



CY 2025

1ST Edition

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.

TABLE OF CONTENTS

MANDATE..... ii

VISION..... ii

MISSION..... ii

TABLE OF CONTENTSiii

CITY MAYOR’S OFFICE..... 1

 RECEIVING OF COMMUNICATION LETTERS..... 3

 RECEIVING OF COMMUNICATION LETTERS THROUGH EMAIL 6

 RECEIVING OF DOCUMENTS FOR THE SIGNATURE OF THE CITY MAYOR OR HIS DULY AUTHORIZED REPRESENTATIVE 7

 REQUEST FOR THE ATTENDANCE/ PRESENCE OF THE CITY MAYOR TO VARIOUS ACTIVITIES AND EVENTS 7

 REQUEST TO SCHEDULE A MEETING OR COURTESY VISIT WITH THE CITY MAYOR..... 10

 REQUEST TO SCHEDULE A CIVIL WEDDING 12

CITY MAYOR’S OFFICE..... 16

TACLOBAN NORTH CITY HALL EXTENSION 16

 RECEIVING OF COMMUNICATION LETTERS..... 17

CITY YOUTH DEVELOPMENT OFFICE 23

COMMUNITY LIVELIHOOD AND EXTENSION PROGRAM 28

 Community Livelihood and Extension Services 29

CITY MAYOR’S OFFICE SUPPLY DIVISION..... 32

 REQUESTING AND RELEASING OF COMMON OFFICE AND JANITORIAL SUPPLIES..... 33

REQUESTING AND RELEASING OF SPORTS EQUIPMENT, MEDALS, TROPHIES, PAINT, READING GLASSES, MEDICINE, MEDICAL EQUIPMENT, AND MINERAL WATER.....	34
REQUEST FOR TARPAULIN PRINTING.....	36
REQUEST FOR CATERING SERVICES AND FOOD STUFF (BUFFET, SNACKS, AND PACKED MEALS).....	38
PRICE CHECKING OF ITEMS IN PURCHASE REQUESTS AND PROJECT PROPOSALS.....	40
BIDS AND AWARDS COMMITTEE (BAC)	44
Supplier Registry for Alternative Mode of Procurement.....	45
Issuance of Request for Quotation (RFQ)	46
Issuance of Notice of Award	48
Issuance of Purchase Order	49
Issuance of Bidding Documents	50
FOR THE PROCUREMENT OF GOODS AND SERVICES:	58
CITY ADMINISTRATOR’S OFFICE	63
RECEIVING OF ALL INCOMING DOCUMENTS FROM CLIENTS.....	64
MEETING REQUEST WITH THE CITY ADMINISTRATOR	65
SANGGUNIANG PANLUNGSOD	70
REQUEST FOR ACCREDITATION OF NON-GOVERNMENT ORGANIZATIONS (NGO), PEOPLES ORGANIZATION (PO)	70
Review AND Approval of Barangay Ordinances.....	73
Request for copies of SP Ordinances or Resolutions	76
Request for Legislative Actions such as Resolutions or Ordinances	78
CITY PLANNING & DEVELOPMENT OFFICE	82
PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE	83

FEES FOR PALC	89
LOCATIONAL CLEARANCE	91
FEES FOR LC	96
ZONING CERTIFICATION FOR LAND USE CLASSIFICATION.....	99
ZONING CERTIFICATION FOR BUSINESS ENDORSEMENT	104
PREPARATION OF MAPS.....	110
HUMAN RESOURCE AND DEVELOPMENT OFFICE	114
Receiving of All Incoming Documents	115
Requesting of HR Documents	115
Issuance of Service Record.....	117
Issuance of Certificate of Employment	120
Request for Clearance Form	121
Application for Employment.....	123
Request for Memorandum Order, Office Order, Travel Order and Authority to Reimburse	125
Processing of Leave Application.....	127
Certification of Leave Credit Balances for Loan Applications	129
Processing of Salary Payroll/Voucher Document	130
Terminal Leave Claim.....	132
Biometric Machine/System Registration	136
Biometric Data Issuance.....	136
GSIS MEMBERSHIP (For new employees of the City Government of Tacloban)	138
Request for Certified True Copy of HR Related Documents.....	139

CITY ACCOUNTANT'S OFFICE	142
Issuance of the Approved Clearance Form	143
Issuance of the Approved Clearance Form	146
Processing of Disbursement Voucher (DV)	148
Barangay Accounting Transactions	150
Barangay Accounting Transactions	151
Processing of Salary Payrolls & Vouchers for cash advance	153
Processing of Accountant's Advice	156
Processing of Vouchers	156
Purchase Orders	159
Processing of Disbursement Voucher	159
CITY BUDGET OFFICE	163
Budget Preparation Services	164
Budget Release Services	168
Barangay Support Services	173
CITY TREASURER'S OFFICE	178
REAL PROPERTY TAXES SERVICES	179
REAL PROPERTY TAX SERVICES	182
RPT - TAX CLEARANCE AND OTHER PURPOSES	185
BUSINESS TAXES SERVICES	187
BUSINESS TAXES SERVICES	192
BUSINESS TAXES SERVICES	197

OTHER SERVICES	200
TREASURY ISSUANCES	202
TREASURY ISSUANCES	204
TREASURY ISSUANCES	207
TREASURY ISSUANCES	210
DISBURSEMENT OF FUNDS	213
CITY INTERNAL AUDIT OFFICE	216
Development of Audit Engagement Plan / Audit Notification Memorandum	218
Conduct of Entry Conference	219
Conduct of Compliance / Management / Operations Audit	220
Conduct of Exit Conference and Audit Reporting	221
CITY ASSESSOR'S OFFICE	225
ISSUANCE OF TAX DECLARATION	226
1.1.b TITLED LAND	232
1.1.c. BUILDING	237
1.1.d. MACHINERY	243
1.2. ISSUANCE OF TAX DECLARATION AS TO TRANSFER OF OWNERSHIP	249
1.2.a. UNTITLED LAND.....	249
1.2.b. TITLED LAND	254
1.2.c. BUILDING/MACHINERY.....	258
1.3. ISSUANCE OF TAX DECLARATION AS TO CONSOLIDATION/SUBDIVISION	262
1.4. ISSUANCE OF TAX DECLARATION AS TO RE-ASSESSMENT.....	265

REQUEST FOR ISSUANCE OF TAX DECLARATION AS TO RECLASSIFICATION	269
ISSUANCE OF TAX DECLARATION AS TO CORRECTION OF ENTRY/ENTRIES.....	273
ANNOTATION/CANCELLATION OF LIEN & ENCUMBRANCES	277
TAX LIEN AND LEVY	280
CANCELLATION OF ASSESSMENT/TAX DECLARATION	282
PROPERTY VERIFICATION/RESEARCH FOR THE PURPOSE OF IDENTIFYING TAX DECLARATION NUMBER AND PROPERTY LOCATION	286
ISSUANCE OF CERTIFICATION.....	288
NO IMPROVEMENT/WITH IMPROVEMENT	291
WATER CONNECTION.....	293
ELECTRICAL CONNECTION.....	296
PROPERTY TRACER/HISTORY	300
ISSUANCE OF CERTIFIED COPIES OF TAX DECLARATION /ASSESMENT DOCUMENTS.....	302
TACLOBAN CITY HOSPITAL	305
DENTAL SERVICES.....	306
DIETARY SECTION.....	309
LABORATORY SERVICES	312
NURSING SERVICES.....	317
NURSING SERVICES	319
NURSING SERVICES	320
NURSING SERVICES	321
NURSING SERVICES	322
NURSING SERVICES	323

NURSING SERVICES	323
NURSING SERVICES	324
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	326
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	330
PHARMACY SERVICES.....	332
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	334
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	336
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	337
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	338
OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES	341
RADIOLOGY SERVICES.....	342
CITY HEALTH OFFICE.....	347
MEDICAL CONSULTATION and TREATMENT /FOLLOW-UP CHECK UP (MANAGEABLE CASES)	348
MEDICAL CONSULTATION and TREATMENT (UNMANAGEABLE CASES).....	351
MEDICAL CONSULTATION and TREATMENT /FOLLOW-UP CHECK UP (TB/LEPROSY CASES)	352
DENTAL CONSULTATION	357
TOOTH EXTRACTION (SCHEDULED).....	359
PRENATAL/POSTNATAL	360
FAMILY PLANNING	363
IMMUNIZATION	365
NORMAL SPONTANEOUS VAGINAL DELIVERY	367
LABORATORY EXAMINATION	368

SANITARY PERMIT	372
WATER POTABILITY CERTIFICATE.....	376
HEALTH CERTIFICATION (FOOD HANDLERS and NON-FOOD HANDLERS)	378
HEALTH CERTIFICATION (RSW)	381
MEDICAL/DENTAL CERTIFICATION	384
DEATH CERTIFICATION/BURIAL PERMIT (WITHIN TACLOBAN)	387
DEATH CERTIFICATION/TRANSFER PERMIT (BURIAL OUTSIDE TACLOBAN)	392
EXHUMATION PERMIT	395
CITY VETERINARY OFFICE	398
CONSULTATION & TREATMENT of PET ANIMALS.....	399
ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)	399
ANTI-RABIES VACCINATION.....	401
ANTI-RABIES VACCINATION (FREE).....	401
DOG IMPOUNDING SERVICES	404
REDEMPTION OF IMPOUNDED ANIMALS	406
VOLUNTARY SURRENDER/PICK-UP OF ANIMALS.....	408
DOG ADOPTION.....	409
SPAY AND NEUTER.....	411
Livestock Dispersal Project (Carabao, Goat, Swine, Native Chicken & Cattle)	413
Artificial Insemination (Carabao & Cattle)	414
VETERINARY CLEARANCE	416
CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE	419

SERVICES NAME: Emergency Communication Command Center	420
SERVICES NAME: Receives all incoming documents/requests and letters.....	422
SERVICES NAME: Application for Financial Assistance	423
SERVICES NAME: Information and Education (IEC) Campaign/Conduct of DRR Training/Drill	424
CITY GENERAL SERVICES OFFICE.....	426
Acceptance of Deliveries	427
Issuance of Office Supplies	430
Receive Vouchers for Payment	432
Issuance of Official Documents (TCT's, Copy of Vouchers, Property Accountabilities of Employees)	435
Processing of vouchers for newly procured equipment	436
Request for Repair Street or Office Lights	438
Clearance from Property Accountabilities.....	441
Returning of Serviceable and Unserviceable Materials and Equipment's.....	444
Request for Repair/Maintenance of Building, Aircon, Plumbing, Electrical Connection and Repair of Other Office Equipment	447
Facilitate Payments of City Government Utilities	449
Request for Posting in the FDP Board at City Hall Lobby.....	451
Requests for Use of Vehicle or Manpower	452
Request for Carpentry Works	453
Water Tanker Delivery	455
Garbage Collection/ Monitoring	456
Request for Service Vehicle	458
Security Division	459

CITY ENGINEER’S OFFICE	462
Preparation Program of Work and Detailed Estimates and Plan	463
Clearing, Declogging, Dredging of canals and waterways, Repair of City Halls & Other facilities	469
Request for the Booking/Reservation for use of the CEO Conference Room.....	472
Request for compensation of Acquisition and payment of lots and settlement boundary and land disputes	473
Request for the use of service light Vehicles, dump truck and other heavy equipment	474
Application and issuance of Building and other permits.....	475
Area Building inspection and Prepared Notice of Violation.....	482
CITY ARCHITECT’S OFFICE	487
RECEIVED OTHER PERTINENT DOCUMENTS NEEDED BY THE OTHER DEPARTMENT OR AGENCIES, INTERNAL FUNCTIONS	488
REQUEST FOR FINAL INSPECTION.....	488
REQUEST FOR INSPECTION (FOR BILLING)	492
REQUEST FOR CHANGE ORDER.....	495
DESIGN, PLANNING AND PROGRAMMING DIVISION.....	498
TRAFFIC OPERATIONS, MANAGEMENT ENFORCEMENT AND CONTROL OFFICE	506
PUBLIC ASSISTANCE DESK	507
Complaint Desk	507
INSPECTION, CLEARANCE, PAYMENT OF VIOLATIONS	510
TOWING & IMPOUNDING	516
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE	519
Day Care Service/Early Childhood Care and Development Program	520
Issuance of Brief Case Findings	522

ISSUANCE OF SOCIAL CASE STUDY REPORT.....	525
ISSUANCE OF FAMILY ASSESSMENT	528
ISSUANCE OF CERTIFICATE OF INDIGENCE	532
ISSUANCE OF SOLO PARENT ID	534
ISSUANCE OF CERTIFICATE OF INDIGENCE FOR PUBLIC ATTORNEY’S OFFICE OR INTEGRATED BAR OF THE PHILIPPINES	543
ENDORSEMENT OF INTENSIVE OUTPATIENT PROGRAM (IOP)	546
ASSISTANCE TO VICTIMS OF VIOLENCE AGAINST WOMEN, VAWC AND TRAFFICKING IN PERSONS.....	549
PROVISION OF ASSISTIVE DEVICES TO PERSONS WITH DISABILITIES	552
PROVISION OF ASSISTANCE DURING AND POST-RESCUE OPERATION TO PSYCHO-IMPAIRED PERSONS AND OTHER ABUSED PWDS	555
TACLOBAN CITY YOUTH HUB INDOOR AND OUTDOOR SPACE RESERVATION AND USE	556
PROVISION OF FINANCIAL ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION.....	559
PROVISION OF BASIC RELIEF ASSISTANCE TO FAMILIES AFFECTED BY NATURAL OR HUMAN-INDUCED DISASTERS IN EVACUATION CENTERS.....	561
Provision of Centenarian Gifts to Centenarian.....	563
CITY COOPERATIVE DEVELOPMENT AND LIVELIHOOD ASSISTANCE OFFICE.....	568
Secure a certificate for Cooperatives for Business Permit.....	569
CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE.....	571
Application for Issuance of Environmental Certification	572
Application for Issuance of Tree Cutting Certification	574
Processing of Quarry Permit Application	576
CITY AGRICULTURIST’S OFFICE.....	582
PROVISION OF FARM INPUTS AS PER CLIENT'S INTEREST/REQUEST EXCEPT THOSE UNDER SPECIAL PROGRAMS.....	583
PROVISION OF TECHNICAL ASSISTANCE AS PER CLIENT'S INTEREST/REQUEST EXCEPT THOSE UNDER SPECIAL PROGRAMS.....	585

PROVISION OF FARM INPUTS (Rice/Corn/Hybrid Vegetable Seeds/Fertilizers with pre-identified beneficiaries thru a masterlist as required (by the donor agency).....	587
REQUEST FOR CAPABILITY-BUILDING ACTIVITIES.....	589
REGISTRATION OF FARMERS (Registry System for Basic Sectors in Agriculture (RSBSA)	589
FISHERIES LICENSE/PERMITS.....	592
FISHERIES FISHING VESSEL REGISTRATION.....	595
ISSUANCE/ COLLECTING FEES FOR AGRI. FISHERY CERTIFICATION	597
ISSUANCE/ COLLECTING FEES FOR AUXILIARY INVOICE AND FISH INSPECTION	599
CITY CIVIL REGISTRAR’S OFFICE	602
Secure a certificate for Cooperatives for Business Permit.....	603
CITY HOUSING AND COMMUNITY DEVELOPMENT OFFICE	605
Request for Certification	606
Request for Data.....	609
Request for Housing Assistance.....	609
Housing Concerns and Issues	610
Submission of Sworn Application Form	612
CITY LOCAL GOVERNMENT OPERATIONS OFFICE	617
Certificate of Incumbency/ service rendered.....	618
Endorsement of Medical and Death/Burial Benefits	618
Certification for Civil Service Eligibility	621
Certification for Scholarship.....	623
Certification for Newly Elected/Appointed Barangay Officials	623

Endorsement for the Appointment Newly Barangay Official (<i>in case of permanent vacancy of Barangay Council</i>)	626
Authority to Travel Abroad/Scholarship Grants for Local Government Officials & Employees.....	628
CITY INFORMATION OFFICE	633
Receive Incoming Documents	634
Respond/Answer to Queries Online.....	635
Request for Video/Photo Coverage of Activities	636
Dissemination of News and Information through Radio Programs and Newspapers.....	638
Dissemination of News and Information through Social Media – Facebook; CGOT Website	639
CITY MANAGEMENT INFORMATION SYSTEM OFFICE.....	641
SYSTEM DESIGN AND DEVELOPMENT.....	642
SYSTEM MAINTENANCE (Internal).....	644
REQUEST FOR INTERNET CONNECTION.....	646
REQUEST FOR IT RESOURCES	648
REQUEST FOR IT EQUIPMENT REPAIR	649
REQUEST FOR ID ISSUANCE	651
CITY POPULATION OFFICE.....	653
Provide population and gender-related data and information.	654
Provide Technical Assistance for the Preparation of PPDP & GAD Activity and Project Proposals.....	656
Provide Technical Assistance for the conduct of Capability-building and other IEC Activities:.....	658
Issuance of Pre-Marriage Orientation Certificate of Compliance & Pre-Marriage Counseling, Certificate as a Pre-requisite for securing Marriage License	660
CITY LEGAL OFFICE	664

DRAFTING OF LEGAL DOCUMENTS FOR CITY EMPLOYEES AND WALK IN CLIENTS	665
NOTARIZATION OF LEGAL DOCUMENTS FOR CITY EMPLOYEES AND WALK IN CLIENTS	667
Preparation of Legal Opinion/ Research on Law and Jurisprudence	670
Preparation and review of contracts entered into by the City of Government Tacloban with various persons, entities or offices (both private & public).	674
Preparation & review of proposed ordinances for the submission to the Sangguniang Panglunsod.	677
Administrative investigation of officials or employee for neglect/misconduct or violation of oath of office.	678
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)	682
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.)	685
Notarial services to all Government Employees	688
BUSINESS PERMITS & LICENSES DIVISION	692
APPLICATION OF NEW BUSINESS PERMIT (WALK-IN CLIENTS).....	693
RENEWAL OF BUSINESS PERMIT (WALK-IN CLIENTS)	696
RENEWAL OF BUSINESS PERMIT FOR ONLINE APPLICATION	699
MOTORCAB-FOR-HIRE (MCH)	703
PUBLIC UTILITY JEEPNEY (PUJ)	706
PUBLIC UTILITY VANS (PUV)	711
PEDICAB.....	715
OCCUPATIONAL PERMIT	718
SPECIAL PERMITS: MOTORCADE, PARADE, PROCESSION, RECORIDA, FUN RUN AND OTHERS.....	719
SPECIAL PERMITS: CARNIVAL AND BARATILLO SALE	722

SPECIAL PERMITS: STREAMER, PROMOTIONAL MATERIAL, PROMOTIONAL ACTIVITY	724
SPECIAL PERMITS: BURIAL/EXHUMATION AND TRANSFER OF CADAVER	726
SPECIAL PERMITS: AMBULANT VENDORS	728
ISSUANCE OF MAYORS CLEARANCE	729
ISSUANCE OF CERTIFICATIONS: NON-COMPLIANCE OF BUSINESS PERMIT (PREVIOUS YEAR).....	732
ISSUANCE OF CERTIFICATIONS: BUSINESS PERMIT ON PROCESS	734
ISSUANCE OF CERTIFICATIONS: CERTIFICATE OF BUSINESS RETIREMENT (TRANSPORT& OTHER BUSINESS).....	736
FILING OF COMPLAINTS	738
COUNSELLING/TECHNICAL ASSISTANCE: CHANGE OF BUSINESS OWNERSHIP	740
COUNSELLING/TECHNICAL ASSISTANCE: CHANGE OF BUSINESS LOCATION.....	742
COUNSELLING/TECHNICAL ASSISTANCE: CHANGE OF BUSINESS NAME	744
PUBLIC EMPLOYMENT SERVICES OFFICE	747
ISSUANCE OF REFERRAL LETTER (for Jobseekers/Applicants)	748
REQUEST SPEAKER FOR THE CONDUCT OF CAREER GUIDANCE AND EMPLOYMENT COACHING TO SCHOOLS	749
CAREER GUIDANCE AND EMPLOYMENT COACHING TO WALK-IN APLLICANTS	751
PROVISION OF LABOR MARKET INFORMATION (LMI)	752
SPECIAL RECRUITMENT ACTIVITY (SRA) FOR OVERSEAS EMPLOYMENT	753
LOCAL RECRUITMENT ACTIVITY (LRA) FOR LOCAL EMPLOYMENT	755
REGISTRATION OF EMPLOYERS TO PESO EMPLOYMENT INFORMATION SYSTEM (PEIS)	757
OFW RE-Integration	759
REQUEST FOR LIVELIHOOD ORIENTATION (FOR ASSOCIATION/GROUPS)	761
REFERRAL FOR SKILLS TRAINING (SOFT AND HARD SKILLS)	763

SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)	765
GOVERNMENT INTERNSHIP PROGRAM (GIP)	768
JOBSTART PHILIPPINES PROGRAM (JSP)	770
TULONG PANGHANAPBUHAY SA ATING DISADVANTAGES/DISPLACE WORKERS PROGRAM (TUPAD)	774
ISSUANCE OF PESO CERTIFICATE (FOR RENEWAL OF BUSINESS PERMIT)	777
CITY TOURISM OPERATIONS OFFICE	780
Issuance of Tourism Certificate	781
Issuance of Tourism Certificate	783
Issuance of Tourism Certificate	785
CITY NUTRITIONS OFFICE	788
PROCESSING AND EVALUATION OF BARANGAY NUTRITION SCHOLAR (BNS) REPORTS	789
ISSUANCE OF CERTIFICATION TO BNS FOR APPLICATIONS FOR CIVIL SERVICE COMMISSION (CSC) ELIGIBILITY (Presidential Decree 1569)	791
AVAILMENT OF NUTRITION INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS	793
INTERNSHIP FOR NUTRITION AND DIETETICS STUDENT	794
OFFICE OF THE SENIOR CITIZEN'S AFFAIRS	797
New Applicants for Senior Citizens registration	798
Applicants for Replacement of OSCA ID for Loss, Damage or Transferee.....	801
Social pension Application	803
Philhealth Application	805
Complaints for Senior Citizens Discount.....	806
Octogenarian, Nonagenarian and Centenarian Benefit Program	807
PERSONS WITH DISABILITY AFFAIRS OFFICE	811

ISSUANCE OF PWD I.D. FOR NEW APPLICANT.....	812
ISSUANCE OF PWD I.D. FOR RENEWAL	814
ISSUANCE OF PWD I.D. FOR TRANSFER IN THE CITY OF TACLOBAN.....	815
ISSUANCE OF PWD I.D. FOR LOST.....	818
BARANGAY AFFAIRS OFFICE	821
BARANGAY REQUEST/BARANGAY RESOLUTION/ MONTHLY ROAD CLEARING REPORT	822
ACTS ON COMPLAINTS, EMAIL ON ISSUES AND GRIEVANCES AGAINST BARANGAY OFFICIALS	824
APPLICATION FOR LEAVE/ ISSUANCE OF TRAVEL AUTHORITY	825
ISSUANCE OF OFFICE ORDER	828
ISSUANCE OF OATH OF OFFICE/ PANUNUMPA (<i>in lieu of</i>).....	830
MEDICAL/ HOSPITALIZATION AND BURIAL ASSISTANCE	832
ASSISTANCE TO CITY GOVERNMENT DIFFERENT OFFICES WITH REGARDS TO THEIR RESPECTIVE CONCERN TO THE 138 BARANGAYS (Internal Services).....	834
CITY SPORTS AND PHYSICAL DEVELOPMENT OFFICE	836
RECEIVING, RECORDS KEEPING AND MANAGEMENT	837
TECHNICAL SUPPORT AND ASSISTANCE TO LOCAL SPORTS ASSOCIATION(S)	838
PARTICIPATION TO SUMMER SPORTS CLINICS AND OTHER TRAINING PROGRAMS AND ACTIVITIES.....	840
TACLOBAN CITY CONVENTION CENTER	844
PROCESSING OF NEW APPLICATION FOR LEASE OF TCCC STALLS.....	845
PROCESSING OF RENEWAL APPLICATION FOR LEASE OF TCCC STALLS	848
BOOKING OF EVENTS.....	849
ISSUANCE OF BILLING STATEMENTS TO STALL HOLDERS.....	852

ISSUANCE OF CERTIFICATE OF COMPLETION OF COMMUNITY SERVICE.....	853
ISSUANCE OF CERTIFICATE OF OCCUPANCY TO STALL HOLDERS FOR RENEWAL OF BUSINESS PERMIT	854
OPERATIONS OF MARKET	856
Stall Application	857
Conducting Promotional Activities	859
Securing Market Clearance	861
Market Certification.....	862
Securing Special Permits.....	864
TACLOBAN NEW BUS TERMINAL	867
Passenger Complaint Assistance.	868
Receiving of All Incoming Documents	869
TACLOBAN CITY FISHPORT MANAGEMENT OFFICE	872
FISH UNLOADING.....	873
UNLOADING OF NON-FISHERY PRODUCTS.....	874
TO SECURE ENTRANCE TICKET	875
TO SECURE BERTHING PAY.....	876
ICE UNLOADING	877
rental: Market Bay area, bayarea warehouse, land rental	878
Issuance of certification	879

CITY MAYOR'S OFFICE

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.

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	Mr. Harry Chris Berdan / Mr. Hector Velarde <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	Mr. Harry Chris Berdan / Mr. Hector Velarde <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 <i>Front Line Service Coordinator</i> City Mayor's Office
	4. Input the contents of the letter in the Data Archiving and Tracking System (DTAS)	None	5 Minutes	Mr. Hector Velarde <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/Mr. Hector Velarde <i>Administrative Aide I</i> City Mayor's Office
	7. Verifies the content and routes the document to the responsible office/s with recommendatory comments or action to be taken	None	15 minutes	Ms. Irish Sheryl A. Tonog <i>Executive Assistant III</i> City Mayor's Office

	8.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 City Mayor's Office
	9. Record in the logbook	None	5 Minutes	Ms. Krizia Lavente Administrative Aide I City Mayor's Office
	10. Forward the document to the person in charge for routing to the responsible office/s	None	5 minutes	Percy Paa / Krizia Lavente Administrative Aide I City Mayor's Office
	11. Route the document to the responsible office/s	None	30 minutes	Mr. Hector Velarde/Mr. Harry Chris Berdan Administrative Aide I City Mayor's Office
Total			1 hour, 41 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	5 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. Russel L. Grego <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	10 Minutes	Ms. Russel L. Grego <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	3 minutes	Ms. Norena T. Tupaz <i>Administrative Aide I</i> City Mayor's Office
	7. Read and Route the letter to the concerned department	None	15 minutes	Ms. Irish Sheryll Tonog Executive Assistant III City Mayor's Office
	8. Input in the Data Archiving and Tracking System (DTAS) the action taken by the router	None	10 minutes	Ms. Russel Grego / Mr. Percy Pazz Administrative Aide I City Mayor's Office
	9. Route to the concerned department/office	None	30 minutes	Mr. Harry Chris Berdan/ Mr. Hector Velarde <i>Administrative Aide I</i> City Mayor's Office
Total			1 HOUR AND 38 MINUTES	

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

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 1.3 Stamp the client's copy with the receiving stamp; indicate the name of the receiver, time, and date received	None	15 Minutes	Mr. Harry Chris M. Berdan/ Mr. Hector Velarde Administrative Aide I <i>City Mayor's Office</i>
2. Accept end-user's copy	2. Give the receiver's copy to the end user	None	1 Minute	Mr. Harry Chris M. Berdan/ Mr. Hector Velarde Administrative Aide I <i>City Mayor's Office</i>
	3. Forward the document to the Executive Assistant assigned for the LCE's schedule	None	10 Minutes	Mr. Harry Chris M. Berdan/ Mr. Hector Velarde Administrative Aide I <i>City Mayor's Office</i>
	4. Verify the content and program, if any; get details	None	1 day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i>

	from the requesting agency/office; and Input the said activity to the calendar of events of the LCE			City Mayor's Office
	5. Inform the requesting party of the confirmation of the attendance of the City Mayor or his duly authorized representative	None	15 minutes	<p>Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office</p> <p>Ms. Russel Grego Administrative Aide I City Mayor's Office</p>
Total			1 day and 41 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 1.3 Stamp the client's copy with the receiving stamp, and indicate the name of the receiving staff, time and date.	None	15 Minutes	Mr. Harry Chris M. Berdan/ Mr. Hector Velarde Administrative Aide I City Mayor's Office
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	Mr. Harry Chris M. Berdan/ Mr. Hector Velarde Administrative Aide I City Mayor's Office
	3. Forward the document to the Executive Assistant assigned for the schedule of the LCE	None	10 Minutes	Mr. Harry Chris M. BErdan Administrative Aide I City Mayor's Office
	4. Verify the content of the letter; get details from the requesting agency/office if necessary; and Input the said activity to the calendar of events of the LCE	None	1 DAY	Ms. Irish Sheryl Tonog Executive Assistant III City Mayor's Office

	5. Inform the requesting party of the confirmation of the schedule of the meeting/ courtesy call with the City Mayor or his duly authorized representative	None	1 Day	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office Ms. Russel Grego Administrative Aide I City Mayor's Office
Total			2 DAYS AND 26 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, hand in the same to the attending staff	Accept the accomplished form and check the information written in the form	None	15 Minutes	Mr. Melvin Coralde Administrative Aide I 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.	None	5 minutes	Mr. Melvin Coralde Administrative Aide I City Mayor's Office
	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	Ms. Irish Sheryl Tonog <i>Executive Assistant III</i> City Mayor's Office Mr. Melvin Coralde Administrative Aide I City Mayor's Office
Total			2 DAYS AND 45 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Mayor's Office- 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 - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (053) 832-3131</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint. 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: (053) 832-3131</p>
Contact Information of the City Mayor's Office	<p>E-MAIL: mayorsoffice@tacloban.gov.ph</p> <p>(053) 832-3131</p>

CITY MAYOR'S OFFICE TACLOBAN NORTH CITY HALL EXTENSION

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. 1.2 After verifying the content, acknowledge receipt of the letter by stamping the “received” logo on the	None	10 minutes	Ms. Laline S. Apejas Administrative Aide I CMO North-Brgy. Affairs

2. Accept the end-user copy	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.			
	3. Receive & highlight the client's request/concern in the letter.	None	1 minute	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. Julie D. Mate Administrative Officer Designate CMO-NORTH
	5. Forward the document to the Head of Office for appropriate action.	None	5 minutes	

	6. Verify the request; route the request to the concerned office/person to act on the request	None	10 minutes	Ms. Genniefel B. Badilla Administrative Aide I CMO-NORTH
	6.1 Informs client of the reply/action of the office to his/her request.	None	4 hours	Ms. Julie D. Mate Administrative Officer Designate CMO-NORTH
		None	10 minutes	Ms. Ruth Ramirez Executive Assistant IV Head CMO Noth Extension Office
				Ms. Myrna C. DaÑosa

				CMO-North Brgy, Affairs
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 - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 0906-171-1542</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the</p>

	<p>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: 0906-171-1542</p>
Contact Information of the City Mayor's Office – Tacloban north extension office	<p>E-MAIL: tac.north.ext.office@gmail.com</p> <p>0906-171-1542</p>

CITY YOUTH DEVELOPMENT OFFICE

Office/Division:	City Youth Development Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may Avail:	Youth Organizations and Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official YORP Form (1 copy)			City Youth Development Office – YORP Secretariat	
2. Directory of Officers and Advisers Form (1 copy)				
3. List of Members in Good Standing Form (1 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. Coordinate with CYDO and acquire digital softcopies required for Youth Organization Registration Program- (YORP) Application.	1. Provide digital softcopies of (1) YORP Application Form (2) Organization Directory (3) List of Members.	None	30 minutes	Youth Development Officer IV City Youth Development Office

2. Submit hardcopy and softcopy documents of the accomplished YORP Application forms.	2. CYDO receives and checks documents for completeness. 2.1 Informs applicant that once their registration is approved their certificate will be sent or awarded to them.	None	30 minutes	YORP - Secretariat City Youth Development Office
3. Wait for validation process results.	3. CYDO's YORP Secretariat undertakes validation process on submitted requirements.	None	1 day	YORP - Secretariat City Youth Development Office
4. Wait for validation process results.	4. Youth Development Officer revalidates and approves the application.	None	2 hours	Youth Development Officer IV City Youth Development Office
5. Documents are validated and awaits delivery of Certificate of Registration.	5. CYDO's YORP Secretariat prepares and endorses Certificate of Registration for City Youth Development Officer's signature.	None	1 day	Youth Development Officer IV City Youth Development Office

6. Receives the Certificate of Registration.	6. CYDO's YORP Secretariat sends approved Certificate of Registration to Registered Youth Organization.	None	1 day	Youth Development Officer IV City Youth Development Office
7. Transaction Done	7. CYDO's YORP Secretariat registers the youth organization to the National Youth Commissions Youth Organization Registration Program (YORP).	None	7 days	Youth Development Officer IV City Youth Development Office
TOTAL		None	10 days and 3 hours	

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	Contact Center ng Bayan Text: 0908-881-6565 or Call: 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti - Red Tape Authority 0908-881-6565; 888

COMMUNITY LIVELIHOOD AND EXTENSION PROGRAM

COMMUNITY LIVELIHOOD AND EXTENSION 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
<p>Request to Conduct Skills Training / Request to Conduct Libreng Gupit Service</p> <p>Submit two (2) original copies of the document / letter request with 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 ProcessingFood and BeverageDressmakingReflexologyCosmetologySilk Screen PrintingHair CuttingBaking	<p>1. The person in charge of the receiving area will receive the approved documents / letter request with route slip and with the 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 reference number.</p> <p>1.4 Approved letter request will be endorsed to the CLEP coordinator for recommendation.</p> <p>1.5 The coordinator will give the instruction to the Trainers' division Head for proper coordination with the end user.</p> <p>1.6 Trainer's Divion Head will inform the end use of the approved letter</p>	None	10 minutes.	<ul style="list-style-type: none">Susan V. Borromeo (Agricultural Technologist /In-charge of Incoming Communication)

	request and for schedule of skills training orientation.			
TOTAL		None	10 mins.	1 personnel

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up Customer/client feedback form after service is rendered will be dropped at the designated box located at the frontline desk located entrance of the office
How feedbacks are processed	All client feedback forms, 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 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 a 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 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 MAYOR'S OFFICE SUPPLY DIVISION

REQUESTING AND RELEASING OF COMMON OFFICE AND JANITORIAL SUPPLIES

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	FEES 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 client, check correctness and completeness of forms	NONE	5 minutes	ROSELYN M. LUYA (Administrative Aide I)
	1.2 Will check submitted office/division PPMP and availability of stock		3 minutes	CHIARA A. BETUIN; REA GRACE A. DACATIMBANG (Administrative Aide I)
	1.3 If included in PPMP, prepare supplies for release to requisitioning office/division		3 minutes	MARLON NIÑO C. ARTOZA ; ANTHONY P. CASIO ; MATTHEW C. BALINGATA ; JAY FRITZ CERILLO - (Administrative Aides I)
TOTAL		0	11 minutes	

REQUESTING AND RELEASING OF SPORTS EQUIPMENT, MEDALS, TROPHIES, PAINT, READING GLASSES, MEDICINE, MEDICAL EQUIPMENT, AND MINERAL WATER

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 by the City Mayor's Office - Receiving	1.1 Receive receiving copy of request letter and check for received stamp from the City Mayor's Office and if original Request Letter was already approved and routed from the City Mayor's Office	NONE	5 minutes	ROSELYN M. LUYA (Administrative Aide I)
2. Sign/fill out Requisition and Issue Slip (RIS) and	2.1 Will check availability of stock	NONE	3 minutes	REA GRACE A. DACATIMBANG (Adminstrative Aide I)

Inventory Custodian Slip (ICS)	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 ; MARLON NIÑO C. ARTOZA ; MATTHEW C. BALINGATA ; JAY FRITZ CERILLO - (Administrative Aides I)
TOTAL		0	12 minutes	

REQUEST FOR TARPAULIN PRINTING

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 head of office			Client Office	
Soft Copy / Digital Copy of Layout (thru flashdrive or sent via e-mail: cmosupply2022@gmail.com)			Client Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the duly signed and approved Request for Printing and soft coly/digital copy of layout	1.1 Receive Request for Printing form and soft copy of layout from client, check correctness and completeness of form	NONE	5 minutes	ROSELYN M. LUYA (Administrative Aide I)
	1.2 Checking of layout and saving a copy for billing purposes		3 minutes	CHIARA A. BETUIN (Administrative Aide I)
	1.3 Approval of request form		5 minutes	CARLA A. ANGLEY (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 A. BETUIN (Administrative Aide I)
TOTAL		0	16 minutes	

REQUEST FOR CATERING SERVICES AND FOOD STUFF (BUFFET, SNACKS, AND PACKED MEALS)

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 received stamp from the City Mayor's Office and will check if original Request Letter was already approved and routed from the City Mayor's Office	NONE	5 minutes	ROSELYN M. LUYA (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 ; ANGELES C.

				VILLAFUERTE III (Administrative Aides 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 ; ANGELES C. VILLAFUERTE III (Administrative Aides I)
TOTAL		0	16 minutes	

PRICE CHECKING OF ITEMS IN PURCHASE REQUESTS AND PROJECT PROPOSALS

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 head of client office	1.1 Receive signed Purchase Request or Project Proposal.	NONE	3 minutes	ROSELYN M. LUYA (Administrative Aide I)
	1.2 Pre-check prices of items in Purchase Request or Project Proposal as per the latest DBM pricing standard.		20 minutes	CHIARA A. BETUIN (Administrative Aide I)
	*If needed, items are recanvassed for evaluation.		1 working day	MARLON NIÑO C. ARTOZA ; JOHN ROBERT T. GABOD (Administrative Aides I)
	1.3 Prices are rechecked and re-evaluated. If approved, PR is signed		10 minutes	CARLA A. ANGLEY (CMO-Supply Officer - designate)
	1.4 Photocopy Purchase Request for filing and recording		3 minutes	MARK S. MORADA (Administrative Aide I)

	Photocopy Project Proposal for filing and recording		3 minutes	ROSELYN M. LUYA (Administrative Aide I)
	1.5 Release Purchase Request to client			MARK S. MORADA (Administrative Aide I)
	Release Project Proposal to client			ROSELYN M. LUYA (Administrative Aide I)
TOTAL		0	Need No Recanvassing: 39 minutes	
			For Recanvassing: 1 day 39 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. The Client can also send a message to the email cmosupply2022@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 through email: cmosupply2022@gmail.com</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box at the office's entrance door.</p> <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>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box every Friday and evaluates each complaint. 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 (BAC)

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	<div>➤ Check and evaluate the documents submitted</div> <div>➤ Prepare the advice of Payment</div>	500.00	5 minutes	Josephine Mae L. Gatela <i>BAC Secretariat Member</i>
2. Pay at the City Treasurer’s Office	<div>➤ Present the Official Receipt (OR) to the BAC Secretariat Member</div> <div>➤ Release the Certificate of Registration</div>	None	5 minutes	Josephine Mae L. Gatela <i>BAC Secretariat Member</i>
Total		500.00	10 minutes	

ISSUANCE OF REQUEST FOR QUOTATION (RFQ)

A Canvass Form to be acquired and submitted by the interested Suppliers/Bidders, who will participate in the procurement (Alternative Mode of Procurement)

Office/Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	All Eligible Suppliers/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be attached upon submission of this quotation: (above 50,000.00) <ul style="list-style-type: none">➤ Valid Mayor’s Business Permit➤ PhilGEPS Registration Number / Organization ID Number➤ Notarized Original Omnibus Sworn Statement <i>(Revised format GPPB Resolution No.16-2020)</i>➤ Income Tax Return Documents to be attached upon submission of this quotation: (below 50,000.00) <ul style="list-style-type: none">➤ Valid Mayor’s Business Permit➤ PhilGEPS Registration Number / Organizational ID Number		Client		
		BPLD 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	NONE	5 minutes	Romel Campos <i>Admin.Aide</i>

	completeness of documentary requirements attached ➤ Evaluate the documents required			Technical Working Group (GOODS)
3. Attend the BAC Meeting to know who is the lowest complying and responsive supplier/bidder	➤ 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)	NONE	5 minutes	Ma. Cristina T. Del Rosario <i>BAC Secretariat Member</i>
Total		NONE	3 days & 10 minutes	

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	<div>➤ Prepare Notice of Award</div> <div>➤ Facilitate the Notice of Award</div> <div>➤ Let the Supplier/Bidder sign the Notice of Award</div> <div>➤ Post at the City Hall Bulletin, City Government of Tacloban Website and in the PhilGEPS website</div>	NONE	<div>5 minutes</div> <div>10 minutes</div> <div>30 minutes</div> <div>5 minutes</div>	<div>Von Ramir Humbria <i>Admin.Aide</i></div> <div>Jerry Peñalosa <i>Admin.Aide</i></div> <div>CANVASSER</div> <div>Aljon G. Lagunzad <i>Admin.Aide I</i></div>
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	<div>➤ Prepare the Purchase Order</div> <div>➤ Process the Purchase Order to the City Accountant’s Office and City Administrator’s Office</div> <div>➤ Let the Supplier/Bidder sign the Purchase Order</div> <div>➤ Return the Purchase Order to the end-user for the process of Payment to Supplier/Bidder</div>	NONE		<div>Von Ramir Humbria Admin.Aide</div> <div>CANVASSER</div> <div>Jerry Peñalosa Admin.Aide I</div>
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
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 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. Notarized Certificate of Ownership (if owned). 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.		Client Secure Company Profile Checklist at the Bids and Awards Committee Office.

