



# **CITY GOVERNMENT OF GENERAL TRIAS**

## **CITIZEN'S CHARTER**

2021 (1<sup>st</sup> Edition)



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## **I. Mandate:**

The City Government of General Trias shall exercise the powers which are necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare, and efficient and effective provisions of the basic services and facilities. It shall also ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

## **II. Vision:**

The center of sustainable economic development in the region where empowered and healthy citizenry live in an ecologically balanced environment with modern infrastructure and facilities, led by competent and service-driven public servants.

## **III. Mission:**

We are committed to sustain growth and development through promotion of competitive industries and modern agriculture; maintain peace and order and provide accessible basic services and opportunities, and empower its constituents under a transparent and accountable governance.



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# **Office of the City Mayor**

## **Frontline Services**



## 1. REQUEST FOR BURIAL ASSISTANCE

Burial assistance includes the provision of assistance to indigents and marginalized, and help them partially subsidize the burial cost of deceased family members.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All Residents of the City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Personal Letter addressed to the Mayor (2 copies) 2) Certificate of Eligibility 3) Social Case Study Report 4) CTC of Death Certificate 5) Original or CTC of Funeral Contract 6) Original Brgy. Clearance of Claimant 7) Original Brgy. Certificate of Indigency (Claimant) 8) Voter's ID or Voter's Certificate (Claimant) 9) Certification from Federation of the Senior Citizen ( if the deceased is a Senior Citizen)		1) All persons who will avail 2) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg. 3) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg. 4) City Civil Registrar – 1 <sup>st</sup> floor, City Hall Bldg. 5) Funeral Services 6) Barangay hall where the claimant resides 7) Barangay hall where the claimant resides 8) COMELEC – 4 <sup>th</sup> floor, City Hall Bldg. 9) OSCA – 4 <sup>th</sup> floor, City Hall Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and requirements	1.1 Receive the letter/document s, provide the control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>
	1.2 Check and Validate requirements submitted	None	5 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>





	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.4 Submit all documents with approval by the City Mayor at the Budget Office, Accounting Office, and Treasurer's Office for processing of funds	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.5 Notify client of the release of burial assistance	None	****	Glecy Glorioso <i>Administrative Aide III</i> Jeroel Santander <i>Administrative Assistant I</i>
2. Present the Receiving copy and ID	2. Release burial assistance	None	****	Leticia Florentino <i>Community Affairs Officer I</i> Glecy Glorioso <i>Administrative Aide III</i> Jeroel Santander <i>Administrative Assistant I</i>
<b>End of Process: Total</b>		<b>None</b>		



## 2. REQUEST FOR MEDICAL ASSISTANCE

Provide medical assistance to residents/patients seeking for consultation, rehabilitation, examination or otherwise confined in any government / private hospitals.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All Residents of the City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Personal Letter addressed to the Mayor (2 copies) 2) Medical Abstract 3) Doctor's Prescription 4) The request of Procedure / Doctor's Protocol 5) Hospital Bill 6) Original Brgy. Clearance of Client 7) Original Brgy. Certificate of Indigency (Client & Patient) 8) Photocopy of Valid ID (Client) 9) Voter's ID or Voter's Certificate (Claimant) 10) Social Case Study Report 11) Certificate of Eligibility		1) All persons who will avail 2- 5) Hospital where the patient is admitted 6) Barangay where the client resides 7) Barangay where the client resides 8) All persons who will avail 9) COMELEC – 4 <sup>th</sup> floor, City Hall Bldg. 10) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg. 11) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and requirements	1.1 Receive the letter/documents , provide the control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>



	1.2 Check and Validate requirements submitted	None	5 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.4 Submit all documents with approval by the City Mayor at the Budget Office, Accounting Office, and Treasurer's Office for processing of funds	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.5 Notify client of the release of medical assistance	None	****	Glecy Glorioso <i>Administrative Aide III</i>  Jeroel Santander <i>Administrative Assistant I</i>
2. Present the Receiving copy and ID	2. Release Medical Assistance	None	****	Leticia Florentino <i>Community Affairs Officer I</i>  Glecy Glorioso <i>Administrative Aide III</i>  Jeroel Santander <i>Administrative Assistant I</i>
<b>End of Process: Total None</b>				



