS form and Submit accomplished NSRS form to the Registration Officer	2. Receive the fill-up NSRS form	None	4 mins.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
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Referral is the process of assessing applicants' employment qualifications and referring them to specific employers/companies with vacancies matching them.

3. Look for job vacancies available at PESO bulletin board/compiled list of job vacancies	3. Provide the jobseekers with the list of available vacancies	None	15 mins.	Referral and Placement Officer/Casual Labor and Employment Officer / Asst. PESO Manager
4. Secure referral letters from Registration Officer.	4. Preparing and making of Referral letter <i>Note: Max. of 3 referral letter/applicant</i>	None	6 min.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
	4.1 Sign Referral letter	None	2 mins.	Labor and Employment Officer / Asst. PESO Manager PESO Manager
	4.2. Issue signed Referral letter	None	1 min.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
5. Register to referral log sheet	5. Provide jobseekers referral log sheet	None	2 mins.	Referral and Placement Officer/Casual Labor and Employment Officer / Asst. PESO Manager
TOTAL		None	31 mins.	

REQUEST SPEAKER FOR THE CONDUCT OF CAREER GUIDANCE AND EMPLOYMENT COACHING TO SCHOOLS

Career Guidance Advocate (CGA) visits and conducts career counselling/guidance to the high school graduating students on sensible and proper ways of choosing their courses in college. This aims to assist young individuals in making and implementing informed educational and occupational choices. Employment coaching to the graduating college and Tec. Voc. Students of which they are taught on how to write cover letters and resume as well as tips on job interviews.

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		
2 copies of Letter Request to Conduct Career Guidance and Employment Coaching 1 colored photocopy Company I.D. of Authorized Representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must register in the logbook	1. Provide the client with logbook for registration	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
2. Submit a letter of request to conduct Career Guidance and Employment Coaching to schools and other agencies.	2. Receive letter for Career Guidance and Employment Coaching request	None	2 mins.	Registration Officer/Admin Aide Labor and Employment Officer /

				Asst. PESO Manager
3. Verify available date and availability of speaker for the conduct of career guidance and employment coaching to school	3. Check the availability of date for the request to conduct recruitment activity to school	None	3 mins.	Career Guidance Advocate/Admin Aide Labor and Employment Officer / Asst. PESO Manager
4. Secure letter of approval for the conduct of Career Guidance and employment coaching to schools.	4. Preparing and making letter of approval to conduct Career Guidance and Employment to schools.	None	2 mins.	Administrative Officer PESO Manager
	4.1 Sign request	None	1 min	Labor and Employment Officer / Asst. PESO Manager PESO Manager
	4.2 Issue approved letter request	None	1 min.	Career Guidance Advocate/Admin Aide Labor and Employment Officer / Asst. PESO Manager
TOTAL		None	10 mins.	

CAREER GUIDANCE AND EMPLOYMENT COACHING TO WALK-IN APPLICANTS

Career Guidance Advocate (CGA) visits and conducts career counselling/guidance to the high school graduating students on sensible and proper ways of choosing their courses in college. This aims to assist young individuals in making and implementing informed educational and occupational choices. Employment coaching to the graduating college and Tec. Voc. Students of which they are taught on how to write cover letters and resume as well as tips on job interviews.

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		
1 fully accomplished NSRS Form (Jobseekers)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in jobseekers must register in the logbook for career guidance and employment coaching logbook	1. Provide walk-in jobseekers with the career and employment coaching logbook and NSRP form	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
2. Fill-up NSRS form and Submit accomplished NSRS form to the Registration Officer	2. Receive the fill-up NSRS form	None	4 mins	Career Guidance Advocate/Admin Aide Labor and Employment Officer / Asst. PESO Manager

	2.1. Conduct Career Guidance and Employment Coaching to walk-in jobseekers	None	5 mins.	Career Guidance Advocate/Admin Aide Labor and Employment Officer / Asst. PESO Manager
TOTAL		None	10 mins.	

PROVISION OF LABOR MARKET INFORMATION (LMI)

LMI is gathering various employment related data regarding the size, composition, functions, problems and opportunities of the labor market in the city. This includes the total job vacancies recorded and the number of individuals reached and assisted with employment facilitation activities of the office.

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		
2 copies of Letter Request for the Provision of Jobseekers Data Base 1 photocopy of Business Permit 1 photocopy of DOLE Certificate (for Local) 1 photocopy of Department Of Migrant Workers (DMW) License (for Overseas) 1 photocopy of DTI/SEC Registration 1 photocopy of BIR License 1 colored photocopy Company I.D. of Authorized Representative		Client Business Permit & Licensing Office Department of Labor and Employment (DOLE) Department Of Migrant Workers (DMW) Department of Trade and Industry (DTI) Bureau of Internal Revenue (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.	1. Provide the client with the logbook for registration	None	1 min.	Referral and Placement Officer/Casual Labor and Employment Officer / Asst. PESO Manager
2. Submit all required documents	2. Assessment and review of documents submitted .	None	3 mins	Referral and Placement Officer/Casual Labor and Employment Officer / Asst. PESO Manager
3. Ask Data on Labor Market Information (jobseekers, employers, job vacancies)	3. Provision of Labor Market Information data to client	None	10 mins.	IT/SRS Coordinator Administrative Officer Designate
TOTAL		None	14 mins.	

SPECIAL RECRUITMENT ACTIVITY (SRA) FOR OVERSEAS EMPLOYMENT

Local employers and overseas recruitment agencies in the conduct of their recruitment activities in the city. This involves the preparation of the venue, forms (SRS), Terminal Forms, Attendance Sheets etc.), information dissemination, posting of the activity ads and monitoring the activity at the venue

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
2 copies of Letter of Intent to Conduct LRA addressed to Head of Office		Client
1 photocopy of Business Permit		Business Permit & Licensing Office
1 photocopy of DEPARTMENT OF MIGRANT WORKERS (DMW) License		Department Of Migrant Workers (DMW)
1 photocopy of DTI/SEC Registration		Department of Trade and Industry (DTI)
1 photocopy of BIR License		Bureau of Internal Revenue (BIR)
2 original copy of List of Job Vacancies for (Local Recruitment)		Client
and updated Job Orders for Overseas verified by DMW		Client
1 colored photocopy Company I.D. of Authorized Representative		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Employers must register at PESO employer's logbook.	1. Provide the client with the logbook for registration	None	1 min.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
2. Submit all required documents	2. Assessment and verification of submitted documents.	None	3 mins.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
3. Verify available dates and venue for the conduct of recruitment activity	3. Check the availability of date and venue for the request to conduct recruitment activity <i>Note: Only 1 LRA or SRA is Approved and allowed per day)</i>	None	10 mins	Administrative Officer Designate PESO Manager
3. Secure No Objection Certificate (NOC)	4. Preparing and making of No Objection Certificate (NOC)	None	2 mins.	Administrative Officer Designate PESO Manager
	4.1. Approval and issuance of No objection Certificate	None	1 min.	Labor and Employment Officer / Asst. PESO Manager PESO Manager
TOTAL		None	16 mins.	

LOCAL RECRUITMENT ACTIVITY (LRA) FOR LOCAL EMPLOYMENT

Local employers and overseas recruitment agencies in the conduct of their recruitment activities in the city. This involves the preparation of the venue, forms (SRS), Terminal Forms, Attendance Sheets etc.), information dissemination, posting of the activity ads and monitoring the activity at the venue.

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		
2 copies of Letter of Intent to Conduct SRA addressed to Head of Office		Client		
1 photocopy of Business Permit		Business Permit & Licensing Office		
1 photocopy of DOLE Certificate (for Local		Department of Labor and Employment (DOLE)		
1 photocopy of DTI/SEC Registration		Department of Trade and Industry (DTI)		
1 photocopy of Bureau of Internal Revenue License		Bureau of Internal Revenue (BIR)		
2 original copies of List of Job Vacancies with qualification corresponding number of vacancy		Client		
1 colored photocopy Company I.D. of Authorized Representative		Client		
1 printed copy of the PhilJobNet Registration and Accreditation		Phil-JobNet Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk-in Employers must register at PESO employer's logbook.	1. Provide the client with the logbook for registration	None	1 min.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
2. Submit all required documents	2. Assessment and verification of submitted documents.	None	3 mins.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
3. Verify available dates and venue for the conduct of recruitment activity	3. Check the availability of date and venue for the request to conduct recruitment activity <i>Note: Only 1 LRA or SRA is Approved and allowed per day)</i>	None	10 mins	Administrative Officer Designate PESO Manager
3. Secure No Objection Certificate (NOC)	4. Preparing and making of No Objection Certificate (NOC)	None	2 mins.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
	4.1. Approval and issuance of No objection Certificate	None	1 min.	Labor and Employment Officer / Asst. PESO Manager PESO Manager
TOTAL		None	16 mins.	

REGISTRATION OF EMPLOYERS TO PESO EMPLOYMENT INFORMATION SYSTEM (PEIS)

PESO Employment Information System (PEIS) is an electronic system that captures and updates skills qualifications of workers as well as list of establishments and vacancies in a community, it is a Program initiated by the Department of Labor and Employment (DOLE) with the main objective of maintaining a continuing nationwide skills registry through its Skills Registry System (SRS) database. It is an employment facilitation machinery of DOLE which aims to cover all the cities/municipalities with operating Public Employment Service Offices (PESO’s).

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		
1 photocopy of Business Permit 1 photocopy of DOLE Certificate (for Local) 1 photocopy of Department Of Migrant Workers (DMW) License (for Overseas) 1 photocopy of DTI/SEC Registration 1 photocopy of BIR License 1 colored photocopy Company I.D. of Authorized Representative 1 printed copy of the Phil-JobNet Registration and Accreditation		Business Permit & Licensing Office Department of Labor and Employment (DOLE) Department Of Migrant Workers (DMW) Department of Trade and Industry (DTI) / Securities and Exchange Commission Bureau of Internal Revenue (BIR) Client Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk-in Employers must register at PESO employer's log.	1. Provide client with the logbook for registration	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Submit all required documents.	2. Assessment and verification of submitted documents.	None	3 mins.	IT PEIS/Admin Aide Administrative Officer Designate
	2.1 Encoding data to PESO Employment Information System (PEIS)	None	2 mins.	IT PEIS/Admin Aide Administrative Officer Designate
TOTAL		None	6 mins.	