<p>For participating bidders:</p> <p>1. Checklist of Technical and Financial Documents as <u>for Infrastructure Projects</u></p> <p><i>Class “A” Documents</i></p> <p><u>Legal Documents</u></p> <p>(a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages); or</p> <p>(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</p> <p>(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</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>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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<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>(i) Project Requirements, which shall include the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> a. Organizational chart for the contract to be bid; and<input type="checkbox"/> 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<input type="checkbox"/> c. Duly signed Manpower Schedule; and<input type="checkbox"/> 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<input type="checkbox"/> e. Equipment utilization schedule; and<input type="checkbox"/> f. Duly signed Construction Schedule (PERT/CPM) and Scurve; and<input type="checkbox"/> g. Duly signed Construction Method in narrative form; and<input type="checkbox"/> h. Construction Safety and Health Program; and <p>(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.</p>	
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<p><u>Financial Documents</u></p> <p>(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; <u>and</u></p> <p>(l) The prospective bidder’s computation of Net Financial Contracting Capacity (NFCC).</p> <p>Class “B” Documents</p> <p>(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; <u>or</u> 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.</p> <p>II. FINANCIAL COMPONENT ENVELOPE FOR THE PROCUREMENT OF INFRASTRUCTURE PROJECTS</p> <p>(n) Original of duly signed and accomplished Financial Bid Form; and Other documentary requirements under RA No. 9184</p> <p>(o) Original of duly signed Bid Prices in the Bill of Quantities; and</p> <p>(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</p> <p>(q) Cash Flow by Quarter.</p> <p><u>b. For Goods and Services</u></p> <p>Class “A” Documents</p> <p><u>Legal Documents</u></p> <p>(a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all</p>	
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<p>pages); or</p> <p>(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</p> <p>(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</p> <p>(d) Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR). Technical Documents</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) 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>(h) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; and</p>	
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<p>(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</p> <p>(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</p> <p>(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.</p> <p><i>Class “B” Documents</i></p> <p>(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.</p> <p><u>Other documentary requirements under RA No. 9184</u> <u>(as applicable)</u></p> <p>(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.</p>	
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<p>(n) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity</p> <p>III. FINANCIAL COMPONENT ENVELOPE FOR THE PROCUREMENT OF GOODS AND SERVICES</p> <p>(a) Original of duly signed and accomplished Financial Bid Form; and</p> <p>(b) Original of duly signed and accomplished Price Schedule(s)</p>	
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Approved Budget For the Contract	Maximum Cost of Bidding Documents <i>(in Philippine Peso)</i>
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

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 conferenceOptional 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		1-3CDs	BAC

	<ul style="list-style-type: none"> Optional for ABC below P1,000,000.00 	NONE		Head BAC Secretariat Prospective Bidder
Purchasing of Bidding Documents	Releasing of Bidding Documents	*GPPB STANDARD RATE	Whenever Necessary	BAC BAC Secretariat Member Prospective Bidder
Deadline of Submission and Receipt of Bids/Bid Opening	Receipt of Bids/Bid Opening	NONE	45CDs	BAC Secretariat Member Prospective Bidder
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 Referred to as the lowest responsive evaluated bid 	NONE	7CDs	BAC Technical Working Group
Post-Qualification	Verify and assess the qualifications and capacity of			BAC

	a selected bidder after the evaluation of bids	NONE	45CDs	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		2-5 CDs	Hon. Alfred S. Romualdez

		NONE		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	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 Bids & Awards Committee Facebook account.
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 Bids & Awards Committee specific details of the complaint. Or send their complaint thru email tacbacssec18@gmail.com BAC Gmail Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Administrative Officer-Designate/Head BAC Secretariat. The Head BAC Secretariat 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 ADMINISTRATOR'S OFFICE

RECEIVING OF ALL INCOMING DOCUMENTS FROM CLIENTS

To receive, record, and endorse all incoming documents from clients and other offices of the City Government.

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 (1 original copy, duly signed by the requesting party)		Concerned Office /Requesting Party		
One (1) ID of the signatory		Concerned Office /Requesting Party		
Necessary attachments (if applicable)		Concerned Office /Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/documents to the City Administrator's receiving window.	1. Receives, reviews, stamps documents with "RECEIVED" containing the date, time, and the receiving clerk's signature.	None	5 minutes per document	Receiving Clerk Office of the City Administrator 2 nd Floor
2. Receive client's copy.	2. Releases file copy to client.		5 minutes per	Receiving Clerk Office of the City

		None	document	Administrator 2 nd Floor
	2.1 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
	2.2 Endorses document/s to the document in-charge for review.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator 2 nd Floor
	Total		20 minutes	

MEETING REQUEST WITH THE CITY ADMINISTRATOR

To receive and process requests for meetings with the City Administrator, including scheduling appointments, coordinating availability, and informing concerned parties of confirmed schedules.

Office/Division:	City Administrator’s Office
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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	
Letter of Intent (original copy, duly signed by the head of office or concerned individual)			Visitors or Guests	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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 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
2. Receive client's copy.	2. Releases client's receiving copy.	None	5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor

	2.1 Encodes details of the letter in the Document Tracking Archiving System (DTAS) & logbook.		5 minutes per document	<i>Receiving Clerk</i> Office of the City Administrator, 2 nd Floor
	2.2 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
	2.3 Reviews and checks for the City Administrator's availability.	None	5 minutes per request	<i>Officer-in-charge</i> Office of the City Administrator, 7 th Floor
	2.4 Consultation with the City Administrator for further action.	None	20 minutes per request	<i>Officer-in-charge</i> Office of the City Administrator, 7 th Floor
	2.5 Response and notification.	None	15 minutes per document	<i>Officer-in-charge</i> Office of the City Administrator, 7 th Floor

Total	None	1 hour	
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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

SANGGUNIANG PANLUNGSOD

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 3. Board Resolution signifying intention for Accreditation for the purpose of representation in the Local Special Body; 4. Certificate of Registration 5. List of Current Officers and Members 6. Annual Accomplishment Report for the immediately preceding year; 7. Financial Statement		Receiving Clerks/Records Officer Applicant Either Securities and Exchange Commission, DOLE, DSWD or CDA Applicant Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above requirements to the SP Records Section in 5 copies (photocopies may be submitted). Application letters must indicate the contact person, his address and contact number.	1.1 SP records will receive the documents and calendar it for Agenda in the next scheduled Regular Session; 1.2 Said application will be referred to the SP Committee on People Empowerment and Participation with Corresponding Referral Number;	None	10 mins. -in session-	Receiving Clerk/ Records Officer

	TOTAL:	None	25 minutes + Local Legislative process (Conduct of Committee Hearing and Approval on the Floor)	
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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 Barangay Ordinances together with additional requirements in case of Revenue Ordinances;	None	10 minutes	Staff of the LIGA/ABC President
	1.2 The office of the LIGA/ABC President shall make an Endorsement and forward it to the Records Section of the Sangguniang Panlungsod		20 mins	Staff of the LIGA/ABC President
	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		15 mins.	Records Officer/Receiving Clerk Records Section
	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		-In session –	
	1.5 Approval of the Barangay Ordinance		-In session -	Office of the Floor Leader

				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	
a. Letter-request b. Valid ID			Records Section Office of the SP Secretary	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter-Request regarding the requested document and present valid ID;	1.1 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 office so photocopy expense is on the account of client)	None	15 minutes	Receiving Clerk/Records Officer
3. Request for Certified True Copies of Ordinances/Resolution	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 TOTAL:	Php 50.00 per page	20 minutes	City Treasurer's Office will issue Official Receipt for payment of Secretary's Fee (PAYMENT OF FEES IN ANOTHER BUILDING)
		Php. 50.00 per	40 minutes	

		Certified True Copy		
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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	FEES 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

	<p>1.3 If needed, a Committee Hearing will be held, inviting the resource persons and the parties involved;</p> <p>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 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>‘Committee Hearing Conducted</p> <p>-in session-</p> <p>10 calendar days</p> <p>3 calendar days</p>	<p>Chairperson of the concerned SP Committee</p> <p>Chairperson of the concerned SP Committee</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	<p>25 minutes + Local Legislative Process (Conduct of Committee Hearings/Public Hearings/ 1st, 2nd and 3rd Reading, Publication as the case may be)</p>	

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	See table "Fees for PALC"	1 hour and 30 minutes	Conrado Rosel (Frontline Officer)
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. Rommel Valuis

				(Zoning Officer-Designate)
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. Rommel Valuis (Zoning Officer-Designate)
	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. Gerald Paolo Manasis (Architect)
	7. Process PALC and recommend for approval or denial	None	2 days	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 <ul style="list-style-type: none">Processing FeeInspection Fee	Php 360 per hectare or a fraction thereof Php 1,500 per hectare
BP 220 (Socialized and Economic)	
A. Subdivision Project <ul style="list-style-type: none">Processing Fee Socialized EconomicInspection Fee	Php 90 per hectare Php 216 per hectare Php 1,500 per hectare
B. Condominium Project <ul style="list-style-type: none">Processing Fee	Php 720
Industrial/Commercial Subdivision	
<ul style="list-style-type: none">Processing FeeInspection Fee	Php 432 per hectare Php 1,500 per hectare
Farm Lot Subdivision	

<ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	<p>Php 288 per hectare</p> <p>Php 1,500 per hectare</p>
Memorial Park, Cemetery, and Columbarium Projects	
<ul style="list-style-type: none"> • Processing Fee <ul style="list-style-type: none"> Memorial Park Cemeteries Columbarium • Inspection Fee 	<p>Php 720 per hectare</p> <p>Php 288 per hectare</p> <p>Php 3,600 per hectare</p> <p>Php 1,500 per hectare</p>

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 OF 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
2.1.2. 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 property owner (1 original copy, must be annotated in the OCT/TCT)	Owners of adjoining properties

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. Sketch Plan of an approved Lot Survey Plan with Vicinity Map of 1 kilometer radius OR approved Subdivision Plan showing the particular lot		Licensed Geodetic Engineer		
8. Site Development Plan, Floor Plan, and Elevation signed by licensed professional and owner (1 original copy)		Licensed Architect		
9. For multi-storey buildings: Plumbing and Drainage Plan (1 original copy)		Licensed Sanitary Engineer OR Master Plumber		
10. 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		
11. Documentary Stamp Tax (1 piece)		Bureau of Internal Revenue		
12. 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 2.2. Receive Order of Payment and pay required fees at the City Treasurer's Office.	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. Rommel Valuis (Zoning Officer-Designate)

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. Rommel Valuis (Zoning Officer-Designate)
	6. Conduct onsite inspection for validation of application documents	None	1 day and 4 hours	Ar. Gerald Paolo Manasis (Architect)
	7. Process LC for approval or denial of application	None	1 hour	Ar. Rommel Valuis (Zoning Officer-Designate)
	8. Review application documents and LC and recommend for approval or denial	None	2 hours	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 Project cost of Over Php 100,000 to Php 200,000 Project cost of Over Php 200,000 	Php 288 Php 576 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 • Project cost of Over Php 2,000,000 	<p>Php 2,160</p> <p>Php 3,600 + (1/10 of 1% of cost in excess of Php 2,000,000)</p>
Dormitories	
<ul style="list-style-type: none"> • Project cost of Php 2,000,000 and below • Project cost of Over Php 2,000,000 	<p>Php 3,600</p> <p>Php 3,600 + (1/10 of 1% of cost in excess of Php 2,000,000)</p>
Institutional	
<ul style="list-style-type: none"> • Project cost of Php 2,000,000 • Project cost of Over Php 2,000,000 	<p>Php 2,880</p> <p>Php 2,880 + (1/10 of 1% of cost in excess of Php 2,000,000)</p>
Commercial, Industrial, and Agro-Industrial	
<ul style="list-style-type: none"> • Project cost of Php 100,000 and below 	<p>Php 1,440</p>
<ul style="list-style-type: none"> • Project cost of Over Php 100,000 to Php 500,000 	<p>Php 2,160</p>
<ul style="list-style-type: none"> • Project cost of Over Php 500,000 to Php 1,000,000 	<p>Php 2,880</p>
<ul style="list-style-type: none"> • Project cost of Over Php 1,000,000 to Php 2,000,000 	<p>Php 4,320</p>
<ul style="list-style-type: none"> • Project cost of Over Php 2,000,000 	<p>Php 7,200 + (1/10 of 1% of cost in excess of Php 2,000,000)</p>
Special Uses (Projects Covered by Philippine EIS System)	
<ul style="list-style-type: none"> • Php 2,000,000 and below 	<p>Php 7,200</p>

• 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) OR OCT/TCT issued in the current year (1 photocopy)		City Treasurer's Office OR Register of Deeds, respectively
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,		Citizen being represented

Deed of Sale, Self-Adjudication, Letter of Consent, OR other sufficient proof of consent (1 photocopy, must be annotated in the OCT/TCT)	
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 property owner (1 photocopy, must be annotated in the OCT/TCT)		Owners of adjoining properties		
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 Special Use Permit by the DENR only (1 photocopy, must be annotated in the OCT/TCT)		Department of the Environment and Natural Resources		
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 Office (BOSS Window 22) for initial assessment 2.2. Receive Order of Payment and pay required fees at the City Treasurer's Office.	2.1. Receive and review application documents 2.2. Compute fees and issue Order of Payment, if application documents are complete and correct	Php 720 + a fraction thereof in excess of one hectare	40 minutes	Conrado Rosel (Frontline Officer) Ar. Rommel Valuis (Zoning Officer-Designate)
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. Rommel Valuis (Zoning Officer-Designate)
	6. Prepare ZC for approval or denial of application	None	1 hour	Ar. Rommel Valuis

				(Zoning Officer-Designate)
	7. Review application documents, ZC and recommend for approval or denial		4 hours	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)		
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
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 business		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 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
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 Special Use Permit by the DENR only (1 photocopy, must be annotated in the OCT/TCT)	Department of the Environment and Natural Resources
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 Office (BOSS Window 22) for initial assessment	2. Receive and review application documents	Php 720	20 minutes	Conrado Rosel (Frontline Officer)
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	Ar. Rommel Valuis (Zoning Officer-Designate)
	6. Conduct onsite inspection for validation of application documents	None	1 day and 4 hours	Ar. Gerald Paolo Manasis

				(Architect)
	7. Process ZC for approval or denial of application	None	1 hour	Liza Dialca (Admin Aide I)
	8. Review application documents and ZC and recommend for approval or denial	None	2 hours	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	Conrado Rosel (Frontline Officer)
Total:		If printed copy AND/OR dedicated preparation is required AND not government offices and academic/student researchers	5 hours	

	Php 350		
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Survey Form given by the frontline personnel or the Public Assistance and Complaints Desk. Feedback may also be sent to the Cpdo Tacloban Facebook account, cpdotacloban@gmail.com email, or via text at 09158284483.
How feedbacks are processed	The results of the Client Satisfaction Surveys are opened daily. Those requiring answers and immediate attention are attended promptly. All concerned personnel prepare their monthly report to be submitted to the Administrative Section.
How to file a complaint	Fill out a Complaint Form provided by the frontline personnel or the Public Assistance and Complaints Desk. Complaint may also be sent to the Cpdo Tacloban Facebook account, cpdotacloban@gmail.com email, or via text at 09158284483.
How complaints are processed	<p>The Public Assistance and Complaints Desk will forward the complaint to the City Planning and Development Coordinator. The CPDC will review the nature of the complaint and instruct the concerned personnel for an investigation.</p> <p>The office will provide the complainant with feedback after receiving the results of the investigation through a letter signed by the CPDC.</p>
Contact information of CCB, PCC, ARTA	<p>Contact Center ng Bayan</p> <p>0908 888 6565</p> <p>Presidential Complaint Center</p> <p>8-784-4266 local 4029</p> <p>Anti-Red Tape Authority</p> <p>8888</p>

HUMAN RESOURCE 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) 2. Documents to be endorsed.			Client 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	Client Liaison Officer
2. Submit documents to the Receiving Station of the office.	1. Check the completeness of the documents/attachments. 2. Acknowledge receipt of the document through DTAS. 3. Affix “RECEIVED” stamp and signature to the communication/transmittal letter. 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 be filled up by the client.	None	5 minutes	Frontline Specialists Administrative Officer IV
2. Submit the accomplished 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 the logbook and receive the requested document/file.	6. Record pertinent details on the logbook. Release the requested document/file and have the client sign the logbook as confirmation of receipt.	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

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>		Client HRMDO CTO Client HRMDO		
<i>Note: Retirees are eligible for a free first issuance of their service record in three (3) copies.</i>				
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. Pay 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	Cashier 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 Department Head II</i>
3. Sign the logbook upon receiving the Service Record.	7. Record pertinent details on the logbook. Release the Service Record and have the client sign the logbook as confirmation receipt.	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	30 minutes	Cashier City Treasurer's Office

		₱ 40.00 – Documentary Stamp		
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 upon receiving the Certificate of Employment.	7. Record pertinent details on the logbook. Release the Certificate of Employment and have the client sign the logbook as confirmation receipt.	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” Form	None	2 minutes	Frontline Specialists Administrative Officer IV
2. Pay 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		
<div>1. Application letter <i>(with specific position and office assignment being applied for)</i> (Original Copy)</div> <div>2. CS form 212 (Personal Data Sheet) (Original Copy)</div> <div>3. Work Experience Sheet <i>(if desired position has experience requirement)</i> (Original Copy)</div> <div>4. Certificate of Eligibility / Board Rating, if applicable</div> <div>5. PRC License / Driver’s License if applicable (Photocopy)</div> <div>6. Transcript of Records (Photocopy)</div> <div>7. Potential Assessment (PA)</div> <div>8. Certificates of Trainings/Seminars attended (Photocopy)</div> <div>9. Performance Rating Report <i>(latest rating period)</i> (Photocopy)</div>			Client		
			Client		
			Client		
			Client, CSC		
			PRC		
			School/University		
			HRMDO		
			Various Trainers/Sponsors		
			Previous/Current employer		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter together with other required documents.	1. Evaluate the completeness of documents submitted by the applicants. 1.1 For applications with incomplete documents, advise the applicant to comply with the lacking requirements. 1.2 For applications with complete documents, inform the applicant that he/she will be contacted thru text message or written notice with regard to the schedule of the interview for the final screening of the HRMPSB.		None	10 minutes	Administrative Aide I HRM Staff
TOTAL			NONE	10 minutes	

REQUEST FOR MEMORANDUM ORDER, OFFICE ORDER, TRAVEL ORDER AND AUTHORITY TO REIMBURSE

Office/Division:	Human Resource Management and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Citizen			
Who may avail:	All City Government officials and employees, partner agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 the personnel 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	City Government Department Head II
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 pertinent details in DTAS for tracking purpose then submit the accomplished Application for Leave Credits balances.	1. Receive the leave form and evaluate its completeness; check if the form is filled-out correctly.	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	City Administrator City Administrator's Office City Mayor

				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 the 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	City Government Department Head II
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	
1. Payroll/Voucher 2. Obligation Request 3. Duly signed DTRs and/or Biometric printout (Original Copy) 4. Approved leave application (if applicable) 5. Duly authenticated attendance log sheets (if necessary) 6. Duly approved CTO form (if applicable) 7. Contract (for JOWs and CoS) 8. Appointment (for Casual) 9. Appointment (1 st salary permanent/regular)			Client Client HRMDO/Client HRMDO/Client Client's Office HMRDO/Client HMRDO/Client HMRDO/Client HMRDO/Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/update status in DTAS "For release".	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		
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		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 the Letter of Intent and forward to HRM Division	None	5 minutes	Frontline Specialists Administrative Officer IV
None	2. Prepare 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 pertinent details on the logbook. Release the Acceptance Letter to the Client and have the client sign the logbook as confirmation of receipt.	None	3 minutes	Technical Staff I Supervising Administrative Officer
3. Sign the logbook upon receiving the Acceptance letter.	4. Issue "Assessment to pay" form.	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 (for approval of office head and City Mayor)	None	1 day and 45 minutes	City Government Department Head II 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	City Government Department Head II

None	14. Record in DTAS and forward to City Budget Office	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL		₱ 100.00	6 days, 2 hour and 39 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 the copy of contract/appointment.	None	2 minutes	Frontline Specialists Administrative Officer IV
2. Follow the HR Personnel in charge to the assigned Biometric Station 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 an 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 (Alternate AAO for GSIS)
None	3. Upload member’s data to GSIS webmsp.	None	10 minutes	Administrative Officer IV (Alternate AAO for GSIS)
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 document.	<p>₱ 2.00 – Photocopy or any other copy produced by copying machine, per page</p> <p>₱ 50.00 – Certified photocopy, per page</p> <p>(per Sec. 97 of Ordinance No. 2005-9-63)</p>	30 minutes	Cashier 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 upon receiving the requested document/file.	6. Record pertinent details on the logbook. Release the requested document/file and have the client sign the logbook as confirmation of receipt.	None	5 minutes	Frontline Specialists Administrative Officer IV
TOTAL			57 minutes	

₱ 2.00 x no. of pages +
₱ 50.00 x no. of copies

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 OF THE APPROVED 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		
1. Clearance Form			Human Resource Management and Development Office		
2. Terminal Leave Pay Computation (1 copy)			Human Resource Management and Development Office		
3. Certificate of Loan Balance (1 copy)			Affiliated banks of the employee		
4. Affidavit of Undertaking for authority to deduct money accountability – (to the bank and the City Treasurer's Office), if any (1 copy)			Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished clearance form and other documentary requirements to the receiving section	1.1 Receive and record all documents and forward the same to the Administrative Officer and/or Designate.		None	1 minute	REGEME E. ALGO Receiving and Releasing Section
	1.2 Verify the completeness of the documents attached to the form, if: <ul style="list-style-type: none">• <i>Incomplete- Inform the requesting party of any deficiency and enumerate the missing requirements.</i>• <i>Complete- Issue an acknowledgement receipt to the requesting party and submit to the Accountable Division for further processing.</i>		None	2 minutes	EVELYN A. DE GUZMAN Administrative Division
	1.3 Verify the money accountability for EWP loan, COA suspension & disallowances and unliquidated Cash Advances, <i>if any</i> . Should the				

	money accountability exceed the terminal leave pay after deducting bank loans, if any, the requesting party is advised to make necessary payment to the City Government of Tacloban and provide a copy of the official receipt to this office afterwards.	None	20 minutes	ANALYN MATARO – EWP LEAH CEBALLOS – <i>Cash Advances</i> Administrative Division MARINA DE PAZ – Suspension & Disallowances Financial Reporting Division
2. Pay to the Cashier <i>(if applicable only)</i>	2.1 Process payment and Issue OR for deficiencies	To be determined	c/o The City Treasurer's Office	<i>Cashier</i> <i>c/o The City Treasurer's Office</i>
	2.2 Record the Official Receipt and attach to the other documents	To be determined	1 minute	Financial Division
	2.3 Department Head/ Head of Office approves and signs Clearance form.	none	3 minutes	ELIZALDE A. TEO, CPA JD Head of Office
3. Receive the duly approved Clearance Form from the releasing section.	3.1 Release of the duly approved Clearance form to the requesting party	None	1 minute	REGEME E. ALGO Receiving and Releasing Section
Total		None	28 minutes	

ISSUANCE OF THE APPROVED CLEARANCE FORM

Study Leave, Maternity 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	
1. Clearance Form			Human Resource Management and Development Office	
2. Letter of Approval from CMO			Human Resource Management and Development Office	
3. Approved Application for Leave (1 copy)			Human Resource Management and Development Office	
4. Certificate of Loan Balance			Affiliated banks of the employee	
5. Affidavit of Undertaking – for study leave & Maternity Leave			Concerned Employee	
6. Affidavit of Undertaking for authority to deduct money accountability – if any for travel abroad			Concerned Employee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished clearance form and other documentary requirements to the receiving section	1.1 Receive and record all documents and forward the same to the Administrative Officer and/or Designate.	None	1 minute	REGEME E. ALGO Receiving and Releasing Section
	1.2 Verify the completeness of the documents attached to the form, if: <ul style="list-style-type: none">• <i>Incomplete- Inform the requesting part of any deficiency and enumerate the missing requirements.</i>• <i>Complete- Issue an acknowledgement receipt to the requesting party and submit to the Accountable Division for further processing.</i>	None	2 minutes	EVELYN A. DE GUZMAN Administrative Division

	1.3 Department Head/ Head of Office approves and signs Clearance form.	none	3 minutes	ELIZALDE A. TEO, CPA JD Head of Office
2. Receive the duly approved Clearance Form from the releasing section	2.1 Release of the duly approved Clearance form to the requesting party.	None	1 Minute	REGEME E. ALGO Receiving and Releasing Section
TOTAL			7 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	
1. Letter of Approval from CMO (1 copy)			Human Resource Management and Development Office	
2. Approved Clearance Form & its supporting Documents (1 copy)			Concern Employee	
3. Service Record (1 copy)			Human Resource Management and Development Office	
4. Approved Application for Leave			Human Resource Management and Development Office	
5. Sworn Statement of Liabilities & Net worth (SALN) (1 copy)			Concerned Employee	
6. Certificate of Live Birth – Original (1 copy)			PSA	
7. Notice of Salary Adjustment –NOSA (1 copy)			Human Resource Management and Development Office	
8. Ombudsman Clearance – for DH, ADH & Elective Official			Ombudsman	
9. Court Clearance – for Rank & File Employee			City Court	
10. Disbursement Vouchers (2 copies)			Respective Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and other documentary requirements to the receiving clerk.	1.1 Receive and record in the Tracking and Archiving System (DTAS)	None	2 minutes	REGEME E. ALGO Receiving and Releasing Section

	1.2 Prepare disbursement voucher & forward to head of the pre-audit division for signature as to validity of claim.	None	15 minutes	RICHARD CADAYONA Pre - Audit Division
	1.3 Pre-audit the accuracy of claim & verify completeness of attached requirement/s. Incomplete documents will be returned back to the concern employee.	None	7 Minutes	LORENA LAGADO Pre-Audit Division
	1.4 Department Head sign/approves DV for releasing	None	5 Minutes	ELIZALDE A. TEO, CPA JD Head of Office
	1.5 Release the approved DV to Cash Division/ City Treasurer's Office	None	2 Minutes	REGEME ALGO Receiving & Releasing Section
TOTAL			31 Minutes	

BARANGAY ACCOUNTING TRANSACTIONS

Receiving and Approval of Requisition and Issuance Voucher (RIV) & Issuance of Certificate Statement of Income (CSI)

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	
1. Updated submission of Financial Reports – for RIV			Respective Barangays	
2. Updated Financial Statements – for CSI			Barangay Accounting Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit forms for Requisition and Issuance Voucher (RIV), & Certified Statement of Income (CSI)	1.1 Barangay Bookkeeper ensures that the financial reports submitted by the requesting barangay are up-to-date.	None	5 minutes	Assigned Bookkeeper -Barangay Accounting Division-
	1.2 Assigned bookkeeper to countersign the RIV. Certified Statement of Income (CSI) must reconcile the amount with the current budget & the financial performance from the preceding year & countersign the same.	None	10 minutes	Assigned Bookkeeper -Barangay Accounting Division
	1.3 Department Head sign/certify CSI.	None	3 Minutes	ELIZALDE A. TEO, CPA JD Head of Office
2. Receive the approved RIV & CSI	2.1 Release the approved RIV & CSI to the requesting Barangay.	None	2 minutes	Assign Bookkeeper -Barangay Accounting Division-
Total		None	20 minutes	

BARANGAY ACCOUNTING TRANSACTIONS

Submission of Summary of Supplies & Materials Issued (SSMI)

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

1. PO, RIS		Respective Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit monthly SSMI (if necessary)	1. 1 Bookkeeper examine the submitted SSMI & ensures the completeness of its attached requirement/s.	None	5 minutes	Assigned Bookkeeper -Barangay Accounting Division-
	1. 2. Prepare Journal Entry Voucher.	None	5 minutes	Assigned Bookkeeper -Barangay Accounting Division-
	1.3. Record the item/description in its respective supplies ledger card in a monthly basis & prepare corresponding Journal Entry.			Assigned Bookkeeper -Barangay Accounting Division
Total		None	10 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		
1. Obligation Requests (triplicate)		Respective Offices/City Budget Office		
2. Payrolls (3 copies)		Respective Offices		
3. Biometric Printout or DTRs (2 copies)		Human Resource Office		
4. Accomplishment Reports (1 copy) for JO's, COS & Casual		Respective Offices		
5. Approved Application for Leave (1 copy) – if Applicable		Human Resource Office		
6. Contract of Casual, COS, JOW		Human Resource Office		
7. Certificate of Appearance & Attendance of Travel – if traveled		Respective Offices		
8. Monthly Report of Tardiness & Absences – (1 copy)		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payrolls with its required supporting documents.	1.1 Receive payrolls with complete supporting documents and record it in the logbook and Data Tracking and Archiving System (DTAS).	None	5 minutes	REGEME ALGO JOEL LOPERA -Receiving & Releasing Section-
	1.2 Assigned remitting personnel will check the accounts & verify the correctness of deductions to be remitted to Trust Liabilities and Financial Institutions.	None	10 minutes	HERMANN MABANSAG (HDMF-COS & JO) CHARLEMAINE R. GALAPON (SSS – JO, COS, CASUAL) EVELYN DE GUZMAN (PhilHealth, HDMF, Bank –

				Regular) REYGIE C. HOMERES (BIR Withholding Tax) JOHN ERIC N. CAPUTOLAN (GSIS) ANALYN R. MATARO (EWP) -Billing and Remittance Section-
	1.3 Pre-audit payroll/s as to validity of claims per COA Rules and Regulation, check its supporting documents as to completeness. Incomplete supporting documents will be returned to the office concerned.	None	1 hour	LORENA LAGADO GIL KRISTOPHER ROSILLO RICHARD CADAYONA IMELDA CABUSORA JESSEIBEL GEREZ JOSEPHINE MORADA CORAZON LANORIAS ROSELLE JADULCO JESICA FERNANDEZ LUCHIE TIONGSON CHRISTOPHER R. MACION -Pre-Audit Division-
	1.4 Post corresponding accounting entries to JEV System & print the same & attached to the payroll.	None	5 minutes	JULIUS MALDA -Financial Reporting Division-
	1.5 Prepare & Pre-Audit of Disbursement Vouchers (DV) for cash advance for non ATM card holder payroll & Prep Audit Debit Voucher for ATM card holder payroll.	None	5 minutes	RICHARD CADAYONA Pre Audit Division
	1.6 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.	2.1 Release the Disbursement Voucher to Cash Division.	None	5 minutes	REGEME ALGO JOEL LOPERA -Receiving & Releasing Section-
Total		None	1 hour and 35 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	
1.Approved Cheque & its Documents attached			City Administrator’s Office - CADMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submit approved check/s for accountant’s advice	1. Receive approved check/s & its supporting documents & prepare Accountant’s Advice (5 Checks per accountant’s	None	10 minutes	LEAH CEBALLOS Administrative Division
	2 Prepare corresponding Journal Entry to Journal Entry Voucher System, print and attach the same the said transaction.	None	20 Minutes	RUBY JEAN GAYO – Trust JULIUS MALDA – GF JESICA FERNANDWZ - SEF Financial Division
	3 Department Head Sign Accountant’s Advice	None	5 Minutes	ELIZALDE A. TEO. CPA JD OIC-City Accountant
	4 Release of sign accountant’s advice to CTO- Cash Division	None	3 Minutes	REGEME ALGO Receiving & Releasing Section
TOTAL			38 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	
1. 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. Submit documents needed per Procurement checklist	1.1 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 as to completeness. Incomplete supporting documents will be returned to the office concerned.	None	1 hour	CORAZON LANORIAS JESSEIBEL GEREZ RICHARD CADAYONA 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	None	5 Minutes	JULIUS MALDA Financial & Reporting Division

	the same to the said transaction.			
	6. Encode/Record the transaction to its respective Property Supply Ledger Card.	None	3 Minutes	BERNADETTE PANICAN Financial & Reporting Division
	7. Department Head sign/certify vouchers.	None	5 minutes	ELIZALDE A. TEO, CPA JD OIC – City Accountant
4.1.1.1 Release of signed vouchers and its attachments to City Treasurer’s Office – Cash Division	Release the Disbursement Voucher to Cash Division	None	5 minutes	REGEME ALGO JOEL LOPERA -Receiving & Releasing Section-
Total		None	1 hour and 33 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	
1.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. Record the received PO in the system for tracking purposes. (GF)	None	5 minutes	EDWIN L. HOMERES -Financial Reporting Division-
	3. Account for the amount as to validity of claims, availability of fund and countersign for approval. (Trust account)	None	5 Minutes	GRACE HECHANOVA Financial Reporting Division
	4. 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	25 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		
1.Local School Board Resolution - Approved		Respective School		
2. Disbursement Vouchers		Respective School		
3.Affidavit of Undertaking		Respective School		
4.Obligation Request		City Budget Office		
5.Post Program Evaluation & Utilization report with picture		Respective Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers with its require attachment/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	JESICA 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 front liners 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 & cao@tacloban.gov.ph 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	<p>Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888</p>

CITY BUDGET OFFICE

BUDGET PREPARATION SERVICES

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 Sangguniang Panglungsod (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, 3, 4, 5, 6 & 7)	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
	1. Issuance of Budget Call	NONE	5 Days	REDENTOR B. CURATE Administrative Officer V Budget Preparation Division Head Assisted by: LOI JANELLE B. AVESTRUZ Administrative Aide I- Casual MAY ANN T. MACARAYON Administrative Aide I- Casual
A. Attend the Scheduled Budget Forum	2. Conduct Budget Forum	NONE	1 Day	
B. Submit Budget Proposal	3. Preparation & Submission of Budget Proposal	NONE	1 Month	
C. Attend the Scheduled Budget Hearing	4. Conduct Budget Hearing	NONE	2 Weeks	
	5. Prepare the Executive Budget (LEP)	NONE	4 Weeks	
	6. Prepare the Executive Message	NONE	2 Weeks	
	7. Submit the Executive Budget	NONE	1 Day	

				1 Job-Order Worker
TOTAL		NONE	4 MONTHS	

BUDGET RELEASE SERVICES

Budget execution on authorized Annual and Supplemental budget. Release Allotment within the Approved Appropriation.

Office/Division:	City Budget Office/Budget Release Services Division
Classification:	Simple (As to Processing Time) / Highly Technical (As to Nature of Work)
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 <ul style="list-style-type: none"> - Copy of Approved Detailed Physical & Financial Target Highlighted specific activities based on program 	To be submitted per Department/Offices
JOW's COS, Casual Appointment <ul style="list-style-type: none"> - Contract signed/initialed by HRMDO 	Human Resource Management and Development Office (HRMDO)
Terminal Leave/Monetization <ul style="list-style-type: none"> - Approved LFC Resolution - HRMDO Computation of Leave Credits 	Per Department/Offices/HRMDO/CMO
Overtime Pay <ul style="list-style-type: none"> - Approved Office Order to render overtime services 	Per Department/Offices/HRMDO/CMO
Replenishments <ul style="list-style-type: none"> - Office Order for the cash advance - PR for the replenishment 	Per Department/Offices/HRMDO/CMO

- Attach previous obligation request	
Reimbursement <ul style="list-style-type: none">• GOODS<ul style="list-style-type: none">- Authority to Reimburse- Approved PR- Payment Confirmation- Office Order• Travelling & Training Expense<ul style="list-style-type: none">- Authority to Reimburse- Payment Confirmation- Certificate of Appearance- Travel Order- Itinerary of Travel	Per Department/Offices/HRMDO/CMO
Registration or Fees <ul style="list-style-type: none">- Payment Confirmation- Office Order (for registration expense only)	Per Department, CMO, and Invitation Letter

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>8. Utilities Payment (ObR)</p> <p>9. Registration Fees (ObR)</p> <p>10. Payroll's (ObR)</p>	<p>1. Receiving</p> <p>1.1 – Assign Control Number</p>	NONE	5 Minutes per Document	<p>MARIA RUTH A. GO</p> <p>Administrative Officer IV</p> <p>Administrative Support Services Division Head</p> <p>Assisted by:</p> <p>DOLORES H. TAN</p> <p>Administrative Assistant II</p> <p>1 Job-Order Worker</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>5 Minutes per Document</p> <p>5 Minutes per Document</p>	<p>JEANETTE M. ABREMATEA</p> <p>Administrative Assistant III</p> <p>Budget Preparation Division Head</p>

	2.2 If Funds not Available 2.2.1 – Returned to concern offices	NONE	5 Minutes per Document	Assisted by: AILEEN ROSE P. RONDA Administrative Aide II ARVEL A. BANADO Administrative Aide I
	3. For Obligation Request 3.1 – Encode OR's at Budget Execution System 3.1.1 – Link PR, PP, POW vs. ARO	NONE	5 Minutes per Document	Obligation: CHERRY APRIL B. CINCO Administrative Aide I- Casual RYAN C. SAMANTILA Administrative Aide I- Casual
	4. Releasing	NONE	5 Minutes per Document	MARIA RUTH A. GO Administrative Officer IV

				Administrative Support Services Division Head Assisted by: DOLORES H. TAN Administrative Assistant II 1 Job-Order Worker
TOTAL		NONE	35 Minutes	

BARANGAY SUPPORT SERVICES

Barangay Budget serves as an instrument for Barangay Officials to manage the development of the Barangay. Assist in the preparation of its Barangay Budget.