### 3. REQUEST FOR FINANCIAL ASSISTANCE

Financial assistance is a benefit in the form of payments to help an individual or group with basic living expenses due to low wages and for duly registered in the city for the additional funding on their activities.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All Residents of the City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Personal Letter addressed to the Mayor (2 copies) 2) Medical Abstract 3) Doctor's Prescription 4) The request of Procedure / Doctor's Protocol 5) Hospital Bill 6) Original Brgy. Clearance of Client 7) Original Brgy. Certificate of Indigency (Client & Patient) 8) Photocopy of Valid ID (Client) 9) Voter's ID or Voter's Certificate (Claimant) 10) Social Case Study Report 11) Certificate of Eligibility		1) All persons who will avail 2- 5) Hospital where the patient is admitted 6) Barangay where the client resides 7) Barangay where the client resides 8) All persons who will avail 9) COMELEC – 4 <sup>th</sup> floor, City Hall Bldg. 10) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg. 11) CSWD – 3 <sup>rd</sup> floor, City Hall Bldg.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other requirements	1.1 Receive the letter/documents , provide the control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>



	1.2 Check and Validate requirements submitted	None	5 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Jeroel Santander <i>Administrative Assistant I</i>
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.4 Submit all documents with approval by the City Mayor at the Budget Office, Accounting Office, and Treasurer's Office for processing of funds	None	****	Glecy Glorioso <i>Administrative Aide III</i>
	1.5 Notify client of the release of financial assistance	None	****	Glecy Glorioso <i>Administrative Aide III</i>  Jeroel Santander <i>Administrative Assistant I</i>
2. Present the Receiving copy and ID	2. Release of Financial Assistance	None	****	Leticia Florentino <i>Community Affairs Officer I</i>  Glecy Glorioso <i>Administrative Aide III</i>  Jeroel Santander <i>Administrative Assistant I</i>
<b>End of Process:                      Total                      None</b>				



#### 4. REQUEST FOR EDUCATIONAL ASSISTANCE (SENIOR HIGH SCHOOL AND COLLEGE STUDENT)

College / Senior Highschool students who are qualified and bonafide residents of the city receive educational assistance from the City Government of General Trias to help them defray their school expenses.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All Residents of the City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Personal Letter addressed to the Mayor (2 Copies) 2) Latest Registration form 3) Latest Certificate of Grades 4) Photocopy of School ID 5) Barangay Indigency 6) Barangay Clearance		1) All person who will avail 2) School where he/she enrolled 3) School where he/she enrolled 4) School where he/she enrolled 5) Barangay where he/she resides 6) Barangay where he/she resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other requirements	1.1 Receive the letter/documents , provide the control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Joelyn Magahis <i>Bookbinder III</i>
	1.2 Check and Validate requirements submitted	None	5 minutes	Leticia Florentino <i>Community Affairs Officer I</i>  Joelyn Magahis <i>Bookbinder III</i>



	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Joelyn Magahis <i>Bookbinder III</i>
	1.4 Submit all documents with approval by the City Mayor at the Budget Office, Accounting Office, and Treasurer's Office for processing of funds	None	****	Joelyn Magahis <i>Bookbinder III</i>
	1.5 Notify client for the release of educational assistance	None	****	Joelyn Magahis <i>Bookbinder III</i>
2. Present the Receiving copy and ID	2. Release Educational Assistance	None	****	Leticia Florentino <i>Community Affairs Officer I</i>  Joelyn Magahis <i>Bookbinder III</i>
<b>End of Process: Total</b>		<b>None</b>		



## 5. REQUEST FOR A CIVIL WEDDING SCHEDULE

Civil Wedding is a legal marriage ceremony presided over by an authorized official and the City Mayor is authorized to solemnize. Couples who want to get married shall secure a schedule for the date of their ceremony to be conducted at the Office of the City Mayor or within General Trias.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail?</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the Mayor (2 copies) 2) Marriage License		1) All person who will avail  2) City Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other necessary requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Jann Camile Cabrera <i>Staff</i>  Dhelaine Gomez <i>Staff</i>  Jena Evangelista <i>Staff</i>
	1.2 Process the request with the approval of the City Mayor.  The City Mayor will confirm the schedule	None	Up to 3 days Maximum	Jann Camile Cabrera  Dhelaine Gomez  Jena Evangelista





	1.3 Notify client of the approval of the request	None	2 minutes	Jann Camile Cabrera Dhelaine Gomez Jena Evangelista
2. Conduct of civil wedding ceremony	2. The City Mayor will conduct the civil wedding ceremony	None	30 minutes	Atty. Antonio A. Ferrer <i>City Mayor</i>
<b>End of Process: Total</b>		<b>None</b>		