OFW RE-INTEGRATION

OFW Re-integration- is the provision of wage employment and self-employment assistance to Overseas Filipino Workers (OFW) and their families.

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		
1 fully accomplished NSRP Form (Jobseekers)		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. Provide client with the OFW logbook for registration	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Fill-up NSRS form and Submit accomplished NSRS form to the Registration Officer	2. Provide the client with NSRS Form	None	4 mins.	Registration Officer/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
3. Request assistance for wage or self-employment	3. Conduct interview and Provide Orientation on	None	15 mins.	OFW Help Desk Focal PESO Manager

	OWWA Programs and Services			
4. Secure referral letter for employment	4. Prepare and make referral letter for employment and or assistance needed	None	2 mins.	Referral and Placement Officer/Casual Labor and Employment Officer /Asst. PESO Manager
	4.1 Sign Referral letter	None	2 mins.	Labor and Employment Officer / Asst. PESO Manager PESO Manager
	4.2. Issue signed Referral letter	None	1 min.	Referral and Placement Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
TOTAL		None	30 mins.	

REQUEST FOR LIVELIHOOD ORIENTATION (FOR ASSOCIATION/GROUPS)

Livelihood Assistance & Development is one of the regular projects under DOLE Integrated Livelihood and Emergency Employment Program (DILEEP). It is implemented through DOLE's Accredited Co-Partners (ACP) which is responsible for the direct delivery of services to the beneficiaries. It also aims to equip the beneficiaries with appropriate knowledge, attitude and skills in undertaking the livelihood activity towards project viability and success (i.e., social preparation entrepreneurship (simple bookkeeping), business management, skills training (production of goods and services).

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		
2 copies of Letter Request to Conduct Livelihood Orientation		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Livelihood applicants must register in the logbook	1. Provide client with logbook for registration	None	1 min.	Livelihood Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Submit letter of request to conduct livelihood orientation	2. Receive request letter to conduct livelihood orientation	None	2 mins.	Livelihood Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager

3. Verify available date and availability of speaker for the conduct of livelihood orientation	3. Check the availability of date for the request to conduct recruitment activity to school	None	2 mins.	Livelihood Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
4. Secure letter of approval for the request to conduct livelihood orientation	4. Prepare and make letter of approval	None	2 mins.	Administrative Officer Designate PESO Manager
	4.1 Sign letter	None	1 min.	Labor and Employment Officer I/ Asst. PESO Manager PESO Manager
	4.2. Issue signed letter of approval in the conduct of livelihood orientation	None	1 min.	Livelihood Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
TOTAL		None	9 minutes	

REFERRAL FOR SKILLS TRAINING (SOFT AND HARD SKILLS)

Referral for skills training is the process of referring them to specific Skills Training of their choice for wage and self-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		
1 fully accomplished NSRS Form (Skills Training Applicants)		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in skills training applicants must register in the logbook	1. Provide client with logbook for registration	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Fill-up NSRS form and Submit accomplished NSRS form to the Registration Officer	2. Receive the fill-up NSRS form	None	4 mins.	Livelihood Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
3. Look for skills training available at PESO bulletin board/compiled list of job vacancies	3. Provide skills training programs available	None	15 mins.	Livelihood Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager

4. Secure referral letter for skills training	4. Prepare and make referral letter	None	2 mins.	Livelihood Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	4.1 Sign letter	None	1 min.	Labor and Employment Officer I/ Asst. PESO Manager PESO Manager
	4.2. Issue letter of approval in the conduct of livelihood orientation	None	1 min.	Livelihood Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
TOTAL		None	24 minutes	

SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Special Program for Employment of Students (SPES) is a special employment that aims to help poor but deserving students or dropouts pursue their employment during summer vacations while providing them income to finance/augment/subsidize their studies.

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
1 original and 2 photocopies of fully accomplished SPES Form		Public Employment Service Office (PESO)
1 original and 2 photocopies of Philippine Statistic Authority issued Live birth		Philippine Statistics Authority
1 original and 2 photocopies Certificate of grades/Card/Form 137		School/College/University
1 original and 2 photocopies of Brgy. Certificate (Proof of Residency)		Barangay
1 original and 2 photocopies Certificate of Indigency (if parents are unemployed)		Barangay
1 Original copy of Income Tax Return (if parents government employee)		Bureau of Internal Revenue
1 original and 2 photocopies of Tax exemption (if parents are self-employed)		Bureau of Internal Revenue
3 pieces 2x2 ID picture		Client
1 Long Brown Envelope		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On-line registration of Special Program for Employment of Students applicants	1. Provide link to register online	None	5 mins.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Interview and screening of Special Program for Employment of Students (SPES) applicants	2. Interview and screening of Special Program for Employment of Students (SPES) applicants	None	20 mins.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
3. Submit required documents for verification	3. Check and verify required documents submitted	None	10 mins.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
4. Attendance to Special Program for Employment of Students (SPES) orientation	4. Prepare forms (attendance, contract, and oath of undertaking) for Special Program for Employment of Students beneficiaries	None	5 mins.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	4.1 Conduct orientation to Special Program for Employment of Students (SPES) beneficiaries	None	3 hrs.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
5. Secure endorsement letter for office assignment before on-boarding for a maximum of 20 days	5. Prepare and make endorsement letter to each Special Program for Employment of Students (SPES) beneficiary	None	5 mins.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager

	5.1 Sign letter of endorsement	None	2 min.	Labor and Employment Officer I/ Asst. PESO Manager PESO Manager
	5.2 Issue endorsement letter to Special Program for Employment of Students beneficiaries	None	2 min.	SPES Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
TOTAL		None	3hrs. 49 mins.	

GOVERNMENT INTERNSHIP PROGRAM (GIP)

Government Internship Program (GIP) is a special employment program that aims to provide young workers, particularly the poor/indigent young workers of the city an opportunity to demonstrate their talents and skills in the field of public service with the ultimate objective and the brightest who wants to pursue a career in government service, particularly in the fields and disciplined to labor and 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		
1 fully accomplished NSRP Form (Jobseekers) 1 fully accomplished GIP Application form 1 photocopy of Transcript of Records/Diploma 1 Original copy of Brgy. Certificate 2x2 ID picture 1 Original and 2 photocopy of Birth Certificate		Public Employment Service Office (PESO) School/College/University Barangay Barangay Client Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Government Internship Program applicant must register in the logbook	1. Provide the jobseekers with NSRS Form	None	1 min.	Registration Officer/Admin Aide Labor and Employment Officer /

				Asst. PESO Manager
2. Fill-up NSRS form and submit accomplished NSRS form to the Registration Officer	3. Receive the fill-up NSRS form	None	4 mins.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
3. Interview and screening of Government Internship Program (GIP) applicants	4. Interview and screening of Government Internship Program (GIP) applicants	None	10 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
4. Submit required documents for verification	4. Check and verify required documents submitted	None	5 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
5. Attendance to Government Internship Program (GIP) orientation	5. Prepare forms (attendance, and internship agreement,) for Government Internship Program (GIP) beneficiaries	None	3 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	5.1 Conduct orientation to Government Internship Program (GIP) beneficiaries	None	30 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	6. Prepare and make endorsement letter to each Government	None	5 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/

6. Secure endorsement letter for office assignment before on-boarding for a maximum of 6 months	Internship Program (GIP) beneficiary			Asst. PESO Manager
	6.1 Sign letter of endorsement	None	1 min.	Labor and Employment Officer I/ Asst. PESO Manager PESO Manager
	6.2 Issue endorsement letter to Government Internship Program (GIP) beneficiaries	None	1 min.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	6.3 Monitor Government Internship Program (GIP) beneficiaries for a period of 6 months	None	10 mins	GIP Coordinator/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
TOTAL		None	50 mins.	

JOBSTART PHILIPPINES PROGRAM (JSP)

Jobstart Philippines Program (JSP) is a full cycle employment facilitation program that seeks to assist young Filipinos in starting their careers and obtaining meaningful paid employment. The objective of JSP is to enhance the employability of “at risk youth” and improve their integration into productive 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		
1 fully accomplished NSRP Form/Participation Agreement (Jobseekers) Resume 1 original copy of Brgy. Certificate (Proof of residency) 1 original and 2 photocopies of Birth Certificate 1 original and photocopy of Valid I.D.		Public Employment Service Office (PESO) Client/Jobstart Applicants Barangay Philippine Statistics Authority Client/Jobstart Applicants		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On-line registration of Jobstart Philippines Program (JSP) applicants	. Provide link to register online	None	5 mins.	IT SRS Coordinator/Admin Aide Administrative Officer Designate

2. Interview and screening of Jobstart Philippines Program (JSP) applicants	2. Interview and screening of Jobstart Philippines Program (JSP) applicants	None	20 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
3. Registration to Youth Employment Exchange (YEE)	2.1 Provide link for the registration to YEE			IT SRS Coordinator/Admin Aide Administrative Officer Designate
4. Submit required documents for verification	3. Check and verify required documents submitted	None	10 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
4. Attendance to Jobstart Philippines Program (JSP) orientation	4. Prepare forms (attendance, participation agreement, and internship agreement) for Jobstart Philippines Program (JSP) beneficiaries	None	5 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	4.1 Conduct orientation to Jobstart Philippines Program (JSP) beneficiaries	None	4 hrs.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
5. Register online for Learning Management System (LMS) 10 day Life Skills Training (LST)	5. Provide link to register online	None	5 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide

				Labor and Employment Officer I/ Asst. PESO Manager
	5.1 Conduct job matching to JSP beneficiaries to qualify for Technical Training to JSP partner employers	None	15 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	5.2 Endorsement qualified trainees to JSP partner employers for at least 3 months of Technical Training	None	5 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
	5.3 Monitor trainees for a period of 6 months	None	20 mins.	JSP Coordinator/Admin Aide JSP Support Staff/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager Driver/Admin Aide Administrative Officer Designate
TOTAL		None	5 hrs. 30 mins.	