Office/Division:	City Budget Office/Barangay Support Services Division
Classification:	Simple (As to Processing Time) / Highly Technical (As to Nature of Work)
Type of Transaction:	Government-to-Government
Who may avail	All Offices of the City Government of Tacloban
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	To be submitted per Barangay and SK
Budget Message	To be submitted per Barangay and SK
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, and Object of Expenditures & Expected Result for Budget Year (BBP form 2). 1.4 List of Projects chargeable against 20% Dev. Fund (BBP form 2) 1.5 Plantilla of Personnel (BBP form 3) 1.6 Statement of Indebtedness for Budget Year ((BBP form 4)	

<p>Additional Supporting Documents:</p> <ul style="list-style-type: none"> 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 	To be submitted per Barangay and SK
<p>2. BRGY. SUPPLEMENTAL BUDGET</p> <ul style="list-style-type: none"> - Supplemental Budget supported by funds actually available Duly Accomplished: <ul style="list-style-type: none"> 2.1 BSBF Form 5 – Statement of funding source 2.2 BSBF Form 6 – Statement of Supplemental Appropriation 2.3 Appropriation Ordinance enacted by Sangguniang Member’s & 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 	To be submitted per Barangay and SK

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>	NONE	5 Minutes per Annual Budget/Supplemental Budget	<p>MARIA RUTH A. GO</p> <p>Administrative Officer IV</p> <p>Administrative Support Services Division Head</p> <p>Assisted by:</p> <p>DOLORES H. TAN</p> <p>Administrative Assistant II</p> <p>1 Job-Order Worker</p>
	<p>2. Conduct initial reviews of Barangay Annual Budget and Supplemental Budget</p>	NONE	10-30 Minutes per Transaction	<p>PEPITO C. MALDA</p> <p>Administrative Assistant II</p> <p>Barangay Budget Division Head</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	10 Minutes per Annual Budget/Supplemental Budget	<p>MARIA RUTH A. GO</p> <p>Administrative Officer IV</p> <p>Administrative Support Services Division Head</p> <p>Assisted by:</p> <p>DOLORES H. TAN</p> <p>Administrative Assistant II</p> <p>1 Job-Order Worker</p>
TOTAL		NONE	45 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Comments, Suggestions and Recommendations can be addressed thru filling up the available Compliment, Suggestion and/or Complaint form prepared by the City Budget Office. After complete informations are supplied, clients need to drop the same to the feedback box located at the Public Assistance Corner just outside the City Budget Office.
How feedbacks are processed	Feedback/Mechanism box are being checked from time to time. All comments, suggestions, recommendations and feedbacks found therein, shall be reviewed, assessed and evaluated, according to cause of concerns. It will be deliberated by Division Chiefs and come up with affirmative responses and remedies to satisfy client's doubts and questions.
How to file a complaint	Complainant may direct his or her grievance by writing a letter addressed to the City Mayor's Office thru the City Budget Officer for an appropriate action.
How complaints are processed	The City Budget Officer upon receipt of the letter of complaint from clients shall immediately coordinate and arrange a meeting with the different Division Chief of the City Budget Office. To discuss thoroughly, weigh up the veracity of the complaint, on the other hand be able to formulate plans of action and solutions to further prevent and or totally eliminate occurrence of same complaints.
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		<div>City Treasurer’s Office, Kanhuraw Business Center</div> <div>And at BOSS Building, Tacloban City</div> <div>RPT On-line Assessment and Payment</div> <div>FB Acct: City Treasurers Office – Tacloban City</div> <div>Email add: taclobancitytreasurersoffice@gmail.com</div>		
<div>1. Latest copy of Official Receipts/Tax Declaration (1 photocopy)</div> <div>2. Taxes are paid up to current year</div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Secure Real Property Tax Assessments</div> <div>2. Proceed to the Cashier/Collectors for payment of RPT and;</div> <div>3. Receive Official Receipts</div>	<div>1. Compute/Assess Real Property Taxes by the staff/personnel of Real Property Tax Division</div>	<div>Residential and Agricultural Land/Building = Basic is 1% of the Assessed Value (AV) pus Special Education Fund (SEF) of 1% of AV.</div> <div>Commercial and Industrial Land/Buildings = Basic</div>	<div>30 minutes</div>	<div>RENEE M. LAGADO</div> <div>Chief-RPT Division</div> <div>Junmar Viatman Palomares</div> <div>OIC-Asst. chief-RPT Division</div> <div>GENEROSA A. ABOGA</div> <div>AA-IV</div> <div>BRIGITTE R. TRINIDAD</div> <div>Ticket Checker</div> <div>NELITA P. SIPACO</div> <div>LINO JAY C. TINGZON, Jr.</div> <div>Administrative Aide 1</div>

		is 2% of the AV plus 1% of the AV		ANTONIO P. MIRAFLOR ERIC D. QUIMADA ROMMEL B. ANDRADE Job Order Workers (subject to change of personnel) All Staff and personnel of the Real Property Tax Division Kanhuraw Business Center, City Treasurer's Office, Tacloban City
	2. Collector receive the payment and issue Official Receipt		30 minutes	ZONNIE S. EVAL CLARA FRANCISCO HELENA JOY L. UYVICO NELYN TWENNETH F. DAGOHoy LRCO 1 LYRA BON A. CUESTA GIA NILA P. PANTAS Deputized Collector All Accountable Officers/Collectors

				KBC/BOSS Bldg.
	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	

REAL PROPERTY TAX SERVICES

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		
For Payment of Real Property Taxes & Transfer Tax				
3. Latest copy of Official Receipts/Tax Declaration (1 photocopy)		CTO/CASSO		
4. Taxes are paid up to current year		CTO		
5. Certified True copy of Latest Tax Declarations/Deed of Absolute Sale/Deed of Donation (1 original and 1 photocopy)		Client to CASSO/ROD		
6. Tax Clearance Fee/ Certification/ and Documentary Stamp Tax.		LAWYER		
7. Special Power of Attorney (SPA), Authorization Letter duly subscribed (1 original and 1 photocopy)		CTO		
8. 1 photo copy of valid ID.		LAWYER		
9. Community Tax Certificate (Individual/Corporate Tax Certificate (1 photocopy)		ID of requesting party		
		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Presentation of the requirements for verification and computation/issuance of transfer tax/sales tax assessment.</p> <p>2. Payment of Transfer Tax/Sales Tax/Tax Clearance Fee including documentary stamp tax (DST)</p> <p>3. Present Official Receipts of payment on transfer tax/ sales tax/ tax clearance and DST and submit Certified True Copy of the required documents for the Issuance of Transfer Tax for Transfer of Title purposes.</p>	<p>1. Review/Verify/Validate documents for completeness</p> <p>2. Compute/Assess RPT (SOA)</p> <p>3. Issuance of Transfer Tax</p>	<p>Commercial and Industrial Machinery = Basic is 2% of the AV plus 1% of the AV.</p> <p>Transfer/Sales Tax Fee: 25% of 1% of the total consideration involved in the acquisition of the property or the market value which ever is higher.</p> <p>Tax Clearance Fee = P50.00</p> <p>Documentary Stamp Tax P30.00</p>	<p>One (1) working day upon receipt of complete documents</p>	<p>RENEE M. LAGADO Chief, RPT Division</p> <p>Junmar Viatman Palomares 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</p> <p>ZONNIE S. EVAL</p>

HELENA JOY L. UYVICO
SHAYEN V. CANAMALES
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

1. Latest copy of Official Receipts/Tax Declaration (1 photocopy) 2. Taxes are paid for current year 3. 1 Valid ID (1 photocopy)		Real Property Tax Division City Treasurer's Office Kanhuraw Business Center, Tacloban City FB Acct: City Treasurers Office - Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
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: 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	Issuance of Clearance/Certification	Certification Fee = P50.00 Research Fee (if applicable) P10.00 Doc stamp P30.00	30 minutes (with complete documents)	RENEE M. LAGADO Chief, RPT Division KBC, Tacloban City LINO JAY C. TINGZON, JR. NELITA P. SIPACO Administrative Aide 1 GENEROSA A. ABOGA AA IV BRIGITTE R. TRINIDAD Ticket Checker ANTONIO P. MIRAFLOR ROMMEL B. ANDRADE Job Order worker (subject to change of personnel) Staff/Personnel RPT Division
Total		Total Fees = P80.00	Total time = 30 minutes	

BUSINESS TAXES SERVICES

Business Fees for NEW and RENEWAL

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	For New Business 1.1 Tax on Contractor/Services =75% of 1% Internet Café with Franchise =3/40 of 1% capital investment (under franchise) 1.2 Tax on Real Estate Developer, Dealers and Lessors = 50% of 1% of capital investment 1.3 Tax on Banks, Insurance companies and Other Financial Institutions = 3/40 of 1% of capital investment	30 minutes	EDNA B. DE LA CRUZ Head, Business Taxes and Fees Division LYNDY R. DE LA PEÑA Asst. Head Business Taxes and Fees Division RAY ANTHONY B. TOLENTINO Administrative Aide 1 BERNARDITA L.

	2. Issuance of Official Receipts		30 minutes	HERSAN NANNETTE R. BABIANO LRCO I/Assessor/Examiner CLARA FRANCISCO SHAYEN V. CAÑAMALES NELYN TWENNETH F. DAGOHOY ALL LRCO I LYRA BON A. CUESTA GIA NILA P. PANTAS Deputized Collector KBC/BOSS Bldg.
1. Evaluation of declared gross sales; 2. Issuance of business tax assessment; 3. Proceed to Cashier/Collector for the	1. Evaluate gross sale as declared by business owner 2. Issue tax assessment	For Renewal of Business 1.1 Tax on Retailers = 1.10% of gross annual receipts for the preceding calendar year 1.2 Tax on Real Estate Developer Dealers and Lessors =1% of gross annual receipts for the preceding calendar year 1.3 Tax on Banks, Insurance Companies and Other Financial Institutions = 75% of 1% of gross annual receipts for the preceding calendar year 1.4.Tax on Manufacturers = For every 500,000.00 in excess of 50,000,000.00 1.5Tax on Wholesalers, Distributors or Dealers = For every 100,000.00 in excess of 1,000,000.00 1.6Tax on Caterers = With Gross sales receipts for the preceding calendar of 50,000.00 or less For Payment of Community Tax (Individual and	30 minutes	EDNA B. DE LA CRUZ Head, Business Taxes and Fees Division LYNDY R. DE LA PEÑA Asst. Head Business Taxes and Fees Division RAY ANTHONY B. TOLENTINO Administrative Aide 1 FELINDA A. GABRIEL AA- IV Ma. GELIDA P. ALMADEN Ticket checker LILIA G. NOMBRADO

		<div>Corporate Tax)<ul style="list-style-type: none">Individual= Basic: P5.00 PlusP1.00 for every P1,000.00 of gross receipts or earnings derived from business during the preceding year / salaries of gross receipts or earnings derived from exercise of profession or pursuit of any occupation / income from real property but not to exceed P5,000.00</div> <div>3. Issue Official Receipt for proof of payment<ul style="list-style-type: none">Corporate Tax=Basic: P500.00 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 / Earnings derived from Business in the Philippines during the preceding year but not to exceed P10,000.00, as prescribed in Ord. 99-58 For Transport Ped2024 (Renewal)<table><tr><td>Doc. Stamp</td><td>P90.00</td></tr><tr><td>Franchise Fee</td><td>150.00</td></tr><tr><td>Garbage Fee</td><td>100.00</td></tr><tr><td>Health Cert.</td><td>50.00</td></tr><tr><td>Ped Operation/unit</td><td>100.00</td></tr><tr><td>Ped Operator</td><td>150.00</td></tr><tr><td>Police clearance</td><td>50.00</td></tr><tr><td>RPT clearance Fee</td><td>50.00</td></tr><tr><td>Service Fee</td><td>100.00</td></tr><tr><td>Sticker Fee</td><td>40.00</td></tr><tr><td>Stool and sputum</td><td>80.00</td></tr><tr><td>TOMECO Clearance</td><td>50.00</td></tr><tr><td>TOTAL</td><td>1,010.00</td></tr></table></div>	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	TOMECO Clearance	50.00	TOTAL	1,010.00	30 minutes	<div>AA-I</div> <div>NANNETTE R. BABIANO LRCO I/Assessor/Examiner</div> <div>CLARA FRANCISCO SHAYEN V. CAÑAMALES NELYN TWENNETH F. DAGOHOY HELENA JOY L. UYVICO ZONNIE S. EVAL All LRCO I KBC/BOSS Bldg.</div> <div>FELINDA A. GABRIEL AA- IV</div> <div>Ma. GELIDA P. ALMADEN MARICHU T. BALDESCO</div>
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																													
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		Ticket Checker All Staff/Personnel Business Taxes & Fees Division
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		Stool and sputum 80.00 TOMECO Clearance 50.00 TOTAL 1,710.00		
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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 (1original, 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 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 Dancing P300.00</p> <p>8. Recordas P300.00</p> <p>9. Promotion of Buy Products 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>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</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 Ticket checker</p> <p>LILIA G. NOMBRADO AA-I</p> <p>FELINDA A. GABRIEL AA-IV</p> <p>NANNETTE R. BABIANO LRCO I</p>
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	4. Issue Official Receipt	<p>a duration of 15 days or less and P9,000.00 for a duration of more than 15 days but not exceeding 30 days; 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; A combination of 2 or more aforementioned activities-P9,000.00 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; B. Elsewhere 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; 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; 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; 4.Flea Market – 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; A combination of 2 or more</p>	30 minutes	<p>All Staff/Personnel - Business Taxes and Fees Division</p> <p>ZONNIE S. EVAL NELYN TWENNETH F. DAGOHOY CLARA FRANCISCO HELENA JOY L. UYVICO SHAYEN V. CAÑAMALES <i>All LRCO I</i> <i>KBC/BOSS Bldg.</i></p>
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		<p>aforementioned activities-P3,600.00 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 per entrance ticket sold</p> <p>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 		
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		5,000.00		
		7. City Fiesta 5,000.00		
		8. For Registration of cockpit personnel (Annually) 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		

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
<div>1. Submit letter of intent to the City Treasurer’s Office</div> <div>For Single Proprietorship:</div> <div>Brgy. Clearance (1 original and 1 photocopy)</div> <div>Percentage Tax/ Gross Sales, if any (1 original, and 1 photocopy)</div> <div>Accomplished application form of retirement in triplicate copies</div> <div>Community Tax Certificate of current year (1 photocopy)</div> <div>Slaughterhouse Report for meat/chicken vendor (1 original and 1 photocopy)</div>		<div>Business Taxes & Fees Division</div> <div>City Treasurer’s Office, Kanhuraw Business Center and BOSS Building, Tacloban City</div> <div>FB Acct: City Treasurers Office – Tacloban City</div> <div>Email add: taclobancitytreasurersoffice@gmail.com</div>

For Corporation: Brgy. Clearance (1 original and 1 photocopy) Secretary's Certification/Board Resolution (original and 1 photocopy) Financial Statement of Book of Accounts (1 original and 1 photocopy) Accomplished application form of retirement in triplicate Copies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent to the Business Taxes and Fees Division	1.Review of the documents 2. Physical inspection of the business for business retirement 3.Evaluation of gross sales for recommending approval of the City Treasurer. 4. Issuance of Certificate of	Certification Fee for Retirement: Php50.00 Documentary Stamped Tax P30.00 plus Gross Fixed Tax (Evaluated)	30 minutes	EDNA B. DE LA CRUZ LTOO IV LYNDY R. DE LA PEÑA LTOO III MIRASOL C. MIRALLES GEORGE C. ESPERAS ANDREW A. MAÑOZA Administrative Aide 1

	Retirement and final approval from the City Mayor's Office.			MELBA P. MACABENTA RHODORA M. BASAS Job Order Workers Business Taxes Division KBC/Boss Building
	TOTAL	P80.00 plus gross sales evaluated	30 minutes	

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

	TOTAL	No fees required	1 hour	
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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> <ul 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) Brgy. Accounting/CTO/CMO 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</p> <p>(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 HELENA JOY L. UYVICO LYRA GIA P. PANTAS 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
2. Payment of required fees and receive OR. 3. Present OR to concerned division of CTO for issuance of CTC of the required documents.	1. Checks/Verifies/Validates documents/paper and; 2. Issue Certified True copy of the required document	Certification Fee P50.00 Plus documentary stamp P30.00 Research Fee (if applicable) P10.00	One (1) working day upon receipt of the requested documents	CORINA C. INNIS Acting Asst. City Treasurer EDNA C. MOLINO Administrative Officer III OIC-Chief, Administrative Division EDWINA P. NAPUTO Chief, Cash Receipts Division RENEE M. LAGADO Chief, RPT Division

				EDNA B. DE LA CRUZ Chief, Bus. Taxes & Fees Division NYDIA D. TADEA OIC-Chief, Cash Disbursement Division All Division of CTO
				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

	TOTAL	P 80.00	1 day	
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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		Business Taxes & Fees Division City Treasurer's Office, Kanhuraw Business Center and BOSS Building, Tacloban City Real Property Tax, City Treasurer's Office, Kanhuraw Convention Center, Tacloban City City Treasurer's Office, Administrative Division, KBC FB Acct: City Treasurers Office-Tacloban City Email add: taclobancitytreasurersoffice@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay corresponding amount to the Cashier/collector in payment of the following: a. Business tax clearance/cert. b. RPT tax clearance for business purposes c. Others	Issuance of Clearance/Certification from the concerned division of CTO	Certification Fee: Php50.00 Documentary Stamped Tax Php 30.00	30 minutes	EDNA B. DE LA CRUZ Chief, BTFD LYNDY R. DE LA PEÑA LTOO III RAY ANTHONY B. TOLENTINO Administrative Aide 1 Business Taxes & Fees Division KBC/Boss Building RENEE M. LAGADO Chief, RPT Division Junmar Viatman Palomares OIC-Asst. Chief RPT Division
2. Present O.R. to concerned division				

of CTO for the release of requested documents				<p>BRIGITTE R. TRINIDAD Ticket checker</p> <p>ROMMEL B. ANDRADE ANTONIO P. MIRAFLOR ERIC D. QUIMADA Job Order Worker (subject to change of personnel) All staff and personnel of RPT Division @ KBC</p> <p>EDWINA P. NAPUTO Chief, Cash Receipts Division</p> <p>PAUL BENEDICK D. CHIU Asst. Chief, Cash Receipt Division</p> <p>ABIGAEL P. AGAS Job Order worker</p> <p>Cash Receipt division KBC, Tacloban City</p>
				<p>EDNA C. MOLINO Administrative Officer III Administrative Division 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		
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
1. Submit the Office Order (cash advance/petty cash) to the in-charge of on-line registration 2. Take into account the date of expiration which is one (1) month before the expiration date 3. Filing of fidelity bond is yearly/annually	Procedure in applying fidelity bond, as follows: 1.Fill-up the fidelity bond application by the end-user, and then the CTO in-charge of on-line registration send to the National Government Collection and Disbursement System the fidelity bond application . It is the	Amount of Bond is 75% of the total cash accountability Example: P100,000.00 = 75,000.00 P250,000.00 = 100,000.00	30 minutes	AILEEN M. MAYOTE Administrative Aide 1 Administrative Division City Mayor or its representative City Mayor’s Office City Legal Office Kanhuraw Hill, Tacloban City Hall

	<p>Bureau of Treasury's (BTr) new collection and disbursement system</p> <p>2.The approved application will now be printed (hard copy) and give to the end-user for notarization to the City Legal Office and signature of the City Mayor or its representative</p> <p>3.Upon return of the application, the in-charge scan and send the application thru e-mail to BTr</p> <p>4.BTr send Authority To Accept Payment (ATAP) to the end-user and pay thru LBP or DBP</p> <p>5.In-charge print-out ATAP form and give to the end-user</p> <p>6.After paying to either (LBP/DBP) the end-user present the OR to the In-charge (again)</p>	<p>P500,000.00 = 225,000.00</p>	<p>40 minutes</p> <p>5 hours</p> <p>1 day</p> <p>1 minute</p> <p>1 day</p> <p>1 hour</p>	
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	for scanning and send thru email to BTr as proof of payment			
	7.Confirmation letter from BTr that said application is approved			
	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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Payroll: 1. Present to the cashier valid 2. Identification Cards (2 IDs) 3. Approved payrolls/vouchers	Disbursement of salaries of JOs, PS, and other remuneration of employees (regular, casual) Disbursement of Obligation to suppliers/establishments and contractors		10 minutes	NYDIA D. TADEA OIC-Chief, Cash Disbursement Division RICHELLE A. CAMPO JEANNETTE C. LABAY Cashier I DEXTER S. DAACO RONALDO M. ADONA Administrative Aide 1

Official Receipt		No fees required	15 minutes	All Staff & Personnel Cash Disbursement Division, City Treasurer's Office, Main Building
Voucher with check: 1. Present valid ID 2. Affix signature on "Box D" and 3. Issue Official Receipt in acknowledgement of check received				
	TOTAL	No fees required	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Email account: taclobancitytreasurersoffice@gmail.com FB Account: City Treasurer's Office – Tacloban City
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. All hospital units prepare their monthly report to be submitted to the Quality Management Office.
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the : taclobancitytreasuerooffice@gmail.com.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relations Officer (PRO). The PRO shall review the nature of complaint. For simple complaints, the PRO shall answer it immediately. For complex complaints, the PRO will forward it to the concerned Department for appropriate action. Concerned Department will send a copy of result of investigation and action to PRO. Provide the complainant a feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	CSC Contact Center ng Bayan 0908-881 6565 or 1-6565 8888 - Presidential Complaint Center (02) 8478-5093 Anti Red Tape Authority

CITY INTERNAL AUDIT 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).*

The function of Internal Audit is to conduct management and operations audit of LGU functions and programs, projects, and activities (PPAs) with outputs, and determine the degree of compliance with their mandate, policies, government regulations, established objectives, systems and procedures/processes, and contractual obligations; and conduct review and appraise systems and procedures, organizational structures, management practices, records, reports, and performance standards of the LGU. *(Internal Audit Manual for Local Government Units 2023 Edition)*

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.

DEVELOPMENT OF AUDIT ENGAGEMENT PLAN / AUDIT NOTIFICATION MEMORANDUM

An Audit Engagement Plan must be developed and documented for each audit engagement. The audit plan summarizes the background information collected from the auditee. The audit plan outlines the objectives, scope, criteria, and methodology to be adopted. It also indicates the timing and resource allocation. (5.1.6 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 Audit Team Leader	NONE	1 working day	Internal Auditor / Audit Team Leader
	1.2 Review the Audit Notification Memorandum prepared by the Audit Team Leader	NONE	1 working day	Assistant CGDH II / Supervising Auditor
	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	Internal Auditing Assistant / Audit Team Member
TOTAL		NONE	3 WORKING DAYS	

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. Convene Entry Conference	1.1 Schedule time and venue for the Entry Conference	NONE	1 working day	Internal Auditing Assistant / Audit Team Member
	1.2 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 / Internal Auditor / Audit Team Leader and Member
	1.3 Record the inputs during the conduct of the Entry Conference.	NONE		Internal Auditor / Audit Team Member
TOTAL		NONE	2 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	Internal Auditor/ Audit Team Leader and Member
	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	

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	Internal Auditor/ Audit Team Leader
	2.2 Prepared memorandum to office/department to ensure implementation of recommendations by concerned office/ department.	NONE	1 working day	Internal Auditor/ 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	Internal Auditing Assistant/ Audit Team Member
TOTAL		NONE	6 WORKING DAYS	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Survey Form given by the staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a feedback letter to iaso@tacloban.gov.ph or message to the Tacloban City Internal Audit Service Office Facebook account.</p>
How feedbacks are processed	<ol style="list-style-type: none"> 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.
How to file a complaint	<p>Send a letter of complaint at IAS Office thru our feedback box outside our office located at Ground Floor, Old Building, Tacloban City Hall, Tacloban City or thru email iaso@tacloban.gov.ph.</p>
How complaints are processed	<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.

Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888
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Prepared by:

ROCHELL N. MONTAÑO

AO-Designate

Internal Audit Service Office

Approved by:

MARIVIC U. ADORNADO

Asst. City Government Department Head II

OIC-Internal Audit Service Office

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.

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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City

				Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	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 appraiser	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
	5. 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

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

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

15. Printing of Tax Declaration and Notice of Assessment	None	1 hour	Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Admin, Aidel (JO) Glenn Cular
			Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO)
16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO))
17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
20. 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	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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	
(NOTE: Subject for Ocular Inspection)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Evaluation of all documents submitted and records verification. If the documents are complete, the request will be received, otherwise, the documents will be returned to the requesting party	None	1 hour	Adelia Coringcoting LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar

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

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

14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
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 Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
19. Approval of Tax Declaration, and Notice of Assessment	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor

	20. 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	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)	
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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) 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 appraiser	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
6. Ocular Inspection	None	4 hrs.	Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Edwin Jaro Assessment Clerk I Engr. Jenny Gamez Engineer I

7. Prepare verification report	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Edwin Jaro Assessment Clerk I Engr. Jenny Gamez Engineer I John Bonn Gorre Admin Aide I (JO)
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

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

of Assessment			Contract of Service (COS) Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincnt Quejada LTOO III OIC – Asst. City Assessor
18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I (JO)
19. Approval of Tax Declaration and Notice of Assessment	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
20. 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	21. Release of Tax Declaration and Notice of Assessment and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	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 appraiser	None	1 hour	Richard P. Abella LAOO / OIC – City Assessor
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	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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
11. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Mikhael Fami Contract of Service (COS) Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Rymar Mercado Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
12. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
13. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III Officer -In-Charge
14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
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 Admin. Aide

			I(JO) Mikhael Fami Contract of Service (COS)
			Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
16. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
17. Cross-checking of encoded Tax Declaration & Notice of Assessment with attached documents	None	1 hour	Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
18. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
19. Approval of Tax Declaration and Notice of Assessment	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
20. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	21. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) 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 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</i> Assessor Adelia Coringcoting <i>LAOO II</i> Mikhael Fami <i>Contract of Service</i> (COS) Glenn Cular <i>Admin.</i> <i>Aide I(JO)</i> Jerome Palaña <i>Admin.</i> <i>Aide I(JO)</i> Rymar Mercado <i>Admin.</i> <i>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> <i>I(JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I(JO)</i>

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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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
10. 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 Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar

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

8. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)

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

9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
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	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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)

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

2. Receive copy of Tax Declaration, with Notice of Assessment	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 LAOO 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)	
	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	

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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	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 appraiser	None	1 hour	Richard P. Abella LAOO I OIC- City Assessor
5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
6. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Mikhael Fami Contract of Service (COS) Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Rymar Mercado Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
8. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III Officer -In-Charge

9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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)
	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I

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

8. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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)
	16. Release of Tax Declaration and Notice of Assessment	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

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 LAOO II Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	2. Receives application and assigns control number and issues claim stub to client	None	30 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	3. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) 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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
6. FAAS & TD Preparation	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Mikhael Fami Contract of Service (COS) Glenn Cular Admin. Aide I(JO) Jerome Palaña Admin. Aide I(JO) Rymar Mercado Admin. Aide I(JO) Christian Miñon Admin. Aide I(JO)
7. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
8. Recommending approval	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
9. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	10. Printing of Tax Declaration	None	1 hour	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor Adelia Coringcoting LAOO II Rymar B. Mercado Admin. Aide I(JO) Mikhael Fami Contract of Service (COS) 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 LAOO 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	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		None	1 DAYS, 3 HRS. 30 MIN	

ANNOTATION/CANCELLATION OF LIEN & ENCUMBRANCES

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

REAL ESTATE MORTGAGE

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dully filled out application form, CASSO Form No. 1			City Assessor's Office	
2. Mortgage Contract/Cancellation of Mortgage Contract			Property Owner	
3. Official Receipt of the Real Estate of Real Estate Mortgage			City Treasurer's Office	
4. Real Property Tax Receipt for the current year			City Treasurer's Office	
5. Notarized authorization or Special Power of Attorney, if requesting party is not the owner			Property Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out application Form, CASSO Form 1, attaching all documentary requirements.	1. Record/Receive request	For annotation of Real Estate Mortgage, Property bond or other similar transaction; P50.00 for consideration	30 Minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	2. Record Request on tracking system for monitoring purposes		30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	3. Referral to appraiser	not exceeding 1,000; in excess of 1,000 or a fraction thereof, add P1.00	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 <i>LAOO II</i> <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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	11 .Scanning & Filing of TD		1 hour	Alyza Marie Claro Admin. Aide I(Casual) Johndel M. Brosas Admin. Aide I(JO))
TOTAL		<u>Annotation</u> P50.00 + P1.00/fraction <u>Cancellation</u> P80.00 +P10.00 re- search fee	1 DAY	

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)	20 mins	Rebecca Villacortes <i>Admin. Aide III</i>
	2. Referral to records	For other request/transaction; P50.00 plus documentary stamp of P30.00	4 hours	Alma P. Sabalberino <i>Adm. Aide I (JO)</i>
	3. Record Request on tracking system for monitoring purposes		30 minutes	Richard P. Abella <i>LAOO I</i> <i>OIC- City Assessor</i>
				Aljohn Villafranca <i>Admin. Aide I(JO)</i> Inalyn Tyrene <i>Solomon Admin. Aide I(JO)</i>

	10. Scanning of Tax Declaration	None	1 hour	Alyza Marie Claro Admin. Aide I(Casual) Johndel M. Brosas Admin. Aide I(JO)
	11. Filling of records		1 hour	Alyza Marie Claro Admin. Aide I(Casual) Johndel M. Brosas Admin. Aide I(JO)
TOTAL		NONE	1 DAY; 6HRS. 40 MIN.	

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 Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
	2. Record Request on tracking system for monitoring purposes	None	30 minutes	Aljohn Villafranca Admin. Aide I (JO) Inalyn Tyrene Solomon Admin. Aide I (JO)
	3. Referral by Assessor	None	4 hours	Richard P. Abella LAOO I OIC- City Assessor

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

	9. Approval by the Assessor	None	20 minutes	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)
	11. Pull out TD & FAAS	None	1 hour	Alyza Marie Claro Admin. Aide I(Casual) Johndel M. Brosas Admin. Aide I(JO)
	12. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	13. Cancellation of Tax Declaration, FAAS and RPOC	None	4 Hours	Gil Vincent Quejada LTOO III OIC- Asst. City Assessor
	14. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

	15. Signature of The Assessor	None	20 minutes	Richard P. Abella LAOO I OIC- City Assessor
TOTAL		None	2 DAYS, 2 HRS. 30 MIN	

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

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

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research Form		City Assessor's Office		
2. Reference for the research (eg. Lot No. Title, owner etc.)		Property Owner		
3. Real Property tax payment		City Treasurer's Office		
4. Notarized authorization or Special Power of Attorney, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Receive request based on Title, Lot Number and/or Owner's Name	Research fee of	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)

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

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.

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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1.Record/Receive Request	P50.00certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63. Research fee of P10.00 per property/ person subject of	20 mins./request	Alma Claro Admin. Aide I (JO)
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 Admin. Aide I (JO)

	4. Referral to Clerk	request	4 hours	Richard P. Abella LAOO I OIC- City Assessor
	5. Update tracking system as to status of request		30 minutes	Alma Claro Admin. Aide I (JO)
	6. Property verification on records and RPO cards		1 day	Ma. Doreen Avila Admin. Aide I (Casual)
	7. Update tracking system as to status of request		30 minutes	Alma Claro Admin. Aide I (JO)
	8. Preparation of Certification		1 hour	Ma. Doreen Avila Admin. Aide I (Casual)
	9. Update tracking system as to status of request		30 minutes	Alma Claro Admin. Aide I (JO)
	10 Cross checking with records/Certification		4 hours	Gil Vincent Quejada LTOO – III OIC – Asst. City Assessor
	11. Update tracking system as to status of request		30 minutes	Alma Claro Admin. Aide I (JO)
	12. Approval of Certification		20 minutes	Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III OIC – Asst. City Assessor
	13. Update tracking system as to status of request		30 minutes	Alma Claro Admin. Aide I (JO)

	14. Release of certification		20 minutes	Alma Claro Admin. Aide I (J.O)
TOTAL		P80.00 Cert. fee + P10.00 Per property /person	2 DAYS; 5 HRS. 20 MIN.	

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 Settlement)		Property Owner		
CLIENT	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	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 Ocenar Admin. Aide I (JO)
2. Pay Regulatory fees at the City Treasurer's Office				
	2. Record/Receive request		20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar 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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)

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

	10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila Admin. Aide I (Casual) Alyza Marie Claro Admin Aide I (Casual)
	11. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon
	12. Approval of Certification	None	20 minutes	Richard P. Abella LAOO I OIC- 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. Release of certification	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person		1 DAY; 5 HRS&20 MIN.

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	
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 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. Aide I (JO)
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 Admin. Aide I(JO)

4. Referral to researcher for records verification	None	4 hours	Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III
5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
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 Admin. Aide I(JO)
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 Admin. Aide I(JO)
10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila Admin. Aide I (Casual) Aiza Obera 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. Approval of Certification	None	20 minutes	Richard P. Abella LAOO I OIC- 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. Release of certification	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person	1 DAY; 5 HRS&20 MIN.	

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	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-	20 minutes	Catherine Yasay <i>Admin. Aide I (Casual)</i> Mary Grace Ocenar <i>Admin. Aide I (JO)</i>
2. Pay Regulatory fees at the City Treasurer's Office				
	2. Record/Receive request	Research fee of P10.00 per property/ person subject	20 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 Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
	4. Referral to researcher for records	None	4 hours	Richard P. Abella LAOO I OIC- City Assessor Gil Vincent Quejada LTOO III OIC- Asst. City Assessor

verification			
5. Update tracking system as to status of request	None	30 minutes	Aljohn Villafranca Admin. Aide I(JO) Inalyn Tyrene Solomon Admin. Aide I(JO)
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 Admin. Aide I(JO)
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 Admin. Aide I(JO)

10. Cross-checking of certification	None	1 hr	Ma. Doreen Avila Admin. Aide I (Casual) Aiza Obera 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. Approval of Certification	None	20 minutes	Richard P. Abella LAOO I OIC- 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. Release of certification	None	20 minutes	Catherine Yasay Admin. Aide I (Casual) Mary Grace Ocenar Admin. Aide I (JO)
TOTAL		P80.00 Cert. fee + P10.00 x No of Properties/Person	1 DAY; 5 HRS&20 MIN.

PROPERTY TRACER/HISTORY

Office/Division	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of transaction:	Government to Government (G2G); Government to Business (G2B); Government-to-Citizen (G2C)			
Who may avail:	Tacloban City Property Owners and authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized letter request of interested party, indicating the purpose of the request and relationship to property declarant		Property Owner		
2. Official Receipt for the certification and research fees		City Treasurer's Office		
3. Notarized authorization or SPA, if requesting party is not the owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the required documents	1. Receive request for tracer	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63.	20 minutes	Rebecca Villacortes <i>Admin. Aide III</i> Alma P. Sabalberino <i>Admin. Aide I (JO)</i> Inalyn Tyrene Solomon <i>Admin. Aide I (JO)</i>
2. Pay Regulatory fees at the City Treasurer's Office	2. Referral by the Assessor	Research fee of P10.00 per property/ person subject of request	2 hours	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>
	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 Admin. Aide I (Casual) Johndel M. Brosas Admin Aide I (JO)
11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro Admin. Aide I (Casual)
6. Cross checking of research	None	4 hours	Aiza Obera Admin Aide I (JO) Johndel M. Brosas Admin Aide I (JO)
11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro Admin. Aide I (Casual)
8. Encoding of the Certification	None	4 hours	Alyza Marie Claro Admin. Aide I (Casual)
9. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro Admin. Aide I (Casual)
10. Cross-checking the prepared certification with the data researched	None	2 hrs.	Aiza Obera Admin. Aide I (JO)
11. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro Admin. Aide I (Casual)
12. Signing of requested documents	None	20 minutes	Richard P. Abella LAOO I OIC- City Assessor
13. Update tracking system as to status of request	None	30 minutes	Alyza Marie Claro Admin. Aide I (Casual)
14. Release of records	None	20 minutes	Alyza Marie Claro Admin. Aide I (Casual)

<i>TOTAL</i>	P80.00 Cert. fee + P10.00 x Per property/person	3 DAYS	<i>TOTAL</i>
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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 authorization		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits the required documents	1. Validates request & issue order of payment, if requirements are complied	P50.00 certification fee and documentary stamp of P30.00 per Ord. No. 2005-9-63. Research fee of P10.00 per property/ person	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/		20	<i>Maricah Mae Reglo Admin. Aide I (JO) Johndel M.</i>
	4. Stamps printed copy of TD "Certified" and submits for signature	None	20 min/Tax	Aiza Obera <i>Admin. Aide I (JO)</i>

			<i>Richard P. Abella LAOO I</i>
<i>6. Release of documents</i>	None	20	<i>Myca Viñas Admin. Aide I (JO) Johndel M. Brosas</i>
TOTAL	Certification Fee P80.00 Research Fee P10.00/ property		2 HRS

FEEDBACK AND COMPLAINTS MECHANISM	
HOW TO SEND FEEDBACK:	<ol style="list-style-type: none"> 1. Drop any written feedback on the services provided by the City Assessor's Office thru the use Suggestion Box 2. Send an email to assessor.tacloban@gmail.com 3. Use the face book page" http://www.facebook.com/tacassessorsoffice
HOW FEEDBACKS ARE PROCESSED	Any feedback received in whatever medium used by the clients is acted upon accordingly and discussed during Office meetings
HOW TO FILE A COMPLAINT	Complaint can be made either thru a written complaint addressed to the head of office or verbal complaint raised before the Head of Office
HOW COMPLAINT ARE PROCESSED	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.
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 888

TACLOBAN CITY HOSPITAL

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
	➤ Retrieves patient's chart	None	5 mins.	Admin Clerk on duty
	➤ Taking of vital signs of patient	None	5 mins.	PSW Nursing Attendant on duty
	➤			

B.	➤ 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	Triage Staff
B. Fill up the health assessment form.	➤ Provide a health assessment form to the patient	None	5 min	Triage Staff
	➤ Retrieves patient's Chart	None	10 mins	Record Staff
	➤ Takes Records vital signs of the patient	None	10 mins	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
E. Process to cashier for payment of Dental Fee.	1 or 2 Dental Carpules used for tooth extraction	40 per Anesthesia	10 mins	Cashier
		300pesos per tooth		

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	Dental Aide
	➤ Records the O.R. no. in the logbook	None	1 min	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.	

DIETARY SECTION

To help patients achieve optimal nutrition through effective utilization of resources, highest quality of evidenced-based 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) / OR-DR		
Nutritional Assessment Form		Dietitian's office at Nutrition & Dietetics Section		
IEC materials for Nutrition Counseling		Dietitian's office at Nutrition & Dietetics 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 (6am-2pm) b. 2 nd shift Afternoon duty (9am-5pm and 10am-6pm) 2. Procurement of patient meals & other dietary needs.	<ul style="list-style-type: none">• Morning shift prepares menu for breakfast with the Diet list as reference of the diets to be prepared, specifically therapeutic & diets.• Serve breakfast.• Morning & afternoon shift prepares & cook menu for lunch & dinner.• Serve lunch & dinner.• Once a week (every Friday).	NONE	1 Hr. & 30 mins.	Cook II
		NONE	1 Hr. & 30 mins.	Food Server on Duty Cook & Food Server on Duty
		NONE	2 Hours	Food Server on Duty
		NONE	2 Hours	Special Disbursing Officer Regular Employee

<p>3. Ward rounds to in-patients with physicians' referral.</p> <p>4. Out-patient clients.</p>	<ul style="list-style-type: none"> Get the patients' medical data from the chart for ABCD assessment & follow-through the Nutrition Care Process (NCP). 	NONE	15 minutes	Nutritionist-Dietitian
	<ul style="list-style-type: none"> Complete the ADIME of the Nutrition Care Process (NCP) with evidenced-based practice on the Medical Nutrition Therapy (MNT) of specific disease conditions. 	NONE	1 Hour	Nutritionist-Dietitian
	<ul style="list-style-type: none"> Physician's referral for Nutritional Assessment & Counseling. 	NONE	10 minutes	Nutritionist-Dietitian
	<ul style="list-style-type: none"> Conducts Nutritional Assessment & Nutrition Counseling with evidenced-based practice on the Medical Nutrition Therapy (MNT) of specific disease conditions. 	NONE	1 Hour	Nutritionist-Dietitian
	<ul style="list-style-type: none"> Additional inputs and entertain patient's questions about the prescribed Nutrition Intervention. 	NONE	45 minutes	Nutritionist-Dietitian
	<ul style="list-style-type: none"> Follow-up through online consultation regarding patient's recovery, patient's nutrition-intervention compliance, patient meals & menu adjustments; this is done specifically for monitoring & evaluation. 	NONE	30 minutes	Nutritionist-Dietitian
Total		NONE	1 day and 10 mins	

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 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 Fecalysis 30 FOBT 250 FBS 80	3 minutes	Laboratory Assistant/ Medical Technologist
		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. A. Paying Patient Goes to the cashier and settle payment B. Non-Paying Patient Submit Laboratory Request to MSS office for approval		Same above price	3 minutes 3 minutes	Cashier Medical Social Worker Officer
3. Forward Laboratory Request, Receipt or photocopy of any govt ID and specimen to the laboratory	Received specimen and extract blood sample		5 minutes	Phlebotomist / Medical Technologist

			None		
		Perform Requested Laboratory Examination		1 hour	Medical Technologist Medical Technologist
			None		
5. Patients / Authorized Representative obtain results at the laboratory.	Release Laboratory results to patients / authorized Representative	None	After 2 hours (For Blood Chemistry the following day)	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		After 2 hrs. (For Blood Chemistry at 2 pm same date)	Laboratory Assistant / Medical Technologist	

	Nurse on Duty			
Total			3 hour 6 minutes	

NURSING SERVICES

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

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Record / Laboratory / Prescription				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Section. Present OPD Record to the ER Staff.	1. Receives and Checks the OPD Record.	None	10 minutes	ER Nursing Aide
	2. Assessment & vital signs taking.	None	10 minutes	ER Nursing Aide
	3. Informs ROD.	None	10 minutes	ER Nursing Aide
	4. Assess patient.	None	15 minutes	Medical Officer III Medical Officer III
	5. Explains the findings to the Patient.	None	20 minutes	Medical Officer III
	6. Fills out the patients chart and make doctor's order.	None	20 minutes	

Receive Laboratory request and prescription.	1. For ADMISSION 1. Carry out doctor's order. For Laboratory/Pharmacy/Radiology.	None	45 minutes	ER Nurse
Receive linen issued.	2. Register at IHOMIS.	None	25 minute	ER Nurse
	3. Secure linen from the Laundry.	None	10 minutes	ER Nursing Aide
	4. Provide linen to patients.	None	10 minutes	ER Nursing Aide
	5. Wheel patients to the ward.	None	10 minutes	Utility Worker
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. Present Prescription to the Pharmacist for costing.	2.For NEBULIZATION 1. Carry out Doctor’s order. 2. Prescription given to patient/caretaker. 3. Nebulization done per doctor’s order. 4. Refer to ROD. 5. Re-assess by ROD, prescriptions given with instructions, sent home and advice follow-up.	None Php	5 minutes	ER Nurse
2. To cashier to settle bill and back to the Pharmacy to claim the medicine		30.00 per Nebulization.	1 minute	ER Nurse
3. Give the medicine to the ER Staff.		None	30 minutes	ER Nurse
4. Receive prescription and verify as to home medication instructions.		None	5 minutes	ER Nurse
		None	15 minutes	Medical Officer III RODs
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.	3. For MINOR SURGERY 1. Carry out Doctor's order. 2. Secures consent form. 3. Prepares Minor set.	None None None	10 minutes 10 minute 10 minutes	ER Nurse ER Nurse ER Nurse Medical Officer III RODs
2. Cooperate during the procedure.	4. Performs procedure and prescribe medication as necessary.	None	1 Hour	
3. Receives bill and settles at the Cashier's office and present it to the ER Staff.	5. Gives hospital bill after surgery 6. Prescribe meds for home medications after the surgery, advise follow-up and sent home.	P150.00 None	5 minutes 20 minutes	ER Nurse I Medical Officer III
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.	4. If NON-ADMITTABLE 1. Make lab. request for the needed lab. examinations as well as prescriptions for home medications, advice to submit, for and follow-up with lab. result thereafter. 2. Instructions are given.	None	10 minutes	Medical Officer III RODs
Listen to the instructions and ask for clarifications.		None	10 minutes	ER Nurse
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.