## 6. REQUESTS FOR THE APPROVAL OF REQUEST LETTERS, SOLICITATIONS AND APPOINTMENT

Approval of request letters, solicitations, and appointment will be received by the staff / employee and give an update if the request is granted and the releasing date as soon as possible.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail?</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the Mayor (2 copies)		1) All person who will avail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit personal letter and other necessary requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Jann Camile Cabrera Staff  Dhelaine Gomez Staff  Jena Evangelista Staff
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Jann Camile Cabrera  Dhelaine Gomez  Jena Evangelista
	1.3 Notify client of the Approval/disapproval of the request	None	5 minutes	Jann Camile Cabrera  Dhelaine Gomez  Jena Evangelista
<b>End of Process: Total</b>		<b>None</b>		



## 7. RESERVATION FOR AUDIO VISUAL ROOM (AVR, 3<sup>RD</sup> FLOOR, CITY HALL BLDG.)

Audio-Visual Room is located at the 3<sup>rd</sup> Floor of the City Hall. Offices or any private institution may use the said function room provided that a permit must be secured, and schedule must be approved ahead.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public G2G – for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the City Mayor (2 copies)		1) All person who will avail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit personal letter (2 copies)	1.1 Receive the letter/document s, provide the control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Jann Camile Cabrera <i>Staff</i> Dhelaine Gomez <i>Staff</i> Jena Evangelista <i>Staff</i>
	1.2 Check the schedule for availability	None	1 minute	J.C. Cabrera D. Gomez J. Evangelista
	1.3 Process the reservation of AVR with the approval by the City Mayor	None	Up to 3 days Maximum	J.C. Cabrera D. Gomez J. Evangelista



	1.4 Note / Block the reservation schedule for AVR when approved	None	3 minutes	J.C. Cabrera D. Gomez J. Evangelista
	1.5 Notify client of the Approval/disapproval of the request	None	4 minutes	J.C. Cabrera D. Gomez J. Evangelista
	1.6 Notify and surrender a copy of reservation slip to the person in charge with the AVR	None	5 minutes	J.C. Cabrera
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	



## 8. RESERVATION FOR THE USE OF GENERAL TRIAS CONVENTION CENTER AND GENERAL TRIAS SPORTS PARK

General Trias Cultural/Convention Center and General Trias Sports Park are located in Barangays Corregidor and San Juan I, respectively. The venues are open to both private and government entities. However, fees shall apply. Clients who want to use the function centers should need to secure a permit and a reservation must be secured first.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public G2G – for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the City Mayor (2 copies) 2) Reservation Slip		1) All person who will avail 2) City Engineering's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request letter for schedule availability  (Engineering Office – General Trias Convention Center)  (CPDC Office – General Trias Sports Park)	Receive letter, check the schedule for availability, and give reservation slip.	None	5 minutes	Engineering Staff  CPDC Staff
2. Submit a personal letter with a reservation slip	2.1 Receive letter and reservation slip, provide control number, indicate the name, office, and designation and log the information and return the	None	3 minutes	Jann Camile Cabrera Staff  Dhelaine Gomez Staff  Jena Evangelista Staff



	receiving copy to the client with the contact number of the office.			
	2.2 Process the reservation of General Trias Convention/Cultural Center / General Trias Sports Park with the approval by the City Mayor	None	Up to 3 days Maximum	Jann Camille Cabrera Dhelaine Gomez <i>Jena Evangelista</i>
	2.3 Notify client of the Approval/disapproval of the request	None	Up to 3 days maximum	Jann Camille Cabrera Dhelaine Gomez Jena Evangelista
3. Present the Approval letter to the office of the City Engineering (for General Trias Convention Center Schedule) or the CPDC Office (General Trias Sports Park Schedule)	3. Receive approved letter. To assess payment	As per Mun. Ordinance No. 2015-03	5 minutes	<i>Engineering Staff</i>  <i>CPDC Staff</i>
4. Proceed at Treasurer's Office for payment and present assessment slip	4. Receive assessment slip and payment	None	5 minutes	<i>Treasurer's Office Staff</i>



5. Proceed to the Engineering Office or CPDC office and present/ give the photocopy of the Official Receipt.	5. Accept Photocopy of Official Receipt and block the schedule for the final recording	None	2 minutes	<i>Engineering Staff</i>  <i>CPDC Staff</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	



## 9. REQUEST FOR CERTIFICATE OF REGISTRATION OF AUTHORITY TO SOLEMNIZE MARRIAGE (CRASM)

Certificate of Registration of Authority to Solemnize Marriage (CRASM) is a certificate issued to a Solemnizing Officer (SO) certifying the registration of his authority to solemnize marriage after complying with the requirements.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3) Request Letter addressed to the Mayor (2 copies) 4) Complete address of the church 5) Barangay Certificate of church existence 6) Certificate of Appointment/Ordination 7) SEC Certificate 8) Recent pictures of the church		2) All person who will avail 3) All person who will avail 4) Barangay where the client resides 5) Authorized Institution 6) Securities and Exchange Commission 7) All person who will avail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other required requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Jann Camile Cabrera <i>Staff</i>  Dhelaine Gomez <i>Staff</i>  Jena Evangelista <i>Staff</i>