TULONG PANGHANAPBUHAY SA ATING DISADVANTAGES/DISPLACE WORKERS PROGRAM (TUPAD)

Tulong Panghanapbuhay Para Sa Ating Displaced/Disadvantage Workers Program (TUPAD) is a community-based package assistance that provides emergency employment for displaced workers, underemployed and seasonal workers.

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		
1 fully accomplished NSRP Form (Jobseekers)		PESO		
1 Government issued ID		Client/TUPAD Applicants		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in Tulong Panghanapbuhay Sa Ating Disadvantaged/Displaced Workers Program (TUPAD) applicants must register in the logbook	1. Provide TUPAD client with the logbook for registration and NSRS form	None	1 min.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide Labor and Employment Officer / Asst. PESO Manager

2. Fill-up NSRS form and Submit accomplished NSRS form to the Registration Officer	2. Receive the fill-up NSRS form	None	4 mins.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
3. Interview and screening of Tulong Panghanapbuhay S Ating Disadvantaged/Displaced Workers Program (TUPAD) applicants	2. Interview and screening of Tulong Panghanapbuhay S Ating Disadvantaged/Displaced Workers Program (TUPAD)beneficiaries applicants	None	10 mins.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide Labor and Employment Officer / Asst. PESO Manager
4. Submit required documents for verification	3. Check and verify required documents submitted	None	10 mins.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide Labor and Employment Officer / Asst. PESO Manager
5. Attendance to Occupational Safety and Health (OSH) orientation	5. Prepare forms (attendance, contract, and DTR) for Tulong Panghanapbuhay S Ating Disadvantaged/Displaced Workers Program (TUPAD)beneficiaries	None	5 mins.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide Labor and Employment Officer / Asst. PESO Manager

6. Community base work for a maximum of 10 days	6. Monitor Tulong Panghanapbuhay S Ating Disadvantaged/Displaced Workers Program (TUPAD)beneficiaries	None	30 mins.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide Labor and Employment Officer / Asst. PESO Manager Driver/Admin Aide Administrative Officer Designate
TOTAL		None	1 hr.	

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		
2 original copies of Letter Request addressed to Head of Office 1 original and 1 photocopy of updated Business Permit 1 original and 1 photocopy of Brgy. Certificate 1 photocopy of DOLE Certificate (for Local Employers) 1 photocopy of Department Of Migrant Workers (DMW) License 1 photocopy of Department of Trade and Industry/SEC Registration 1 photocopy of Bureau of Internal Revenue License 1 photocopy of Company I.D. of Authorized Representative 1 photocopy of Official Receipt(as payment of PESO Certificate)		Client Business Permit & Licensing Office Barangay Department of Labor and Employment Department Of Migrant Workers (DMW) Department of Trade and Industry/ Securities and Exchange Commission Bureau of Internal Revenue Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Walk-in client must register at PESO logbook	1. Provide client with the logbook for registration	None	1 min.	Registration Office/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
2. Submit all required documentary requirements	2. Assessment and verification of submitted documents	None	3 mins.	Administrative Officer Designate PESO Manager
3. Pay PESO Certificate at the City Treasurer (Cashier) and present of Official Receipt PESO	3. Check the official receipt presented	50.00	2 mins.	Administrative Officer Designate PESO Manager
4. Secure PESO Certificate	4. Prepare and make PESO Certificate	None	2 mins.	Administrative Officer Designate PESO Manager
	4.1 Approval and issuance of PESO Certificate			Administrative Officer Designate PESO Manager
TOTAL		Ph. 50.00	8 mins.	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<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>
<p>How feedbacks are processed</p>	<p>The contents of client feedback forms are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
<p>How to file a complaint</p>	<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>
<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 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	Contact Center ng Bayan 0908-881-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565;888



CITY HALL EXTENSION OFFICE, TACLOBAN NORTH



RECEIVING OF COMMUNICATION LETTERS

Receiving of Communication Letters from the City Government of Tacloban Offices and outside offices/ agencies.

The City Mayor's Office- North Extension office receives a great number of communication letters from various clients coming from the Northern Part of Tacloban City.

OFFICE/DIVISION:	CITY MAYORS OFFICE-NORTH EXTENSION			
CLASSIFICATION:	SIMPLE			
TYPES OF TRANSACTION:	GOVERNMENT TO CITIZEN			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO	
Three (3) copies of the communication letter (1 original & 2 photocopies)			Client	
Complete contact details of the sender			Client	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of the communication letter to the CMO North Extension Office receiving area. (1 original & 2 photocopies)	1.1 Read the content of the communication letter.	None	10 minutes	Ms. Laline S. Apejas Administrative Aide I CMO North-Brgy. Affairs

2. Accept the end-user copy	1.2 After verifying the content, acknowledge receipt of the letter by stamping the ‘received’ logo on the communication letter; write the name of the receiver, including the date and time.	None	10 minutes	Ms. Laline S. Apejas Administrative Aide I CMO North-Brgy. Affairs
	2. Release the end-user copy.	None	1 minute	Ms. Julie D. Mate Administrative Officer Designate CMO-NORTH
	3. Receive & highlight the client’s request/concern in the letter.	None	5 minutes	Ms. Julie D. Mate Administrative Officer Designate CMO-NORTH
	4. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)	None	5 minutes	Ms. Genniefel B. Badilla Administrative Aide I CMO-NORTH

	<p>5. Forward the document to the Head of Office for appropriate action.</p> <p>6. Verify the request; route the request to the concerned office/person to act on the request</p> <p>6.1 Informs client of the reply/action of the office to his/her request.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>4 hours</p> <p>10 minutes</p>	<p>Ms. Julie D. Mate Administrative Officer Designate CMO-NORTH</p> <p>Ms. Ruth Ramirez Executive Assistant IV Head CMO North Extension Office</p> <p>Ms. Myrna C. DaÑosa CMO-North Brgy, Affairs</p>
TOTAL:		4 HOURS 51 MINUTES		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the suggestion box at the office's entrance door.</p> <p>Contact info: 0906-171-1542 or tac.north.ext.office@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 is forwarded to the relevant section or personnel concerned and they are required to answer within three (3) days from receipt of the feedback.</p> <p>The action taken and the concerned section's or personnel's answer are then relayed to the citizen/complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 0906-171-1542</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the suggestion box at the office's entrance door.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained

	<ul style="list-style-type: none"> - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>0906-171-1542</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant section/personnel for their explanation within 72 hours upon receipt.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Office or duly authorized representative for appropriate action.</p> <p>The Complaints Officer will give feedback with regards to the action taken and the investigation conducted to the client/ complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>0906-171-1542</p>
<p>Contact Information of the City Mayor's Office – Tacloban north extension office</p>	<p>E-MAIL: tac.north.ext.office@gmail.com</p> <p>0906-171-1542</p>



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:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
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) t will prepare		
DTI Registration (if business)		DTI		
Business Permit (if business)		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent with requirements.	1. Receive and check the Letter of Intent and ensure requirements are complete.	None	10 minutes	Client Admin Aide I (JO)

2. Wait for Approval or Disapproval of New Application.	1. Endorse documents to the EEMAC for deliberation. (Note: Depending on EEMAC's schedule for deliberation)	None	10 days	TCCC Manager Regular TCCC AO-Designate (Regular) Admin Aide I/JO
	1. Obtain a copy of the EEMAC Resolution from CPDO. 2. Prepare and deliver a notice informing the client(s) of the result of the EEMAC deliberation. (If approved, set a schedule for contract signing)	None	1 day	Admin Officer-Designate (Regular) Admin Aide I (JO)
3. If Request is Approved, proceed to TCCC Office on scheduled date for contract signing.	1. Prepare the Contract of Lease. 2. Endorse signed Contract of Lease to	None	5 days	TCCC Manager

	City Mayor's Office for signature.			Admin Officer-Designate(Regular) Admin Aide I (JO)
4. Pay advance rental and security deposit at the City Treasurer's Office.	<p>1. Prepare Billing Statement and release to client</p> <p>(Rental Payment may vary in different rate per unit as follows)</p> <ul style="list-style-type: none"> • 3,000.00 • 3,500.00 • 4,000.00 	<p>Billing Statement</p> <p>(Depending on the rate per unit)</p>	1 day	<p>TCCC Manager</p> <p>TCCC AO-Designate (Regular)</p> <p>Admin Aide I (JO)</p>
5. Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease.	1. Review and compile Official Receipt and update ledger.	None	10 minutes	<p>TCCC AO-Designate (Regular)</p> <p>Admin Aide I (JO)</p>

	2. Release Signed and Notarized Contract of Lease.			
Total		No. of Units x 3,000.00, 3,500.00 and 4,000.00	17 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:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
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
1. Submit Letter of Intent with requirements.	1. Issue Notice of Contract Expiration to Stallholders. 2. Receive and check the Letter of Intent. Ensure requirements are complete and	None	30 minutes	Admin Aide I (JO)

	there are no unsettled dues.			
<p>2. For unsettled dues, pay the outstanding balance at the City Treasurer's Office.</p> <p>Present Official Receipt to TCCC Office.</p>	<p>1. Prepare and print updated Billing Statement.</p> <p>2. Review, record, and compile Official Receipt and update ledger.</p>	Billing Statement	<p>1 day</p> <p>5 minutes</p>	<p>TCCC Manager/Admin Officer V (Regular)</p> <p>Admin Aide I (JO)</p> <p>Admin Aide I (JO)</p>
<p>3. Wait for Approval or Disapproval of Renewal Application.</p>	<p>1. Endorse documents to the EEMAC for deliberation.</p>	None	<p>1 hour</p> <p>(Note: Depending on EEMAC's meeting/deliberation schedule)</p>	<p>TCCC Manager/Admin Officer V (Regular)</p> <p>Admin Aide I (JO)</p>