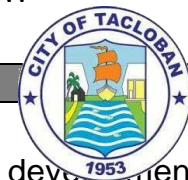
Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2c-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		ER Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Choose the hospital of choice for referral.	5. For Referral			
	1. Carry out doctor's orders.	None	20 minutes	ER Nurse
	2. Calls/Informs receiving hospital for said referral.	None	30 minutes	ER Nurse
	3. Informs the ambulance driver on duty.	None	10 minutes	ER Nurse
	4. Ushers patient to the ambulance.	None	10 minutes	Utility Worker
	5. Accompany patient to hospital of choice.	None	1 Hour	ER Nursing Aide
				Utility Worker/Ambulance Driver
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 1. Asks questions for clarification 2. Receives and wears patient OR gown 3. Receives and keep jewelries if any	PRE-OPERATIVELY 1. Procedure explained.	None	10 minutes	Attending Surgeon
	2. Gown provided.	None	10 minute	Nursing Aide
	3. Jewelries and nail polish removed.	None	10 minutes	Ward Nurse
	4. Vital Signs taken.			
	5. Carry out pre-op medications administered prior to surgery	None	10 minutes	Nursing Aide
	6. NPO maintained.	None	10 minutes	Ward Nurse
	7. Endorse patient and chart.	None		Ward Nurse
	8. Receive and Checks the completeness of chart.	None	10 minutes	Ward Nurse
	9. Wheel patient to OR.	None	10 minutes	OR Nurse I
TOTAL		None	1 hour and 20 minutes	OR IW



NURSING SERVICES

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

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
INTRA-OPERATIVELY. 1. Cooperate with the OR Staff. POST OPERATIVELY 2. Receives bill and settled at the Cashiers office. 3. Receive take home meds. 4. Present receipt to the Ward Nurse. 5. Present Discharge slip to Guard on duty	1. Position on supine for skin preparation.	Phil Health case rate.	10 minutes	OR Nurse
	2. Position on side lying for spinal anesthesia.		15 minutes	OR Nurse
	3. Re position on Supine.		10 minutes	I OR
	4. Assists surgery.		12 Hours	Nurse I
	1. Wheel to the Recovery Room.		5 minutes	OR IW
	2. Carry out doctor's order.		10 minutes	OR Nurse
	3. Monitors vital signs every 15 minutes till stable.		4 Hours	I OR
	4. Wheel to Ward conscious and awake.		10 minutes	Nurse I
	5. Receive from the Recovery Room.		10 minutes	OR IW
	6. Monitored and cared for.		3 days	Ward Nurse
	6. Surgeon does his rounds with orders, may go home.		20 minutes	Ward Nurse
	7. Chart forwarded to Philhealth for billing.		10 minutes	Surgeon
	8. Discharge with take home meds instructions and advice OPD follow-up.		20 minutes	Ward Nurse
	9. Checks Discharge slip.		10 minutes	Philhealth Processor
				Ward Nurse
				Guard
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:	Complex

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 1. Present her record to the DR staff. 2. Answers questions for data gathering. 3. Cooperate during examination. 4. Ask status. 4. Receive linen. 6. Receive gown.	1. Receive and Check the OPD Record.	None	10 minutes	DR Midwife
	2. Assessment & vital signs taking.	None	10 minutes	DR Nurse/Midwife
	3. Prepare for examination/procedure	None	20 minutes	DR Nurse/Midwife
	4. Informs ROD.	None	10 minutes	DR Nurse/Midwife
	5. Assess patient thru history taking.	None	20 minutes	Medical Officer III RODs
	6. Examines the patient thru Internal Exam.	None	30 minutes	Medical Officer III RODs
	7. Fills out the patient chart and make doctors order.	None	30 minutes	Medical Officer III RODs
	8. Carry out doctor's order. For Laboratory/Pharmacy/Radiolology.	None	30 minutes	DR Nurse
	9. Register at IHOMIS.	None	20 minutes	DR Nurse
	10. Secure linen from the Laundry.	None	10 minutes	DR Midwife
	11. Gown provided.	None	5 minutes	
	12. Labor watch.	None	10 minutes	DR Midwife
	13. Wheel to Labor Room.	None	3 days	DR Nurse
			5 minutes	Utility

7. Cooperate.	14. Wheel to DR for delivery. 15. Prepare for delivery/procedures. 16. Informs ROD. 17. ROD handles delivery /performs procedure. 18. ROD makes necessary doctor's orders. 19. Carry out doctor's orders. 20. Wheels patient to Ward. 21. Receive from the Labor. Room. 22. Monitor and care for.. 23. Rounds by ROD with orders may go home. 24. Chart forwarded to Philhealth for billing. 25. Discharge with take home meds instructions and advice OPD follow-up. 26. Check Discharge slip.	Philhealth Case Rate	10 minutes 10 minutes 10 minutes 2 hour 20 minutes 20 minutes 10 minutes 10 minutes 24 hours 30 minutes 10 minutes 20 minutes 10 minutes	IW DR Nurse/Midwife DR Nurse/Midwife Medical Officer III RODs Medical Officer III RODs DR Nurse IW Ward Nurse Ward Nurse Medical Officer III RODs Ward Nurse/Philhealth Ward Nurse Guard
8. Receives bill and settle at the Cashiers office. 9. Take home meds received. 10. Present receipt to the Ward Nurse.				
TOTAL			4Days, 8hours & 10minutes	

OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

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

Office/Division:	TACLOBAN CITY HOSPITAL
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number and or Vaccination Card				
(Old Patient)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT FRONTLINE SERVICES				
CONSULTATION A. PEDIATRICS B. MEDICAL C. OPHTHA (Eye Clinic) D. PRE-NATAL E. ARV F. DENTAL a. Present to the triage on duty > OPD Hospital Number b. Fill-up accurately the health assessment form	<ul style="list-style-type: none"> Issues priority number to the patients for consultation 	NONE	1 min.	Triage Staff on Duty
	<ul style="list-style-type: none"> Provides health assessment forms to clients. 	NONE	1 min.	Nursing Attendant
	<ul style="list-style-type: none"> Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, Height and Weight). 	NONE	8 mins.	Triage Staff / Nursing Attendants
	<ul style="list-style-type: none"> Conducts interviews to patients with history of smoking 	NONE	2 mins.	Nurse On-duty

<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> <p>e. Receives the prescribed medicines</p> <p>• If for Laboratory/X-ray Services</p> <p>a. Present X-ray and Ultrasound/ECG request to the Radiology Section</p> <p>b. Present the request & pay to the Cashier</p>	<ul style="list-style-type: none"> History taking of patient illness 	NONE	5 mins.	Nurse/Nursing Attendant
	<ul style="list-style-type: none"> Conducts general consultation to patients according to their health needs presented. 	NONE	10 mins.	Medical Officer Doctors
	<ul style="list-style-type: none"> Receives and charges prescribed medicines that are available. Categorized patient (Paying & Non-Paying) 	Based on the recommended price posted	3 mins.	Pharmacist
	<ul style="list-style-type: none"> Receives/checks the prescriptions and issue official receipt (OR) 	NONE	3 mins.	Cashier Designate Detailed Employee
	<ul style="list-style-type: none"> Releases/Dispenses the prescribed medicines accurately, safely and promptly. 	NONE	3 mins.	Pharmacist
	<ul style="list-style-type: none"> Receives & charge according to the examination requested by the OPD Doctor Categorized (Paying & Non-paying) 	Based on the examination requested and price posted	3 mins.	Medical Technologist Radiologic Technologist
	<ul style="list-style-type: none"> Receives the request and issue Official Receipt (OR) 		5 mins.	Cashier Designate Detailed Employee Medical Technologist
	<ul style="list-style-type: none"> Performs the examination based on the request made by the OPD Doctor 	NONE	5 mins.	Medical Technologist
	<ul style="list-style-type: none"> Releases the Laboratory/Radiology services results to the patient/authorized 	NONE		Radiologic Technologist

	representatives	NONE	1 min.	
c. Present the Laboratory/X-ray result back to the OPD consultation area	<ul style="list-style-type: none"> 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>NONE</p> <p>NONE NONE</p> <p>NONE</p>	<p>1 min.</p> <p>5 mins.</p> <p>5 mins.</p> <p>5 mins.</p>	<p>Nursing Attendant</p> <p>Medical Officer III PSW Doctors</p> <p>Medical Officer III PSW Doctors</p>
Total			1 hr. & 04 minutes	

OUT-PATIENT DEPARTMENT & DOH PROGRAM SERVICES

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

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ALL CONSTITUENTS OF TACLOBAN AND NEARBY MUNICIPALITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Frontdesk		
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 b. Fill-up accurately the health assessment form	• Issues priority number to the patients for consultation	NONE	1 min.	Guard
	• Provides health assessment forms to clients.	NONE	1 min.	Nursing Attendant
	• Takes and records the patients vital signs accurately and promptly (BP, Respiratory Rate, Body Temperature, Pulse Rate, etc).	NONE	8 mins.	Nursing Attendant/ Triage Staff
	• Conducts interviews to patients with history of smoking	NONE	2 mins.	Licensed Practical Nurse
	• History taking of patient illness	NONE	5 mins.	Nurse On-duty

	<ul style="list-style-type: none"> Conducts general consultation to patients according to their health needs presented. 	NONE	10 mins.	NOD/NA
c. Inform the Medical Officer that you'll going to seek Medical Certificate	<ul style="list-style-type: none"> Written order for Medical Certificate at the chart provided for. 	NONE	5 mins.	Medical Officer III Doctors
d. Receives charge slip	<ul style="list-style-type: none"> Issues/prepares charge slip 	NONE	1 mins.	NOD/NA
e. Pay the necessary payment at the Cashier	<ul style="list-style-type: none"> Receives charge slip and issue official receipt. 	P 80.00	2 mins.	Nursing Attendant Cashier Designate Detailed Employee
f. Receives Medical Certificate	<ul style="list-style-type: none"> Issues and releases Medical Certificate after verification of payment. 	NONE	2 mins.	Records Clerk
Total			37 minutes	

PHARMACY SERVICES

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

Office/Division:	TACLOBAN CITY HOSPITAL			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription / Reseta		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHARMACY FRONTLINE SERVICES				
1. IN-PATIENT PRESCRIPTION	PHILHEALTH / NON-PHILHEALTH PATIENT 1. Nurses or Nursing Attendants will go to the Pharmacy for the issuance of medicine – requested from the IHOMIS	See attached prices of medicines	10 min.	Nurse on duty Nursing attendant on duty Pharmacist on duty (Employees) Pharmacist on duty Pharmacy Assistant on duty
2. OUT-PATIENT PRESCRIPTION PAYING PATIENT				
1. Patient/Caretaker will go to the pharmacy and bring the prescription.	1. Costing of medicines/medical supplies	See attached prices of medicines	5 min.	Pharmacist on duty (Employee) Pharmacist on duty Pharmacy Assistant on duty
2. Patient/Caretaker will go to the Cashier to pay the prescribed medicines.	2. Issuance of Official Receipt	See attached prices of medicines	10 min.	Cashier on duty (Employee)
3. Patient/Caretaker will go back to the pharmacy and present the official receipt and the prescription.	3. Issuance of medicines/medical supplies	See attached prices of medicines	10 min.	Pharmacist on duty Pharmacy Assistant on Duty

.INDIGENT PATIENT				
1. Patient/Caretaker will go to the Pharmacy and bring the prescription and the photocopy of their ID.	1. Costing and Issuance of medicines/medical supplies.	None	5 mins.	Pharmacist on duty (Employee) Pharmacist on duty Pharmacy Assistant on duty
2. Patient/Caretaker will go to the MSS Office (Medical Social Service) and ask a MSS ID (if no valid ID presented at the Pharmacy).	2. Interview for patients ID.	None	20 mins.	Social Worker on duty MSS Clerk on duty
3. Patient/Caretaker will go to the Pharmacy with the prescription and the printer MSS ID.	3. Issuance of medicines/medical supplies.	None	10 mins.	Pharmacist on duty Pharmacy Assistant on duty
Total		See attached pricelist of Medicines	70 mins.	

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	
b. Fill-up accurately the health assessment form	<ul style="list-style-type: none">• Provides health assessment forms to clients. (Triageing)	NONE	5 min.	Nursing Attendant or daily	
c. Proceed to OPD Consultation make shift	<ul style="list-style-type: none">• Verifies Medical Records at Records Section and forwarded to OPD Consultation make shift for consultation processes	NONE	5 mins.	Records Clerk or daily	
d. Please pay the ARV Service fee at the Cashier if with available vaccines from DOH					
e. Proceed to Injection Area	<ul style="list-style-type: none">• Conducts consultation for necessary health intervention	NONE	10 mins.	Medical Officer III or daily Medical Officer-PSW	

	<ul style="list-style-type: none"> Cashier Designate receives request and issues official receipt. 	P 50.00 (Service Fee)	3 min.	Cashier Designate
	<ul style="list-style-type: none"> Receives Medical Records and health assessment form 	NONE	2 mins.	Nursing Attendant or daily
	<ul style="list-style-type: none"> Prepares vials such as TT, ATS, ARV 	NONE	40 mins.	Nurse On-
	<ul style="list-style-type: none"> Injects/Performs TT, ATS, ARV 	NONE	5 min.	duty Nurse
	<ul style="list-style-type: none"> Advise to come back on the next schedule of ARV vaccine 		2 min.	On-duty
				Nurse On-
				duty
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 f. Present on the Triage Staff on Duty ➤ Hospital Number and or Vaccination Card g. Fill-up accurately the health assessment form	• Issued priority number to the patients for pre-natal.	NONE	5 min.	Triage Staff or daily
	• Provides health assessment forms to clients.	NONE	5 min.	Nursing Attendant or
	• Conducts interview to patients with history of smoking.	NONE	2 min.	daily Midwife or daily
	• Conducts PRE-NATAL check up in a safely manner	NONE	15 mins.	Midwife or daily
	• Advised home with instruction.	NONE	10 mins.	Midwife or daily
	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 h. Present to the Triage Staff on Duty ➤ Hospital Number and or Vaccination Card i. Fill-up accurately the health assessment form	• Issued priority number to the patients for Family Planning.	NONE	5 min.	Guard On-duty
	• Provides health assessment forms to clients.	NONE	5 min.	Nursing Attendant
	• Verifies Medical Records at Records Section and forwarded to Family Planning Room	NONE	10 mins.	Records Clerk
	• Conducts Family Planning Session	NONE	30 mins.	Midwife
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.	NONE	10 mins	Doctor Medical Officer III
b. Submit CF1 form to PhilHealth Section for PhilHealth Status verification	<ul style="list-style-type: none">PhilHealth Clerk to verify status of PhilHealth Validity	NONE	10 mins.	Conchitina Rose Vergara, RN /PhilHealth Clerk

c. Process requirements for POS enrollment (indigency)	- If updated, perform Newborn Screening by forwarding the CF1 form to NOD/Midwife.	NONE	5 mins.	PhilHealth
	- If not, enroll the patient to the POS program of PhilHealth, and then wait until approved by Tacloban LHIO.	NONE	15 mins.	Clerk
	- PhilHealth Clerk to advice Client/SO to secure properly filled up PMRF, Certificate of Indigency (COI from TCH), Copy of Certificate of Livebirth and submit back to PhilHealth Section	NONE	30 mins.	PhilHealth
	- Once approved, informed the patient/SO to proceed to the NBS room	NONE	5 mins.	Clerk
			5 mins.	PhilHealth
				Clerk
				PhilHealth Clerk
				Nurse/Midwife
d. Bring the baby to the Newborn Screening Room	<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 Inform the parents that the result will be after 14 days or more. Forward the specimen to the Newborn Screening Center West 	Payment is included in the billing statement of the patient	10 mins.	Nurse/Midwife
e. After Newborn Screening has been performed, bring back the baby to the mother's side at the ward		P 1,850.00 (Non-PhilHealth)	2 mins.	Nurse/Midwife
		FREE (PhilHealth)	4 mins.	Nurse/Midwife

	Visayas (NSCV) Iloilo City (to be claimed by To GO Express)			
Total		P 1,850.00	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 a. Answers calls and signifies the date and time b. Bring the baby to the facility c. Receives the charge slip and pay at the Cashier. d. Present the request (Cashier) e. Bring the baby to the Newborn Screening Room	<ul style="list-style-type: none">Receives the Newborn Screening result, if needs confirmatory testing	NONE	3 mins.	Newborn Screening Nurse Coordinator
	<ul style="list-style-type: none">Texts and calls to the mother/parent , re: NBS result, schedule repeat Newborn Screening or referral to a Medical Specialist	NONE	5 mins.	
	<ul style="list-style-type: none">Verified/checks the document for repeat NBS	NONE	5 min.	Nurse/Midwife
	<ul style="list-style-type: none">Issues charge slip	NONE	3 mins.	Nurse/Midwife
	<ul style="list-style-type: none">Receives the payment slip and issue official receipt	P	5 mins.	Cashier
	<ul style="list-style-type: none">Informs the mother/parent that the specimen to be sent to Iloilo City within 1- 2 days.	1,850.00	2 min.	Designate Detailed Employee
	<ul style="list-style-type: none">Forward the specimen to the Newborn Screening Center West Visayas (NBSWV) to be claimed by TOGO Express/courier.	NONE	4 mins.	Nurse/Midwife
			10 hours.	Med-Tech/Nurse

Classification:		Simple		
Type of Transaction:		Government – to – citizen (G2C)		
Who may avail:		All Constituents of Tacloban and nearby Municipalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-ray, Ultrasound and ECG request		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT DEPARTMENT 1. Present X-ray/Ultrasound/ECG Request to the Radiology section.	1. Receive and charge according to the examination requested by the Doctor. Categorized patient (Paying/Non-paying).	Radiology Services Chest PA 100.00 Chest Bucky 140.00 Chest APL 200.00 Skull APL 250.00 Cervical APL 250.00 Paranasal Sinuses 250.00 Upper Extremities 125.00 (Shoulder, Clavicle, Arm, Elbow, Forearm, Wrist, Hand, Fingers) Lower Extremities 125.00 (Thigh, Knee, Leg, Ankle, Foot, Toes)	5 Minutes	Radiologic Technologist on duty Radiologic Technologist Professional Service Worker on duty
		ECG Services 90.00		
		Ultrasound Services Whole Abdomen 1,000.00 KUB 500.00 Thyroid 600.00 Hepatobiliary Tree 500.00 Breast 500.00		
		Pelvic 500.00 Prostate 500.00		

<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>IN-PATIENT</p> <p>1. Admitted Patient for examination/procedure.</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>1. Charged request thru IHOMES based on the requested examination</p> <p>2. Wheels patient to the X-ray/Ultrasound room.</p>	Upper Abdomen	500.00	<p>5 Minutes</p> <p>15 Minutes</p> <p>X-RAY/ECG = 1 day ULTRASOUND = 1 HOUR</p> <p>8 Minutes</p> <p>8 Minutes</p>	<p>Cashier/ Detailed Employee on duty</p> <p>Medical Social Worker Office Detailed Social Worker On duty</p> <p>Radiologic Technologist Radiologic Technologist Professional Service Worker on duty</p> <p>Radiologic Technologist Radiologic Technologist Professional Service Worker on duty</p> <p>Radiologic Technologist Radiologic Technologist Professional Service Worker on duty</p> <p>Utility Worker/Job Order on duty</p> <p>Radiologic</p>
		Lower Abdomen	500.00		
		Transvaginal	600.00		
		Same above price.			
		NONE			
		NONE			
		NONE			

			10 Minutes	Technologist Radiologic Technologist
	3. Examination done based on Doctor's request.		Minutes	Professional Service Worker on duty
	4. Wheeled back to the ward/emergency room.		10 Minutes	Utility Worker/Job Order on duty
	5. Released of the result (X-ray/ECG/Ultrasound)			Radiologic Technologist Radiologic Technologist Professional Service Worker on duty
Total		See table of rates /payment	1day, 2hours and 21 minutes	
FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Answer the Client Satisfaction Survey Form given by hospital staff after service is rendered. Drop this at the designated box in the frontline services or at the lobby. The client can also send a message to the PCMC Facebook account.			
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly. All hospital units prepare their monthly report to be submitted to the Quality Management Office.			
How to file a complaint	1. Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Executive Director narrating specific details of the complaint. Or send their complaint thru the Contact Us portion of the website Or send a message to the PCMC Facebook Account.			

How complaints are processed	<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.</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. Concerned Department will send a copy of result of investigation and action to PRO.</p> <p>Provide the complainant 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>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 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 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		Client Phil. Statistics Authority (PSA) PhilHealth 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 2. Present priority no. to receiving clerk and respond to interview 3. For NEW patients Fill – up Individual Treatment Record, PhilHealth Forms For OLD Patients proceed for the vital signs checking	1. Issue priority number on a first come first serve basis PERFORM TRIAGE	None	1 min.	BHW on Duty
		None	3 mins.	BHW on Duty
	2. Interview client for the needed service/ basic information	None	5 mins.	Jenalyn Tiberio, JO Jenny Lind M. Santiago NA BHWs on Duty
	3. Assess/verify filled-up forms for data completeness and accuracy and interview patient for initial assessment	None	7 mins.	Jenalyn Tiberio, JO Jenny Lind M. Santiago NA BHWs on Duty
	Retrieve patients records and interview patient for initial assessment			BHWs on Duty
	4. Take patients vital signs and record - BP, weight, height, temperature	None	5 mins.	BHWs on Duty

Proceed to the attending physician once priority no. or name is called	5. Perform physical assessment, diagnosis and treatment	None	10 mins.	Dr.Kelton John M. Mate Medical Officer III
1				
Listen to instructions and medical advice and secure laboratory results from clinical laboratory (if prescribed)	<ul style="list-style-type: none"> - History taking - Perform physical examination - Document and make final diagnosis 			Dr. Teresita T. Salinas Medical Officer II Medical Officer II on duty
	6. Issue prescription slip for prescribed drugs and drugs/medicines and/or laboratory request	None	2 mins.	Medical Clerks (if any) Dr.Kelton John M. Mate
	7. Give medical advice and instructions	None	3 mins.	Medical Officer III Dr. Teresita T. Salinas Medical Officer II Medical Officer II on duty
	For Tacloban Residents: 8. Check and verify patients registration at the in Tacloban Social Services System (TSS), if: if: registered – encode available drugs and medicines for dispense	None	5 mins.	Belen T. Lavidés Dispensing Clerk

Sign the dispensary logbook to confirm receipt of prescribed medicines	unregistered – register patients profile and profile and available drugs and meds. for dispense 9. Record/document drugs/medicines to be be dispensed at the dispensary logbook 10. Dispense drugs and medicines with proper proper instruction and have the patient/client sign in the dispensary logbook	None	2 mins.	Belen T. Lavidas
		None	5 mins.	Dispensing Clerk
		None	5 mins.	Belen T. Lavidas Dispensing Clerk
T O T A L		NONE	48 mins.	
2				

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 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 (latest result, original copy)		Client Phil. Statistics Authority (PSA) PhilHealth 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 - Patients needing immediate medical attention	None	3 mins.	BHW on Duty
Respond to interview	2. Interview patient and prepare Individual Treatment Record	None	5 mins.	Jenalyn Tiberio, JO Jenny Lind M. Santiago NA
proceed for the vital signs checking	3. Take patients vital signs and record and refer patient immediately to the physician	None	3 mins.	BHWs on Duty BHWs on Duty
Proceed to the attending physician	4. Perform physical assessment, diagnosis and - History taking - Physical examination	None	5 mins.	Dr.Kelton John M. Mate Medical Officer III Dr. Teresita T. Salinas

	- Document and make initial diagnosis			Medical Officer II Medical Officer II on duty Medical Clerks (if any)
3				
Listen to instructions and medical advice	5. Refer patient to higher levels of care - Prepare referral slip and other pertinent pertinent documents	None	8 mins.	Dr.Kelton John M. Mate Medical Officer III Dr. Teresita T. Salinas Medical Officer II Medical Officer II on duty
	6. Transport patient to referral hospital	None	immediate	Nurse/Midwife On-Duty Billy Percila Ambulance Driver Joselito Almaden Ambulance Driver Erwin Callosa Ambulance Driver Ulrich Sierras Ambulance Driver
T O T A L		NONE	25 mins.	
4				

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. PhilHealth Member Registration Form (PMRF), if needed 5. Members Data Record (MDR), if needed 5. Laboratory results as prescribed by the physician 6. Referral slip		Client Phil. Statistics Authority (PSA) PhilHealth CHO - Registration Clerk 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 2. Present priority no. to receiving clerk and respond to interview 3. For NEW patients Fill – up Individual Treatment Record, PhilHealth Forms proceed for the vital signs checking	1. Issue priority number on a first come first serve basis PERFORM TRIAGE 2. Interview client	None	1 min.	BHW on Duty
	For NEW patients - prepare Individual Treatment Record and register For OLD Patients Retrieve patients records and interview patient patient for initial assessment	None	3 mins. 5 mins.	BHW on Duty BHWs on Duty
	3. Take patients vital signs and record - BP, weight, height, temperature	None	3 mins.	BHWs on Duty
		None	3 mins.	Raquel Magdua , JO BHW on Duty

	4. Make initial assessment of the patient and endorse to Medical Officer for further management			Mel Tirso Maravilles Nurse II
5				
Proceed to the attending physician once name is called name is called	5. Perform physical assessment, diagnosis and treatment - History taking - Perform physical examination 6. Presumptive for Tuberculosis - issue laboratory requests - issue prescription for medications/ supportive management - Document and make final diagnosis 7. Carry out doctors order - refer to laboratory for Gene Xpert test (if required) - instruct patient for the required lab.	None	5 mins.	Dr. Danilo S. Ecarma Medical Officer III
		None	5 mins.	Dr. Danilo S. Ecarma Medical Officer III
Listen to instructions and medical advice and secure laboratory results from clinical laboratory (if prescribed)		None	5 mins.	Mel Tirso Maravilles Nurse II Raquel Magdua , JO

advice for the required laboratories to be undertaken Submit sputum specimen	test and prescribed medicines to be taken (support drugs) 8. Perform Gene Xpert test	None	1 day	Gemma Malate MedTech - COS Dale Peñalosa MedTech - COS Medtech on Duty
Listen to medical advice and instructions	For MTB detected patients: 9. Enrollment to TB-DOTS registry logbook and provide MTB drugs - give specific instruction and schedule follow up visit/availment of maintenance drugs	None	5 mins.	Mel Tirso Maravilles Nurse II Raquel Magdua , JO
6				
Listen to the counsellor, ask	10. Conduct HIV Counselling and testing (with consent)	None	10 mins.	Gemma Malate MedTech - COS Dale Peñalosa MedTech - COS
	11. Conduct health teachings/advocacy	None	5 mins	Mel Tirso Maravilles

				Nurse II
T	O	T	A	L
		NONE	1 day and 50 mins.	

7

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 PhilHealth ID (if memeber)		Client 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 Proceed for dental consultation	1. Verify ID, interview client and make Individual Treatment Record	None	5 mins.	Leah M. Leal, JO
	2. Take vital sign (if necessary), endorse patient to dentist	None	2 mins.	Leah M. Leal, 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 Dr. Ray Luis Arcenas Dentist II
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 Dr. Ray Luis Arcenas Dentist II
Present valid ID/ doctors prescrip	5. Check and verify patients registration	None	5 mins.	Belen T. Lavidess

tion to dispensing clerk and wait for your meds. and proper instructions	at the Tacloban Social Services System (TSS), encode drugs/meds. to be dispensed 6. Record/document drugs/medicines at the dispensary logbook	None	2 mins.	Dispensing Clerk Belen T. Lavidas Dispensing Clerk
8				
Sign the dispensary logbook to confirm receipt of prescribed medicines	7. Dispense drugs and medicines with proper instructions and have the patient/client sign in the dispensary logbook	None	5 mins.	Belen T. Lavidas Dispensing Clerk
T O T A L		None	39 mins.	
9				

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.	Leah M. Leal, JO
	2. Issue referral slip for payment - Dental Fee -Anesthesia Fee	100.00 100.00	2 mins.	Leah M. Leal, JO
Present OR to dental aide	3. Provide dental anesthesia to client and prepare dental equipment	None	5 mins.	Leah M. Leal, JO
Proceed for tooth extraction	3. Perform the procedure 4. Issue prescription for necessary drugs/ medicines	None	45 mins.	Dr. Jesusa Christine Sudario Dentist III Dr. Ray Luis Arcenas Dentist II
Listen to medical advice and pro-	5. Give medical advice and instruction	None	5 mins.	Dr. Jesusa Christine

ceed to medicine dispensing clerk				Sudario Dentist III Dr. Ray Luis Arcenas Dentist II
Acknowledge service provided by affixing signature in the logbook	6. Record client's dental service availed	None	3 mins.	Leah M. Leal, JO
10				

Present valid ID/ doctors prescription to dispensing clerk and wait for your meds. and proper instructions	6. Check and verify patient's registration at the Tacloban Social Services System (TSS), encode drugs/meds. to be dispensed	None	5 mins.	Belen T. Lavidas Dispensing Clerk
Sign the dispensary logbook to confirm receipt of prescribed in the dispensary logbook	7. Record/document drugs/medicines at the dispensary logbook	None	2 mins.	Belen T. Lavidas 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. Lavidas Dispensing Clerk
T O T A L		Php 200.00	1 hr. and 15 mins.	
11				

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.	Elena D. Ronda Midwife III Susan Bacle-an ,DOH
proceed for the vital signs checking	New Client: 2. Prepare client's prenatal record (ITR) Old Client: Retrieve client's prenatal record	None	5 mins.	Elena D. Ronda Midwife III Susan Bacle-an ,DOH BHW on duty
	2. Take vital signs and record (BP, height, weight, temp.)	None	5 mins.	BHW on duty
	3. Perform abdominal palpation	None	15 mins.	Elena D. Ronda Midwife III Susan Bacle-an ,DOH
Listen to health advices/teachings	3. Provide necessary services - immunization	None	10 mins.	Elena D. Ronda Midwife III
12				

and next schedule for follow-up visit	<ul style="list-style-type: none">- iron supplementation, others- health education/teachings- issue request for necessary laoratory exams.- Schedule for next visit			Susan Bacle-an ,DOH
T O T A L		None	40 mins.	
13				

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: <ul style="list-style-type: none">- PhilHealth ID (if member)- With menstruation, if without - pregnancy test result- Consent Old Client <ul style="list-style-type: none">- Record of FP commodities previously availed/schedule of follow-up visit		PhilHealth Client CHO/District Health Centrrers/Brgy. Health Stations CHO/District Health Centrrers/Brgy. Health Stations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Respond to interview Listen to health advices and next schedule for follow-up visit	1. Interview client and conduct physical assessment	None	5 mins.	Elena D. Ronda Midwife III Susan Bacle-an, DOH
	New Client: 2. Prepare client's FP record Old Client: Retrieve client's FP record	None	5 mins.	Elena D. Ronda Midwife III Susan Bacle-an, DOH BHWon duty
	3. Provide FP service (Informed Choice) <ul style="list-style-type: none">- FP Counselling- FP commodity of choice- Schedule for next visit	None	20 mins.	Elena D. Ronda Midwife III Susan Bacle-an, DOH

T O T A L	None	25 mins.	
14			

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.	Elena D. Ronda Midwife III Susan Bacle-an, DOH BHWs on-duty
Submit baby for vital signs taking	2. Take vital signs and record (height, weight, temp.)	None	5 mins.	BHWs on-duty
	3. Record all antigens availed in the baby book and Target Client List (TCL)	None	5 mins.	Elena D. Ronda Midwife III
Submit baby for the jab	4. Perform actual immunization of the scheduled antigen	None	5 mins.	Elena D. Ronda Midwife III Susan Bacle-an, DOH
Listen to health advice and next	5. Provide health teachings and schedule	None	5 mins.	Elena D. Ronda

schedule for follow-up visit	follow-up visit			Midewife III
T O T A L		None	25 mins.	
15				

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 proceed for the vital signs checking proceed for physical examination	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			
	3. Take vital signs and record (BP, weight, temp.)	None	5 mins.	Midwives on-duty
	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	
16				
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			1 day , 1 hour and 15 mins	
17				

LABORATORY EXAMINATION

Office/Division:	City Health Office – LABORATORY DIVISION
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)

Who may avail:		ALL CHO Patients (for diagnostic purposes)/Clients securing Health Certificate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctors order for specific laboratory exam. Laboratory specimen depending on the type of examiantion to be performed		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present laboratory request form/ referral slip at the laboratory clerk in-charge	1. Check laboratory request for specific		5 mins.	Raquel Magdua, JO
	laboratory examination needed and instruct client to collect specimen if necessary, if blood samples is required - endorse to MedTech			Imee Alcaraz, JO
	For diagnostic purposes:			
	Pregnancy Test	None		
	Urinalysis	None		
	Stool exam.	None		
	CBC and Platelet count	None		
	Blood Typing	None		
	HBSAg	None		
	HIV Test	None		
	Anti - TP	None		
	DRT	None		
	Gene Xpert	None		
	Smear microscopy (for TB follow-up)			
	Kato katz	None		
	COVID-19 Antigen Test (if available)			
		None		

	For business purposes: Sputum exam.	50.00		
18				
	Stool exam.	30.00		
	Anti - TP	300.00		
	HBSAg	120.00		
	Cervical/Vaginal/Urethral smear	50.00		
	For paying client:			
	- Issue referral slip for payment		2 mins.	Raquel Magdua, JO Imee Alcaraz, JO
Pay necessary fee at the cashier	Collect payment	depend on the type of lab. exam.	5 mins.	Ma. Marcia Beryl Suson
Submit self for the procedure	2. Receive specimen or perform blood extraction		5 mins.	Statistician Aide Raquel Magdua, JO Imee Alcaraz, JO Dale Peñalosa, MT Gemma Malate, MT
	3. Perform prescribed diagnostic laboratory procedure/technique		2 hrs.	Dale Peñalosa, MT Gemma Malate, MT
	4. Print and sign laboratory result (MedTech who perform the procedure)		5 mins.	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.	
19				

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
Applies to ALL: <ul style="list-style-type: none">- Official Receipt for Sanitary Permit Fee- Health certificates of owner and employees/workers Additional Requirements for Specific establishments: Restaurants/Carenderias/ Boarding Houses/Resort/Meatshops/Malls Food Processing Plant/Hotels/Grocery Stores (L/M scale)/Hospitals Funeral Homes/Cemetery/Wholesaler-retailers (Food) <ul style="list-style-type: none">- Pest Control Certificate- Water Potability Certificate Water Refilling Stations Renewal: <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 Water Refilling Stations New: <ul style="list-style-type: none">- result of bacteriological exam. (raw, product)		<div>City Treasurer's Office</div> <div>City Health Office</div> <div></div> <div></div> <div>Licensed and Accreditted Pest Controller</div> <div>City Health Office</div> <div></div> <div>DOH Accreditted Water Laboratory</div> <div>DOH Accreditted Water Laboratory</div> <div>Accreditted Training Institution</div> <div></div> <div>Client</div> <div></div> <div>Client</div> <div>Licensed and Accreditted Pest Controller</div> <div>City Health Office</div> <div></div> <div>DOH Accreditted Water Laboratory</div>

<ul style="list-style-type: none">- result of physico-chemical exam.- Pest Control Certificate		DOH Accreditted Water Laboratory Licensed and Accreditted Pest Controller		
20				
<ul style="list-style-type: none">- Water Potability Certificate- Water Safety Plan Funeral Homes <ul style="list-style-type: none">- License of Embalmers Bakeshops <ul style="list-style-type: none">- License To Operate Pharmacy <ul style="list-style-type: none">- PRC License of Pharmacist- Contract of Service (hired pharmacist) Internet Cafe/Junkshop/Welding Shop/Repair Shop/Videoke Bars: <ul style="list-style-type: none">- Barangay Resolution Interposing No Objection Siphoning and Plumbing Services <ul style="list-style-type: none">- Environmental Sanitation Clearance- Environmental Clearance Certificate- Inspection Report (Sanitary Survey) Industrial Establishments (medium - large scale)/Malls/Hospitals/Hotels <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 require-ments for the specific establish-	2. Issue checklist for the requirements for the specific establishment applied for	dependent on the gross sales of	5 mins.	Sarah Punzalan, JO Angelica Palaña, JO

ment applied for 3. 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	establishment/s assessed by the City Treasurer's Office	5 mins.	Sarah Punzalan, JO Angelica Palaña, JO
21				

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	5. Send feedback via client's e-mail add or text message	None	4 mins.	Richard Stephen Solilap SI II
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				
T O T A L		-	22 mins.	
22				

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	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
Pay necessary fee at the cashier/ CTO	4. Collect payment - certification fee	50.00 + Documentary	5 mins.	CTO Cashier

	5. Review, approve and sign	stamp 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.	
23				

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	1. Interview client's need		3 mins.	Sarah Punzalan, JO
2. Pay at the cashier	2. Issue laboratory request and referral		3 mins.	Angelica Palaña, JO
3. Secure laboratory/x-ray results	slip for payment - Certification Fee - Sputum exam. Fee	50.00 50.00	(depend on the client's turnaround time)	Sarah Punzalan, JO Angelica Palaña, JO

	- Stool exam. Fee	30.00 + 1 documentary stamp		
24				
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	5. Send feedback via client's e-mail add	None	4 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
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	or text message			
T O T A L				
		PhP 50.00 + 1 documentary	20 mins.	

	stamp		
25			

HEALTH CERTIFICATION (RSW)

Office/Division:	City Health Office – ENVIRONMENTAL AND OCCUPATIONAL HEALTH SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	ALL Registered Sex Workers			
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. Birth Certificate (PSA/CCRO) - original copy (must be at least 18 years old) Additional requirements: For Massage Attendant: - HIV/AIDS Seminar Certificate (updated/original) - Certificate of Training on Practical Massage/NC II (original) For Masseurs/Massage Therapist: - DOH Certificate of Registration (original) - HIV/AIDS Seminar Certificate (updated/original) - Certificate of Training on Practical Massage/NC II (original)		CTO, cashier Diagnostic Laboratories Diagnostic Laboratories PSA, CCRO CHO DOH/TESDA DOH Committee of Examiners for Masseurs CHO DOH/TESDA		
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		3 mins.	Sarah Punzalan, JO Angelica Palaña, JO Sarah Punzalan, JO Angelica Palaña, JO
2. Pay at the cashier	2. Issue laboratory request and referral slip for payment		3 mins.	
3. Secure laboratory/x-ray results	- Certification Fee - Sputum exam. Fee	50.00 50.00	(depend on the client's turnaround time)	

	- Stool exam. Fee - HBSAg	30.00 120.00		
26				
	- Anti - TP/RPR test - Cervical/urethral/vaginal smear - HIV Test	300.00 50.00 None + 1 documentary stamp		
4. Access Tacloban Business Portal (tacloban.gov.ph Business Portal) and fill-out necessary data required	3. Assist client for online application		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		5 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
6. Check status of online application	5. Send feedback via client's e-mail add or text message		4 mins.	Kathleen Refuerzo, JO Angelica Palaña, JO
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				

T O T A L	PhP 600.00 + 1 documentary	20 mins.	
27			

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 2. Laboratory results as prescribed by the physician (latest result, original copy) 3. 1 pc. Documentary stamp		Client Diagnostic/Clinical Laboratories/ Hospital 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 Admin Aide - JO
2. Secure the prescribed laboratory	2. - Assess/verify results for completeness	None	3 mins.	Juanita Suyom, JO
results from licensed clinical laboratories and present results to medical clerk (if required)	- Fill-in medical/dental certification form with form with client's basic information and endorse to Medical Officer/ Dentist			Admin Aide,JO
3. Proceed for the vital signs checking	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 diagnosis and treatment (if necessary) - History taking - Perform physical examination	None	10 mins.	Dr. Kelton John M. Mate Medical Officer III Dr. Teresita T. Salinas Medical Officer II Medical Officer On duty Medical clerk, if any
28				
	- Document and make diagnosis 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. Jesusa Christine Sudario Dentist III Dr. Kelton John M. Mate Medical Officer III Dr. Teresita T. Salinas Medical Officer II Medical Officer On duty Dr. Jesusa Christine Sudario Dentist III
	6. Issue referral slip for payment	None	10 mins.	Juanita Suyom
5. Pay necessary fee at the Cashier/ CTO	7. Collect payment - Medical/Dental Certification	50.00	5 mins.	Admi Aide - JO Ma. Marcia Beryl Suson Statistician Aide

6. Present OR at the medical/dental clerk and acknowledge receipt	7. Release Medical/Dental Certificate	+ 1 Documentary stamp None	2 mins.	Juanita Suyom Admi Aide - JO
T O T A L		50.00 + 1 documentary stamp	34 mins.	
29				

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 informa- mations	None	5 mins.	Juanita A. Suyom, J.O.
	2. Review/verify death certificate for data completeness and accuracy	None	5 mins.	Juanita A. Suyom, J.O.