	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Jann Camile Cabrera Dhelaine Gomez Jena Evangelista
	1.3 Notify client of the Approval of the request	None	3 minutes	Jann Camile Cabrera Dhelaine Gomez Jena Evangelista
<b>End of Process: Total</b>		<b>None</b>		



## 10. REQUEST FOR SSS CERTIFICATION (FOR INDIGENT BURIAL ASSISTANCE RECIPIENTS)

SSS grants funeral benefits to whoever paid for the burial expenses of the deceased member. The deceased employee, self-employed, voluntary, or an Overseas Filipino Worker (OFW) member must have at least one contribution payment to qualify. An employee subject to compulsory coverage but was not reported by his/her employer is also qualified to the grant of the funeral benefit.

Death benefit can be a monthly pension that is given only to the primary beneficiaries of a deceased member who had paid 36 monthly contributions before the semester of death. A lump sum amount is granted to the primary beneficiaries of a deceased who had spent less than 36 monthly dues before the semester of death.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail?</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the City Mayor (2 copies) 2) Funeral Contract (Indigent Package) 3) Death Certificate		1) All person who will avail 2) Funeral Services 3) City Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other necessary requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office.	None	3 minutes	Jann Camile Cabrera <i>Staff</i>  Dhelaine Gomez <i>Staff</i>  Jena Evangelista <i>Staff</i>



	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Jann Camile Cabrera Dhelaine Gomez Jena Evangelista
	1.3 Notify client of the Approval of the request	None	3 minutes	Jann Camile Cabrera Dhelaine Gomez Jena Evangelista
<b>End of Process: Total None</b>				



## 11. REQUEST FOR ENDORSEMENT LETTER TO PAGCOR

The office of the City Mayor extend assistance through endorsement letters to those individuals/family who are in dire need of medical help.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail?</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the City Mayor (2 copies) 2) Medical Abstract 3) Barangay Clearance 4) Photocopy of Valid ID		1. All person who will avail 2. Hospital where the patient is admitted 3. Barangay Office where the client resides 4. All person who will avail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other necessary requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office. Check the availability of Ambulance to CDRRM/CHO	None	3 minutes	Jann Camile Cabrera <i>Staff</i>  Dhelaine Gomez <i>Staff</i>  Jena Evangelista <i>Staff</i>
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	<i>i</i>
	1.3 Notify client of the Approval/disapproval of the request	None	*****	Jann Camile Cabrera  Dhelaine Gomez  Jena Evangelista
<b>End of Process: Total</b>		<b>None</b>		



## 12. REQUEST FOR CITY MAYOR'S REFERRAL FOR IMUS VOCATIONAL AND TECHNICAL SCHOOL (IVTS)

A Mayor's referral letter is issued to qualified residents of General Trias who are interested to undergo training in Imus Vocational and Technical School (IVTS).

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the City Mayor (2 copies) 2) Barangay Clearance 3) List of Training Programs 4) Photocopy of Valid ID		1) All person who will avail 2) Barangay Office where the client resides 3) Imus Vocational and Technical School 4) All person who will avail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit personal letter and other required requirements	1.1 Receive letter and other requirements, provide control number, indicate the name, office, and designation and log the information and return the receiving copy to the client with the contact number of the office. Check the availability of Ambulance to CDRRM/CHO	None	3 minutes	Jann Camile Cabrera <i>Staff</i>  Dhelaine Gomez <i>Staff</i>  Jena Evangelista <i>Staff</i>
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Jann Camile Cabrera  Dhelaine Gomez



				<i>Jena Evangelista</i>
	1.3 Notify client of the Approval/disapproval of the request	None	*****	<i>Jann Camile Cabrera</i> <i>Dhelaine Gomez</i> <i>Jena Evangelista</i>
<b>End of Process:                  Total                  None</b>				



### 13. TRICYCLE FRANCHISING/MAYOR'S PERMIT

The Motorized Tricycle Operator's Permit is necessary document for one to be authorized to use and operate a motorized tricycle for any livelihood purposes. Whether for a local delivery or transportation business. MTOP has a validity of three (3) years and local application fees vary for different cities and towns here in the Philippines.