	<ol style="list-style-type: none"> 1. Obtain a copy of the EEMAC Resolution from the CPDO. 2. Prepare and deliver a notice informing the client of the result of the EEMAC deliberation. <p>(If approved, set a schedule for contract signing.)</p>	None	1 day	<p>TCCC Manager TCCC AO-Designate(Regular) Admin Aide I (JO)</p> <p>Admin Officer-Designate (Regular) Admin Aide I (JO)</p>
<ol style="list-style-type: none"> 2. If Request is Approved, proceed to TCCC Office on scheduled date for contract signing. 	<ol style="list-style-type: none"> 1. Prepare the Contract of Lease. 2. Endorse signed Contract of Lease to City Mayor's Office for signature. 	None	<p>30 minutes</p> <p>5 days</p>	<p>TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)</p>
<ol style="list-style-type: none"> 3. Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease. 	<ol style="list-style-type: none"> 1. Review, record, and compile Official Receipt and update ledger. 	None	10 minutes	<p>TCCC AO-Designate (Regular) Admin Aide I (JO)</p>

	2. Release Signed and Notarized Contract of Lease.			
Total		Depending on the issued billing statement	7 days, 2 hours, 15 minutes	

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:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
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
1. Submit Letter of Intent and Fill out application form.	1. 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	TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)

<p>2. Pay the necessary fees at the City Treasurer's Office.</p>	<p>1. Prepare assessment based on the requested number of hours and days</p>	<p>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</p> <p>Php10,000 Performance Bond (refundable)</p> <p>Php6,000/hour for activities with use of air-conditioning units and lights (Convention, Seminar, Religious Activities, Weddings, Parties, Graduation, and other related activities)</p> <p>Php3,000/hour for activities without the</p>	<p>1 day</p>	<p>TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)</p>
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		use of air-conditioning units Special Permit fees (depending on BPLO assessment)		
3. Present Official Receipt to finalize booking. Sign Contract of Events.	<ol style="list-style-type: none"> 1. Review, record, and compile Official Receipt and update Calendar of Events. 2. Prepare Contract of Events. 3. Endorse signed Contract of Events to City Mayor's Office for signature. 	None	5 days	<p>TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)</p>
4. Claim Signed and Notarized Contract of Events.	Release Contract of Event.	None	10 minutes	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:	Government to Business, G2C – Government to Citizen			
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
1. Obtain copy of the monthly rental, electric, and water billing statements.	1. Prepare and print billing statement and notice of non-payment if there are any unsettled dues.	None	1 day	TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)

2. Pay the necessary fees at the City Treasurer's Office and present a copy of the Official Receipt to the TCCC Office	1. Review, record, and compile Official Receipt and update the ledger.	Billing Statement	1 day	TCCC AO-Designate (Regular) Admin Aide I (JO)
Total		Billing Statement	2 days	

ISSUANCE OF CERTIFICATE OF COMPLETION OF COMMUNITY SERVICE

To issue a certificate of completion to apprehended violators not wearing face masks after rendering community service at the TCCC.

Office/Division:	Tacloban City Convention Center Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Those rendering community service at the TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket		Client will be given a Citation Ticket during apprehension due to non-wearing of face mask violation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Citation Ticket to TCCC Office and perform community service.	Supervise the community service of the apprehended violator.	None	1 day	Admin Officer-Designate (Regular)

2. Claim Certificate of Completion of Community Service	Prepare and print Certificate of Completion of Community Service.	None	5 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)
Total		None	1 day, 5 minutes	

ISSUANCE OF CERTIFICATE OF OCCUPANCY TO STALL HOLDERS FOR RENEWAL OF BUSINESS PERMIT

To certify that the requestor is a legitimate stall holder of the TCCC as a requirement for the renewal of their business permit

Office/Division:	Tacloban City Convention Center Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Stall holders of the TCCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form		TCCC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request form.	Receive request form and review contract of lease.	None	5 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)
2. Claim Certificate of Occupancy.		None	5 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)

	Prepare and print Certificate of Occupancy.			
Total		None	10 minutes	

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	<p>All complaints will be submitted to the TCCC Manager for review.</p> <p>For complaints concerning certain personnel, a meeting with the complainant and identified personnel may be arranged.</p> <p>For complaints concerning operations, TCCC Manager will call up the attention of accountable person to address the issues immediately.</p> <p>For complaints requiring the approval of the EEMAC, issue will be escalated to the committee to include in the next meeting's agenda.</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>



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:	Highly 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

<p>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.</p> <p>If the list of requirements are complete it will be recorded in the log book and then file for deliberation of the Market Committee schedule meeting.</p> <p>Inform applicants to wait for the list of approved through a resolution.</p>	<p>Check and receive complete requirements.</p> <p>Record in the logbook and wait for the Market Committee deliberation for a schedule of meeting.</p> <p>Issue Market Resolution to those who</p>	<p>NONE</p> <p>NONE</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>EDGAR A. MABULAC Administrative Aide I Receiving In-Charge</p> <p>EDGAR A. MABULAC Administrative Aide I Receiving In-Charge</p>
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	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.	EMMIE M. MORALES 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
1. 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	Checked and received documents.	NONE	5 minutes	EMMA P. AYUSTE Administrative Aide I (Job Order) Receiving In-charge

who will conduct the activity.				
2. 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	CHRISTINE L. CORINGCOTING Administrative Aide I (Casual) Assessment Clerk In-Charge
3. 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	EMMIE M. MORALES Market Inspector I Admin Division
4. Wait for signed and approved Special Permit.	Once signed, record logbook, let requesting party signed and released the Special Permit	NONE	5 minutes	MARIETA N. AMOYAN Administrative Aide I (Job Order)

				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

1. Proceed to Assessment In-Charge to get assessment slip.	Assessment In-Charge give assessment slip to the Stallholder for payment.	NONE	5 minutes	CHRISTINE L. CORINGCOTING Administrative Aide I (Casual) Assessment Clerk In-Charge
2. 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 – 50.00/ timbangan	10 minutes	SHEILA M. JAVIER/ ROCHELLE C. BRAMIDA Administrative Aide I Deputized Collector- Designate City Treasurer's Office
3. 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	CHRISTINE L. CORINGCOTING Administrative Aide I (Casual) Assessment Clerk In-Charge
4. 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	

<p>5. 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.</p>	<p>Received and checked if all requirements are attached, check the area if has a “basurahan” and take a picture of it.</p>	<p>NONE</p>	<p>10minutes</p>	<p>EMMIE M. MORALES, JOHN WARLITO P. DAUZ Market Inspector 1 JANET C. CARATAY, ALEJANDRO B. SEMBRERO, JOHN REY C. SREVILLA, ROCHELLE C. BRAMIDA Administrative Aide I Market Inspector - Designate</p>
<p>6. Once encoded the In-charge will now proceed for the signature of the Market Inspector and Market Superintendent.</p>	<p>Input and encode to the computer and print 2 copies for signature.</p>	<p>NONE</p>	<p>10 minutes</p>	<p>RUTCHEL V. AGUIRRE Administrative Aide I Admin Division</p>
<p>7. For recording and releasing of Market Clearance to the Stallholder.</p>	<p>Record and release.</p>	<p>NONE</p>	<p>5 minutes</p>	<p>MARIETA N. AMOYAN Administrative Aide I (Job Order) Releasing In-Charge</p>
<p>Total</p>		<p>Php 280.00</p>	<p>55 minutes</p>	

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
1. Proceed to Assessment Clerk In-Charge to ask for the certification process.	Entertain and checked ledger.	NONE	3 minutes	CHRISTINE L. CORINGCOTING Administrative Aide I (Casual) Assessment Clerk In-Charge
2. If legible, pay at the Treasurer's Office for payment.	Received payment.	Certification Fee 80.00	5 minutes	SHEILA M. JAVIER/ ROCHELLE C. BRAMIDA Administrative Aide I Deputized Collector- Designate

				City Treasurer's Office
3. Give the receipt to the In-Charge for encoding and for signature of the Market Superintendent.	Received receipt and encode certification.	NONE	10 minutes	EMMIE M. MORALES Market Inspector I EDGAR A. MABULAC Administrative Aide I Administrative Officer- Designate
4. Wait for the releasing of Certification.	Record logbook and release.	NONE	3 minutes	MARIETA N. AMOYAN (Job Order) 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
1. Present photocopy documents to the In-Charge.	Check documents if complete.	NONE	3 minutes	EMMA P. AYUSTE Administrative Aide I (Job Order) Receiving In-Charge
2. 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	EMMIE M. MORALES Market Inspector 1

				JANET C. CARATAY Administrative Aide I Market Inspector- Designate
3. 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	SHEILA M. JAVIER/ ROCHELLE C. BRAMIDA Administrative Aide I Deputized Collector- Designate City Treasurer's Office
4. Wait for the receipt and back to the In-charge for recording.	Record the documents to the logbook.	NONE	3 minutes	MARIETA N. AMOYAN Administrative Aide I (Job Order)
5. 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
6. 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	MARIETA N. AMOYAN Administrative Aide I (Job Order) 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	<p>Contact Center ng Bayan</p> <p>0908-881-6565 or 1-6565*</p> <p>Log-on to:</p> <p>www.contactcenterngbayan.gov.ph</p> <p>Facebook Account:</p> <p>www.facebook.com/contactcenterngbayan</p>



TACLOBAN CITY FISHPORT MANAGEMENT OFFICE



FISH UNLOADING

Cater the needs for the fish landing and trading facility of the fisherman and fish traders in Tacloban City and its neighboring town.

Office/Division:	Tacloban Fish Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizen			
Who may avail:	Fish Broker/Dealer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fish Unloading Monitoring Transaction Report		Market Checker, Tacloban Fish Port Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unloading of fish to the designated Market bay area.	Issue fish unloading monitoring transaction report	none	5 minutes	Ernesto C. Cuyag Jr. Delio Bajen Victor A. Ompad Angelo Labara

				Administrative Aide – I (Market Checker)
2. Present the issued fish unloading monitoring report for payment as to the volume of fish per tubs or kilos.	Issue official receipt	8.00 per tubs .25 cents per kilo	5 minutes	Cashier (Philippine Fisheries Development Authority)
Total		P 8.00 x no. of tubs + P 0.25 x no. of kilos	10 minutes	

UNLOADING OF NON-FISHERY PRODUCTS

Cater the needs for the fish landing and trading facility of the fisherman and fish traders in Tacloban City and its neighboring town.