	3. Refer client to cemetery caretaker for burial site	None	3 hrs.	Juanita A. Suyom, J.O.
	burial site clearance and funeral home for embalmers certification (if death certificate is not yet signed)			
30				
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, 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.	
	6. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, J.O.
4. Pay necessary fee at the Cashier/CTO	7. Collect payment		5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- Death Certification	50.00		
	- Burial Permit	10.00		
	8. Review document (Death Certificate/ Burial Permit Endorsement), approve and sign	None	5 mins.	Dr. Jaime M. Opinion Jr. City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate Medical Officer III Medical Officer on duty Juanita A. Suyom, J.O.
5. Present Official Receipt at the clerk	9. Release death certificate and Burial	None	3 mins.	

and acknowledge receipt 6. Register Death Certificate at CCRO 7. Secure Burial Permit at BPLD	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)			
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	None	5 mins.	Juanita A. Suyom, J.O.
	2. Record in the registry logbook, type death certificate and prepare endorsement	None	10 mins.	Juanita A. Suyom, J.O.
31				
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	None	3 hrs.	Juanita A. Suyom, J.O.
3. Secure site clearance and embalmer's certification	3. Refer client to cemetery caretaker for burial site burial site clearance and funeral home for embalmers certification 4. Issue burial site clearance	None	15 mins.	Mario Tinebro Cemetery Caretaker Credula Enerlan Cemetery Caretaker Juanita A. Suyom, J.O.
4. Present site clearance and duly signed death certificate	5. Issue referral slip for payment	None	2 mins.	

5. Pay necessary fee at the Cashier/CTO	6. Collect payment		5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- Death Certification - Burial Permit	50.00 10.00		
	7. Review document (Death Certificate/ Burial Permit Endorsement), approve and sign	None	5 mins.	Dr. Jaime M. Opinion Jr. City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate
6. Present Official Receipt at the clerk and acknowledge receipt 7. Register Death Certificate at CCRO 8. - proceed to Business Permit and Licensing Division for the Burial Permit (BPLD)	8. Release death certificate and Burial Permit endorsement and advice client to:	None	3 mins.	Medical Officer III Medical Officer on duty Juanita A. Suyom, J.O.
T O T A L		60.00	3 hrs. and 45 mins.	
32				
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, J.O.

	2. Interview client for the facts of death – determine cause of death	None	5 mins.	Dr. Jaime M. Opinion Jr. City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate Medical Officer III Medical Officer on duty
	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	None	10 mins.	Juanita A. Suyom, 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	None	3 hrs.	Juanita A. Suyom, J.O.
3. Secure site clearance and embal- mer'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, J.O.
5. Pay necessary fee at the Cashier/CTO	7. Collect payment		5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- Death Certification	50.00		
	- Burial Permit	10.00		
	8. Review document (Death Certificate/	None	5 mins.	Dr. Jaime M. Opinion Jr.

	Burial Permit Endorsement), approve and sign			City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate Medical Officer III Medical Officer on duty
33				
6. Present Official Receipt at the clerk and acknowledge receipt 7. Register Death Certificate at CCRO 8. proceed to Business Permit and Licensing Division for the Burial Permit (BPLD)	9. Release death certificate and Burial Permit endorsement and advice client to:	None	3 mins.	Juanita A. Suyom, J.O.
T O T A L		60.00	3 hrs. and 50 mins.	
34				

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)		Hospital where death occurred	
Dead On Arrival (DOA) at hospitals: - Temporary Death Certificate issued by the hospital		Hospital where death is temporarily declared	
Late Registration: - Negative result issued by City Civil Registrar's Office (CCRO) – 1 original copy and		CCRO	

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 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 information	None	5 mins.	Juanita A. Suyom, J.O.
	2. Review/verify death certificate for data completeness and accuracy	None	5 mins.	Juanita A. Suyom, J.O.
	3. Issue referral slip for payment		2 mins.	Juanita A. Suyom, J.O.
	4. Collect payment		5 mins.	Ma. Marcia Beryl Suson
	- Death Certification - Transfer Permit	50.00 100.00		Statistician Aide
35				
	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. Jaime M. Opinion Jr. City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate

3. Present Official Receipt at the clerk and acknowledge receipt	7. Release death certificate and transfer permit and advice client to register at the	None	3 mins.	Medical Officer III Medical Officer on duty
4. Register Death Certificate at CCRO	City Civil Registrar's Office (CCRO)			Juanita A. Suyom, J.O.
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, J.O.
2. Check and review the prepared document	2. Record in the registry logbook and type death certificate and transfer permit	None	10 mins.	Juanita A. Suyom, J.O.
3. Pay necessary fee at the Cashier/CTO	3. Issue referral slip for payment	None	2 mins.	Juanita A. Suyom, J.O.
	4. Collect payment		5 mins.	Ma. Marcia Beryl Suson
	- Death Certification	50.00		Statistician Aide
	- 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.
36				
	6. Review document (Death Certificate/ Transfer Permit), approve and sign	None	5 mins.	Dr. Jaime M. Opinion Jr.
				City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate

				Medical Officer III Medical Officer on duty
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, J.O.
T O T A L		150.00	45 mins.	
37				

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 2. Record and type exhumation permit 3. Issue referral slip for payment and endorse to City Health Officer/Medical Officer for approval and signature	None None	5 mins. 5 mins. 3 mins.	Juanita Suyom, JO Juanita Suyom, JO Juanita Suyom, JO

2. Pay necessary fee at the cashier/ CTO	- certification fee	50.00	5 mins.	Ma. Marcia Beryl Suson Statistician Aide
	- exhumation permit	100.00		
	- removal of bones	100.00		
	4. Collect payment		5 mins.	Dr. Jaime M. Opinion Jr. City Health Officer Dr. Danilo S. Ecarma, Medical Officer III Dr. Kelton John M. Mate Medical Officer III Medical Officer on duty Representative
	- certification fee	50.00		
	- exhumation permit	100.00		
	- removal of bones	100.00		
	- burial permit	10.00		
	4. Review and sign exhumation permit	None		
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.	
38				

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 front desk. Facebook account.</p> <p>The client can also send a message to the Tacloban City Health Office Facebook account.</p>
How feedbacks are processed	The result of client satisfaction surveys of the City Health Office is opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	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.
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</p> <p>Presidential Complaint Center 8-784-4286 local 4029</p> <p>Anti-Red Tape Authority 0908-881-6565;</p>

CITY VETERINARY OFFICE

SERVICE NAME:	CONSULTATION & TREATMENT OF PET ANIMALS			
PURPOSE	Diagnose and treat pet animals to maintain the well-being of the pet population.			
Office/Division	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		
Registration 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 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	40 Minutes	
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.	None	15 mins.	Aljess Laurence Margallo Administrative Aide III
	2.2 Issuance of statement of account			
	2.3 Conduct physical examination to the pet animals.	None	15 mins.	Dr. Rogiel Mahait Veterinarian I
3. Wait for the issuance of statement of account.	3. City Treasurers Office - 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	10 mins.	Aljess Laurence Margallo Administrative Aide III
	TOTAL	P80.00	50 Minutes	

SERVICE NAME:	ANTI-RABIES VACCINATION			
PURPOSE	Vaccinate at least 70% of the pet population to eradicate 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.Wait for the issuance of Statement of account	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. City Treasurers Office - 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	25 Minutes	

SERVICE NAME:	ANTI-RABIES VACCINATION (FREE)
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PURPOSE	Vaccinate at least 70% of the pet population to erradicate 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 Veterinarian
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 instruction 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	

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.	1.1 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, Barangay Tanods, Barangay Heath Workers 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 Raffy Kalaw Dexter Superable Angel Talisayan Roberto Maragrag Aldrin Cadilo Silvestre Talisayan Sr.
	4. Transfer of impounded dogs from dog pound vehicle to the pound holding area.		1 hour	
	5. Holding the impounded dogs for 3 days at the holding area. (Animal Code of Tacloban City 2006-9-264)		3 days	

	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	

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 Aljess Laurence Margallo Administrative Aide III
3. Identification of dogs that has been impounded.	3.1 Render 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.	
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	

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 Maragrag Aldrin Cadilo
	TOTAL	NONE	5 days & 11 minutes	

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 Veterinarian 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. Johd el 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).		2 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 Assist 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	

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 (client’s 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set Appointment thru FB Page (Tacloban City Veterinary Office)	1.1 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	1.2 Physical examination & checking of materials needed for surgery.	None	5 mins	Dr. Johdel Ty Veterianarian II

3. Wait until the surgery is done.	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	

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	

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
3. Wait for the confirmation of the request and prepare for the visit of the CVO employees.	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)	None	3 days (fertility period)	Yitzak Francis Adona Administrative Aide III Crisanta Dela Cruz Agricultural Technologist

	4. Conduct of Artificial Insemination	None	45 mins.	Yitzak Francis Adona Administrative Aide III
	TOTAL	None	3 days & 52 mins.	

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	

	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	Contact Center ng Bayan
CCB, PCC ARTA	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 (Administrative Aide I) (Radio Operator) Rigor Fornillos (Administrative Aide I) (Radio Operator) Wilfredo Modelo (Administrative Aide I) (Radio Operator) Henry Sarzosa (Administrative Aide I) (Radio Operator) Gregorio Sanico (Administrative Aide I) (Radio Operator) Chilbert Bragas (Administrative Aide 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.	Karen L. Sinamen <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.	Marieta Tomate <i>(Administrative Aide I)</i> <i>(In charge, Logistics Support Services Program)</i>
	2. Record incoming documents in the logbook	none	2 mins.	Elena Tabaranza <i>(Administrative Aide I)</i>

	3. Forward to Dep't Head for Approval	none	5 mins.	Karen L. Sinamen (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.	Marieta Tomate (Administrative Aide I) (In-charge, Tents, Tables and Chairs) Marilourd Bernadette Golong (Administrative Aide I) (In charge, Sound System)
	5. Forward/Route approved documents/request to in-charge person	none	3 mins.	Sherly P. Lizarondo (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.	Frank Anthony Salveda (Admin. Aide I)
	1. Forward to Dep't Head for Approval	none	5 mins.	Frank Anthony Salveda (Admin. Aide I)
	2. Preparation of Payroll/Voucher	none	10 mins.	Rizalyn T. Arizo (LDRRM Assistant) (AO-designate)
	3. Process/Follow-up of Payroll/voucher	none	3 days	Janice dela Cruz (Admin. Aide I) (Liaison Officer)
	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

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	Karen L. Sinamen (Admin. Aide 1) (Receiving)
	2. Forwarded to Dep't Head for approval	none	3 mins.	Karen L. Sinamen (Admin. Aide 1) (Receiving)
	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 Gerald Demasilan Frank Anthony Salvedia Allan G. Arcallana
Total		none	4 days and 6 mins.	

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.		Client
2. RIS/ICS/PAR for release.		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier must bring the approved Purchase Order document.	1. Acceptor check the completeness of the approved Purchase Order document.	NONE	1 hour 5 mins.	ADMIN AIDE III (P) ADMIN AIDE I (P) ADMIN AIDE I (CAS)
2. End User/ Department fill out RIS/ICS/PAR in preparation for release.	2. Acceptor notifies the inspector/end user/concern department to proceed to CGSO to witness quality check/completeness of delivery.	NONE	30 mins.	ADMIN AIDE III (P)
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.	3. Acceptance of deliveries.	NONE	10 mins.	ADMIN AIDE III (P)
4. End User/ Department will help the inspection of delivered items and check it.	4. Acceptor record the deliveries/AIR number	NONE	5 mins.	ADMIN AIDE I (CAS)
5. End User/ Department will receive the delivered items after inspection and approved.	5. Prepare RIS/ICS/PAR	NONE	30 mins.	ADMIN AIDE I (CAS)
	6. Posting of items on stock cards.	NONE	30 mins.	ADMIN AIDE I (CAS) ADMIN AIDE I (JO)
	7. Warehousing/ Safekeeping of delivered items.	NONE	1 hour	ADMIN AIDE I (CAS) ADMIN AIDE I (JO)
	8. Check IRS/ICS/PAR	NONE	5 mins.	ADMIN AIDE III (P) ADMIN AIDE I (CAS)
	9. Release to end user/ department	NONE	30 mins.	ADMIN AIDE III (P) ADMIN AIDE I (P) ADMIN AIDE I (CAS)

Total		NONE	4 hours & 25 mins.	

ISSUANCE OF OFFICE SUPPLIES

	CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Fill-out Requisitioning Issue Slip	1. Check the RIS, ICS/PAR			5 mins.	REQUESTING PARTY
	Office/Division: (RIS/ICS/PAR).	City General Services Office				
	Classification:	COMPLEX 2. Check availability of supplies. If supplies are available.			5 mins.	
	Type of Transaction:	G2G – Government to Government				
	Who may avail:	All City Government Employees (Job Orders, Casual, Regular, COS)			2 mins.	HEAD OF OFFICE
	CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	1. Requisitioning Issue Slip	4. Issued of supplies/materials.	Client	NONE	10 mins.	ADMIN AIDE I (CAS) ADMIN AIDE I (JO)
	3. Client will receive the requested materials/supplies and put signature which will be recorded.	5. Collate RIS Every Week & Prepare Report of Materials Received and Issued including Stock Position Sheet & Submit Report to COA & City Accounting Office.			5 working days	ADMIN AIDE I (P) ADMIN AIDE I (JO)
	Total			NONE	5 days & 22 mins.	

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.

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.			Client
2. IAR/RIS/ROU and other Accountable Forms (ICS/PAR/PIS/WMR)			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 Land/Building, Vehicle and Equipment.</p> <p>8. Approval of documents by the City General Services Officer</p> <p>9. Approved vouchers forwarded to City Accounting Office.</p>	NONE	<p>10 mins.</p> <p>30 mins.</p> <p>5 mins.</p> <p>30mins.</p> <p>30 mins.</p> <p>10 mins.</p> <p>1</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>

			day	ADMIN AIDE I (P)
			10 mins.	ADMIN AIDE I (P)
			10 mins.	HEAD OF OFFICE
				HEAD OF OFFICE
Total		NONE	1 day 2 hours and 15 mins	

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

	1. Client will bring the received copy from City Hall Receiving counter and bring it to CGSO	1. Fill-out pro-forma indicating specific request and purpose and submit at City Hall Receiving Counter for encoding in DTAS.		3 mins.	REQUESTING PARTY
Office/Division:	Receiving section.	City General Services Office		10 mins.	ADMIN AIDE I (CAS)
Classification:		Simple			
Type of Transaction:	2. Client will wait for the approval of his/her	G2G – Government to Government		5 mins.	ADMIN AIDE I (P)
Who may avail:	request.	3. Act on Request All City Government Employees (Job Orders, Casual, Regular, COS)	NONE		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	1. Receiving copy of Letter Request.	4. Research on particular request.	Client.	10 mins	ADMIN AIDE I (CAS)
CLIENT STEPS		5. Post action taken on DTAS.	FEEES TO BE PAID	5 mins. PROCESSING TIME	ADMIN AIDE I (JO) PERSON RESPONSIBLE
Total			NONE	33 minutes	

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

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
1. PAR/ICS/ROU/WMR, Pre-post repair, warranty, Affidavit of Undertaking and Distribution List.	CGSO
2. Vouchers for Approval of LRP.	CGSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Client will give the voucher to CGSO Receiving section to be forwarded to OIC-CGSO. Client will wait for the approval of voucher Client will be notified if the vouchers has been approved by LRP. 	<ol style="list-style-type: none"> 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) 	NONE	1 day	ADMIN AIDE I (CAS)
	<ol style="list-style-type: none"> Stamp and indicate pertinent data on procurements documents and posted property number on accountable forms. (PAR, and ICS) 		1 day	ADMIN AIDE I (CAS)
	<ol style="list-style-type: none"> Endorse vouchers to Supply Division for Approval of LRP. 		1 day	ADMIN AIDE I (CAS)
	<ol style="list-style-type: none"> Once approved, detached accountable form such as PAR, ICS, ROU, Warranty Affidavit of Undertaking and Distribution List for inventory records. 		1 day	ADMIN AIDE I (CAS)
	<ol style="list-style-type: none"> Forward approved voucher to receiving for release to end-user. 		1 day	ADMIN AIDE I (CAS)
TOTAL			5 days	

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
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 repair street or office lights.	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	30 mins	REQUESTING PARTY
	2. Print, log & present to City General Services Officer.	NONE	2 mins.	ADMIN AIDE I (JO)
	3. Act on Request	NONE	2 mins.	HEAD OF OFFICE (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.	NONE	4 hrs.	ADMIN AIDE I (P)
	5. Preparation of Purchase Request (P.R.) for procurement if materials are not available and forwarded to CMO-Supply (Procurement follow RA9184)	NONE	1 hr.	ADMIN AIDE I (CAS)
	6. Undertake needed repair upon availability of materials.	NONE	4 hrs.	CGSO Team (Maintenance/Illumination)
		NONE	5 mins.	ADMIN AIDE I (JO)
	7. Post action taken on DTAS			

Total		NONE	1 day, 1 hour and 39 minutes	

CLEARANCE FROM PROPERTY ACCOUNTABILITIES

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

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
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. 3. Client will receive the signed copy of clearance from property accountabilities.	1. Issue prescribed forms to requesting party.	NONE	1 min.	REQUESTING PARTY
	2. Verification, encoding and printing of accountabilities of concerned employee <i>(Depending on the volume of his/her accountabilities)</i>	NONE	30 mins.	ADMIN AIDE I (P)
	3. Determine which properties are to be re PAR' or returned.	NONE	30 mins.	ADMIN AIDE I (CAS)
	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.	PHP 80.00	30 mins	REQUESTING PARTY
	5. Actual Inspection, encode and print-out accountabilities of concerned employee. <i>(Depending on the volume of his/her accountabilities)</i>	NONE	1 day	ADMIN AIDE I (P) ADMIN AIDE I (CAS)
	6. Check completeness of documents submitted.	NONE	30 mins.	Inventory Personnel
	7. Review for verification	NONE	5 mins.	ADMIN AIDE I (P)

	8. Sign Clearance from Property Accountabilities.	NONE	2 mins	HEAD OF OFFICE ADMIN AIDE VI (CLERK III)
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.	NONE	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 (<i>City Accounting Office, City Administrator's Office and City Mayor's Office</i>)	NONE	1 hour	ADMIN AIDE I (P) ADMIN AIDE I (CAS)
	6. Summary of WMR	NONE	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	4 days	COA DISPOSAL COMMITTEE
	8. Endorsement to City Accounting for appraisal value.	NONE	3 days	CITY ACCOUNTING OFFICE

	9. For Approval for disposal of Commission on Audit	NONE	3 days	HEAD OF OFFICE
	10. Published for Bidding		20 days	
	11. Auction Sale/Endorsement to Accounting for Dropping	NONE	3 days	
		NONE		
Total		NONE	33 days, 3 hours and 2 mins.	

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	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 on the completion of his/her request to be release reproduced forms/doc.	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.	NONE	10 mins	REQUESTING PARTY
	3. Furnish CGSO hard copy of form to be printed.	NONE	10 mins	ADMIN AIDE I (JO)
	4. Receive, log and present to City General Services Officer and route to Printing Section.	NONE	2 mins.	ADMIN AIDE I (JO)
	5. Act on Request.	NONE	2 mins.	ADMIN AIDE I (P)
		NONE	2 hrs.	ADMIN AIDE I (P)
	6. Reproduce form/documents.	NONE	5 mins.	ADMIN AIDE I (JO)
	7. Notify department thru DTAS on the completion of request and release reproduced forms/doc.			
Total		NONE	2 hours and 29	

FACILITATE PAYMENTS OF CITY GOVERNMENT UTILITIES

Prepare Voucher for payments.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will bring Request	1. Fill-out pro-format request indicating office	NONE	10 mins	REQUESTING PARTY
Office/Division: Enter with received copy	City General Services Office			
Classification: City Hall Receiving	Simple submit to City Hall Receiving Unit for			
Type of Transaction: Counter and bring it to	G2G – Government to Government			
Who may avail: CGSO Receiving section.	All City Government Employees (Job Orders, Casual, Regular, COS)			
CHECKLIST OF REQUIREMENTS		NONE	WHERE TO SECURE	ADMIN AIDE I (JO)
1. Requester will wait on the		Client.		
2. Client will wait on the completion of request to be release reproduced forms/doc.	3. Receive, log and present to City General Services Officer and route to Printing Section.	NONE	2 mins.	ADMIN AIDE I (JO)
	4. Act on Request.	NONE	2 mins.	GEN. MAINTENANCE HEAD (P)
		NONE	2 hrs.	ADMIN AIDE I (P)
	5. Reproduce form/documents.	NONE	5 mins.	ADMIN AIDE I (P)
	6. Notify department thru DTAS on the completion of request and release reproduced forms/doc.			
TOTAL		NONE	2 hous 29 mins.	

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.	1. Receive/Print, log/request	NONE	20 mins	REQUESTING PARTY
	2. Approval of Notice for Posting	NONE	10 mins.	HEAD OF OFFICE
2. Client will wait for the approval of his/her request and the certification of posting.	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)
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
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 carpentry works.	1. Fill-out pro-forma letter request 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	NONE	3 mins.	ADMIN AIDE I (JO)
	3. Approve request	NONE	2 hrs.	HEAD OF OFFICE (P)
	4. Undertake carpentry works if materials are available	NONE	4 hrs.	CGSO Carpenters (JO)
	5. Prepare Purchase Request (PR) and submit to CMO Supply for procurement if materials are not available.	NONE	1 hr.	HEAD OF OFFICE (P)
	6. Take action on approved request.	NONE	5 mins.	CGSO Carpenters (JO)
	7. Post on DTAS action taken on request	NONE	3 Min.	ADMIN AIDE (P)
	Total	NONE	7 hours and 21 mins	

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.	NONE	2 mins.	ADMIN AIDE I (JO)
	3. Act on Request	NONE	2 mins.	HEAD OF OFFICE (P)
	4. Deliver Water on site requested	NONE	1 day	Water Tanker Staff /Driver (JO)
	5. Post on DTAS action taken on request	NONE	3 Mins	ADMIN AIDE I (JO)
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

1. Client will bring Request letter with received copy from City Hall Receiving counter and bring it to CGSO Receiving section. 2. Client will directly call/private message to the CGSO Page for complaints.	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 Officer.	NONE	2 mins.	ADMIN AIDE I (JO)
	3. Check CGSO Page and reply on the Complaints.	NONE	2 mins.	ADMIN AIDE I (P)
		NONE	1 min.	Garbage Collection Staff /Driver (P/JO)
	4. Act on Request	NONE	1 day	ADMIN AIDE I (JO)
	5. Collect Garbage on-on site requested/ Monitored	NONE	3 Mins	ADMIN AIDE I (JO)
6. Post on DTAS action taken on request				
Total		NONE	1 day and 12 mins.	

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

SECURITY DIVISION

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit written	1. Receive all incoming documents.		5 mins.	
Office/Division:	City General Services Office – Security Division		5 mins.	
Classification:	Simple			
Type of Transaction:	approval of request		15 minutes	
Who may avail:	920 – Government to Citizen			CMO RECEIVING STAFF
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request	3. Give upon approval, the same is processed subject to availability of resources. e.g vehicle, personnel among others.			HEAD OF OFFICE
	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 & HRMDO.			
2. Client will wait for the approval of the Head of office.	1. Take appropriate action and for disapproved requests, the sender is immediately and duly notified through the contact number/s provided.	NONE	Within one (1) day upon approval of Head of Office.	HEAD OF OFFICE
Total		NONE	1 day and 20 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the written request addressed to the Local Chief Executive for Security Personnel assistance.	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.	NONE	5 mins. 15 minutes	ADMIN AIDE I (JO) ADMIN AIDE I (JO)
2. Client will wait for the approval of the Head of office.	1. Assign Security personnel of the said request.	NONE	30 minutes	HEAD OF OFFICE (P)
Total		NONE	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated box at the receiving section of the City General Services Office. Contact info: 09772380088/09177337129 or leoparado.cgso@gmail.com
How feedbacks are processed	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. 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. Answer to the feedback given is relayed to the client.
How to file a complaint	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 .
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Administrative Officer-Designate/Department Head. The Department Head shall review the nature of complaint. For simple complaints, the Department Head shall answer it immediately. For complex complaints, the Department Head will forward it to the concerned Department for appropriate action.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888 16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888

APPROVED BY:
ENGR. LEONCIO R. PARADO II
City Gov't Dept. Head II
City General Services Officer

CITY ENGINEER'S OFFICE

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 REQUESTBRGY. RESOLUTION REQUESTING FOR PROGRAM OF WORK			<ul style="list-style-type: none">REQUESTING PARTYBARANGAY HALL	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request/communication letters	1. Receive letter request/communications from different offices	None	3 minutes	ROMANA ADONIS Admin. Aide II Admin. Officer 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		SISA MATARO Construction & Maint. Man Front Desk
	4. Forward to the respective division and assign an engineer in-charge of the said request for appropriate action	None	5 minutes	MAGDALINA PANTAS Construction Maint. Man Secretary
				BELMA PORTUGAL Job order Worker Clerical Aide

	5. Receives POWS and other related documents and forward to the head of office for appropriate action and approval	None	5 minutes	<p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>ENGR. ARNEL T. BRILLO Engineer II Head Planning Division</p> <p>ENGR. FILEMON TANDINCO, III Head Construction Div.- Engineer II</p>
Submit letter request or Resolution for the Preparation of Program of Work and Detailed Estimates and Plans	1. Office head directs preparation of POW and detailed Estimate for an identified Project	None	5 days	<p>ENGR. DIONISIO DE PAZ City Engineer Head of Office</p> <p>ENGR. ARNEL T. BRILLO Engineer II Head Planning Div.</p> <p>ENGR. EMERENCIANO GADUENA III Contract of Service Estimator</p> <p>ARCH. SHEKINAH MARIE CALLERA Engineering Asst. Estimator</p>

Contractor submits letter for inspection of on-going infrastructure projects				ARCH. JOHN OLIVER MILLOS Admin. Aide I (Casual) AutoCad Operator MANTER DAVE DELA CRUZ Admin. Aide I (Job Order) AutoCad Operator
	2. Checks accuracy and correctness	None	2 hours	ENGR. ARNEL T. BRILLO Engineer II Head Planning Div.
	3. Recommends approval	None	30 mins.	ENGR. VIRGILIO D. CONCEPCION JR, OIC-Asst. City Engineer Asst. Head of Office
	4. Approval by the City Engineer	None	3 minutes	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	5.Forward/Endorse to LCE for final approval	None	2 mins.	MAGDALINA PANTAS Construction & Maint. Man Secretary
	1.Conduct of inspection by assigned projects engineers	None	1 day	ENGR. FILEMON TANDINCO, III Head Construction Div.- Engineer II
	2.Preparation submission of Accomplishment Report	None	5 mins	

				<div>ENGR. DANILO MACABINGKEL Engineer II Project Engineer</div> <div>ENGR. JOEL IGANA Const. & Maint. Gen. Foreman Project Engineer</div> <div>ENGR. ROBERTO YEPES Engineer II Project Engineer</div> <div>ENGR. SIMEON GADUENA JR. Contract of Service Project Engineer</div> <div>ENGR. MARIANITA CAÑA Cons. & Maint. Foreman Project Inspector</div> <div>ENGR. RODOLFO POSUGAC JR. Contract of Service DPWH Project Inspector</div> <div>JONALYN DEPALCO Admin. Aide (Job Order Worker)</div>
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				Project Inspector/Auto Cad Operator
				MARJORIE CENTILLAS Admin. Aide (Job Order Worker) Project Inspector/Auto Cad Operator
	3.Review of Accomplishment Report			CLARISSE CAYOBIT Admin. Aide (Job Order Worker) Project Inspector/Auto Cad Operator
	4. Approval of Accomplishment Report	None	30 mins.	
		None	10 mins.	
	5. Filing of Accomplishment Report			ENGR. ENGR. FILEMON D. TANDINCO III Engineer II Head Construction Division
		None	3 minutes	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	TOTAL			EMILY FLORES Admin. Aide (Job Order Worker) Clerical Aide
			7 DAYS 4 HRS. 34 MINS.	

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 REQUESTBRGY. RESOLUTION			<ul style="list-style-type: none">REQUESTING PARTYBRGY. HALL	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Clearing/declogging/dredging of canals and waterways,Repair of city hall bldg. & other facilities. Removal of illegal structure/demolition/clearing of debris	1.Endorsement from CMO for recording and schedule for accomplishment and immediate action for the said request	None	2 min.	LUZVIMINDA SOLAYAO Admin. Aide I (Job Order) Clerical Aide
	2. The head of office directs division head concerned for the appropriate action.	None	5 minutes	
	3.Job-order slip prepared, approved and issued to the foreman of the team			ENGR. DIONISIO DE PAZ City Engineer Head of Office ENGR. JOEL

	4. Team foreman lead the delivery of the requested service.	None	2 minutes	IGANA Cons. & Maint. Gen. Foreman Head of Maintenance Div.
		None	5 mins.	LUZVMINIDA SOLAYAO Admin. Aide I (Job Order) Clerical Aide
				ALBERTO JAUCIAN JR. Const. & Maint. Man Foreman Declogging
				DANTE VARONA Const. & Maint. Man Foreman
				DOMINGO URBACEDO Construction & Maint. Man Foreman
				TEODORO MADRIGAL Carpenter Admin. Aide V
	TOTAL		14 MINS.	

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REQUEST FOR THE BOOKING/RESERVATION FOR USE OF THE CEO CONFERENCE ROOM

Office/Division:	CITY ENGINEER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO GOVERNMENT			
Who may avail:	CITY GOVERNMENT SECTOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• LETTER REQUEST		• REQUESTING PARTY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the availability of CEO Conference Room at the receiving counter	1.Indorse to the Department Head for approval and forward to the in-charge of conference room for confirmation	None	15 mins.	SISA G. MATARO Const. Maint. Man Front Desk
	2. Confirmed/approved if the said date is available (by the Head of Office thru the in-charge of the subject)	None	5 mins.	ENGR. DIONISIO DE PAZ Head of Office City Engineer
	TOTAL			
			10 MINS.	

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"> REQUESTING PARTY BARANGAY HALL 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request of acquisition and payment of lots affected by government project	1.Submit letter of demanding for just compensation	None	5 days	ENGR. ROBERTO YEPES Engineer I Surveyor
	2. Review of claim	None		ENGR. EUNICE ERANDIO Contract of Service Surveyor
				ENGR. ARNEL BRILLO Engineer II Surveyor
				ENGR. VIRGILIO D. CONCEPCION JR, OIC-Asst. City Engineer Asst. Head of Office

Settlement of boundary and Land disputes	3. Approval of claim			ENGR. DIONISIO DE PAZ City Engineer Head of Office
	1.Submit letter request for settlement of boundary and land		2 days	ENGR. ROBERTO YEPES Engineer I Surveyor
				ENGR. ARNEL BRILLO Engineer II Surveyor
	2.Lot review			ENGR. EUNICE ERANDIO Contract of Service Surveyor
	3. Approval of resolution			ENGR. VIRGILIO D. CONCEPCION JR, OIC-Asst. City Engineer Asst. Head of Office
	TOTAL		7 DAYS	ENGR. DIONISIO DE PAZ, Head of Office-City Engineer

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"> REQUESTING PARTY 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request for the use of service light vehicles/ dump truck and other heavy equipment	1.Submit letter request/ communication for service requested	None	15 mins.	ENGR. DIONISIO DE PAZ Head of Office City Engineer
	2.Department head approves request and Endorse to Motorpool Division	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.	