Office/Division:	Tacloban Fish Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizen			
Who may avail:	Fish Broker/Dealer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		Market Checker, Tacloban Fish Port Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Unloading Non-Fishery Products	Issue assessment slip		5 minutes	Ernesto C. Cuyag Jr. Delio Bajen Victor A. Ompad Angelo Labara Administrative Aide – I

				(Market Checker)
2. Present the issued assessment slip for payment:	Issue Official Receipt			
	a. Fruits and vegetables Rice, corn & spices.	3.00 pesos per sack	3 minutes	Cashier (Philippine Fisheries Development Authority)
	b. Copra & Palay	1.00 peso per sack		
	Total	P 3.00 x per sack + P 1.00 x per sack	8 minutes	

TO SECURE ENTRANCE TICKET

Permit needed upon entering the port to unload fish and non-fishery products

Office/Division:	Tacloban Fish Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizen			
Who may avail:	Fish Dealer Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Entrance Ticket		Gate entrance collector, Tacloban Fish Port Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure entrance ticket	Issued Entrance ticket	none	5 minutes	Ernesto C. Cuyag Jr. Delio Bajen Victor A. Ompad Angelo Labara Administrative Aide – I

				(Market Checker)
2. Present the entrance ticket	Issue entrance ticker for Customer's copy.			
	10 wheeler truck	35.00 pesos unit/day		
	6 wheeler truck	25.00 pesos unit/day	3 minutes	
	4 wheeler truck	10.00 pesos unit/day		
	Tricycle	6.00 pesos unit/day		
	Pedicabs	3.00 pesos		
		P 35.00 x no. of unit + P 25.00 x no. of unit P 10.00 x no. of unit P 6.00 x no. of unit P 3.00 x no. of unit	8 minutes	
	Total			

TO SECURE BERTHING PAY

Cater the needs for the fish landing and trading facility of the fisherman and fish traders in Tacloban City and its neighboring town.

Office/Division:	Tacloban Fish Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizen			
Who may avail:	Fishing Boat/Banca Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		Port Harbor, Tacloban Fish Port Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Berthing	Issue assessment slip	None	3 minutes	Ernesto C. Cuyag Jr. Delio Bajen Victor A. Ompad Angelo Labara Administrative Aide – I (Market Checker)

2. Present the assessment slip to the Cashier for payment for berthing Pay.	Issue official receipt			
a. Fishing Boats	a. Fishing Boats	150.00 pesos F/B	5 minutes	Cashier
b. Commercial and Municipal Vessel.	b. B. Commercial and Municipal Vessel	24.00 pesos/MB		(Philippine Fisheries Development Authority)
Total		P 150.00 x no. of FB + P 24.00 x no. of MB	8 minutes	

ICE UNLOADING

Cater the needs for the fish landing and trading facility of the fisherman and fish traders in Tacloban City and its neighboring town.

Office/Division:	Tacloban Fish Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizen			
Who may avail:	Ice Dealer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip		Market Checker, Tacloban Fish Port Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unload the ice to the broker	Issue assessment slip	None	3 minutes	Ernesto C. Cuyag Jr. Delio Bajen Victor A. Ompad Angelo Labara Administrative Aide – I

				(Market Checker)
2. Ice dealer present the assessment slip to the Cashier for payment as to the volume of ice per block.	Issued official receipt	4.00 pesos per block	3 minutes	Cashier (Philippine Fisheries Development Authority)
Total		P 4.00 x no. of blocks	6 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by PFDA/LGU staff after service rendered. Drop this at the designated box in the frontline service or at the lobby.
How feedbacks are processed	The result of client satisfaction surveys is open 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 Complain Desk or write a letter addressed to Assistant Port Supervisor narrating specific details of the complaint. Or send their message to the TCFPMO Facebook Account/
How complaints are processed	The Public Assistance and Complaint Desk will forward the complaint to the Port Supervisor (PFDA)/Asst. Port Supervisor (LGU).
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



TACLOBAN CITY YOUTH OFFICE



FUNCTIONAL STATEMENT:

As provided by the Rule IV Section 27 in the Revised Rules and Regulations Implementing Republic Act (R.A.) No. 10742, Otherwise Known as the “Sangguniang Kabataan Reform Act Of 2015,” As Amended by R.A. No. 11768 (a) There shall be in every province, city, and municipality a Youth Development Office which shall be headed by a youth development officer and shall:

1. In accordance with Section 24 (d) of these rules, register and verify youth and youth-serving organizations (Subject to the revitalized Youth Organizations’ Registration Program (YORP) guidelines;
2. Provide technical assistance to the LYDC of the concerned LGU in the formulation of the LYDP;
3. Facilitate the election of the LYDC representatives, the expenses for said elections shall be shouldered by NYC, other incidental expenses are not included;
4. Serve as secretariat to the LYDC;
5. Conduct the mandatory and continuing training of SK officials and LYDC members, in accordance with the programs jointly designed and implemented by the Commission and the DILG. The local youth development officer and/or her/his staff shall apply for accreditation from the Commission in order for them to conduct the mandatory and continuing training programs of SK officials and LYDC members. In the absence of a Youth Development Office in the province, city, or municipality, the designated existing personnel by the LCE shall apply for accreditation with the Commission in order for the said official to conduct the mandatory and continuing training programs of SK officials and LYDC members.
6. Provide technical, logistical, and other support in the conduct of the mandatory and continuing training programs, and to such other programs of the Commission and DILG;
7. Coordinate with the Commission, with regard to the youth programs within their jurisdiction; and
8. Perform such other functions as may be prescribed by law, ordinance, or as the LCE, the Commission, or the DILG may require.

OBJECTIVES:

- To be able to provide productive activities for the young people where in the end it will help them to become a good citizen of the city;
- To be able to motivate potential young people develop a sense of leadership, innovation and initiate active participation in social, political, economically, cultural, sports and eco-tourism awareness program;
- To be able to partner with other stakeholders in the implementation of advocacy programs of the office;
- To be able to raise awareness among youth, the importance of relevant information on the different issues and concerns arising in the locality.
- Provide technical assistance for youth development focusing on empowerment of the youth.

VISION:

- God centered, Empowered and involved young people of Tacloban towards development and resilience of the city. Able to access government programs crucial to holistic youth development where no single youth is left behind.

MISSION:

To develop policies and programs aimed at facilitating the personality of the youth through character development sessions, sports and community services.

- To formulate programs and policies that would encourage and enhance young people's innate skills and talents.

REQUEST FOR TECHNICAL ASSISTANCE (TRAINING)

Brief Description: Processing of request for Technical Assistance (Training). Technical assistance is the basic support given to any given partnered Sangguniang Kabataan Official, Youth Organizations and Youth Serving Organizations as well as other department and agencies in terms of the need for resource speakers/ subject matter expert, facilitator or any other assistance that may build the capacity of the requesting client in the development.

Office/Division:	City Youth Development Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may Avail:	Government Agencies, Non-governmental organizations, SK Officials Youth Organizations and Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) copy of Letter Request with authorized signature (1 original or soft copy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Prepare a request letter for technical assistance to CYDO and must be submitted at least two (2) weeks before the actual event/activity.	1. Received the request letter for technical assistance.	None	1 minute	RONALYN D. LACHICA Administrative Aide Job Order
2. Wait for validation process on submitted documents.	2. CYDO shall undertake validation process on submitted documents to ensure that is	None	3 minutes	CARLOS DAVE L. CASTELLO City Youth Development Officer Executive Assistant III

	aligned and anchored in Office's Objectives especially in the ten (10) centers of participation of CYDP.			
3. Wait for process of documents.	3. Once validated the CYDO Personnel shall prepare a letter request and forward the document to City Mayor's Office and HRMDO for the issuance of Office Order/ Travel Order.	None	1 day	DEXYL KID C. ONDEZ Administrative Aide I Casual
	3.1 Once approved the CYDO shall inform the concerning party on the request.	None	3 minutes	DEXYL KID C. ONDEZ Administrative Aide I Casual
	3.2 CYDO shall prepare, review, revise or tailor fit the presentation according to the needs of the requesting party.	None	1 day	DEXYL KID C. ONDEZ Administrative Aide I Casual
4. Conducts the event/activity.	4. Implementation of technical assistance.	None	1 day	DEXYL KID C. ONDEZ Administrative Aide I Casual JEFERSON J. PABUNAN Administrative Aide Job Order
Total		None	3 days and 7 minutes	

YOUTH ORGANIZATION REGISTRATION PROGRAM (YORP)

Brief Description: To register youth organizations and youth-serving organizations and provide formal recognition and support to youth-led or youth-focused organizations within the community. This program aims to facilitate the registration process for such organizations, ensuring they meet legal requirements, access resources, and gain credibility. By formalizing their status, these youth organizations and youth-serving organizations can more effectively advocate for youth issues and concerns arising in the locality, access funding opportunities, and collaborate with other entities, ultimately empowering young people to drive positive change in their communities. Localized version of National Youth Commission’s Youth Organization Registration Program (YORP) that aims to establish directory of all existing youth organizations and youth-serving organizations operating within the jurisdiction.

Office/Division:	City Youth Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Youth Organizations and Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out Registration Form (1 original copy)			City Youth Development Office	
2. Filled-out Directory of Officers and Advisers Form (1 original copy)				
3. Filled-out List of Members in Good Standing Form (1 original copy)				
4. Certification/ Endorsement from appropriate authority (1 original copy)			Applicant	
5. Constitution and By Laws (1 original copy)			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Secures checklist of requirements from the City Youth Development Office.	1. Provides client with a checklist of requirements with instructions from the online platform.	None	3 minutes	DEXYL KID C. ONDEZ Administrative Aide I Casual
2. Submit the filled-out forms to the official email address of CYDO at ilovetac.office_youth@yahoo.com	2. Pre-evaluates the submitted forms/ supporting documents.	None	3 minutes	DEXYL KID C. ONDEZ Administrative Aide I Casual
	2.1 If application and supporting documents are not complete, a notice of deficiency will be emailed to the applicant for completion.	None	3 minutes	JEFERSON J. PABUNAN Administrative Aide Job Order
	2.2 If application and supporting documents is complete, the first verifier will initially approve application.	None	5 minutes	DEXYL KID C. ONDEZ Administrative Aide I Casual
3. Waiting for validation process results.	3. Verifies completeness and authenticity of submitted documents of the applicant.	None	5 minutes	CARLOS DAVE L. CASTELLO City Youth Development Officer Executive Assistant III
4. Wait for the official release of certificate of registration.	4. Endorse the certificate of registration to the city youth development officer and city mayor's office for signature.	None	10 minutes	RONALYN D. LACHICA Administrative Aide Job Order

5. Receives the certificate of registration.	5. Released of certificate of registration to the concerning organizations.	None	1 day	DEXYL KID C. ONDEZ Administrative Aide I Casual
	5.1 Officially registered under the YORP guidelines to the CYDO.	None	3 minutes	DEXYL KID C. ONDEZ Administrative Aide I Casual
Total		None	1 day and 32 minutes	

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 CYDO Official Facebook account.
How feedbacks are processed	The result of client satisfaction surveys of the office staff is 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 CYDO Official Facebook account or email us at ilovetac.office_youth@yahoo.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	<p>Contact Center ng Bayan</p> <p>Text: 0908-881-6565 or Call: 1-6565</p> <p>Presidential Complaint Center</p> <p>8-784-4286 local 4029</p> <p>Anti - Red Tape Authority</p> <p>0908-881-6565;</p> <p>888</p>



COMMUNITY LIVELIHOOD AND ENTREPRENUERIAL PROGRAM



COMMUNITY LIVELIHOOD AND EXTENSION SERVICES

Description of the Services: Skills Training

Office/Division:	Community Livelihood and Extension Program			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All constituents of Tacloban City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to Conduct Livelihood Training		CLEP Office		
Letter of Request to Conduct Community Services		Barangay Officials, Private Agencies, DepEd, NGOs, Government Agencies and Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request to Conduct Skills Training / Request to Conduct Libreng Gupit	1. The person in charge of the receiving area will receive the approved documents/letter	None		

<p>Service</p> <p>Submit two (2) original copies of the document/letter request with the end user contact number at the receiving deck of the City Mayor's Office. (BOSS Building entrance area)</p> <p>Services Offered:</p> <ul style="list-style-type: none"> • Food Processing • Food and Beverage • Dressmaking • Reflexology • Cosmetology • Silk Screen Printing • Hair Cutting • Baking 	<p>request with route slip and with approval from the office of the City Mayor:</p> <p>1.1 Check if the document has all the necessary or complete information.</p> <p>1.2 Identify what kind of document is being received.</p> <p>1.3 Record the document and put the reference number.</p> <p>1.4 Approved letter request will be endorsed to the CLEP coordinator for recommendation.</p>		<p>1 Minute</p> <p>1 Minute</p>	<ul style="list-style-type: none"> • Susan V. Borromeo (Agricultural Technologist/In charge of Incoming Communication) • Susan V. Borromeo (Agricultural Technologist/In charge of Incoming Communication) • Susan V. Borromeo
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			1 Minute	(Agricultural Technologist/In charge of Incoming
			7 Minutes	<ul style="list-style-type: none"> • Mary grace Gonzales Job order Liaison officer Designated
TOTAL			10 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill up the Customer/client feedback form after service is rendered will be dropped at the designated box located at the frontline desk located at the entrance of the office
How feedbacks are processed	All client feedback forms are daft to the box. if any, will be opened weekly for assessment and appropriate action. All answers to the feedback forms shall be transmitted to the client through the contact number given, if any, for his/her information.
How to file a complaint	A complaint letter addressed to the head of the office shall be sent specifying the nature of the complaint, The person being complained 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 provided by the ARTA All actions to answer the complaint shall be transmitted to the client through 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



CMO – CARPOOL



BORROWING OF SERVICE VEHICLES

To oversee the entire operations of the CGSO – Carpool Office and to coordinate with other offices/departments in connection with the City Government's Activities

Office/Division:	CGSO – Carpool
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Plantilla/Non-Plantilla Employees (Job Order, Casual, Regular, COS)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Letter 2. Request Letter		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Client will submit requisition letter duly signed by the Office/Department Heads/Supervisors 7. Client will submit duly approved "Letter Request" by the City General Services Office through the Barangay Affairs Office. 8. Client will coordinate with CDRRMO and another government agencies.	10. Implement of service vehicles for City Government Personnel to their assigned daily tasks. 11. Assistance of service vehicles to the constituents of the City of Tacloban such as burial services and others. 3. Provide automatic vehicles during inclement weather and other conditions.	NONE	5 mins	HEAD COORDINATOR CARPOOL ADMIN AIDE I (P)
			5 mins	ADMIN OFFICER (P) ADMIN AIDE I (JO)
			5 mins	HEAD COORDINATOR CARPOOL ADMIN AIDE I (P)

Total	NONE	15 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client satisfaction survey form given by the Carpool Staff after service is rendered and drop it at the designated box near the receiving section of the frontline services in the office.
How feedbacks are processed	The result of client satisfaction surveys of the front liners are opened and analyzed. Those requiring answers and immediate attention are attended promptly. Carpool personnel prepares their monthly report to be submitted to the Quality Management Office.
How to file a complaint	Fill out a compliant form provided by the Public Information and Complaint Desk or write a letter addressed to the Head Coordinator of Carpool Office narrating specific details of complaint.
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO)</p> <p>The (PRO) shall review the nature of complaint.</p> <p>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> <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.</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



CMO – SUPPLY



MISSION

"To provide transparent, auditable, efficient, and timely distribution of items and services to the city and its constituents."

VISION

"A professional enabling service provider that delivers functions to cater the need of the City and its constituents."

REQUESTING AND RELEASING OF COMMON OFFICE AND JANITORIAL SUPPLIES

Facilitates the distribution of common supplies and consumables to offices under the City Mayor's Office per the approved consolidated PPMP.

Office/Division:	CITY MAYOR'S OFFICE - SUPPLY DIVISION			
Classification:	SIMPLE			
Type of Classification:	GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL OFFICES/DIVISIONS UNDER THE CITY MAYOR'S OFFICE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed and Approved Requisition and Issue Slip (RIS)		Client Office		
Signed Inventory Custodian Slip (ICS) for semi-expendable items		Client Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the duly signed and approved RIS and ICS for semi-expendable items	1.1 Receive RIS and/or ICS from the client, check correctness and completeness of forms	NONE	5 minutes	REA GRACE A. DACATIMBANG (Administrative Aide I)
	1.2 Will check submitted office/division PPMP and availability of stock		3 minutes	CHIARA M. ABREMATEA (Administrative Aide I)

	1.3 If included in PPMP, prepare supplies for release to the requisitioning office/division		3 minutes	LITO G. PEDRABUENA/ ANTHONY P. CASIO/ MARLON NIÑO C. ARTOZA/ MATTHEW C. BALINGATA - (Administrative Aides I)
TOTAL:			11 MINUTES	

REQUESTING AND RELEASING OF SPORTS EQUIPMENT, MEDALS, TROPHIES, PAINT, READING GLASSES, MEDICINE, MEDICAL EQUIPMENT, AND MINERAL WATER

Supplies such as sports equipment, medals, trophies paint, reading glasses, medicine, medical equipment, and mineral water are also released to requesting entities intended for various activities and programs of the City Government of Tacloban as per the approval of the City Mayor's Office.

Office/Division:		CITY MAYOR'S OFFICE - SUPPLY DIVISION		
Classification:		SIMPLE		
Type of Classification:		GOVERNMENT TO GOVERNMENT		
Who may avail:		ALL OFFICES/DIVISIONS UNDER THE CITY MAYOR'S OFFICE, ALL OTHER OFFICES OF THE CITY GOVERNMENT, BARANGAYS, ORGANIZATIONS, AND OTHER ENTITIES APPROVED BY THE CITY MAYOR'S OFFICE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (receiving copy)		Client Office		
Signed RIS and ICS of Requested Items		Client Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of Request Letter received	1.1 Receive receiving copy of request letter and check for received stamp from the City Mayor's Office and if original Request Letter	NONE	5 Minutes	REA RACE A. DACATIMBANG (Administrative Aide I)

by the City Mayor's Office - Receiving	was already approved and routed from the City Mayor's Office			
2. Sign/fill out the Requisition and Issue Slip (RIS) and Inventory Custodian Slip (ICS)	2.1 Will check the availability of stock	NONE	3 minutes	LITO G. PEDRABUENA (Administrative Aide I)
	2.2 Noting of quantity to be released as per stocks available		2 minutes	CARLA A. ANGLE (CMO-Supply Officer - designate)
	2.3 Prepare requested items and release/deliver (as instructed by the office head) to requisitioning parties		2 minutes	ANTHONY P. CASIO/ MATTHEW C. BALINGATA/ MARLON NIÑO C. ARTOZA (Administrative Aides I)
TOTAL:			12 MINUTES	

REQUEST FOR TARPAULIN PRINTING

Offices/divisions under the City Mayor's Office are allowed to request for the printing of tarpaulin intended for activities of the City Mayor's Office and City Government of Tacloban.