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"> - BARANGAY HALL - CITY PLANNING AND DEVELOPMENT OFFICE - CITY ASSESSOR'S OFFICE - CITY TREASURER'S OFFICE - REGISTRY OF DEEDS - PRIVATE PRACTITIONER (GEODETIC ENGINEER) - BARANGAY HALL - REGISTRY OF DEEDS - CITY ASSESSOR'S OFFICE - CITY TREASURER'S OFFICE - PRIVATE PRACTITIONER (ELECTRICAL ENGINEER) - PRIME WATER 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Application and Issuance of Building Permits and ancillary permits, Excavation and Ground Preparation Permit, Demolition Permit, Electronic Permit and Mechanical Permits	1. Receive and evaluate the submitted documents	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	2 hours	CATHERINE COTONER Admin. Aide IV Receiving Incharge CARMELA QUISAY Admin. Aide IV Receiving Incharge- LEMUEL LINDE Admin. Aide I (Job Order) Receiving Incharge
	2. Evaluation of Building Plans, assessment of fees and inspection			
	Land Use and Zoning		10 mins.	ENGR. JOEL IGANA Const. and Maint. Gen. Foreman Evaluator land use
	Line and Grade		30 mins.	ENGR. ARNEL BRILLO Engineer II Evaluator Geodetic
	Structural		30 mins.	ENGR. FILEMON TANDINCO, III Engineer II Evaluator Civil Structural

	Electronics		30 mins.	ENGR. ADONIS ACUIN Market Supervisor III Evaluator Electronics
	Electrical		30 mins.	ENGR. ROY ENDRIANO Electrician II Evaluator Electrical
	Sanitary & Plumbing		45 mins.	ENGR. VIRGILIO CONCEPCION JR. Engineer II Evaluator Sanitary & Plumbing
	Mechanical		45 mins.	ENGR. EDGAR CONISE Mechanic II Evaluator Mechanical
	Architecture		2 hrs.	ARCH. SHEKINAH MARIE RIVERAL, Engineering Asst. Evaluator Architectural
	Inspection		1 day	ARCH. RHEA JEAN BAIÑO Admin. Aide I(Casual

	3. Order of Payment		10 mins.	Evaluator Architectural
				Building Inspector
				CATHERINE COTONER Admin. Aide IV Receiving Incharge
				CARMELA QUISAY, Receiving Incharge- Admin. Aide IV
	4. Payment of Fees		2 hrs.	LEMUEL LINDE Receiving Incharge Admin. Aide I (Job Order)
	5. Review and Final Evaluation		10 mins.	
	6. Recommending Approval of permit		10 mins.	CITY TREASURER'S OFFICE CASHIER
	7. Approval of building permit		10 mins.	ENGR. MARIAN ATILLO Engineer III Head OBO Div.
	8. Releasing of Permit			ENGR. VIRGILIO D. CONCEPCION JR, OIC-Asst. City Engineer Asst. Head of Office

Application for Electrical Permit and Excavation permit for water connection			20 mins.	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	1.Recieve and evaluate documents		1 day	LIZA MAE ANGELO Admin. Aide I (Job Order) CHARLOT ARGOTA Admin. Aide I (Job Order)
	2. Inspection	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	10 mins.	LIZA MAE ANGELO Admin. Aide I (Job Order) Receiving Incharge
	3. Assessment of Fees		10 mins.	CHARLOT ARGOTA Admin. Aide I (Job Order) Receiving Incharge
	4. Approval of Permit			Inspector assigned in the area
	TOTAL		4 DAYS 3	ENGR.ROY ENDRIANO Electrician II

			HOURS	Electrical Engineer ENGR. MARIAN ATILLO Head of OBO Div. Engineer III
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AREA BUILDING INSPECTION AND PREPARED NOTICE OF VIOLATION

Office/Division:	CITY ENGINEER'S OFFICE			
Classification:	COMPLEX			
Type of Transaction:	GOVERNMENT-TO-CITIZEN/GOVERNMENT TO BUSINESS			
Who may avail:	PRIVATE AND BUSINESS SECTOR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• LETTER REQUEST		• REQUESTING PARTY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to Inspection of the Area	1.Area building inspectors prepare report regarding violations of PD1096/C.O.98-08/2013-11-18/PD 1067	PD1096 Computation of Regulatory fees according to structure City Ordinance 2005-9-63	2 days	ENGR. MARIAN ATILLO Engineer III Head of OBO Div. RAMIL DELA CRUZ Admin. Aide III Bldg. Inspector EULOGIO CAORTE Cons. & Maint. Man Bldg. Inspector RENE MOSHE AMANO Admin. Officer I Bldg. Inspector JERIOBERTO BATO Cons. & Maint. Man Bldg. Inspector ANDREW XERXES OLAZO

				<div>Admin. Aide IV Bldg. Inspector</div> <div>VIRGILIO GAYOSO Mechanic III Bldg. Inspector</div> <div>MEL MICHAEL GAVIOLA Admin. Aide I (Job Order) Bldg. Inspector</div> <div>LEO JUN BASOG Admin. Aide I (Job Order) Bldg. Inspector</div> <div>ROGER BIANO Admin. Aide I (Job Order) Bldg. Inspector</div> <div>LITO RAVELO Admin. Aide I (Job Order) Bldg. Inspector</div> <div>ROMEO GAVIOLA Admin. Aide I (Job Order) Bldg. Inspector</div> <div>ANTHONY NUEZ Admin. Aide (Job Order) Bldg. Inspector</div>
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	2.Prepare notice of violation Serve notice of violation		1 day	ENGR. MARIAN ATILLO Engineer II Head of OBO Div.
	3. Preparation of documents for cases indorsed to legal office		2 hours	KATHERINE ASEBAL Clerical Aide Admin. Aide I JUANITA FLAGUERA Admin. Aide I (Casual) Clerical Aide LETECIA OMEGA Admin. Aide I (Job Order) Clerical Aide AREA INSPECTOR
	4.Approval of Judicial affidavit and other documents		1 day	ENGR. DIONISIO DE PAZ City Engineer Head of Office
	5.Endorsement of cases filed		3 mins	.
	TOTAL		4 DAYS, 2 HRS. 3 MINS	

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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<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>
How feedbacks are processed	<p>-the result are opened daily, corrected and analyzed.</p> <p>-the reply or answers are acted promptly. All offices/departments prepared monthly result to be submitted to the quality management office.</p>
How to file a complaint	<p>-there are steps to do that:</p> <p>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>
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 Head of Office.</p>
Contact Information of CCB, PCC, ARTA	<p>Email add: cityengineersoffice@gmail.com</p> <p>Facebook account: city engineers office</p>

CITY ARCHITECT'S OFFICE

RECEIVED OTHER PERTINENT DOCUMENTS NEEDED BY THE OTHER DEPARTMENT OR AGENCIES,
INTERNAL FUNCTIONS

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

Office/Division:		City Architect's Office		
Classification:		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	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	30 minutes	Ar. Ian Ray G. Perez, UAP, JD 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 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 Accomplishment and Pictures of Current Condition of Project Site to the receiving clerk	1. Received and record documents or communication letter from Mayor's Office/Department/and other agencies	None	15 minutes	Ms. Gina O. Caadan 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	5 minutes	Ms. Gina O. Caadan 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	None	10 minutes	Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect

	assigned the task to the programming, design and planning division.			Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern)
	3.1 Conducting Site Inspection and Checking of Contractor's Statement of Work Accomplished	None	3 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division
	3.3 Preparation of Certificate of Completion or Evaluation Report for recommendation and revisions if needed.		1 day	Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhardt N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea
	3.4 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed.		20 minutes	Ar. Karen Chelo Esquibel-Binghoy
	3.5. Releasing of Certificate of Completion or Evaluation Report to Client.		10 minutes	Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect
				Ms. Gina O. Caadan Receiving Clerk

				Mr. Demart P. Rupa Administrative Aide I. Ms. Jovelyn C. Galo Administrative Officer
	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			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 Pictures of Current Condition of Project Site to the receiving clerk	1. Received and record documents or communication letter from Mayor's Office/Department/and other agencies	None	15 minutes	Ms. Gina O. Caadan 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	5 minutes	Ms. Gina O. Caadan Receiving Clerk Mr. Demart P. Rupa Administrative Aide I.
	2.2 Delegate the received documents or communication letter to division in-charge and	None	10 minutes	Ms. Jovelyn C. Galo Administrative Officer

	assigned the task to the programming, design and planning division.	None		Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect Division In-Charge- (Period/time shall be based to the technical aspect of the project/concern) Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect
	3.1 Conducting Site Inspection and Checking of Contractor's Statement of Work Accomplished			
	3.3 Preparation of Endorsement for Billing or Evaluation Report for recommendation and revisions if needed (back to step 3.2).			
	3.4 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed.			
	3.5. Releasing of Endorsement for Billing or Evaluation Report to client.			
			3 days	
			1 day	
			20 minutes	
			10 minutes	

				Ms. Gina O. Caadan Receiving Clerk Mr. Demart P. Rupa Administrative Aide I. Ms. Jovelyn C. Galo Administrative Officer
	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. Gina O. Caadan 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. Gina O. Caadan 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. Ms. Jovelyn C. Galo Administrative Officer
	2.3 Issue Work Suspension Order to Contractor.		2 days	Ar. Ian Ray G. Perez, UAP, JD

				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
	3.2 Conducting Research and Preparation of Revised Construction Working Drawings and Change Order.		18 days	Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea
	3.3 Approve/Disapprove the documents and delegate to the design, planning & programming division for recommendation and revisions if needed (back to step 3.2). 3.4. Issuing Work Resumption Order to Contractor.		45 minutes	Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect
	3.5 Releasing of documents, Revised Construction Working Drawings and Change Order to Contractor.		5 minutes	Ms. Gina O. Caadan Receiving Clerk Mr. Demart P. Rupa Administrative Aide I. Ms. Jovelyn C. Galo Administrative Officer

	TOTAL	None	22 days, 30 minutes	
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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. Gina O. Caadan 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. Gina O. Caadan 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, JD 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.	<p>3.1 Coordinate with the client for ocular site Inspection on the actual /proposed project site and evaluate Project Feasibility.</p> <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>	None	<p>3 days</p> <p>15 days</p> <p>1 day</p> <p>30 minutes</p>	<p>Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar.Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea</p> <p>Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect</p> <p>Ms. Gina O. Caadan Receiving Clerk</p>

				Mr. Demart P. Rupa Administrative Aide I. 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 R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea
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 R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar

				Mr. Chris C. Calipara Mr. Dan Marco D. Taeia
	6. Design development and preparation of Structural Designs, Drawings and Specifications.	None	20 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Reinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea
	7. Design development and preparation of Plumbing Designs, Drawings and Specifications	None	20 days	Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Reinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea
				Ar. Karen Chelo Esquibel-

	8. Design development and preparation of Electrical Designs, Drawings and Specifications.	None	20 days	<p>Binghoy Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhard N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea</p>
	9. Preparation of Detailed Estimate cost estimates and Program of Work,	None	10 days	<p>Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design, Planning and Programming Division</p> <p>Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhard N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea</p>
	9.1 (Upon approval of Project Funding) Preparation of PERT-CPM and ABC	None	7 days	<p>Ar. Karen Chelo Esquibel-Binghoy Division In-Charge of Design,</p>

	<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>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>1 day</p> <p>20 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Planning and Programming Division</p> <p>Ar. Claudine Mae R. Baretto Ar. Jessie Kristoffer D. Pacula Ar. Franchette Rae G. Anonas Ar. Joshua Zacarias T. Decio Ar. Maurice Chaster B. Estoya Ar. Rheinhart N. Castro Ms. Roxanne Marie L. Aguilar Mr. Chris C. Calipara Mr. Dan Marco D. Tadea</p> <p>Ar. Ian Ray G. Perez, UAP, JD OIC-City Architect</p> <p>Ms. Jovelyn C. Galo Administrative Officer Ms. Gina O. Caadan Receiving Clerk Mr. Demart P. Rupa Administrative Aide I.</p> <p>Ms. Gina O. Caadan Receiving Clerk</p>
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	9.7. Submit to the Bid and Award committee (BAC) for bidding		20 minutes	Mr. Demart P. Rupa Administrative Aide
			20 minutes	Ms. Gina O. Caadan Receiving Clerk
				Mr. Demart P. Rupa Administrative Aide
(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	<p>The Public Assistance and Complaint Desk will forward the complaint to the Administrative Officer (AO).</p> <p>The AO shall review the nature of complaint.</p> <p>For simple complaints, the AO shall answer it immediately.</p> <p>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.</p> <p>Provide the complainant a feedback after receiving result of investigation and Action of the concerned Division thru a letter signed by the Department Head.</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>

TRAFFIC OPERATIONS, MANAGEMENT ENFORCEMENT AND CONTROL OFFICE

PUBLIC ASSISTANCE DESK

To assist transacting public regarding service/s availed.

		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
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.	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	REMILYN A. ABEJAR 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	WILLIAM D. HOMERES Admin Aide IV / AO-Designate PAUL JOANNES G. LADESLA Admin Aide I / Head, Facilities Management Division, Chief, Adjudication and Paralegal Section

	2. Evaluation, Investigation and submission of findings/ recommendation, Final Case resolution.	None	2 Hours	RESTITUTO A. REGLOS Executive Assistant III / Consultant ISABELO LAGUTAN Communication Equipment Operator II / Head Traffic Planning Division ENGR. GARRY A. SORIANO Office-in-Charge TOMEKO PAUL JOANNES G. LADESLA Admin Aide I / Head, Facilities Management Division, Chief, Adjudication & Paralegal Section WILLIAM D. HOMERES Admin Aide IV / AO-Designate
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
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		
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>	1. Receiving of Citation Tickets, Notices of Violation and MTCC Subpoena from customer/clients	None	5 minutes	<p>MONINA P. ALVAREZ Admin Aide I / Endorsement of Payment</p>
<p>b. Issuance of endorsement Slip for payment to the City Treasurers Office located at the basement Tacloban City Convention Center (Astrodome).</p>	2. Evaluation and Inquiry at Traffic Para-Legal section database regarding the traffic violation and	None	5 minutes	<p>PAUL JOANNES G. LADESILA Admin Aide I / Head, Facilities Management Division, Chief, Adjudication and Paralegal Section</p> <p>RANKIN D. VENCER Admin Aide I / Clearance Encoder</p> <p>AIRA MAE E. DELA ROSA Admin Aide I / Database Encoder</p> <p>EDMELYN S. MENDOVA Admin Aide I / Database Encoder</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.	3. After evaluation, issuance of endorsement Slip for payment to the City Treasurer's Office/Cashier-in-charge	<p>Fines for Traffic Violations imposed under the City Ordinance # 2000-01(Traffic Code) and other City Ordinances</p> <p>Traffic Ordinance Fee – (P500.00-600.00)</p> <p>Anti-Jay Walking Ordinance- 1st Offense – (200.00) 2nd Offense – (300.00) 3rd Offense – (500.00)</p> <p>Anti-Smoking Ordinance- 1st Offense – (1,000.00) 2nd Offense – (3,000.00) 3rd Offense – (5,000.00)</p> <p>Face Mask Ordinance- P 1,000.00</p>	5 minutes	<p>MONINA P. ALVAREZ Admin Aide I / Endorsement of Payment</p> <p>Local Revenue Collector I / Cashier</p>
	4. After payment, customer/client present proof of Official Receipt/Payment to TOMEKO in-charge for record and delisting from future court charges.	None	5 minutes	<p>MONINA P. ALVAREZ Admin Aide I / Endorsement of Payment</p> <p>ERIC LAGRAMADA</p>

				Admin Aide I / Database Encoder AIRA MAE E. DELA ROSA Admin Aide I / Database Encoder
TOTAL		Traffic Ordinance Fee – (P500.00-600.00) Anti-Jay Walking Ordinance- 1 st Offense – (200.00) 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	20 minutes	

A.2.TOMECO Clearance & Inspection for Renewal Inspection: Present the inspection form together with necessary requirements to the front desk. Front Desk Officer will give the	1. vehicle inspection services for Public Utility Vehicles / Public Utility Jeepneys / MCH / Pedicabs for Hire.	None	5 minutes	CRISPINO G. BASAS Admin Aide I / Inspection Officer PAUL JOANNES G. LADESLA Admin Aide I / Head, Facilities Management Division, Chief,
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documents to the Inspector. Escort the Inspector to the MCH/ PUJ/ PUV and Pedicab to be Inspected.				Adjudication and Paralegal Section ISABELO LAGUTAN Communication Equipment Operator II (Regular) / Head, Traffic Planning Division
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.				
Clearance: 1. Present the clearance form together with the necessary requirements to the front desk officer.	2. Issuance of TOMEKO Clearance for Public Utility Vehicles, Motorcab for Hire and Pedicabs.	80.00	5 minutes	WENECLETO F. ODAL Admin Aide I / Liaison Officer RANKIN D. VENCER Admin Aide I / Clearance Encoder
2. Front desk officer will give the documents to the clearance officer for evaluation and verification from the database. • 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	3.A. Issuance of endorsement Slip for payment to the City Treasurer's Office/Cashier-in-charge if there is violation	None	5 minutes	RANKIN D. VENCER Admin Aide I / Clearance Encoder WENECLETO F. ODAL Admin Aide I / Liaison Officer RANKIN D. VENCER Admin Aide I / Clearance Encoder AIRA MAE E. DELA ROSA Admin Aide I / Database Encoder

clearance officer will release the TOMEKO clearance. • If No Pending Violations, Clearance officer will Release the TOMEKO Clearance.				
TOTAL		80.00	15 minutes	

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		TOMECO Office		
<ul style="list-style-type: none">Official Receipt / Certification of registration of Motor VehicleDriver'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	LIBERTY GUARDINO Admin Aide I / Impounding Personnel
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	LIBERTY GUARDINO Admin Aide I / Impounding Personnel

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.	2. Evaluation and Issuance of endorsement slip for payment at City Treasurer's Office / Cashier-in-charge.	Traffic Violation Fee No DL – (P 600.00) Unregistered MV – (P 500.00) Impounding Fee – (P 500.00) Other Violations – (P 500.00)	5 minutes	MONINA P. ALVAREZ Admin Aide I / Endorsement of Payment
	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.	None	5 minutes	LIBERTY GUARDINO Admin Aide I / Impounding Personnel MONINA P. ALVAREZ Admin Aide I / Endorsement of Payment ERIC LAGRAMADA Admin Aide I / Database Encoder
TOTAL		No DL – (P 600.00) Unregistered MV – (P 500.00) Impounding Fee – (P 500.00) Other Violations – (P500.00)	20 minutes	

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 TOMEKO Chief narrating specific details of the complaint.
How complaints are processed	The Public Assistance and Complaint Desk will forward the complaint to the Administrative Officer. The Administrative Officer shall review the nature of complaint. For simple complaints, the Concerned division shall answer it immediately. For complex complaints, the PACD will forward it to the concerned Division for appropriate action. Concerned Department will send a copy of result of investigation and action to PACD. Provide the complainant feedback after receiving result of investigation and action of the concerned Department thru a letter signed by the TOMEKO Chief.
Contact Information	William d. Homeres – AO Designate 0995-836-0663 TOMEKO TACLOBAN Facebook Page

Prepared by:

WILLIAM D. HOMERES
AO-Designate

Noted by:

ENGR. GARRY A. SORIANO
Officer-in-Charge

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

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	Day Care Worker
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	Day Care Worker
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

<u>BURIAL 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) • 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 		
In extremely justifiable circumstances, a Barangay Certification certifying the identity of the client may be presented in lieu of an identification card.		Barangay Hall		
Signed authorization letter (if applicable)		Beneficiary of assistance except for those who do not have the capacity to act or below 18 years old		
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 or social welfare and development personnel.	None	3 minutes	<i>PACD Officer</i>
3. Answer inquiry of social welfare personnel.	3. Conduct data gathering/interview and prepare brief case findings			<i>Raissa Grace S. Aguilar, RSW</i>
4. Receive the original copy of the brief case findings	4. Issue brief case findings.			<i>PACD Officer</i>
5. Fill out the Client Satisfactory Measurement Survey	5. Provide the client the CSMS form per Committee on Anti-Red Tape guidelines.	None	1 hour	

6. Proceed to benevolent institution (NGAs, NGOs) – submit required documents	6. Prepare Certificate of Eligibility, Disbursement Voucher and Obligation Request	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW PACD Officer</i>
		None	5 minutes	<i>Raissa Grace S. Aguilar, RSW PACD Officer</i>
		None	15 minutes	<i>Raissa Grace S. Aguilar, RSW PACD Officer</i>
				<i>Leslia S. Salundaga SWAide</i>
	TOTAL	None	4 hrs 30 mins	

ISSUANCE OF SOCIAL CASE STUDY REPORT

Facilitate the provision of medical or financial assistance (above PhP10, 000.00 of gross hospital bill, etc.) from the Crisis Intervention Unit of DSWD FO8 through issuance of social case study report

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<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)

		<ul style="list-style-type: none"> • 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 		
<u>BURIAL 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) • 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> <i>PACD Officer</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>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
3. Answer inquiry of social worker.	3. Conduct data gathering/interview and prepare social case study report.			

		None	4 hours	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
4. Receive the original copy of the social case study report.	4. Issue social case study report	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
5. Proceed to benevolent institution (NGAs, NGOs) – submit required documents		None	15 minutes	
	Total	None	4hrs 24mins	

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: 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 6. Submit family assessment and other requirements to DSWD FO8 for issuance of Travel Clearance for Minors Travelling Abroad	1. Give the log book to client.	None	3 minutes	<i>Raïssa 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. 3. Receive the required documents and check for completeness	None	3 minutes	<i>Raïssa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	4. Gather information	None	5 minutes	 <i>Jo-Ann A. Luna, RSW</i> <i>Social Welfare Officer III</i>
	5. Home visitation	None	15 minutes	 <i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i>

	6. Issue family assessment to parent or authorized representative.	None	2 hours	<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>
		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> <i>Officer of the Day (Family and Community Welfare Program)</i>
	Total	None	2 hrs 31 mins	

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

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 certificate of indigence	1. Give the log book to client.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	3. Conduct data gathering/interview and prepare certificate of indigence	None	20 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	4. Issue certificate of indigence	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	Total	None	29 mins	

ISSUANCE OF SOLO PARENT ID

A Solo Parent ID is a valid identification card issued to eligible solo parents of various circumstance. This identification card is a valuable resource that grants access to various government programs and services tailored to aid solo parents and their children. These include help from the government and entitled leave benefits which can be utilized when tending to their child's necessities or for personal care during periods of illness.

Office or Division:	CSWDO – Family and Community Welfare Program	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All eligible solo parents of the city	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>BIRTH OF A CHILD AS A CONSEQUENCE OF RAPE</u> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) • Complaint affidavit (1 photocopy) • Medical record on the incident of rape (1 photocopy) • Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children at the time of the execution of the affidavit: Provided, that for purposes of issuance of subsequent solo parent identification card (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 • Attorney at-law • Health facilities • Attorney at-law
<u>WIDOW/WIDOWER</u> <ul style="list-style-type: none"> • Birth certificate/s of child or children (1 photocopy) 		<ul style="list-style-type: none"> • Attorney at-law • CSWDO • PSA • PSA

<ul style="list-style-type: none"> • 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 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 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) • 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 • Attorney at-law • 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) 	<ul style="list-style-type: none"> • PSA • PSA

<ul style="list-style-type: none"> • 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"> • 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) • 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 of 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 • 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) 	<ul style="list-style-type: none"> • PSA • PSA

<ul style="list-style-type: none"> • 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, preceding three requirements 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"> • POEA • 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 • 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 <p>Court DSWD or National Authority on Child Care (NACC) DSWD or National Authority on Child Care (NACC)</p> <ul style="list-style-type: none"> • Attorney at-law <ul style="list-style-type: none"> • Attorney at-law <ul style="list-style-type: none"> • 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); • 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"> • PSA • PSA, court <ul style="list-style-type: none"> • Court <ul style="list-style-type: none"> • Attorney at-law; court <ul style="list-style-type: none"> • Attorney at-law; court

<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"> • CSWDO 		
<p><u>For Lost SPIC</u></p> <ul style="list-style-type: none"> • Affidavit of loss (1 original) • 1 pc 1x1 ID picture • Sworn affidavit (1 photocopy) • Affidavit of barangay official 				
<p><u>Other Reminders:</u></p> <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 2. Submit required documents to assigned worker for the day.	1. Give the log book to client.	None	3 minutes	<i>Raissa Grace S. Aguilar, RSW</i> <i>PACD Officer</i>
	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>

3. Answer inquiry of social welfare personnel. 4. Attend orientation on Expanded Solo Parents Welfare Act (RA 11861) 5. Receive Solo Parent ID.	3. Conduct data gathering/interview and submit to SPO.	None	20 minutes	<i>Monday: Jerome Corpuz</i> <i>Tuesday: Gary Canaber</i> <i>Wednesday: Rose Ann Quebec</i> <i>Thursday: Maribeth Cabosura</i> <i>Friday: Renibeth Badanggo</i> <i>(Administrative Aide, JO)</i>
	4. Conduct barangay validation. Approve application for Solo Parent ID and conduct Orientation seminar to solo parents.	None	7 days	 <i>(please refer to worker's area of assignment)</i>
	5. Issue solo parent ID card.	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
1. Sign in the client log book at the Public Assistance and Complaints Desk 2. Submit required documents to assigned worker of the day	1. Give the log book to client. 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,</i> <i>RSW</i> <i>PACD Officer</i>
		None	3 minutes	<i>Officer of the Day:</i>

<p>3. Answer inquiry of social welfare personnel.</p> <p>5. Receive the original copy of the certificate of indigence.</p>	<p>3. Conduct data gathering/interview and prepare certificate of indigence</p> <p>4. Conduct barangay validation.</p>	None	20 minutes	<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></p> <p><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></p> <p><i>Social Welfare Officer I</i></p> <p><i>(please refer to above officer of the day schedule)</i></p>
	<p>5. Issue certificate of indigence.</p>	None	4 hours	
		None	3 minutes	
	Total	None	4 hours 29 minutes	

ENDORSEMENT OF INTENSIVE OUTPATIENT PROGRAM (IOP)

Providing seamless endorsement and comprehensive support for clients requiring Intensive Outpatient Program (IOP) to ensure their successful treatment and reintegration into society.

Office or Division:	CSWDO – Family and Community Welfare Program			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons who used Drugs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Proof of residency (1 original)• Assessment Report (1 original)• Endorsement Letter (1 photocopy)• Commitment Agreement (1 original)		<ul style="list-style-type: none">• Barangay where applicant resides• DOH, Rehabilitation Centers, Social Worker• DOH, Rehabilitation Centers, Social Worker• CSWDO		
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 assigned worker of the day	2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.	None	3 minutes	<i>PACD Officer</i>
3. Await the review and decision regarding the endorsement.				<i>Officer of the Day:</i> <i>Monday: Jerome Corpuz</i>

<p>4. Receive notification from the CSWDO regarding the endorsement decision and attend all scheduled sessions.</p>	<p>3. Review assessment report and documents and inform client of the endorsement decision via call, e-mail or in person.</p>			<p><i>Tuesday: Gary Canaber</i></p>
	<p>4. Coordinate with the IOP provider to facilitate enrolment.</p>			<p><i>Wednesday: Rose Ann Quebec</i></p>
	<p>5. Attend scheduled meetings and provide ongoing support and adjust the treatment plan as necessary.</p>	None	15 minutes	<p><i>Thursday: Maribeth Cabosura</i></p> <p><i>Friday: Renibeth Badanggo</i></p> <p><i>(Administrative Aide, JO)</i></p>
		None	20 minutes	<p><i>Jo-Ann A. Luna, RSW</i></p> <p><i>Social Welfare Officer III</i></p>
		None	1 hour	<p><i>Reina Lourdes Faye P. Gayon</i></p> <p><i>Social Welfare Officer I</i></p> <p><i>Jo-Ann A. Luna, RSW</i></p>

				<i>Social Welfare Officer III</i> <i>Reina Lourdes Faye P. Gayon</i> <i>Social Welfare Officer I</i>
	Total	None	1 hour 41 minutes	

ASSISTANCE TO VICTIMS OF VIOLENCE AGAINST WOMEN, VAWC AND TRAFFICKING IN PERSONS

The Local Government Unit through CSWDO assists children and women in need of special protection and refer cases filed against their abusers/perpetrators to proper agencies and institutions.

Office:	City Social Welfare and Development Office – Women Welfare Program			
Classification:	Complex/Highly Technical			
Type of transaction:	G2C-Government to Citizen			
Who may avail:	Women and their children who are victims of physical abuse, maltreatment, exploitation, cruelty, discrimination and other forms of violence; trafficked victims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth certificate of the child – 1 photocopy		PSA		
Written history of abuse		Client		
Medico-legal (if applicable) – 1 original		Attending physician		
Barangay Blotter – 1 photocopy		Barangay		
Police Blotter – 1 photocopy		Philippine National Police		
Request for Psychological Evaluation		Philippine National Police		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook at the Public Assistance and Complaint's Desk.	1. Provide logbook to the client.	None	2 minutes	<i>Adoracion L. Diaz Social Welfare Assistant</i>
2. Proceed to Women Welfare Division	2. Endorse client to the Women Welfare Division	None	1 minute	<i>Adoracion L. Diaz Social Welfare Assistant</i>
3. Report his/her problem	3. Conduct initial interview with the client	None	30 minutes	<i>Marites P. Ronda Social Welfare Assistant</i>
	3.1 Evaluate and assess the problem	None	10 minutes	<i>Marlyn T. Macarayon Social Welfare Assistant</i>

<p>3.2.2 Provide personal data and information of the problem presented</p> <p>3.3.1 Submit required documents and answer in-depth interview</p> <p>3.3.2 Receive original copy of social case study report.</p> <p>3.3.2 Undergo medico-legal at WCPU-EVMC Tacloban</p>	<p><i>If the client or victim needs counseling</i> schedule confrontation or dialogue. 3.2.1 issue invitation to respondent for counseling session</p>	None	3 minutes	<p><i>Marites P. Ronda Social Welfare Assistant Marlyn T. Macarayon Social Welfare Assistant</i></p>
	3.2.2 Conduct individual/ family counseling and home visitation	None	4 hours	<p><i>Carmela D. Bastes Social Welfare Officer IV</i></p>
	<p><i>If client is for psychological evaluation</i> 3.3.1 Conduct interview and prepare social case study report</p>	None	4 hours	<p><i>Carmela D. Bastes Social Welfare Officer IV</i></p>
	3.3.2 Issue social case study report.	None	3 minutes	<p><i>Carmela D. Bastes Social Welfare Officer IV</i></p>
	<p><i>If victim of abuse needs rescue,</i> 3.4.1 Request assistance from TCPO-WCPD and coordinate with barangay officials for appropriate action</p>	None	30 minutes	<p><i>Marites P. Ronda Social Welfare Assistant Marlyn T. Macarayon Social Welfare Assistant</i></p>
	3.4.2 Conduct rescue operation	None	2 hours	<p><i>Carmela D. Bastes Social Welfare Officer IV</i></p>
	3.4.3 Extend available assistance to the victim	None		
		None		

	TOTAL	None	Counseling: 4 hours 46 minutes For Psychological Evaluation: 4 hours 46 minutes For Rescue operation: 3 hours 13 minutes	
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* Social workers and social development workers are to provide psychosocial counseling post-rescue operation of victim-survivors of trafficking and assist the latter all throughout the process from recovery to reintegration. Victims may also be placed in Women and Children Shelter (an LGU run/registered, licensed and accredited residential care facility) for protective custody. They may also be provided support such as transportation assistance.

PROVISION OF ASSISTIVE DEVICES TO PERSONS WITH DISABILITIES

As part of auxiliary social services and in support to the Magna Carta for Persons with Disabilities, the CSWDO provides augmentation support for assistive devices to orthopedically and physically challenged individuals who lacks financial resources to attain maximum improvements of their physical residual capacities to facilitate integration to family and community life.

Office:	CSWDO – Program for the Welfare of Persons with Disability			
Classification:	Simple/Complex			
Type of transaction:	G2C-Government to Citizen			
Who may avail:	Indigent Children and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical certificate (indicating the specific assistive devices needed) – 2 photocopies			Attending Physician	
Prescription indicating the specific assistive devices needed – 2 photocopies				
Barangay Certificate of Indigency – 1 original and 1 photocopy			Barangay Hall	
Whole body picture of PWD			Client	
PWD ID – 2 photocopies			PDAO	
Request letter			Client	
<i>*Provision of the assistance is still based on the record of availments of the client and assessment of Social Worker.</i>				
<i>*Documents are still subject for verification and additional documents (such as quotation of assistive device) may be required depending on the case.</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client’s logbook at the Public Assistance and Complaint’s Desk.	1. Provide logbook to the client. Refer to social worker or social welfare and development worker.	None	2 minutes	Adoracion L. Diaz Social Welfare Assistant
2. Submit their complete requirements.	2. Receive and review the required documents.	None	5 minutes	Nybeth Mae B. Cua Social Welfare Assistant

3. Answer inquiry	3. Interview and assess persons with disability needs	None	20 minutes	Ivy Mae Mumar Social Welfare Officer Maria Lourdes G. Sabate Social Welfare Officer III
4.1.1 Affix signature on logbook and acknowledgment receipt of medical assistive device.	For provision of assistive device 4.1.1 Prepare acknowledgement receipt and logbook for signature of client.	None	10 minutes	Nybeth Mae B. Cua Social Welfare Assistant
4.1.2 Receive assistive device	4.1.2 Issue medical assistive device and capture photo documentation for means of verification purposes.	None	5 minutes	Ivy Mae Mumar Social Welfare Officer Maria Lourdes G. Sabate Social Welfare Officer III
4.2.1 Answer in-depth interview. Receive social case study report/ referral letter.	For referral to DSWD or other social welfare agencies 4.2.1 Prepare and issue referral letter/ social case study report.	None	4 hours	Ivy Mae Mumar Social Welfare Officer Maria Lourdes G. Sabate Social Welfare Officer III

	TOTAL	None	Provision of Assistive Device: 42 minutes For referral to SW agencies: 2 hours 50 minutes	
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PROVISION OF ASSISTANCE DURING AND POST-RESCUE OPERATION TO PSYCHO-IMPAIRED PERSONS AND OTHER ABUSED PWDS

Rescue operations are conducted as part of the restorative service to persons with disabilities. Those rescued are provided community-based support services to hasten their reintegration into their respective communities and families.

Office:		CSWDO – Program for the Welfare of Persons with Disability		
Classification:		Simple/Complex		
Type of transaction:		G2C-Government to Citizen		
Who may avail:		Vagrant psycho-impaired persons and other abused PWDs and/or their family/relatives/significant others		
CHECKLIST OF REQUIREMENTS			FROM WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For walk-in referral 1.1.1 Sign in the client’s logbook at the Public Assistance and Complaint’s Desk. 1.1.2 Report his/her problem. Report received through phone call, text, chat or e-mail 1.2.1 Send a request via text message, online message,	1.1.1 Provide logbook to the client. Refer to social worker or social welfare and development worker.	None	2 minutes	Adoracion L. Diaz Social Welfare Assistant
	1.1.2 Conduct interview. Evaluate and assess the problem presented.	None	10 minutes	Nybeth Mae B. Cua Social Welfare Assistant Ivy Mae Mumar Social Welfare Officer
	1.2.1 Acknowledge the receipt of referral and validate lacking	None	20 minutes	Maria Lourdes G. Sabate Social Welfare Officer III

call or email with details such as basic information of person needing rescue (name, address, age, type of disability), place of occurrence, response needed	<p>information. Provide client update/feedback about the status of his/her concern</p> <p>2. Request assistance from City Health Office and/or TCPO and coordinate with barangay officials for appropriate action.</p> <p>3. Conduct rescue operation</p> <p>4.1 Extend available assistance to the victim.</p> <p>4.2 Coordinate and refer to other agencies for further intervention</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>2 hours</p>	<p><i>Nybeth Mae B. Cua</i> Social Welfare Assistant <i>Ivy Mae Mumar</i> Social Welfare Officer <i>Maria Lourdes G. Sabate</i> Social Welfare Officer III</p>
	TOTAL	None	<p>Walk-in referral 2 hours 42 minutes</p> <p>For reports received electronically 2 hours 50 minutes</p>	

TACLOBAN CITY YOUTH HUB INDOOR AND OUTDOOR SPACE RESERVATION AND USE

The TCYH aims to provide quality free space and training facilities with support services that will create opportunities and develop the youth to be economically productive, social responsible, and physically, emotionally, and spiritually healthy individuals.

Office:		CSWDO - Tacloban City Youth Hub		
Classification:		Simple		
Type of transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		all		
CHECKLIST OF REQUIREMENTS			FROM WHERE TO SECURE	
Reservation 1. Inquiry via email, chat or call (1 email, chat or call) 2. Reservation Form (1 scanned copy)			Requesting party TCYH Staff (via email)	
Egress 1. Incident Report (if applicable; 1 printed form) 2. Client Satisfaction Measurement Survey – 1 original			TCYH staff TCYH staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the function room is available	1. Receive and acknowledge inquiry of client and check availability of indoor our outdoor space.	None	3 minutes	<i>Rachel A. Ranara Day Care Worker I</i>
2. Fill-out the reservation form.	2. Issue reservation form	None	3 minutes	<i>Eduardo M. Ong Admin Aide (JO)</i>
3. Submit the reservation form.	3. Receive and confirm the reservation.	None	3 minutes	<i>Eduardo M. Ong Admin Aide (JO)</i>
4. Use the space per requested schedule.				
Egress				
5. Inform staff re: end of activity. If possible, help in the restoration of the area.	5. Restore the area; inspect and determine if nothing is missing or damaged.	None	10 minutes	<i>Eduardo M. Ong Admin Aide (JO)</i>

	Note: If there are missing/damaged items, and any untoward incident, fill out incident report.	None	5 minutes	
6. Accomplish the client satisfaction measurement survey.	6. Provide Client Satisfaction Measurement Survey form.	None	3 minutes	<i>Eduardo M. Ong Admin Aide (JO)</i>
	TOTAL	None	27 minutes	

PROVISION OF FINANCIAL ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION

The Assistance to is one of the social welfare services of the CSWDO that provides medical assistance, burial, transportation, education, food or financial assistance for other support services or needs of a person or family.

Office:	CSWDO – Emergency Assistance Program (AICS Unit)			
Classification:	Simple			
Type of transaction:	G2C – Government to Citizen			
Who may avail:	Individuals or families in difficult circumstances and/or affected by disasters and calamities; indigent and financially incapacitated individuals			
CHECKLIST OF REQUIREMENTS		FROM 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>BURIAL 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) • 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>Adoracion L. Diaz</i> <i>Social Welfare Assistant</i>

2. Submit required documents to Front Desk Officer.	2. Receive the required documents and check for completeness. Refer to social worker or social welfare and development personnel.	None	3 minutes	<i>Adoracion L. Diaz Social Welfare Assistant</i>
3. Answer inquiry of social welfare personnel.	3. Conduct data gathering; input information in Tacloban Social Services (TSS) program and print Certificate of Eligibility.	None	20 minutes	<i>Mary Ann E. Lomuntad Fediric Acosta Admin Aide</i>
4. Answer interview of social worker	4. Interview client, assess immediate need and recommend amount of assistance based on guidelines	None	15 minutes	<i>Carmela D. Bastes, RSW Social Welfare Officer IV</i>
5. Sign in the client logbook and acknowledgment receipt.	5. Record information on logbook: client's name, address, age, type of assistance, amount to be given and give logbook and acknowledgment receipt to client for signature.	None	10 minutes	<i>Carmela D. Bastes, RSW Social Welfare Officer IV</i>
6. Receive financial assistance.	6. Release approved financial assistance to the client.	None	2 minutes	<i>Carmela D. Bastes, RSW Social Welfare Officer IV</i>
	TOTAL	None	53 minutes	

PROVISION OF BASIC RELIEF ASSISTANCE TO FAMILIES AFFECTED BY NATURAL OR HUMAN-INDUCED DISASTERS IN EVACUATION CENTERS

The Tacloban Pilot Evacuation Center, managed by the CSWDO, ensures that temporary refuge to individuals and families potentially at risk or in actual danger are provided and that all evacuees are provided with basic needs such as but not limited to food, clothing, domestic items, hygiene materials and other essential non-food items.

Office:		CSWDO – Emergency Assistance Program		
Classification:		Simple		
Type of transaction:		G2C – Government to Citizen		
Who may avail:		Individuals or families affected by disasters and calamities		
CHECKLIST OF REQUIREMENTS			FROM WHERE TO SECURE	
•			•	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ingress of individual/families				
1. Answer inquiry of social welfare personnel or accomplish DAFAC/FAC Make sure to provide information on vulnerabilities such as family members who are pregnant, lactating, elderly, PWD and others.	1. Register incoming evacuees using DAFAC (Disaster Assistance Family Access Card) or FAC (Family Access Card) indicating the following profile: name, age and sex of family head and place of origin of evacuees, members of the family, solo parent.	None	15 minutes	Jose M. Parto Day Care Worker I
2. Receive beneficiary’s copy of DAFAC/FAC and vouchsafe	2. Issue DAFAC/FAC beneficiary’s copy to the family head.	None	3 minutes	Mary Ann E. Lomuntad Admin Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accommodation				
3. Attend orientation.	3. Organize evacuees into groups with identified team leaders and orient them on rules and regulations during their stay in the evacuation center.	None	1 hour	<i>Camp Managers</i>
4. Receive relief items: food and non-food.	4. Assist in the distribution of goods.	None	5 minutes	<i>Social Welfare and Development workers/ Volunteers</i>
5. Participate in the recreational activities.	5. Conduct recreational activities (Ensure that Child Friendly Spaces or Temporary Learning Spaces are established)	None	1 hour	<i>Day Car Workers</i>
Egress				
6. Inform staff of their readiness to return to respective places of origin; if possible assist in area restoration.	4. Restore the area; inspect and determine if nothing is missing or damaged.		30 minutes	<i>Camp Managers/ volunteers</i>
	TOTAL	None	2 hours and 53 minutes	

This Citizens' Charter is limited to CSWDO processes involving the client and/or family members, relatives and/or significant others. Camp Coordination and Camp Management procedures are included in the evacuation center's operational guidelines.

PROVISION OF CENTENARIAN GIFTS TO CENTENARIAN

Republic Act No. 10868 or the Centenarian Act of 2016 gives due recognition to Filipino citizens who reached the age of 100 years old. The Local Government Unit through the CSWDO provides the centenarian benefit of Php100,000.00.

Office or Division:	Senior Citizen Welfare Program	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Elderly who reached the age of 100 years	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of live birth (1 original)		Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)
Philippine passport (1 original or one certified true copy)		Department of Foreign Affairs (DFA)
In the absence of birth certificate or Philippine passport, any Philippine-government issued identification cards (1 original and 1 certified true copy) <ul style="list-style-type: none">• Senior Citizen ID• Driver’s License• Social Security cards • License• Voter’s ID• National ID• Member Data Record		Office of Senior Citizen Affairs (OSCA) Land Transportation Office (LTO) Social Security System (SSS) or Government Service Insurance System (GSIS) Professional Regulatory Commission (PRC) Commission on Elections (COMELEC)

		Philippine Identification System (PhilSYS), PSA PhilHealth		
<p>In the absence of the above-mentioned primary IDs, any of the two of the following secondary documents may also be accepted:</p> <ul style="list-style-type: none"> • Marriage Certificate • Birth certificate of children • Affidavit executed by at least two (2) disinterested persons • Old school or employment records • Baptismal and/or confirmation records • Medical and/or dental examination • Other related documents 		<p>Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)</p> <p>Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR)</p> <p>Lawyer (either public or private)</p> <p>School or employment agency</p> <p>Parish church and other religious denomination</p> <p>Government /private doctors or dentist</p> <p>National Commission on Muslim Filipinos (NCMF)/ National Commission on Indigenous People (NCIP), AFPSLAI, AMWSLAI, Veterans</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Centenarian and/or nearest surviving applicant submit one (1) original or one (1) certified true copy of the necessary documentary requirements	<p>1.1 Receive documentary requirements.</p> <p>1.2 Conduct desk or home validation to the identified potential centenarians and/or nearest surviving relative.</p>	None	5 minutes	

		None	Desk validation: 3 working days	
	<p><i>If assessed as eligible</i>, CSWDO shall send a letter citing the eligibility of the applicant or inform the nearest surviving relative applicant.</p> <p><i>If documents submitted are incomplete and/or with discrepancy</i>, centenarian or nearest surviving relative applicants shall comply with the additional requirements and/or reconcile the documents with discrepancies.</p>		Home validation: 7 working days	
2. Centenarian and/or nearest surviving relative receive the centenarian benefit.	2. Prepare documents such as disbursement voucher, obligation request or payroll, etc. corresponding to the number of eligible centenarians to be awarded. Release centenarian benefit to eligible centenarian and/or nearest surviving relative.	None	20 working days	
	TOTAL		30 days and 5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box inside the City Social Welfare and Development Office</p> <p>Contact info: cswdo.tacloban@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer Designate opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant focal persons or program manager and they are required to answer with three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087.</p>
How to file a complaint	<p>Answer the client Complaint form and drop it at the designated drop box in front of the City Social Welfare and Development Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: (1) Name of persons being complained, (2) Incident, (3) Evidence</p> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087</p>
How complaints are processed	The Administrative Officer designate opens the complaints drop box on a daily basis and evaluates each complaint.

	<p>Upon evaluation, the Administrative Officer designate shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Administrative Officer designate will create a report after the investigation and shall submit it to the Department Head for appropriate action.</p> <p>The Administrative Officer designate will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the following mobile number: +639054201087</p>
Contact Information of CCB, PCC and ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

CITY COOPERATIVE DEVELOPMENT AND LIVELIHOOD ASSISTANCE OFFICE

SECURE A CERTIFICATE FOR COOPERATIVES FOR BUSINESS PERMIT

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 or CNC (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 30.00 	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 80.00	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 30.00 	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 80.00	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				Cashier City Treasurer's Office
	1. Check official receipt	None	5 Minutes	Environmental Management Specialist II Natural Resources Management Division
	2. Endorse to DENR MGB for Area Clearance	None	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
	3. Received from MGB 3.1 Check, review documents	None	30 Minutes	Environmental Management Specialist II Natural Resources Management Division
	4. Return application to the client for ECC issuance from DENR-EMB	None		Environmental Management Specialist II

				Natural Resources Management Division
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
	3. Received from CPDO 3.1 Check, review documents	None	30 Minutes	Environmental Management Specialist II

				Natural Resources Management Division
	4. Endorse to TCMRB for deliberation	None	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
	5. TCMRB deliberation, recommend approval/disapproval and issue resolution	None	subject to TCMRB schedule	Environmental Management Specialist II Natural Resources Management Division
	6. From TCMRB endorse to CMO for permit approval/disapproval	None	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
	7. If approved issue order of payment for cash bond and delivery receipt	<ul style="list-style-type: none"> Cash Bond-Php 20,000.00 Delivery Receipt-Php 150.00 x no. of booklet 	10 Minutes	Environmental Management Specialist II Natural Resources Management Division
	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	MARIFE R. MURILLO 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	ELISEO S. CAYREL Chief Crops Section RUTH S. CARRIDO Front Desk Crops Section
3. Client would name his requested farm inputs and/or agri-related technology.	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. *Technical personnel will conduct Farm Visit if needed/requested by the client.	None	5 Minutes 4 Hours	ELISEO S. CAYREL Chief Crops Section

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	RUTH S. CARRIDO Administrative Aide I Record Keeping
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	MARIFE R. MURILLO 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 Administrative Aide 1 Front Desk Officer
3. Client would name his requested technical assistance and/or agri-related technology.	3. Staff will provide the technical assistance requested by the client as well as the requested technology thru print-outs/ techno-guide with added clarification/ explanation if needed. *Technical personnel will conduct Farm Visit if needed/requested by the client.	None	5 Minutes 4 Hours	AILEEN J. QUIMBO Agricultural Technologist ELISEO S. CAYREL

				Chief Crops Section
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	RUTH S. CARRIDO Administrative Aide I Record Keeping
Total		None	4 Hours & 10 Minutes	

PROVISION OF FARM INPUTS (RICE/CORN/HYBRID VEGETABLE SEEDS/FERTILIZERS WITH PRE-IDENTIFIED BENEFICIARIES THRU A MASTERLIST AS REQUIRED (BY 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	MARIFE R. MURILLO 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 / Agricultural Technologist ELISEO S. CAYREL Crop Section Chief
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	MA.MICHIE E. BUNA 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/ QUIMBO and AILEEN J. 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	MARIFE R. MURILLO 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

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 & HUCAF Chairman's signature then once signed, he will be provided with certification that he has been registered/enrolled in the RSBSA.	None	3 Minutes	RHODORA S. TINGZON Agricultural Technologist's
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: 10m. Dia. m. circle cage = ₱300 plus 196/unit 9x6 m. cage = ₱300 plus 135/unit	1 Minute	MA.MICHIE E. BUNA Front Liner Officer
2. Submit the required documents to front desk officer for initial assessment and verification	2. Receive the required documents and check as to it correctness and completeness			
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	For Fishing using nets: ₱300 plus 7.00/ meter	4 Hours	LOUIE MARTINEZ JOHN ALBERT BEHIC Support Staff WILMA A. BALANGATAN <i>Fishery Regulatory Officer</i>
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	Kawil - ₱ 170.00 Kitang - ₱ 220.00 Crab pots/Fishpots –	10 Minutes	PETRONA AYO OIC-Fishery Section Chief

		₱200 plus 7.00/ unit		WILMA BALANGATAN Fishery Regulatory Officer
5. Signed Documents	5. Prepared the necessary documents.			JEANNETTE C. GONZALES Clerical Aide/Technician
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 OIC- Fishery Section Chief WILMA A. BALANGATAN Fishery Regulatory Officer
Total		<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	4 Hours & 31 Minutes	

	• Crab/Fish pots = ₱200 + (7 x no. units)		
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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.	For Fishing Vessel: Motorized below 7.5 HP = ₱ 100/unit Motorized 7.5 HP & Above = ₱ 150/unit Non-motorized = ₱ 50/unit	1 Minute	MA.MICHIE E. BUNA FRONT DESK RECEIVER
2. Submit the required documents to assigned fishery staff for initial assessment and verification	2. Receive the required documents and check for completeness			
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		4 Hours	JOHN ALBERT BEHIC LOUIE P. MARTINEZ Support Staff 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		10 Minutes	PETRONA AYO OIC-Fishery Section Chief WILMA BALANGATAN Fishery Regulation Officer
5. Signed Documents	5. Prepared the necessary documents.		20 Minutes	JEANNETTE C. GONZALES Clerical Officer/Technician PETRONA S. AYO Chief Fishery Section LOUIE P. MARTINEZ Administrative Aide 1
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.			
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	
For Old Applicants: <ul style="list-style-type: none">• 1 pc. of Previous Mayors Permit Copy (Photocopied)• 1 pc.Documentary Stamp For New Applicants: <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	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.	₱ 50.00	1 Minute	MA.MICHIE E. BUNA Front Desk Officer
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	WILMA A. BALANGATAN Fishery Regulation Officer
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	JOHN ALBERT BEHIC Support Staff JEANNETTE C. GONZALES

				Clerical Officer/Technician ROMELO T. ANADE,R.A City Agriculturist
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.	₱ 0.70/kl.	1 Minute	MA.MICHIE E. BUNA RECEIVER EDDIE AMORILLO Tacloban Fishport Regulatory Officer WILMA A. BALANGATAN PETRONA S.AYO DZR Airport EDDIE AMORILLO Tacloban Fishport PETRONA S. AYO WILMA A. BALANGATAN Fishery 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	
3. Pay the required fees to the fishery regulatory officer. *Make sure to secure Official Receipt that will be issued upon payment.	3. Accept the payment 3.1 Issue the Official Receipt		2 Minutes	
4. Wait for the processing and release of Auxiliary permit	4. Check the Official Receipt 4.1 Issue the Auxiliary permits		5 Minutes	

Total	₱ 0.70 x Total no. of kilos	28 Minutes	
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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 - Evidence
How complaints are processed	<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>
Contact Information of CCB, PCC, ARTA, CAgrIO	<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 City Agriculturist Office cityagriculturistoffice@gmail.com</p>

CITY CIVIL REGISTRAR'S OFFICE

SECURE A CERTIFICATE FOR COOPERATIVES FOR BUSINESS PERMIT

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 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> For Turned-Over Resettlement Sites: (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Original Copy of Letter Request with Client’s Contact Number For Not Turned-Over Resettlement Sites: (1) Original Copy of Certificate of Beneficiary, and Electrical Plan (<i>if applicable</i>) issued by NHA (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Original Copy of Letter Request with Client’s Contact Number	<div>Requesting Clients</div> <div>National Housing Authority</div> <div>Requesting Clients</div>
For Business: (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Photocopy Spot Collection issued by BPLD (1) Photocopy of Business Certificate of the Previous Year (1) Photocopy of DTI Registration (<i>for New Business</i>) (1) Original Copy of Letter Request with Client’s Contact Number	<div>Requesting Clients</div> <div>Business Permit and Licenses Division (BPLD)</div> <div>Department of Trade and Industry (DTI)</div> <div>Requesting Clients</div>

For HOA Certification: (1) Original Copy of Letter Request from the Homeowners Association (HOA) (1) Original Copy of Article of Incorporation or Notarized Minutes of Meeting indicating when the HOA was organized (1) Photocopy of Profile of Officers and Members (1) Photocopy of HOA By-Laws		Requesting Clients		
Assessment Slip		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. 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, 6 hours, 19 minutes	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	1 day	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.</u> <u>Stamp:</u> ₱30.00 Total:	1 hour, 30 minutes	Local Revenue Collection Officer City Treasurer’s Office

		₱80.00		
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	2 minutes	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	2 minutes	PACD Officer Administrative Aide I- Casual
TOTAL		₱80.00	3 days	

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
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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. (1) Original Copy of Letter Request with Client’s Contact Number (1) Original Copy of Notarized Waiver of Rights (1) Photocopy of Death Certificate (<i>if applicable</i>) (1) Photocopy of Marriage Contract (<i>if applicable</i>) (1) Photocopy of Birth Certificate (<i>if applicable</i>) (1) Photocopy of Social Case Study (<i>if applicable</i>)		Requesting Clients Legal Office Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) City Social Welfare and Development Office
Other Supporting Documents, if needed: (1) Photocopy of PSA CENOMAR of Awardee and Live-in Partner (1) Original Copy of Notarized Affidavit of Guardianship (1) Original Copy of Notarized Special Power-of-Attorney (1) Original Copy of Notarized Extrajudicial Settlement (1) Original Copy of Notarized Affidavit of Self-Adjudication (1) Original Copy of Notarized Affidavit of Two-Disinterested Person or Affidavit of Discrepancy (<i>if applicable</i>)		Philippine Statistics Authority (PSA) Legal Office
Transfer to other Housing Unit/Housing Site (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Original Copy of Letter Request with Client’s Contact Number (1) Copy of Photo Documentation (<i>if needed</i>)		Requesting Clients
Swapping of Unit (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Original Copy of Letter Request of both parties requesting for swapping with Client’s Contact Number (1) Copy of Photo Documentation (<i>if needed</i>)		Requesting Clients
Update/Change of Family Member or Family Composition (1) Photocopy of Valid ID or any Government-issued ID of the Beneficiary (1) Photocopy of Valid ID or any Government-issued ID of the requested Family Member(s) (1) Original Copy of Letter Request with Client’s Contact Number		Requesting Clients

(1) Photocopy of Marriage Contract <i>(if applicable)</i> (1) Photocopy of Birth Certificate <i>(if applicable)</i> (1) Photocopy of Death Certificate <i>(if applicable)</i> (1) Original Copy of Notarized Affidavit of Cohabitation <i>(for Live-in Partner, if applicable)</i> (1) Original Copy of Notarized Affidavit of Two-Disinterested Person or Affidavit of Discrepancy <i>(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		
<i>Other Supporting Documents, if needed:</i> (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 office staff after service is rendered. Drop this at the designated box in the front of the PACD. • The client can also send a message to the CHCDO Facebook account.
How Feedback are Processed	<ul style="list-style-type: none"> • The result of client satisfaction surveys of the staff is opened daily and analyzed. • Those requiring answers and immediate attention are attended promptly. The office prepares their monthly report to be submitted to the Administrative Division.
How to File a Complaint	<ul style="list-style-type: none"> • Fill out a complaint form provided by the Public Assistance and Complaint Desk or write a letter addressed to the City Mayor, attention to the OIC, narrating specific details of the complaint. • Send their complaint thru the Contact Number (09756777204) or send a message to the CHCDO Facebook Account.
How Complaints are Processed	<ul style="list-style-type: none"> • The Public Assistance and Complaint Desk will forward the complaint to the OIC. • The OIC shall review the nature of complaint. <ul style="list-style-type: none"> For <i>simple complaints</i>, the OIC shall answer it immediately. For <i>complex complaints</i>, the OIC will forward it to the concerned Division for appropriate action. • Concerned Division will send a copy of result of investigation and action to OIC. • Provide the complainant a feedback after receiving result of investigation, and action of the concerned Department thru a letter signed by the OIC.

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>
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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
STEP 1: Receiving of documents submitted	Receive the documents needed	None	5 Minutes	• 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	• 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	• 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	• 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:</i> Approval of Endorsement	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:</i> Releasing	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 (<i>for 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
STEP 1: Receiving of documents submitted	Receive the documents needed	None	5 Minutes	• Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
STEP 2: Review and Verification of documents submitted for CSC eligibility certification	Review and verify the submitted documents	None	10 Minutes	• 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	• 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	• Gardenio A. Sillar, Jr. <i>Watchman / Outgoing</i>

Total	None	30 Minutes	
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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 (1 original copy & 1 photocopy)		Office of the Punong Barangay, City Mayor's Office		
2 copies Barangay Certification (1 original copy & 1 photocopy)		Barangay Hall 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	• Gardenio A. Sillar, Jr. <i>Watchman / Receiving</i>
STEP 2: Review and Verification of documents submitted for scholarship grant	Review and verify the submitted documents	None	5 Minutes	• 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	• 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	• 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:</i> 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	
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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 (1 original copy & 1 photocopy)		Barangay council endorsing for the appointment of the vacant position		
2 copies Letter of Resignation (in case of resigned Barangay Official) (1 original copy & 1 photocopy)		From the barangay official who resigned		
2 copies Death Certificate (in case death cause of vacancy) (1 original copy & 1 photocopy)		From the family of the incumbent barangay official who died		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Receiving of documents submitted	Receive the documents needed	None	3 Minutes	<ul style="list-style-type: none"> Gardenio A. Sillar, Jr. Watchman / Receiving
STEP 2: 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 CAO I / AO Designate
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 CAO I / AO Designate Engr. Visitacion V. Giva, CESE City Director

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

[illegible]

<ul style="list-style-type: none"> the Local Chief Executive (<i>if the applicant is a Component City & Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay & LG employees</i>) the Presiding Officer (<i>if the applicant is a Sangguniang member & Sangguniang employee</i>) the Punong Barangay (<i>if the applicant is Sangguniang Barangay Member & Barangay employees including Sangguniang Kabataan</i>); <ol style="list-style-type: none"> Invitation Letter from the host country or sponsoring agency; Acceptance Letter from CHED, TESDA, LGA, organizer, or donor, etc., if applicable. <p>❖ Copy of the draft Memorandum of Agreement or Memorandum of Understanding, if applicable.</p> <p><u>UNOFFICIAL TRIPS</u></p> <p><i>(Trips pursued for a personal or private purpose such as medical reasons, emergency, and/or a special occasion)</i></p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> Duly accomplished and approved leave of absence (CSC Form No.6; Revised 2020) Medical Certificate for medical reason, if applicable 	<ul style="list-style-type: none"> Concerned government office
<p><u>For Scholarship Grants</u></p> <ol style="list-style-type: none"> Resume (with 2x2 pictures) Transcript of Records (certified true copy of BS Degree and MS, if any) Diploma (certified true copy) 	<ul style="list-style-type: none"> Concerned government office

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				
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	• 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	• 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 	None	7 Working days	• Nimfa C. Guira <i>LGOO II</i>
	<div>-----</div> <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) 				
	<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 (Sec. 6, OP MC No. 35, s2017) 			
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>				

	For inquiries and follow-ups, clients may contact the following telephone no: 832-3617
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>
How complaints are processed	<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.For inquiries and follow-ups, clients may contact the following telephone no: 832-3617</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>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 minutes	Administrative Aide I

2. Follow-up status of letter of request if approved.	1. Verify and confirm the date and venue of the activity.	None		Administrative Clerk Information Officer I Administrative Officer II	3
	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
1. Provide news and information to be aired in CGOT radio programs and published in local newspapers.	1. 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 – Facebook and the CGOT website.	None	15 minutes	Media Specialist Contract of Service Information Officer II 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	Citizen's Feedback Forms are collected and analyzed. Those requiring answers and immediate attention are attended promptly. Feedback is reported and discussed with the Head of Office for proper action.
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	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 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 Intent	None	2 mins	Receiving Clerk Administrative Aide 1
2. Received Developed System	2. Forward to the Head of Office		3 mins	
	3. Review / Feasibility checking / Approval of the Request of the Developed System by the Head of Office		3 days	Information Technology Officer II (OIC – CMISO)
	4. Research on the current conventional system being used that should be automated		1 day	Computer Programmers
	5. Discuss the planned		2 days	Information Technology Officer II (OIC – CMISO) Local Chief Executive

	system to the LCE (Local Chief Executive)			
	6. Presentation on the preliminaries of the Proposed system and consultation from end-users		1 day	<div><div></div><div>Information Technology Officer II OIC – CMISO Computer Programmers</div></div>
	7. System Development and Testing		90 days	
	8. System Deployment		1 day	
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
None	1. Back-up and restore servers / databases	N/A (In-house)	30 mins	Information Tech. Officer II (OIC – Head) Computer Programmers Administrative Aide 1 Job Order Worker
	2. Fix minor glitches or errors encountered during operations		5 mins	Information Tech. Officer II (OIC – Head) Computer Programmers
	3. Apply updates (if necessary)		10 mins	Information Tech. Officer II (OIC – Head) Computer Programmers

	4. Customization of reports upon request of end-user		10 mins	 Information Tech. Officer II OIC – Head 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.	N/A	4 mins	Information Tech. Officer II (OIC – Head)
	2. If budget is allocated for the internet connection, as provided in the source & fund by the City Budget, same is forwarded to the CMISO Head.		1 day	
	3. CMISO Head to contact ISP (Internet Service Provider) for application and installation			Administrative Asst. III (AO Designate)
	4. Coordination with Personnel-in-charge from the ISP (Internet Service Provider) upon physical installation of the requesting Office Head		15 mins	Information

	5. Test connection of internet speed and Setup of security access		3 days	Tech. Officer II (OIC – Head) Network Administrator (Contract of Service)
			10 mins	Network Administrator (Contract of Service) Administrative Asst. III (AO Designate)
				Network Administrator (Contract of Service)
TOTAL		None	6 days 29 minutes	-

REQUEST FOR IT RESOURCES

To provide IT resources on every department/office.

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) 3. The CMISO Head evaluates request and determines of IT equipment to be purchased depending on the Office need.	N/A	5 mins	Requisitioner
			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	N/A	3 mins	Administrative Asst. III (AO Designate)
	2. Fill out the logbook for fast information for the status of the equipment		3 mins	Administrative Aide I
	3. Forward the form to the Head Technician for approval		3 mins	
	4. If approved, the assigned technician will assess and check the unit that needs to be repaired		2 hrs	Admin. Aide I (Computer Technician)
	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			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	N/A	10 mins	Admin Aide I
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		3 days 3 mins	
			10 mins	
			3 days 3 mins	
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	ARTA: complaints@arta.gov.ph – 8478 5093 PCC: 8888 CCB: 0908-88-6565
City Management Information System Office Hotlines	053-888-0911

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 Officer for review and to the Head of Office for Approval.	None	10 minutes	MARIETES D. DAVID Administrative Staff BONIFACIO A. CUESTA, JR. Administrative Officer-Designate
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	HEDELIZA P. RAMOS <i>Population Program Officer III</i> NORELLA QUIANA L. QUIMSING <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 if available; or client will be officially referred to other department or agency if data is not available in the office.	None	1 day	HEDELIZA P. RAMOS Population Program Officer III NORELLA QUIANA L. QUIMSING <i>(Admin Staff on Data Information Management)</i>
	Process Data and information requested (per indicator) after verification and upon approval of the Head of Office; and clearance from the City Mayor presented to the client	None	2 days	
TOTAL		None	1 day & 20 minutes <i>(for data not needed to be processed)</i> 2 days & 20 minutes <i>(for data that need to be analyzed and processed)</i>	

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	MARIETES D. DAVID Administrative Staff BONIFACIO A. CUESTA, JR. Administrative Officer- Designate
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.	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.	None	30 minutes	HEDELIZA P. RAMOS Population Program Officer III GINALINE O. ADONA GAD Technical Staff GIL E. PANTAS, ANA A. EGRUBAY, BONIFACIO CUESTA, Jr., RONAN JOSEPH M. LIM & JEMIMA KEZZIA T. DALORE Area Coordinators

3. Present the Signed & Approved Activity/ Project Proposal of the Barangay to be reviewed by the in-charge of GAD Program	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. If with for revision, return to the barangay.	None	30 minutes	HEDELIZA P. RAMOS Population Program Officer III ANA A. EGRUBAY Population Program Officer I
TOTAL		None	1 hour & 10 minutes	

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	MARIETES D. DAVID Administrative Staff BONIFACIO A. CUESTA, JR. 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 forward letter request to the Head of Technical Section	None	1 day	ANA A. EGRUBAY Population Program Officer I BONIFACIO A. CUESTA, JR. Administrative Officer-Designate QUITANA NICASIA L. QUIMSING Admin & Technical Support Staff
3. Present a copy of the Approved Activity/ Project Proposal and a copy of the SB Resolution.	1. Head of Technical Section assign personnel who will respond to the invitation then request for issuance of office order or travel order if activities will be held outside the city and notify the requesting barangays on the name of the assigned personnel for the activity.	None	1 day	HEDELIZA P. RAMOS Population Program Officer III ANA A. EGRUBAY Population Program Officer I BONIFACIO A. CUESTA, JR. Administrative Officer-Designate QUITANA NICASIA L. QUIMSING Admin & Technical Support Staff GIL E. PANTAS, ANA A. EGRUBAY, BONIFACIO CUESTA, Jr., RONAN JOSEPH M. LIM & JEMIMA KEZZIA T.

				DALORE Area Coordinators 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	
• Original Copy of the Official Receipt			City Treasurer's Office	
• Original Copy of the Health Certificate (in times of infectious disease outbreaks, epidemic or pandemic)			City Health Office	
• 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	DIVINE GRACE B. DELGADO 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	DIVINE GRACE B. DELGADO PMOC Secretariat (Administrative Aide I) BE
3. Attend the scheduled 4 to 8 hours PMOC session every WEDNESDAY.	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.	None	PMO - 4 hours PMOC – 8 hours	HEDELIZA P. RAMOS Population Program Officer III BERYL MAE A. CRUZ PMOC Coordinator GIL E. PANTAS, ANA A. EGRUBAY, BONIFACIO A. CUESTA, Jr., BERYL MAE A. CRUZ & DIVINE GRACE B. DELGADO PMOC Team & Secretariat

				(Accredited PPW, SWO and AT Counselors; Administrative Aide I)
4. Fill-out the Feedback Form right after the session and claim their PMO Certificate of Compliance and PMC Certificates	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.	None	10 minutes	HEDELIZA P. RAMOS Population Program Officer III GIL E. PANTAS, ANA A. EGRUBAY, BONIFACIO A. CUESTA, Jr., BERYL MAE A. CRUZ & DIVINE GRACE B. DELGADO PMOC Team & Secretariat (Accredited PPW, SWO and AT Counselors; Administrative Aide I)
TOTAL		None	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>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<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.</p> <p>The client can also send a message to the Tacloban City Population Office Facebook account or through email at <u>citypopulationoffice.tacloban@gmail.com</u></p>
How feedbacks are processed	<p>The client satisfaction survey forms dropped at the designated box are opened daily and recorded.</p> <p>Those requiring answers and immediate attention are attended promptly.</p> <p>Feedbacks such as comments, suggestions and recommendations recorded will be discussed during the CPO Monthly Conference conducted at the last working day of the month.</p>
How to file a complaint	<p>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.</p> <p>The Administrative Officer designate shall review the nature of complaint.</p> <p>For simple complaints concerning programs operations, the Administrative Officer designate will forward the said complaints to the program coordinator for appropriate actions.</p> <p>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.</p> <p>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.</p> <p>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>
<p>Contact Information of the City Population Office</p>	<p>Facebook Account:</p> <p style="padding-left: 40px;">Tacloban City Population Office</p> <p style="padding-left: 40px;">Link: www.facebook.com/citytacpop/</p> <p>Email Address:</p> <p style="padding-left: 40px;">citypopulationoffice.tacloban@gmail.com</p>

CITY LEGAL OFFICE

DRAFTING OF LEGAL DOCUMENTS FOR CITY EMPLOYEES AND WALK IN CLIENTS

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

Office/Division:	CITY LEGAL OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal appearance of the Client at the CLO			City Legal Office	
Clients should bring a Valid Identification Cards, Government Issued ID's such as; Driver's License, Voter's ID, Passport ID, SSS, PRC ID, NBI Clearance, Police Clearance, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration			Clients	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients appears at the City Legal Office and bring documents for evaluation	1.Interview clients and evaluation of documents	None required	10 minutes	JOHN KYLE VIOJAN Administrative Aide I Receiving clerk/Admin. Staff JESSICA P. LISING
2. Interview from Lawyer/Paralegal	2. Referral to Paralegal for the preparation of the needed legal documents.		20 minutes	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	Paralegal 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		Lawyer Contract of Service
		None	5 minute	JESSICA P. LISING Legal Asst. II/AO JOHN KYLE VIOJAN 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, PhilHealth 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, Affidavits (related to Processing of Live Birth – Non-residents of Tacloban), Affidavits (Related in processing of Business Permits/Renewal), MCH Affidavits, Other legal documents prepared in advance which are for notarization	None Required	15 Minutes	JOHN KYLE VIOJAN Administrative Aide I Receiving & Releasing Clerk JESSICA P. LISING Legal Asst. II/AO

	2. Referral to the lawyer on duty for the notarization of documents			
2. Interview from Paralegal/Receiving and office clerks.	3.The Receiving clerk will release the notarized documents.	None	20 minutes	Lawyer Contract of Service
3. Client will wait for their documents to be released.		None	15 minutes	JESSICA P. LISING Legal Asst. II/AO
				JOHN KYLE VIOJAN Administrative Aide I Receiving & Releasing Clerk
				JESSICA P. LISING Legal Asst. II/AO
	TOTAL:	None required	50 minutes	

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 M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk
				ATTY. EARL CAEZAR N. ROSARIO

2. Client attaches documents relevant to the request.	2. Receipt of the request for Legal opinion or research on law and jurisprudence and other documents needed to be secured. Referral to the City Legal Office Assessment & referral of the Legal opinion to Lawyer/Para Legal.	None	1 day	City Legal Officer Lawyer Contract of Service Paralegal Contract of Service ATTY. EARL CAEZAR N. ROSARIO City Legal Officer
	3. Conduct research & draft of legal opinion			
3. Client will follow up with the requesting Department/office	4. Review, finalize & approval by the City Legal Officer of the legal opinion	None	7 days	ATTY. EARL CAEZAR N. ROSARIO City Legal Officer
			30 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk

	1. Draft endorsement/cover letter attached to the drafted legal opinion	None	5 minutes	ROSELDA M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk
	2.Record & release the approved legal opinion to the Department/Office who requested for such legal opinion.	None	15 minutes	
		NONE		

Total	Non required	8 days and 1 hour	
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**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 M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk

2.Client attaches documents relevant to the request.	2.Review and research of contracts and attachments.	None	4 DAYS	ATTY. EARL CAEZAR N. ROSARIO City Legal Officer Paralegal Contract of Service Lawyer Contract of Service ELLA JEAN MAALA Administrative Aide I Office Clerk ROSELDA M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk
3.Client will follow up with the requesting Department/office	3. Drafting of cover letter attached to the letter request for proper endorsement			

		None	20 minutes	
	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 M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk
2.Client attaches documents relevant to the request.	2.Preparation of the ordinance, review and finalization of the draft ordinance.			ATTY. EARL CAEZAR N. ROSARIO

		None	4 Days	City Legal Officer Paralegal Contract of Service Lawyer Contract of Service
3.Client will follow up with the requesting Department/office	3. Drafting of cover letter attached to the drafted ordinance and endorsement to the concerned/requesting office/department.	None	25 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk
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 M. SACULO/MA. JOY G. BALDERAMA Receiving & Releasing Clerk Receiving Clerk	
	2. Investigation and research.			ATTY. EARL CAEZAR N. ROSARIO City Legal Officer	
				ATTY. ROSALIE S. ALMADEN	

<p>2.Client attaches documents relevant to the complaint.</p> <p>3.Client will be notified of the decision of the Administrative committee by the CMO</p>	3.Conference/confrontation	None	20 Days	Legal Service Provider
	4. Preparation of findings and recommendation	None	1 hour	Administrative Disciplinary Committee members Atty. ROSALIE S. ALMADEN Legal Service Provider CLYDE ROGER PATAN-AO Paralegal ROSELDA M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk
	5. Submission of recommendation of investigation to the City Mayors Office	None	25 minutes	
	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		
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 Clerance, Postal ID, UMID Card, PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration		Employees/Applicant		
CLIENT STEPS	AGENCY ACTIONS			

		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 M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving & Releasing Clerk ATTY. EARL CAEZAR ROSARIO City Legal Officer
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. ROSALIE S. ALMADEN Legal Service Provider CLYDE ROGER PATAN-AO Paralegal ATTY. EARL CAEZAR ROSARIO City Legal Officer
3.Client will wait for the signed clearance to be released.	3. Signing of the clearance.	None	5 minutes	

	4. Release of the clearance	None	5 minute	ROSELDA M. SACULO/MA. JOY G. BALDERAMA 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 Clerance, 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 M. SACULO/MA. JOY G. BALDERAMA Administrative Aide I Receiving Clerk & Releasing Clerk CLYDE ROGER PATAN-AO
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	Paralegal 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 M. SACULO/MA. JOY G. BALDERAMA 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 Clerance, Postal ID, UMID Card,		Employees/Applicants

PhilHelath ID, OSCA Id, OWWA Id, OFW Id, Seaman's Book, Brgy. Cert, Govt Office ID, DSWD Cert, Cert from NCWDP and Alien Cert of Registration/Immigrant Cert of registration				
EWP Forms, SALN, PDS and BIR Income Sworn Declarations		Employees/Applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client makes a personal appearance at the CLO.	1. Receipt & recording of the requested document for notarization.	None required	10 minutes	JOHN KYLE VIOJAN Administrative Aide I Receiving Clerk & Releasing clerk JESSICA P. LISING Legal Asst. II/AO
2.Presents the document to the CLO Staff and a valid government issued I.D.	2. Verification of the parties/signature.	None	10 minutes	ELLA JEAN MAALA Administrative Aide I Office Clerk ATTY. EARL CAEZAR N. ROSARIO

3.Client will wait for the Notarized document to be released	3. Notarization and recording of the documents in the notarial register/book of the Lawyer.	None	30 minutes	City Legal Officer Lawyer Contract of Service JOHN KYLE VIOJAN Administrative Aide I Receiving & Releasing Clerk JESSICA P. LISING Legal Asst. II/AO
	4. Release of the notarized document	None	10 minutes	
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>

BUSINESS PERMITS & LICENSES DIVISION

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) (<i>Photocopy</i>)		Lessor/lessess
8. Police Clearance (<i>Photocopy</i>)		Tacloban City Police Office

<u>CORPORATION:</u>				
1.SEC Registration Certificate <i>(Photocopy)</i>			Respective Company	
2. Articles of Incorporation & By Laws <i>(Photocopy)</i>			Respective Company	
3.Corporate Tax <i>(Photocopy)</i>			City Treasurer’s Office	
4. Brgy. Clearance (where the business is located) <i>(Original Copy)</i>			Where the Business is located	
5. Board Resolution/Secretary Certificate <i>(Photocopy)</i>			Respective Company	
COOPERATIVE:				
1.CDA Registration <i>(Photocopy)</i>			Cooperative Development Authority	
2. City COOP Certificate <i>(Photocopy)</i>			City Cooperative Office	
3. Brgy. Clearance <i>(Original Copy)</i>			Where the business is located	
4. CTC/Cedula <i>(Photocopy)</i>			City Treasurers 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 <i>(Business Taxes and Fees Division)</i>
2.1 Pay the Assessment	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	

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 (<i>Photocopy</i>)		Tacloban City Police Office
9. Income Tax Return (ITR) (<i>Photocopy</i>)		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) <i>(Original Copy)</i>			City Health Office	
2. Fire Safety Certificate (City Fire Department) <i>(Original Copy)</i>			City Fire Department	
3.RPT Clearance (Land Tax Division) <i>(Original Copy)</i>			Land Tax Division	
4. Zoning Certificate (City Planning and Development Office) <i>(Original Copy)</i>			City Planning and Development Office	
5. City Engineers Office <i>(Original Copy)</i>			City Engineers Office	
6. City Environmental Certification (City ENRO) <i>(Original Copy)</i>			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	

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 <i>(Soft Copy)</i>		Tacloban City Police Office

9. Income Tax Return (ITR) <i>(Soft Copy)</i>			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) <i>(Soft Copy)</i>			City Health Office	
2. Fire Safety Certificate (City Fire Department) <i>(Soft Copy)</i>			City Fire Department	
3.RPT Clearance (Land Tax Division) <i>(Soft Copy)</i>			Land Tax Division	
4. Zoning Certificate (City Planning and Development Office) <i>(Soft Copy)</i>			City Planning and Development Office	
5. City Engineers Office <i>(Soft Copy)</i>			City Engineers Office	
6. City Environmental Certification (City ENRO) <i>(Soft Copy)</i>			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.	None	5 minutes	Online application in-charge personnel

<p>1.3) Download the Filled-up forms and Inspection Form</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>1.6.) Fill up the online form in the Information Tab and submit</p> <p>1.7) Your application will be evaluated and assessed</p> <p>1.8) You will received a text message/email once the assessment is available</p>	1.1 Once verified and evaluated the online application will proceeds for assessment.	None	5 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i>
	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.	Please see table of Fees	10 minutes	Land Bank of the Philippines Or at Cashier Clerk <i>City Treasurer's Office</i>
	1.3 Released Business Permit and send to emailed address of the client. The client will received SMS once the business permit is sent.			
		Proof of Payment	5 minutes	

1.9) You may pay online by logging in at https://businessportal.tacloban.gov.ph/ or pay at the BOSS Building.				Online application in-charge personnel
Total		Please see table of Fees	25 minutes	

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) <i>(Original Copy)</i>		City Treasurer’s Office
3. Barangay Clearance <i>(Original Copy)</i>		Residency
4. RPT Clearance <i>(Original Copy)</i>		City Treasure’s Office
5. Joint Police and TOMEKO Inspection <i>(Original Copy)</i>		Tacloban City Police Office and TOMEKO
6. TOMEKO Clearance <i>(Original Copy)</i>		TOMEKO
7. Police Clearance <i>(Original Copy)</i>		Tacloban City Police Office

8. LTO OR/CR (<i>Photocopy</i>)			Land Transportation Office	
9. Voters ID/ Certification (<i>Original Copy</i>)			COMELEC/Client	
10. Driver’s License (<i>Photocopy</i>)			Client	
11. Previous Year business permit (<i>Original</i>)			Client	
12.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 <i>Administrative Aide I- Job Order</i>

2.1) Pay the Assessment	2.1) Received Payment Assessment	P1,430.00 If no interest/charges New/Renewal of Business	10 minutes	Cashier Clerk <i>City Treasurer's Office</i>
3.) Claim Business Permit	3.)Release Business Permit	None	1 day	Releasing Staff
Total		P1,430.00	1 day, 21 minutes	

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 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 (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 1.1Inspection of the MCH	1.) Verify and check pertinent documents needed for the application and input data in the system.	None	3 minutes	Receiving Staff
	1.1Joint Inspection of Police and TOMEKO	None	3 minutes	City Police Inspector Tacloban City Police Office TOMEKO Inspector

				TOMECO
2.) Assessment	2.) Forward documents to Business Taxes and Division for Assessment	None	5 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i>
	Police Number & Franchise Business Permit Printing Electronic recording			Releasing Staff
2.1) Pay the Assessment	2.1 Received Payment Assessment	P1,170.00 Without 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	
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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	

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) <i>(Original Copy)</i>		City Treasurer’s Office
3. Barangay Clearance <i>(Original Copy)</i>		Residency
4. Voters ID/ Certification <i>(Photocopy)</i>		Client
5. Previous Year business permit <i>(Original Copy)</i>		Client
6.Special Power of Attorney (SPA-if not the owner) <i>(Original Copy)</i>		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	None	5 minutes	Assessment Clerk <i>(Business Taxes and Fees Division)</i>
	Business Permit Printing Electronic recording			Releasing Staff

2.1 Pay the Assessment	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) (Photocopy)			City Treasurer’s office	
3. Barangay Clearance (Photocopy)			Residence	
4. Police Clearance (Photocopy)			Tacloban City Police Station	
5. Health Card (Photocopy)			City Health Office	
6. Live Birth Certificate (PSA) (Photocopy)			Philippine Statistics Office	
7. Proof of Payment/ OR (Original Copy)				
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.)Assess for payment	None	2 minutes	Receiving Staff
	2.1 Pay the 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	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 Assessment	2.)Forward to CTO for Assessment	None	3 minutes	Assessment Clerk

2.1 Pay the Assessment				(Business Taxes and Fees Division)
	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 <i>(Original Copy)</i>			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 <i>(Photocopy)</i>			City General Services Offices	
4. Official Receipt as proof of payment <i>(Original Copy)</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 2.1 Pay the Assessment	2.)Forward to CTO for Payment Assessment	None	5 minutes	Assessment Clerk (Business Taxes and Fees Division)
	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		

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 (<i>Photocopy</i>)			City Civil Registrar’s Office	
2. Endorsement from City Health Office (<i>Photocopy</i>)			City Health office	
3. Official Receipt as proof of payment (<i>Original Copy</i>)			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES 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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.)Receive and verify requirements	None	2 minutes	

1.)Submit application and other requirements				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	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		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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.) Submit requirements together with the Proof of payment	1.) Receive and verify requirements	None	2 minutes	Receiving and verifying Staff

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	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	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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.)Submit the letter of complaint addressed to the Local Chief Executive and follow up letter complaint at Business Permits and Licensing Division	1.)Receive and verify complaint 1.1)Make a letter reply to the complainant	None	1 day	Head of Office

	1.2)Inspection of Business Establishment/ Transport under complaint and endorsement thereafter			
Total		None	1 Day	

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	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
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
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
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	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

	4.)Updating of taxpayers electronic record	None	3 minutes	Updating Staff
Total		None	16 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 BPLD Official Facebook account.

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

Prepared by:

JESSICA P. RAGOB
Administrative Officer- designate

Noted by:

GEMAFIEL R. GASPAY
Licensing Officer IV

PUBLIC EMPLOYMENT SERVICES OFFICE

ISSUANCE OF REFERRAL LETTER (FOR JOBSEEKERS/APPLICANTS)

Referral is the process of assessing applicants' employment qualifications and referring them to specific employers/companies with vacancies matching them.

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
Office/Division:	4.1 Sign Referral letter	None	2 mins.	Labor and Employment Officer / Asst. PESO Manager
Classification:	Simple			PESO Manager
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	4.2 Issue signed Referral letter Jobseekers, Researchers, Employers, Livelihood Applicants, other Government agencies & INGO	None	1 min.	Referral and Placement Officer/Admin Aide
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 fully accomplished NSRS Form (Jobseekers)		Public Employment Service Office (PESO)		Labor and Employment Officer / Asst. PESO Manager
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Register to referral logbook	5. Provide jobseekers referral log sheet	None	2 mins.	Referral and Placement Officer/Casual
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.	Labor and Employment Officer / Registration Officer/Admin Aide 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	34 mins.	Registration Officer/Admin Aide Labor and Employment Officer / Asst. PESO Manager
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

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 I/ 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 I/ 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 I/ 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 I/ Asst. PESO Manager PESO Manager
	4.2 Issue approved letter request	None	1 min.	Career Guidance Advocate/Admin Aide Labor and Employment Officer I/ Asst. PESO Manager
TOTAL		None	10 mins.	