Office/Division:		CITY MAYOR'S OFFICE - SUPPLY DIVISION		
Classification:		SIMPLE		
Type of Classification:		GOVERNMENT TO GOVERNMENT		
Who may avail:		ALL OFFICES/DIVISIONS UNDER THE CITY MAYOR'S OFFICE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out Request for Printing form duly signed by the head of the office		Client Office		
Soft Copy / Digital Copy of Layout (thru flash drive or sent via e-mail: cmosupply2022@gmail.com)		Client Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the duly signed and approved Request for Printing and soft	1.1 Receive Request for Printing form and soft copy of layout from client, check correctness and completeness of form	NONE	5 Minutes	REA GRACE A. DACATIMBANG (Administrative Aide I)

coly/digital copy of the layout.	1.2 Checking of layout and saving a copy for billing purposes.		3 Minutes	CHIARA M. ABREMATEA (Administrative Aide I)
	1.3 Approval of request form		5 minutes	CARLA A. ANGLE (CMO-Supply Officer - designate)
	1.4 Release Request for Printing form. And client is instructed to go to supplier's store with the Request for Printing and soft copy of layout.		3 minutes	CHIARA M. ABREMATEA (Administrative Aide I)
TOTAL:			16 MINUTES	

REQUEST FOR CATERING SERVICES AND FOODSTUFF (BUFFET, SNACKS, AND PACKED MEALS)

For activities and programs of the City Mayor's Office and the City Government of Tacloban.

Office/Division:		CITY MAYOR'S OFFICE - SUPPLY DIVISION		
Classification:		SIMPLE		
Type of Classification:		GOVERNMENT TO GOVERNMENT		
Who may avail:		ALL OFFICES/DIVISIONS UNDER THE CITY MAYOR'S OFFICE, ALL OTHER OFFICES OF THE CITY GOVERNMENT, BARANGAYS, ORGANIZATIONS, AND OTHER ENTITIES APPROVED BY THE CITY MAYOR'S OFFICE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Received and Approved by the City Mayor's Office		Client Office		
Duly signed Requisition and Issue Slip		Client Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present copy of Request Letter received by the City Mayor's Office Receiving	1.1 Receive receiving copy of request letter and check for the received stamp from the City Mayor's Office and will check if the original Request Letter was already approved and routed from the City Mayor's Office	NONE	5 Minutes	REA A. DACATIMBANG (Administrative Aide I)

	1.2 Checking of funds available and noting of quantity to be released		3 Minutes	CARLA A. ANGLE (CMO-Supply Officer - designate)
	1.3 Will book to supplier approved quantity and date of activity as written in the request letter		3 Minutes	FLORA E. ADONA/ RACHELLE L. SUÑER/ CLARITO C. RAMIREZ (Administrative Aide I)
	1.4 If scheduled and approved, will notify client as to date of pick-up or delivery		5 Minutes	FLORA E. ADONA/ RACHELLE L. SUÑER/ CLARITO C. RAMIREZ (Administrative Aide I)
TOTAL:			16 MINUTES	

PRICE CHECKING OF ITEMS IN PURCHASE REQUESTS AND PROJECT PROPOSALS

As part of the pre-approval of Purchase Requests and Project Proposals, prices are checked based on DBM price list prior to forwarding to City Administrator's Office

Office/Division:		CITY MAYOR'S OFFICE - SUPPLY DIVISION		
Classification:		SIMPLE		
Type of Classification:		GOVERNMENT TO GOVERNMENT		
Who may avail:		ALL OFFICES/DIVISIONS UNDER THE CITY GOVERNMENT OF TACLOBAN		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Purchase Request or Project Proposal		Client Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present signed Purchase Request by the head of the client's office	1.1 Receive signed Purchase Request or Project Proposal.	NONE	3 minutes	REA A. DACATIMBANG (Administrative Aide I)
	1.2 Pre-check prices of items in Purchase Request or Project Proposals as per the latest DBM pricing standard.		20 minutes	CHIARA M. ABREMATEA (Administrative Aide I)

	*If needed, items are recanvassed for evaluation.		1 working day	CLARITO C. RAMIREZ (Administrative Aide I)
	1.3 Prices are rechecked and re-evaluated. If approved, PR is signed		10 minutes	CARLA A. ANGLE (CMO-Supply Officer - designate)
	1.4 Photocopy Purchase Request for filing and record to log		3 minutes	MARK S. MORADA (Administrative Aide I)
	Photocopy Project Proposal for filing and record to log			SHANE JAN C. TRAGURA (Administrative Aide I)
	1.5 Release Purchase Request to client		3 minutes	MARK S. MORADA (Administrative Aide I)
	Release Project Proposal to client			SHANE JAN C. TRAGURA (Administrative Aide I)
TOTAL:			No Need Recanvassing – 39 Minutes	
			For Recanvassing – 1 day and 39 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the suggestion box at the office's entrance door. The Client can also send a message to the email cmosupply2022@gmail.com
How feedbacks are processed	Every Friday, the Administrative Officer-Designate opens the drop box and compiles and records all feedback submitted. Feedback requiring answers is forwarded to the relevant section or personnel concerned and they are required to answer within three (3) days from receipt of the feedback. The action taken and the concerned section's or personnel's answer are then relayed to the citizen/complainant. For inquiries and follow-ups, clients may contact through email: cmosupply2022@gmail.com
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box at the office's entrance door.

	<p>Complaints can also be filed via email. 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 through email: cmosupply2022@gmail.com</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant section/personnel for their explanation within 72 hours upon receipt.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the head of office or duly authorized representative for appropriate action.</p> <p>The Complaints Officer will give feedback with regards to the action taken and the investigation conducted to the client/ complainant.</p> <p>For inquiries and follow-ups, clients may contact through email: cmosupply2022@gmail.com</p>

Contact Information of the City Mayor's Office – Supply Division	E-MAIL: cmosupply2022@gmail.com



BIDS AND AWARDS COMMITTEE



FUNCTION OF THE BIDS AND AWARDS COMMITTEE

(Based on the 2016 Revised Implementing Rules and Regulations of R.A. 9184 otherwise known as the Government Procurement Reform Act)

The **BAC** shall have the following functions:

- a. Advertise and/or post the invitation to bid/request for expressions of interest;
- b. Conduct pre-procurement and pre-bid conferences;
- c. Determine the eligibility of prospective bidders;
- d. Receive and open bids;
- e. Conduct the evaluation of bids;
- f. Undertake post-qualification proceedings;
- g. Resolve requests for reconsideration;
- h. Recommend award of contracts to the HoPE or his duly authorized representative:
- i. Recommend the imposition of sanctions in accordance with Rule XXIII;
- j. Recommend to the HoPE the use of Alternative Methods of Procurement as provided in Rule XVI hereof;

- k. Conduct any of the Alternative Methods of Procurement;
- l. Conduct periodic assessment of the procurement processes and procedures to streamline procurement activities pursuant to Section 3(c) of this IRR; and
- m. Perform such other related functions as may be necessary, including the creation of a Technical Working Group (TWG) from a pool of technical, financial, and/or legal experts to assist in the following:
 - 1. Review of the Technical Specifications, Scope of Work, and Terms of Reference;
 - 2. Review of Bidding Documents;
 - 3. Short listing of Consultants;
 - 4. Eligibility Screening;
 - 5. Evaluation of Bids;
 - 6. Post-Qualification; and
 - 7. Resolution of Request for Reconsideration.

SUPPLIER REGISTRY FOR ALTERNATIVE MODE OF PROCUREMENT

To expedite and simplify the procurement process under Alternative Procurement in accordance with the Updated 2016 Implementing Rules and Regulations of R.A 9184. An administrative fee will be required from the supplier/bidder for the registration in the Registry, renewable on a semi-annual basis

Office/Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	All Eligible Suppliers/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Certified Copy of the Mayor’s Permit, PhilGEPS registration, and their latest Income Tax Return (ITR) or Audited Financial Return		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Bids & Awards Committee	<ul style="list-style-type: none"> ➤ Check and evaluate the documents submitted ➤ Prepare the advice of Payment 	500.00	5 minutes	Gerard Ken Brosas <i>BAC Secretariat Member</i>

<p>2. Pay at the City Treasurer's Office</p>	<ul style="list-style-type: none"> ➤ Present the Official Receipt (OR) to the BAC Secretariat Member ➤ Release the Certificate of Registration 	<p>None</p>	<p>5 minutes</p>	<p>Gerard Ken Brosas <i>BAC Secretariat Member</i></p>
<p style="text-align: center;">Total</p>		<p style="text-align: center;">500.00</p>	<p style="text-align: center;">10 minutes</p>	

		DBM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PhilGEPS website for the Invitation to Submit Price Quotation	<ul style="list-style-type: none"> ➤ Prepare the Request for quotations and post at the PhilGEPS website ➤ Post the Price Quotations at the City Hall Bulletin 	NONE	3 days	Anazel A. Argota <i>BAC Secretariat Member</i>
2. Submit the Documentary Requirements asked by the BAC on\before the Opening Date	<ul style="list-style-type: none"> ➤ Receive and open the RFQs and documentary requirements submitted ➤ Ensure the completeness of documentary requirements attached ➤ Evaluate the documents required 	NONE	5 minutes	Romel Campos <i>Admin.Aide</i> Technical Working Group (GOODS)

<p>3. Attend the BAC Meeting to know who is the lowest complying and responsive supplier/bidder</p>	<p>➤ Prepare the Abstract of Quotations summarize and provide clear concise back up documentation to justify the issuance of Notice of Award (NOA) and Purchase Order (PO)</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Ma. Cristina T. Del Rosario <i>BAC Secretariat Member</i></p>
<p>Total</p>		<p>NONE</p>	<p>3 days & 10 minutes</p>	

ISSUANCE OF NOTICE OF AWARD

Processing and Issuance of Notice of Award, which recommends award to the winning Supplier/Bidder

Office/Division:	Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	All Eligible Suppliers/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		Client End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a copy of Notice of Award if the Supplier/Bidder is the winning bidder	<ul style="list-style-type: none"> ➤ Prepare Notice of Award ➤ Facilitate the Notice of Award ➤ Let the Supplier/Bidder sign the Notice of Award 	NONE	5 minutes 10 minutes	Josephine Mae L. Gatela <i>BAC Secretariat Member</i> Jerry Peñalosa <i>Admin.Aide</i>

	<ul style="list-style-type: none"> ➤ Post at the City Hall Bulletin, City Government of Tacloban Website and in the PhilGEPS website 		<p>30 minutes</p> <p>5 minutes</p>	<p>CANVASSER</p> <p>Aljon G. Lagunzad</p> <p><i>Admin.Aide I</i></p>
Total		NONE	50 minutes	

ISSUANCE OF PURCHASE ORDER

Processing and Issuance of Purchase Order for payment of the awarded Supplier/Bidder

Office/Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	All Eligible Suppliers/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		Client End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.follow-up for the status of the Purchase Order and ask for a copy of Purchase Order	<ul style="list-style-type: none"> ➤ Prepare the Purchase Order ➤ Process the Purchase Order to the City Accountant's Office and City Administrator's Office 	NONE		Von Ramir Humbria Admin.Aide

	<ul style="list-style-type: none"> ➤ Let the Supplier/Bidder sign the Purchase Order ➤ Return the Purchase Order to the end-user for the process of Payment to Supplier/Bidder 			<p>CANVASSER</p> <p>Aljon G. Lagunzad</p> <p>Admin.Aide I</p>
Total		NONE	10 days	

ISSUANCE OF BIDDING DOCUMENTS

Interested Bidders may ask/acquire bidding documents upon payment of the bidding fee.