CAREER GUIDANCE AND EMPLOYMENT COACHING TO WALK-IN APLLICANTS

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 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	Career Guidance Advocate/Admin Aide Labor and Employment Officer I/ 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 I/ 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 1 photocopy of Business Permit 1 photocopy of DEPARTMENT OF MIGRANT WORKERS (DMW) License 1 photocopy of DTI/SEC Registration 1 photocopy of BIR License 2 original copy of List of Job Vacancies for (Local Recruitment) and updated Job Orders for Overseas verified by DMW 1 colored photocopy Company I.D. of Authorized Representative		Client Business Permit & Licensing Office Department Of Migrant Workers (DMW) Department of Trade and Industry (DTI) Bureau of Internal Revenue (BIR) Client Client 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/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:</i>	None	10 mins	Administrative Officer Designate PESO Manager

	<i>Only 1 LRA or SRA is Approved and allowed per day)</i>			
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 1 photocopy of Business Permit 1 photocopy of DOLE Certificate (for Local 1 photocopy of DTI/SEC Registration 1 photocopy of Bureau of Internal Revenue License 2 original copies of List of Job Vacancies with qualification corresponding number of vacancy 1 colored photocopy Company I.D. of Authorized Representative 1 printed copy of the PhilJobNet Registration and Accreditation			Client Business Permit & Licensing Office Department of Labor and Employment (DOLE) Department of Trade and Industry (DTI) Bureau of Internal Revenue (BIR) Client Client 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:</i>	None	10 mins	Administrative Officer Designate PESO Manager

	<i>Only 1 LRA or SRA is Approved and allowed per day)</i>			
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	FEES 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 OWWA Programs and Services	None	15 mins.	OFW Help Desk Focal PESO Manager
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 I/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 1 original and 2 photocopies of Philippine Statistic Authority issued Live birth 1 original and 2 photocopies Certificate of grades/Card/Form 137 1 original and 2 photocopies of Brgy. Certificate (Proof of Residency) 1 original and 2 photocopies Certificate of Indigency (if parents are unemployed) 1 Original copy of Income Tax Return (if parents government employee) 1 original and 2 photocopies of Tax exemption (if parents are self-employed) 3 pieces 2x2 ID picture 1 Long Brown Envelope			Public Employment Service Office (PESO) Philippine Statistics Authority School/College/University Barangay Barangay Bureau of Internal Revenue Bureau of Internal Revenue Client 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	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 Government Internship Program (GIP) applicants	3. 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. Secure endorsement letter for office assignment before on-boarding for a maximum of 6 months	6. Prepare and make endorsement letter to each Government Internship Program (GIP) beneficiary	None	5 mins.	GIP Coordinator/Admin Aide Labor and Employment Officer I/ 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	1. 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) 1 Government issued ID			PESO 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 Sa Ating Disadvantaged/Displaced Workers Program (TUPAD) applicants	2. Interview and screening of Tulong Panghanapbuhay Sa Ating	None	10 mins.	Livelihood Coordinator/Admin Aide Livelihood Support Staff/Admin Aide

	Disadvantaged/Displaced Workers Program (TUPAD)beneficiaries applicants			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 Sa 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 Sa 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

How to send feedback	<p>Answer the Client Feedback Form on Program Implementers/Service Providers given by PESO after service is rendered. Drop this at the designated box in the frontline services or at the lobby.</p> <p>The client can also send a message to the PESO Facebook account.</p>
How feedbacks are processed	<p>The contents of client feedback forms are opened daily and analyzed.</p> <p>Those requiring answers and immediate attention are attended promptly.</p>
How to file a complaint	<p>Write a letter addressed to PESO Manager narrating specific details of the complaint</p> <p>Or send their complaint thru the PESO Hotline or send a message to the PESO Facebook Account.</p>
How complaints are processed	<p>The Complaints Officer opens the 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	<p>Contact Center ng Bayan 0908-881-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565;888</p>

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	None	5 minutes	City Tourism Staff Administrative Aide I
	2.1 Inspection of establishment		2 days	Laboratory Aide I
	2.2 Assess Tourism/Certification fees		4 hours	Administrative Aide VI (Designated Administrative Officer)

3. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office	1. Give the Log Book to the client	None	3 minutes	City Tourism Staff Administrative Aide I
2. Submit business permit application form	2. Receive and check business permit application form	None	5 minutes	City Tourism Staff Administrative Aide I
	2.1 One (1) Photocopy of previous Tourism Certificate		2 days	Laboratory Aide I
	2.2 Inspection of establishment		4 hours	Administrative Aide VI (Designated Administrative Officer)
	2.3 Assess Tourism/Certification fees			
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	3. Request the client to provide the Official Receipt Number to process the Tourism Certification.	For Renewal of Hotels/Accommodations And Travel & Tours Permit	30 minutes	City Tourism Staff Administrative Aide I

payment		License P1,700.00 Certificate 50.00		
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	

ISSUANCE OF TOURISM CERTIFICATE

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

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

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 NUTRITIONS OFFICE

PROCESSING AND EVALUATION OF BARANGAY NUTRITION SCHOLAR (BNS) REPORTS

To provide BNS Honorarium

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

	5. Route approved voucher and OR to City Treasurer's Office for Issuance of cash Advance	None	30 minutes	City Administrator 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	

ISSUANCE OF CERTIFICATION TO BNS FOR APPLICATIONS FOR CIVIL SERVICE COMMISSION (CSC) ELIGIBILITY (PRESIDENTIAL DECREE 1569)

To Facilitate BNS’s CSC Eligibility

Office/Division:	City Nutrition Office			
Classification:	Simple			
Type of Transaction:	All Government – to Citizen (G2C)			
Who may avail:	All Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent for CSC eligibility			To be provided by requestee	
BNS Certification of Deployment			City Nutrition Office	
Endorsement letter from NNC 8			National Nutrition Office Region 8	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Nutrition Scholar submits request to CNO	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	
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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 b) Title of material c) Date of request and date of release	None	5 minutes	Asst. Administrative Officer-Designate Administrative Aide IV
	3. Identify and gather the available materials based on the information gathered	None	20 minutes	City Nutrition Program Coordinator Administrative Aide IV
	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

				Administrative Aide IV
	6. Requesting Office to receive the materials on Logbook with the following details: a) Name b) Designation c) Office d) Contact Number	None	2 minutes	Asst. Administrative Officer-Designate Admin. 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 Nutrition Program Coordinator Administrative 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 Admin. Aide I
		TOTAL	2 days & 8 minutes	

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interested schools/students submit written request together with information on the objective for practicum	1. Request applicants to submit request for the OJT. (1 copy of original and 2 photo copies) 2. Identify Stability barangay for practicum 3. Report to start practicum in selected barangay 4. Evaluate the performance of the student 5. Issued certificate of hours completed	NONE	30 minutes	Administrative Aide IV
		TOTAL	30 minutes	

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>

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	OSCA Staff/Front Desk Administrative Aide 1
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	OSCA Staff/Front Desk Administrative Aide 1
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 minutes	OSCA Staff/Front Desk Administrative Aide 1
4. Printing of Senior Citizen ID and Purchase Booklet.	Processing of Senior Citizens ID and Purchase Booklet.	None	10 minutes	OSCA Staff Administrative Aide 1
5. Senior Citizen ID and Purchase Booklet signed by the applicant.	Signing of Discount Booklets.	None	1 minute	OSCA Staff Administrative Aide 1
6. Senior Citizen Discount Purchase Booklet signed by OSCA Head.	Approved/Signed by OSCA Head	None	5 Minutes	OSCA Head
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	Liaison Officer City Mayor
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)	OSCA staff Administrative Aide 1
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	OSCA Staff/Front Desk Administrative Aide 1
2. Interview applicant using the prescribed OSCA application form.	Checked and reviewed on the correctness and completeness of data.	None	5 minutes	OSCA Staff/Front Desk Administrative Aide 1
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	OSCA Staff/Front Desk Administrative Aide 1
4. Printing of Senior Citizen ID.	Processing of Senior Citizens ID and Purchase Booklet.	None	10 minutes	OSCA Staff Administrative Aide 1
5. signing of Senior Citizens ID and taking of Picture	Signing of IDs	None	1 minute	OSCA Staff Administrative Aide 1
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	OSCA Staff Administrative Aide 1
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)	OSCA staff Administrative Aide 1
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	
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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	OSCA Staff/Front Desk Administrative Aide 1
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	OSCA Staff/Front Desk Administrative Aide 1
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	OSCA Staff Administrative Aide 1
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:	Highly Technical			
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	

OCTOGENARIAN, NONAGENARIAN AND CENTENARIAN BENEFIT PROGRAM

Octogenarian, Nonagenarian and Centenarian Benefits program also known as the expanded Centenarian Act of 2024 granting 10,000 Cash in peso to all filipino senior citizens ages 80, 85, 90, 95 and 100,000.00 for 100 years old weather residing in the Philippines or abroad.

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. Octogenarian, Nonagenarian and Benefit Program Form		OSCA
2. 2x2 ID Picture (Copies)		Photoshop
3. OSCA ID (Photocopy)		Senior Citizen
4. Whole Body Picture A4 Size (Colored)		Photoshop or Internet Cafe
5. Birth Certificate PSA (Original or National ID Photocopy (primary Documents)		PSA
If the primary Documents is not available, secondary documents must be presented such as:		
6. Baptismal (Original Copy)		Church
7. UMID ID (Photocopy)		Senior Citizen
8. Voters ID or Certification Original		COMELEC
9. Birth Ceriticate from Registrar Office (Original)		City Registrar’s Office
10. Philippine Passport (Not expired)		DFA
11. Drivers License (Not expired)		LTO
12. Affidavit of 2 disinterested person		Legal Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Eligibility Ensure that you are reaching the milestone ages of 80, 85, 90, 95, or 100. Only those reaching these milestone ages on or after March 17, 2024, are eligible to apply.	<ul style="list-style-type: none"> Verify Eligibility OSCA checks if the applicant meets the age and date requirements. 	None	5 minutes	<i>Admin Officer Designate/OSCA Head</i>
2. Submit Application Submit the completed application form along with the required documents. Applications can be submitted one (1) year before reaching the milestone age.	<ul style="list-style-type: none"> Process Application OSCA receives and reviews the application form along with the necessary documents. 	None	2 minutes	<i>Administrative Aide 1</i>
3. Undergo Pre-Validation OSCA will review and verify your documents to confirm eligibility.	<ul style="list-style-type: none"> Conduct Pre-Validation OSCA verifies submitted documents and eligibility. Applications are sorted according to birth month. 	None	5 minutes	<i>Administrative Aide 1</i>
4. Await Record Sorting After pre-validation, your application will be recorded and sorted according to your birth month.	<ul style="list-style-type: none"> Prepare Endorsement Request OSCA drafts a request letter and submits it to the City Mayor's Office for endorsement. 	None	5 days	<i>Administrative Aide 1</i>
5. Follow Up on Endorsement Request	<ul style="list-style-type: none"> Forward Endorsed Applications 	None	3 days	<i>Administrative Aide 1</i>

<p>OSCA will prepare a request letter to the City Mayor's Office for endorsement.</p> <p>Once signed, the endorsement letter will be sent to the National Commission of Senior Citizens (NCSC).</p>	<p>Once endorsed by the City Mayor, OSCA submits the documents to NCSC for processing.</p>			
<p>6. Participate in Final Validation</p> <p>NCSC will conduct a validation 10 days before your birthday to confirm eligibility.</p>	<ul style="list-style-type: none"> Conduct Final Validation NCSC conduct a validation process 10 days before the applicant's birthday. 	None	10 days	<i>PDO (NCSC)</i>
<p>7. Attend Scheduled Payout</p> <p>If approved, you will be scheduled for the release of your cash gift.</p>	<ul style="list-style-type: none"> Facilitate Payout NCSC schedules and processes the release of the cash gift to approved applicants. 	None	1 day	<i>(NCSC)</i>
TOTAL		NONE	19 days and 12 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. FOR NEW APPLICANT

PWD I.D. is the standard identification card for persons with disability (PWDs) in the Philippines

Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Residency/Indigence (original)			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 (1pc.) – [for apparent disabilities]			Photo studio, internet cafe	
Valid I.D. or Livebirth or Baptismal (1 photocopy)			Civil Registrar/PSA/Church	
Authorization Letter (original) – [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	<div> <div>Jose Juby P. Alday</div> <div>Regular</div> <div>Head of office</div> <div>Leo R. Novillo</div> <div>Regular</div> <div>Bandmaster-Detailed</div> <div>Rechelle Joy L. Espina</div> <div>Casual</div> <div>AO designated</div> <div>Edilberto S. Badilla Jr.</div> <div>Job Order Worker</div> <div>Front Desk (PACD)</div> <div>Mark Aaron Rosales</div> <div>Job Order Worker</div> <div>Ronald Christian A. Domingo</div> <div>Job Order Worker</div> </div>
2 Accomplish PWD Application Form	2 Give PWD Application form and assist client in filling up the form and the requirements needed	NONE	5 minutes	
3 Submit PWD Application Form and requirements	3 Receive PWD I.D. Application Form and check the completeness of requirements	NONE	5 minutes	

				Deaf Mentor
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	2 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant

ISSUANCE OF PWD I.D. FOR RENEWAL

PWD I.D. is the standard identification card for persons with disability (PWDs) in the Philippines

Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Residency/Indigence (original)			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 (original) – [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	Jose Juby P. Alday Regular Head of Office Leo R. Novillo Regular Bandmaster-Detailed Rechelle Joy L. Espina Casual AO designated Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Mark Aaron Rosales Job Order Worker Ronald Christian A. Domingo
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	NONE	5 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 requirements needed to be update if not needed to be update	NONE	5 minutes	

				Job Order Worker Deaf Mentor
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	2 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant
NONE	5 At least 5-10 PWD I.Ds (accumulated days, depending on the number of clients)forward to the CMO for signature of the LCE. Follow-up and pick-up the PWD I.D. been signed	NONE	3 Days	Arnel E. Grego Job Order Worker Disability Affairs Assistant Jose Christopher C. Ongue Job Order Worker Driver
6 Affix his/her signature on the PWD I.D. Issuance sheet and receive the PWD I.D.	6 The client will be texted informing the readiness of his/her PWD ID for claiming	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Gerald Cleo G. Babida Job Order Worker
NONE	7 Encoded and updated PWD Data to the DOH-PRPWD (Philippine Registry of PWDs) upon receipt of application form and complete requirements with no error	NONE	15 minutes	Rechelle Joy L. Espina Casual AO designated
Total		NONE	3 Days & 29 minutes	

ISSUANCE OF PWD I.D. FOR TRANSFER IN THE CITY OF TACLOBAN

PWD I.D. is the standard identification card for persons with disability (PWDs) in the Philippines

Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency/Indigence (original)		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. (original)		City and Municipal Authorized of PWD I.D. been applied		
Authorization Letter (original) – [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	1 Give log sheet to client	NONE	2 minutes	Jose Juby P. Alday Regular Head of Office Leo R. Novillo Regular Bandmaster-Detailed Rechelle Joy L. Espina Casual AO designated Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Mark Aaron Rosales Job Order Worker Ronald Christian A. Domingo Job Order Worker Deaf Mentor
2 Present the PWD I.D.	2 Give PWD Application form and assist the client in filling up and requirements needed	NONE	5 minutes	
3 Submit PWD Application Form and requirements	3 Receive PWD I.D. Application Form and check completeness of requirements	NONE	5 minutes	

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	2 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant
NONE	5 At least 5-10 PWD I.Ds (accumulated days, depending on the number of clients)forward to the CMO for signature of the LCE. Follow-up and pick-up the PWD I.D. been signed	NONE	3 Days	Arnel E. Grego Job Order Worker Disability Affairs Assistant Jose Christopher C. Ongue Job Order Worker Driver
6 Affix his/her signature on the PWD I.D. Issuance sheet and receive the PWD I.D. with booklet for Medicine and Prime Commodities	6 The client are texted informing the readiness of his/her PWD ID for claiming	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Gerald Cleo G. Babida Job Order Worker
NONE	7 Encoded PWD Data to the DOH- PRPWD (Philippine Registry of PWDs) upon receipt of application form and complete requirements with no error	NONE	15 minutes	Rechelle Joy L. Espina Casual AO designated
Total		NONE	3 Days & 29 minutes	

ISSUANCE OF PWD I.D. FOR LOST

PWD I.D. is the standard identification card for persons with disability (PWDs) in the Philippines

Office/Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	PWD Clients aging 0-59 Yrs. Old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Affidavit of Loss (original)			Tacloban City Legal Office or Private Legal Office	
Authorization letter (original) – [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	1 Give log sheet to client	NONE	2 minutes	Jose Juby P. Alday Regular Head of Office Leo R. Novillo Regular Bandmaster-Detailed Rechelle Joy L. Espina Casual AO designated Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Mark Aaron Rosales Job Order Worker Ronald Christian A. Domingo Job Order Worker Deaf Mentor
2 Present the Affidavit of Loss	2 Check the veracity of the document submitted	NONE	3 minutes	
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	NONE	5 minutes	
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	2 minutes	Richard T. Marta Job Order Worker Disability Affairs Assistant

NONE	5 At least 5-10 PWD I.Ds (accumulated days, depending on the number of clients) forward to the CMO for signature of the LCE. Follow-up and pick-up the PWD I.D. been signed	NONE	3 Days	Arnel E. Grego Job Order Worker Disability Affairs Assistant Jose Christopher C. Ongue Job Order Worker Driver
6 Affix his/her signature on the PWD I.D. Issuance sheet and receive the PWD I.D.	6 The client are texted informing the readiness of his/her PWD ID for claiming	NONE	2 minutes	Edilberto S. Badilla Jr. Job Order Worker Front Desk (PACD) Gerald Cleo G. Babida Job Order Worker
Total		NONE	3 Days & 14 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)

BARANGAY AFFAIRS OFFICE

BARANGAY REQUEST/BARANGAY RESOLUTION/ MONTHLY ROAD CLEARING REPORT

Office/Division:	City Mayor’s Office – Community Affairs & Connecting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Officials and Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Request letter address to MayorBarangay Resolution <i>if preparing of POW: attach the Certificate of Availability of Fund</i>Monthly Road Clearing Report		Client/s Client/s Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Provide the logbook to the client.	None	1 minute	Receiving Staff
2. Submit the required document/s.	1. Receive, review and acknowledge the required documents.	None	1 minute	Receiving Staff
	2. Enter data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	3 minutes	DTAS Operator
	3. Verify and validate the document/s.	None	5 minutes	
		None	5 minutes	
	4. Forward/route to the appropriate office.	None	1 day	Office Staff
5. Follow-up the request/resolution.	None	5 minutes		

	6. Inform the client/requesting party on the approved request.			<i>Liaison Officer</i> <i>Liaison Officer</i> <i>Office Staff</i>
Total		None	1 day and 20 minutes	

ACTS ON COMPLAINTS, EMAIL ON ISSUES AND GRIEVANCES AGAINST BARANGAY OFFICIALS

Office/Division:	City Mayor’s Office – Community Affairs & Connecting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen/Client			
Who may avail:	Barangay Officials and Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter of ComplaintLetter of Complaint (lodged at 888 Citizens Complaint Center)		Client/s Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Provide the logbook to the client.	None	1 minute	Receiving Staff
2. Client submit a written complaint.	1. Receives and acknowledge the complaint.	None	1 minute	Receiving Staff
	2. Enter data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	3 minutes	DTAS Operator
	3. Verify and validate the complaint and conduct an ocular inspection if necessary.	None	Within the week	
	4. Inform the concern officials about the complaint.	None	5 minutes	Office Staff
	5. Inform the client/requesting party of the action taken by the accountable office.	None	5 minutes	

				<i>Liaison Officer</i>
				<i>Office Staff</i>
Total		None	15 minutes	

APPLICATION FOR LEAVE/ ISSUANCE OF TRAVEL AUTHORITY

Office/Division:	City Mayor’s Office – Community Affairs & Connecting Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Punong Barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Letter of intent (approval for leave or issuance of Travel Authority)Duly Accomplished Application Form for Leave of Absence <i>if abroad (unofficial travel):</i>Clearance from Money and Property Accountabilities		Client/s Client/s Client/s	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Provide the logbook to the client.	None	1 minute	Office Staff
2. Submit the required document/s.		None	1 minute	Receiving Staff
	1. Receive, review and acknowledge the required documents.	None	3 minutes	DTAS Operator
	2. Enter data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	5 minutes	
	3. Verify the details and draft travel authority.	None	5 minutes	
	4. Forward the drafted travel authority to the Office of the City Mayor for review, approval and signature.	None	2 days/within the week	Office Staff
	5. Follow up on the approved and signed document.	None	5 minutes	Liaison Officer
	6. Inform the client/requesting party about the release of the document.			Liaison Officer

				<i>Releasing Officer</i>
Total		None	2 days and 20 minutes	

ISSUANCE OF OFFICE ORDER

Office/Division:	City Mayor's Office – Community Affairs & Connecting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Punong Barangay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of Intent address to Mayor Invitation letter from the agency or organizer Tentative Itinerary of Travel 			Client/s Client/s Client/s	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Give the logbook to the client.	None	1 minute	<i>Receiving Staff</i>
2. Submit the required document/s.	1. Receive, check and acknowledge the required documents.	None	1 minute	<i>Receiving Staff</i>
	2. Input data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	3 minutes	<i>DTAS Operator</i>
	3. Verify the details and draft office order.	None	5 minutes	
	4. Forward the drafted office order to the Office of the City Mayor for review, approval and signature.	None	1 day	<i>Office Staff</i>
	5. Follow-up on the approved and signed document.	None	2 days/within the week	
	6. Inform the client/requesting party about the release of the approved document	None	5 minutes	<i>Liaison Officer</i>

				<i>Liaison Officer</i>
				<i>Releasing Officer</i>
Total		None	2 day and 20 minutes	

ISSUANCE OF OATH OF OFFICE/ PANUNUMPA (IN LIEU OF)

Office/Division:	City Mayor's Office – Community Affairs & Connecting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Appointed Barangay Official			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">Letter of Intent address to MayorEndorsement letterBarangay Resolution of appointmentAccomplish Personal Data Sheet (PDS)Community Tax CertificateAdditional requirements:<ul style="list-style-type: none">✓ if the official has passed away; please attach the Death Certificate✓ if the official has resigned; please provide a Resignation Letter			Client/s City Local Government Operations Office Client/s Client/s City Treasurer's Office Client/s Client/s	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Give the logbook to the client.	None	1 minute	Receiving Staff
2. Submit the required document/s.	1. Receive, review and acknowledge the required documents.	None	1 minute	DTAS Operator
	2. Enter data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	3 minutes	
	3. Verify the documents and draft the Oath of Office.	None	5 minutes	
	4. Forward the documents to the Office of the City Mayor for review, approval and signature.	None	1 - 2 days	

	5. <i>If approved</i> , follow up on the signed and approved document.	None	5 minutes	<i>Receiving Staff</i>
	6. Notify the client/requesting party about the release of the document.	None	5 minutes	<i>Liaison Officer</i>
				<i>Liaison Officer</i>
				<i>Releasing Officer</i>
Total		None	2 days and 20 minutes	

MEDICAL/ HOSPITALIZATION AND BURIAL ASSISTANCE

Granting cash assistance for hospitalization/medical and burial expenses for elected and appointed Barangay Officials, Barangay Nutrition Scholars (BNS), Barangay Health Workers (BHW), Barangay Service Points Officers (BSPO), Barangay Human Rights Action Officers, Barangay Aides, Lupong Tagapamayapa, Barangay Tanods and Barangay Traffic Volunteer.

Office/Division:	City Mayor's Office – Community Affairs & Connecting Office				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All Barangay Officials and Volunteers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none">Letter of Intent address to MayorRecommendation letterEndorsement letterBarangay certificationOath of Office or Appointment (photocopy with certified true copy)Photocopy of valid ID with signature <i>For medical assistance:</i> <ul style="list-style-type: none">Medical Certificate (original)Medical Abstract (original) <i>For burial assistance:</i> <ul style="list-style-type: none">Death Certificate with registry no. (photocopy with certified true copy)Original Certificate of marriage (if married)Original Certificate of live birth of first born (if spouse deceased)			Client/s City Health Office City Local Government Operations Office Barangay of Residence Client/s Client/s Issued by the attending Physician Issued by the attending Physician City Civil Registrar Office Philippine Statistics Authority Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	Provide the logbook to the client.		None	1 minute	Receiving Staff

2. Submit the required documents.				<i>Receiving Staff</i>
	1. Receive the required documents and check/verify their completeness.	None	1 minute	<i>DTAS Operator</i>
	2. Enter data and scan/upload document/s to the Document Tracking and Archiving System (DTAS).	None	3 minutes	
	3. Prepare and process the Obligation Request and Disbursement Voucher.	None	5 - 10 days	<i>Payroll Clerk</i>
	4. Follow up on the release of the cheque or check.	None	5 minutes	
	5. Notify the client/requesting party once the check is ready for release.	None	5 minutes	<i>Payroll Clerk</i>
				<i>Office Staff</i>
	Total	None	5 days and 15 minutes	

ASSISTANCE TO CITY GOVERNMENT DIFFERENT OFFICES WITH REGARDS TO THEIR RESPECTIVE CONCERN TO THE 138 BARANGAYS (INTERNAL SERVICES)

Office/Division:	City Mayor’s Office – Community Affairs & Connecting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Offices and Department of the City Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter of Assistance 			Department Concern	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit letter request of assistance	1. Seek approval of the request.	None	ASAP	Receiving Staff
	2. Once approved by the City Mayor Act in accordance with the request	None	ASAP	Office Staff
Total		None		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Complaint/Suggestion Form and drop it at the suggestion box located at the entrance door of the office.</p> <p>The client can also send a message to the CMO - CACO official Facebook page.</p>
How feedbacks are processed	<p>The result of client satisfaction surveys of the staff 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/suggestion form provided by the Public Assistance and Complaint Desk (PACD).</p> <p>Or send their complaint thru the CMO - CACO official Facebook page or email us at barangayaffairs_tacloban@yahoo.com and taclobanbarangayaffairs@gmail.com or 0953-529-2548</p>
How complaints are processed	<p>Upon evaluation, the complaint officer shall start the investigation, create a report after investigation and forward the complaint to the head of the office for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan Text : 0908-881-6565 or Call : 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti Red Tape Authority 0908-881-6565; 888</p>

CITY SPORTS AND PHYSICAL DEVELOPMENT OFFICE

RECEIVING, RECORDS KEEPING AND MANAGEMENT

Receiving a communication letter for any assistance provided by the office

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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client’s log book & present concern	1.) Receives and Records incoming and outgoing documents for information and record keeping	None	5 minutes	Administrative Aide I Front Desk Officer
	2.) Refer letter to the Head of Office to appropriate action	None	1 minute	Administrative Aide I Front Desk Officer
	3.) Receive, Review, Evaluate and Approve letter requests	None	5 minutes	OIC- City Sports Coordinator
Total		None	11 minutes	

TECHNICAL SUPPORT AND ASSISTANCE TO LOCAL SPORTS ASSOCIATION(S)

Receiving a communication letter for any technical assistance and support provided by the office

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN, GOVERNMENT TO BUSINESS, GOVERNMENT TO GOVERNMENT			
Who may avail:	GOVERNMENT/PUBLIC AND PRIVATE AGENCIES ORGANIZATIONS AND INDIVIDUALS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			From the Client	
CLIENT 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	5 Minutes	Administrative Aide I <i>Front Desk Officer</i>
	2. Refer to the Sports Director for assessment and evaluation.		1 minute	OIC- City Sports Coordinator
	3. Set or schedule a meeting with the client's authorized representative or stakeholders for an initial "brainstorming".			
	4. Actual collaboration on the implementation of the client's request.			
Total		NONE	6 Minutes	

PARTICIPATION TO SUMMER SPORTS CLINICS AND OTHER TRAINING PROGRAMS AND ACTIVITIES

Confirmation of attendance and participation in the summer sports clinic and other training programs of the office

Office/Division:	CITY PHYSICAL FITNESS AND SPORTS DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN, GOVERNMENT TO GOVERNMENT			
Who may avail:	TACLOBAN CITY AND NEIGHBORING MUNICIPALITIES' CONSTITUENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Training Programs, Summer Sports Clinics and other similar activities.	1. Present and inform the client(s) of the office programs and sports activities.		5 minutes	Administrative Aide I <i>Front Desk Officer</i>
2. Identify and select the preferred Sports Program or activity.	2. Receives, records and confirm the attendance or participation on the selected Sports Activity.		5 minutes	Sports Development Program Officer
3. Fill-out a registration form and submit it to the Sports Officer in-charge.	1)Archery - MWF 2-4PM x 15 days 2)Arnis - MWF 10-12NN x 15 days 3)Athletics - TTHS 3-5PM x 15 days			
		Php 750.00 <i>(inclusion t-shirt)</i>		
		Php 500.00 <i>(inclusion t-shirt)</i>		

	4) Badminton - MWF 1-3PM x 15 days	Php 500.00 (inclusion t-shirt)		
	5) Basketball - SAT/SUN 9-11:30AM x 10 days	Php 750.00 (inclusion t-shirt and shuttle cock)		
	6) Baseball – MWF 3-5PM x 15 days	Php 2,000.00 (inclusion Jersey, Basketball, Bag)		
	7) Chess – SAT/SUN 10-12NN x 10 days	Php 750.00 (inclusion t-shirt)		
	8) Football – MWF 3-5PM x 15 days	Php 500.00 (inclusion t-shirt)		
	9) Karate – TTHS 1-3PM x 15 days	Php 2,000.00 (inclusion 1 set uniform & ball)		
	10) Sepak Takraw – TTHS 3-5PM x 15 days	Php 750.00 (inclusion t-shirt)		
	11) Swimming – MWF 3-5PM x 10 days	Php 300.00 (inclusion t-shirt)		
	12) Table Tennis – TTHS 1-3PM x 15 days	Php 2, 000.00 (inclusion pool pay)		
	13) Taekwondo – MWF 10-12NN x 15 days	Php 500.00 (inclusion T-shirt)		
	14) Wrestling – TTHS 10-12NN x 15 days	Php 2,500.00 (inclusion t-shirt)		
	15) Volleyball – MWF 9-11AM/ 2-4PM x 15 days	Php 500.00 (inclusion t-shirt)		
				OIC- City Sports Coordinator

<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>3. Wait for a notice of meeting(s) and deliberations.</p> <p>4. Implementation on the actual conduct of the Sports Activity</p>	<p>Php 3,000.00 early bird Php 2,700.00 on-site registration (inclusion Volleyball ball and Jersey)</p>		
Total		<i>(Kindly see above for list of payments)</i>	10 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 from The Human Resource Office and submit 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 NOTE: Peculiarly posted at office front lobby or front desk

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	5 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	None	1 day	Admin Officer-Designate (Regular) Admin Aide I (JO)

	<p>deliberation.</p> <p>(If approved, set a schedule for contract signing)</p>			
3. If Request is Approved, proceed to TCCC Office on scheduled date for contract signing.	<p>1. Prepare the Contract of Lease.</p> <p>2. Endorse signed Contract of Lease to City Mayor's Office for signature.</p>	None	5 days	<p>TCCC Manager Admin Officer-Designate(Regular) Admin Aide I (JO)</p>
4. Pay advance rental and security deposit at the City Treasurer's Office.	<p>1. Prepare Billing Statement and release to client</p> <p>(Depending on the rate per unit)</p>	<p>Billing Statement</p> <p>(Rental Payment may vary in different rate per unit as follows)</p> <ul style="list-style-type: none"> • 3,000.00 	1 day	<p>TCCC Manager TCCC AO-Designate (Regular) Admin Aide I (JO)</p>

		<ul style="list-style-type: none"> • 3,500.00 • 4,000.00 		
5. Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease.	1. Review and compile Official Receipt and update ledger. 2. Release Signed and Notarized Contract of Lease.	None	10 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)
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 there are no unsettled dues.	None	30 minutes	Admin Aide I (JO)
2. For unsettled dues, pay the outstanding balance at the City Treasurer’s Office. Present Official Receipt to TCCC Office.	1. Prepare and print updated Billing Statement. 2. Review, record, and compile Official Receipt and update ledger.	Billing Statement	1 day 5 minutes	TCCC Manager/Admin Officer V (Regular) Admin Aide I (JO) Admin Aide I (JO)

3. Wait for Approval or Disapproval of Renewal Application.	1. Endorse documents to the EEMAC for deliberation.	None	1 hour (Note: Depending on EEMAC's meeting/deliberation schedule)	TCCC Manager/Admin Officer V (Regular) Admin Aide I (JO)
	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. (If approved, set a schedule for contract signing.)	None	1 day	TCCC Manager TCCC AO-Designate(Regular) Admin Aide I (JO) Admin Officer-Designate (Regular) Admin Aide I (JO)
2. 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 City Mayor's Office for signature.	None	30 minutes 5 days	TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)
3. Present Official Receipt to TCCC Office and Claim Signed and Notarized Contract of Lease.	1. Review, record, and compile Official Receipt and update ledger. 2. Release Signed and Notarized Contract of Lease.	None	10 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)
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)
2. Pay the necessary fees at the City Treasurer's Office.	1. Prepare assessment based on the requested number of hours and days	<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) 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 use of air-conditioning units</p> <p>Special Permit fees (depending on BPLO assessment)</p>	1 day	TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)

3. Present Official Receipt to finalize booking. Sign Contract of Events.	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	TCCC Manager Admin Officer-Designate (Regular) Admin Aide I (JO)
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.	Prepare and print Certificate of Occupancy.	None	5 minutes	TCCC AO-Designate (Regular) Admin Aide I (JO)
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</p> <p>Presidential Complaint Center 8-784-4286 local 4029</p> <p>Anti-Red Tape Authority 0908-881-6565; 888</p>

OPERATIONS 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
1. Present all the required documents to the person in-charge. Attached photocopy and put in a clean long folder envelope. Letter of Intent should put the complete name, address, contact number and specify what business activity engage in.	Check and receive complete requirements.	NONE	10 minutes	EDGAR A. MABULAC Administrative Aide I Receiving In-Charge
2. If the list of requirements are complete it will be recorded in the log book and then file for deliberation of the Market	Record in the logbook and wait for the Market Committee deliberation for a schedule of meeting.	NONE	10 minutes	EDGAR A. MABULAC Administrative Aide I Receiving In-Charge

Committee schedule meeting.				
3. Inform applicants to wait for the list of approved through a resolution.	Issue Market Resolution to those who are newly awarded applicants.	If waived(the new approved Stallholder will pay the Legal Occupancy Status of Php 10, 000.00 per stall as Ordinance No. 2002-8-50 of the Market Code.	Depending on the scheduled Market Committee meeting.	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 who will conduct the activity.	Checked and received documents.	NONE	5 minutes	EMMA P. AYUSTE Administrative Aide I (Job Order) Receiving In-charge	
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	NONE	10 minutes	EMMIE M. MORALES Market Inspector I Admin Division	

	Superintendent.			
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	
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.	Received and checked if all requirements are attached, check the area if has a “basurahan” and take a picture of it.	NONE	10minutes	EMMIE M. MORALES, JOHN WARLITO P. DAUZ Market Inspector 1 JANET C. CARATAY, ALEJANDRO B. SEMBRERO, JOHN REY C. SEREVILLA, ROCHELLE C. BRAMIDA Administrative Aide I Market Inspector - Designate
6. Once encoded the In-charge will now proceed for the signature of the Market Inspector and Market Superintendent.	Input and encode to the computer and print 2 copies for signature.	NONE	10 minutes	RUTCHEL V. AGUIRRE Administrative Aide I Admin Division
7. For recording and releasing of Market Clearance to the Stallholder.	Record and release.	NONE	5 minutes	MARIETA N. AMOYAN Administrative Aide I (Job Order) Releasing In-Charge
Total		Php 280.00	55 minutes	

MARKET CERTIFICATION

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

Office/Division:	OPERATION OF MARKETS
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity

Who may avail:		Registered Stallholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Rental Payment		Market Office		
Business Permit previous year (1 photocopy)		Client		
Receipt of Payment (1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 for 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 feedback are processed?	Every week the Administrative Officer check and address concern pertaining to the feedbacks or complaints received.
How to file a complaint?	Kindly write your complete details your complete name, Address and Contact number for easy to process your complaint.
How complaints are processed?	It will be treated as a confidential one, conduct investigation and submit it to the Market Superintendent.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-881-6565 or 1-6565* Log-on to: www.contactcenterngbayan.gov.ph Facebook Account: www.facebook.com/contactcenterngbayan

TACLOBAN NEW BUS TERMINAL

PASSENGER COMPLAINT ASSISTANCE.

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

Office/Division:	Tacloban New Bus Terminal 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	
3. Communication/transmittal letter with route slip approved by CMO/CADMO (Original Copy) 4. Documents to be endorsed.			Client Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Passenger / Complaints / Assistance	1. Visit Admin Office 2. File a formal complaint, verbal or written 3. Other concern	NONE	5 minutes 5 minutes	Liaison Officer Admin Officer-Designate Acting City Administrator PNP Assistance
6. PUJ / PUB / Operators / Complaints	1. Visit Admin Office 2. File formal complaint, verbal and written 3. Other Concern	NONE	5 minutes 3 minutes	Liaison Officer Admin Officer-Designate Acting City Administrator PNP Assistance
TOTAL		NONE	18 minutes	

RECEIVING OF ALL INCOMING DOCUMENTS

To receive and record all incoming documents addressed to Tacloban New Bus Terminal Office from various offices of the City Government of Tacloban.

Office/Division:	Tacloban New Bus Terminal 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) 2. Documents to be endorsed.			Client Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receiving Documents	1. Visit Admin Office 2. Register at the visitor’s logbook 3. Receive and record the documents addressed to Tacloban New Bus Terminal	NONE	2 minutes 3 minutes	Receiving Clerk Admin Officer-Designate Acting City Administrator
2.Processing of Passes	1. Visit Admin Officer 2. Register at the visitor’s logbook 3. Present endorsement letter from CSWDO/DSWD / Brgy Affairs	NONE	2 minutes 3 minutes	Receiving Clerk Admin Officer-Designate Acting City Administrator

3.Processing for applying stall / ticketing booth rental	1. Visit Admin Office 2. Register at the visitor's logbook 3. Ask for the requirement form 4. Endorsement to City Admin / EEMAC for Approval	NONE	2 minutes 5 minutes 2days	Receiving Clerk Admin Officer-Designate Acting City Administrator
TOTAL		NONE	2 days and 17 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.
How feedbacks are processed	The result of client satisfaction surveys of the frontliners are opened daily and analyzed. Those requiring answers and immediate attention are attended promptly.
How to file a complaint	Fill out a complaint form provided by the Public Information and Complaint Desk or write a letter addressed to the Administrative Officer specific details of the complaint or send their complaint thru email terminaltaclobanewbus@gmail.com Gmail Account.
How complaints are processed	The Public Information and Complaint Desk will forward the complaint to the Public Relation 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 complaint a feedback after receiving result of investigation and Action of the concerned Department thru a letter signed by the Executive Director.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 0908-888-16565 or 1-6565 Presidential Complaint Center 8-784-4286 local 4029 Anti-Red Tape Authority 0908-881-6565; 888

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	3 minutes	Ernesto C. Cuyag Jr. Delio Bajen Raymund Gariando 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	LRCO (City Treasurer's Office)
Total		P 8.00 x no. of tubs + P 0.25 x no. of kilos	8 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		3 minutes	Ernesto C. Cuyag Jr. Delio Bajen Raymund Gariando 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. b. Copra & Palay	 3.00 pesos per sack 1.00 peso per sack	 3 minutes	 LRCO (City Treasurer's Office)
Total		P 3.00 x per sack + P 1.00 x per sack	6 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	3 minutes	LRCO (City Treasurer's Office)
2. Present the entrance ticket	Issue entrance ticker for Customer's copy. 10 wheeler truck 6 wheeler truck 4 wheeler truck Tricycle Pedicabs	35.00 pesos unit/day 25.00 pesos unit/day 10.00 pesos unit/day 6.00 pesos unit/day 3.00 pesos	3 minutes	LRCO (City Treasurer's Office)
Total		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	6 minutes	

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 Raymund Gariando Angelo Labara Administrative Aide – I (Market Checker)
2. Present the assessment slip to the Cashier for payment for berthing Pay. a. Fishing Boats b. Commercial and Municipal Vessel.	Issue official receipt a. Fishing Boats b. B. Commercial and Municipal Vessel	150.00 pesos F/B 24.00 pesos/MB	5 minutes	LRCO (City Treasurer's Office)
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	2 minutes	Ernesto C. Cuyag Jr. Delio Bajen Raymund Gariando Angelo Labara Rodolfo Norombaba 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	2 minutes	LRCO (City Treasurer's Office)
Total		P 4.00 x no. of blocks	4 minutes	

RENTAL: MARKET BAY AREA, BAYAREA WAREHOUSE, LAND RENTAL

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. Rental fee for market Bay Area, Bañera Warehouse, Land Rental	Issue Order of Payment every 4 th day of the month	None	3 minutes	Ernesto C. Cuyag Jr.
2. Present the order of payment for rental. (Fish Display Area) A. Market Bay Area-Space Rental 1. 25 square meter 2. 50 square meter B. Warehouse Rental C. Land Rental P75 per sq. meter	Issued official receipt	4,500.00 9,000.00 1,760.00 per stall	3 minutes	LRCO (City Treasurer's Office)
TOTAL		15,260.00	6 minutes	

ISSUANCE OF CERTIFICATION

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. Secure Official Receipt from LRCO	Issue official receipt	Certification fee 50.00 DST 30.00	5 minutes	LRCO (City Treasurer's Office)
2. Present Official Receipt	Issuance of Certification		3 minutes	Ernesto C. Cuyag Jr.
TOTAL		80	8 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