Office/Division:	Bids and Awards Committee	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen	
Who may avail:	All Eligible Suppliers/Bidders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>For prospective bidders: Company Profile Checklist 1. Valid Certificate of Registration-DTI 2. Valid Incorporation of Partnership papers duly registered from S.E.C. 3. G-EPS Registration Certificate 4. Tax Clearance (BIR) Certified True Copy by the Company 5. Latest Financial Statement (duly stamped "Received" by the BIR). 6. Latest Income Tax Return (ITR) (including confirmation receipt). 7. Certificate of Registration/Copy of TIN ID 8. Latest VAT Return (mo./qtr./annual). 9. Valid Mayor's Business Permit 10. Yearly/Quarterly Mayor's Business Tax Receipt (O.R.) 11. Certificate of Credit Lines/Bank Certificate from any reputable banking institution 12. Recent Photo of Office (showing business signboard) and working area. 13. Notarized Certificate of Ownership (if owned).</p>		<p>Client Secure Company Profile Checklist at the Bids and Awards Committee Office.</p>

14. List of Customers/Clients. (With address and contact number) 15. Special Power of Attorney/Authorization Letter from the Proprietor/President/General Manager giving permission to the Authorized Representative to transact business on behalf of the company. It must bear the specimen signature and 2x2 ID photo/s of the representative/s.

For participating bidders:

1. Checklist of Technical and Financial Documents

a For Infrastructure Projects

Class “A” Documents

Legal Documents

(a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) ;or

(b) Registration certificate form Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives of its equivalent document; and

(c) Mayor’s or Business permit issued by the city or municipality where the principal place of business of the prospective bidder is

<p>located, or the equivalent document for Exclusive Economic Zones or Areas; and</p> <p>(d) Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).</p> <p><u>Technical Documents</u></p> <p>(e) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and</p> <p>(f) Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3. and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; and</p> <p>(g) Philippine Contractors Accreditation Board (PCAB) License; or Special PCAB License in case of Joint Ventures; and registration for the type and cost of the contract to be bid; and</p> <p>(h) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission; or Original copy of Notarized Bid Securing Declaration; and</p>	<p>Secure downloadable version of these checklist thru the PhilGEPS website and City Government of Tacloban City website</p> <p>Secure physical copies of this checklist thru purchasing the Complete set of Bidding Documents at the Bids and Awards Committee Office</p>
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(i) Project Requirements, which shall include the following:

- a. Organizational chart for the contract to be bid; and
- b. List of contractor's key personnel (e.g., Project Manager, Project Engineers, Materials Engineers, and Foremen), to be assigned to the contract to be bid, with their complete qualification and experience data; and
- c. Duly signed Manpower Schedule; and
- d. List of contractor's major equipment units, which are owned, leased, and/or under purchase agreements, supported by proof of ownership or certification of availability of equipment from the equipment lessor/vendor for the duration of the project, as the case may be; and
- e. Equipment utilization schedule; and
- f. Duly signed Construction Schedule (PERT/CPM) and Scurve; and
- g. Duly signed Construction Method in narrative form; and
- h. Construction Safety and Health Program; and

(j) Original duly signed Omnibus Sworn Statement (OSS); and if applicable, Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.

Financial Documents

(k) The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission; **and**

(l) The prospective bidder's computation of Net Financial Contracting Capacity (NFCC).

Class "B" Documents

(m) If applicable, duly signed joint venture agreement (JVA) in accordance with RA No. 4566 and its IRR in case the joint venture is already in existence; **or** duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

II. FINANCIAL COMPONENT ENVELOPE FOR THE PROCUREMENT OF INFRASTRUCTURE PROJECTS

(n) Original of duly signed and accomplished Financial Bid Form; and Other documentary requirements under RA No. 9184

(o) Original of duly signed Bid Prices in the Bill of Quantities; and (p) Duly accomplished Detailed Estimates Form, including a summary sheet indicating the unit prices of construction

materials, labor rates, and equipment rentals used in coming up with the Bid; and

(q) Cash Flow by Quarter.

b. For Goods and Services

Class “A” Documents

Legal Documents

(a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages); or

(b) Registration certificate form Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives of its equivalent document; and

(c) Mayor’s or Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas; and

(d) Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).

Technical Documents

(e) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; and

(f) Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3. and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; and

(g) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission; or Original copy of Notarized Bid Securing Declaration; and

(h) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; and

(i) Original duly signed Omnibus Sworn Statement (OSS); and if applicable, Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special

Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. Financial Documents

(j) The Supplier's audited financial statements, showing, among others, the Supplier's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission; and

(k) The prospective bidder's computation of Net Financial Contracting Capacity (NFCC); or A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

Class "B" Documents

(l) If applicable, duly signed joint venture agreement (JVA) in accordance with RA No. 4566 and its IRR in case the joint venture is already in existence; or duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

Other documentary requirements under RA No. 9184

(as applicable)

(m) [For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos] Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.

(n) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity

III. FINANCIAL COMPONENT ENVELOPE FOR THE PROCUREMENT OF GOODS AND SERVICES

(a) Original of duly signed and accomplished Financial Bid Form; and

(b) Original of duly signed and accomplished Price Schedule(s)

***GPPB Standard Rates (Sales of Bidding Documents)**

Approved Budget For the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
500,000 up to 1 Million	1,000.00
1 Million up to 5 Million	5,000.00
5 Million up to 10 Million	10,000.00
10 Million up to 50 Million	25,000.00
50 Million up to 500 Million	50,000.00
More Than 500 Million	75,000.00

**Based on the 2016 Revised Implementing Rules and Regulations of
R.A 9184 otherwise known as the Government Procurement Reform Act**

FOR THE PROCUREMENT OF GOODS AND SERVICES:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-procurement Conference	<ul style="list-style-type: none"> Schedule a Pre-procurement conference Optional for ABC of ₱2,000,000.00 and below 	NONE	Whenever Necessary	BAC End-user
Advertisement/Posting or Invitation to Bid	Start of Availability of Bidding Documents	NONE	1-7CDs	BAC BAC Secretariat Member
Submission of Company Profile/Eligibility Requirements	Receipt and review of company Profile/Eligibility Requirements	NONE	1-3CDs	BAC Head BAC Secretariat

				Prospective Bidder
Pre-bid Conference	<ul style="list-style-type: none"> Schedule Pre-bid Conference Optional for ABC below ₱1,000,000.00 	NONE	1-3CDs	<p>BAC</p> <p>Head BAC Secretariat</p> <p>Prospective Bidder</p>
Purchasing of Bidding Documents	Releasing of Bidding Documents	*GPPB STANDARD RATE	Whenever Necessary	<p>BAC</p> <p>BAC Secretariat Member</p> <p>Prospective Bidder</p>
Deadline of Submission and Receipt of Bids/Bid Opening	Receipt of Bids/Bid Opening	NONE	45CDs	<p>BAC Secretariat Member</p> <p>Prospective Bidder</p>
Bid Evaluation	<ul style="list-style-type: none"> Check and evaluate bids to select the best offer in an effort acquire goods, work and services 			BAC

	<ul style="list-style-type: none"> Referred to as the lowest responsive evaluated bid 	NONE	7CDs	Technical Working Group
Post-Qualification	Verify and assess the qualifications and capacity of a selected bidder after the evaluation of bids	NONE	45CDs	BAC Technical Working Group
Approval or Resolution/ Issuance of Notice of Award	Prepare and Facilitate the Notice of Award	NONE	15CDs	Hon.Alfred S. Romualdez City Mayor
Contract Preparation and Signing	<ul style="list-style-type: none"> Prepare the Contract of Agreement Facilitate the Contract of Agreement for CAO, CMO, end-user and supplier signature 	NONE	5 minutes 2CDs 2-4CDs 5CDs	BAC BAC Secretariat Member Elizalde A. Teo,CPA,JD OIC-City Accountant Hon.Alfred S. Romualdez City Mayor

				End-user
Approval of contract by higher authority	Signed by the HoPE	NONE	2-5 CDs	Hon.Alfred S. Romualdez City Mayor
Issuance of Notice to Proceed	Prepare the Notice to Proceed signed by the HoPE	NONE	7 CDs	BAC BAC Secretariat Member Winning Bidder

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 City Government of Tacloban Bids & Awards Committee Facebook account.</p>
How feedbacks are processed	<p>The result of client satisfaction surveys of the frontlines is opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
How to file a complaint	<p>Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Bids & Awards Committee specific details of the complaint. Or send their complaint thru email tacbacsec18@gmail.com BAC Gmail Account.</p>
How complaints are processed	<p>The Public Information and Complaint Desk will forward the complaint to the Administrative Officer-Designate/Head BAC Secretariat.</p> <p>The Head BAC Secretariat shall review the nature of complaint.</p> <p>For simple complaints, the Department Head II shall answer it immediately.</p> <p>For complex complaints, the Department Head II will forward it to the concerned Department 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;

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