<b>Office or Division</b>		Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – for government services whose client is the transacting public		
<b>Who may avail?</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Photocopy of OR/CR 2) Original copy of the franchise 3) Certification from TODA 4) Latest copy of the operational permit 5) Community Tax Certificate		1-5 All person who will avail		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documents for assessment	1.1 Receive all documents and assess.	None	3 minutes	Caryl Agustin <i>Administrative Assistant IV</i>
	1.2 Validate the documents	None	1 minute	Glenda Gonzales <i>Administrative Assistant IV</i>
	1.3 Release of the Assessment form	None	2 minutes	Caryl Agustin <i>Administrative Assistant IV</i>  Jayson Sarte <i>Administrative Aide IV</i>
2. Proceed to PNP for Tricycle Inspection and submit the assessment form	2. Inspect the documents and tricycle violation if ever. Process and release of Certification of Inspection	None	7 minutes	<i>Assigned PNP officer</i>
3. Proceed to Mayor's Office for Re-validate	3. Re-Validate all documents and release the payment form	None	2 minutes	Glenda Gonzales <i>Administrative Assistant IV</i>
4. Proceed to Treasurer's Office for payment	4. Receive payment and release official Receipt	None	3 minutes	<i>Treasurer's Office Staff</i>



5. Submit Official Receipt to the Mayor's Office	5.1 Process / Typing and printing the Tricycle franchise documents (Sticker No. & Encoding)	None	3 minutes	Glenda Gonzales <i>Administrative Assistant IV</i>  Jayson Sarte <i>Administrative Aide IV</i>  Alona Evangelista <i>Bookbinder I</i>
	5.2 Release of Tricycle franchise documents and Sticker	None	5 minutes	Leonardo Delos Santos <i>Administrative Aide II</i>  Ponciano Dumagat <i>Administrative Aide I</i>
<b>End of Process: Total</b>		<b>None</b>		





## **Office of the City Security Services Divion (Office of the City Mayor)**

### **Frontline Services**



## 1. RECEPTION

The division receives visitors at the front desk by greeting, welcoming and directing them properly. Address visitors' questions and needs, and providing an overall welcoming environment.

<b>Office or Division:</b>		City Security Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Constituent/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents needed for the service transaction.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assistance from the front desk officer.	1. Assist and ask the client needs	None	1 minute	Maximo Colorina / Michael Saliba
2. Present the requirements needed for the transaction.	2. Evaluate the requirements /documents presented.	None	2 minutes	Maximo Colorina / Michael Saliba
<b>End of Process: Total</b>		<b>None</b>	<b>3 Minutes</b>	



## 2. PARKING ASSISTANCE

The division assists clients in parking their vehicle safely, and patrol the parking area regularly to ensure the safety of the clients and their vehicles.

<b>Office or Division:</b>		City Security Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Constituent/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assistance from the parking area.	1. Assist the client in parking their vehicle.	None	3 minutes	Christopher Parin
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>3 Minutes</b>	



### 3. REQUEST FOR INVESTIGATION AND POLICE ASSISTANCE

The division accepts requests to assist the conduct investigation on matters related to Pilferage, Abuse of Authority, Violation of the existing laws implementing Rules and Regulations and local ordinances committed by the City Government employees or a person in cahoots with the government employee/s.

<b>Office or Division:</b>		City Security Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen, Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of complaint. 2. Documentary and Material evidences if there is any. 3. Personal appearance of complainant. 4. Letter request for Police Assistance.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter of Complaint.	1. Received Letter of Complaint.	None	2 minutes	Michael Saliba
2. Interview with the Complainant.	2. Assess the complaint and conduct initial investigation and refer to the PNP if necessary.	None	20 minutes	Gregorio G. Evangelista <i>Chief Security</i>
3. Letter of endorsement address to the PNP to conduct full investigation.	3. Approval of Letter of Endorsement.	None	15 minutes	Gregorio G. Evangelista <i>Chief Security</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>37 Minutes</b>	



# **General Trias Medicare Hospital (Office of the City Mayor)**

## **Frontline Services**



## 4. OUT - PATIENT SERVICES

An outpatient department is the part of a hospital designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not require a bed or to be admitted for overnight care.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Everyone		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital number		CGTMH - OPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the triage area and write name in 'Palistahan' provided. Patient and guardian are required to wear face mask and face shield.	1.1 Ask the patient if s/he have an existing record in the hospital:	NONE	15 minutes	OPD Nurse/Midwife/Clerk On-Duty
For pregnant patient that needs prenatal check-up, the schedule is every Tuesday, 1-4pm. Write name in 'Palistahan ng Buntis' provided. Bring latest ultrasound and laboratory.	If patient already have a record with us, ask for the hospital number or search the patient's name in the Record Computer. Retrieved Index Record of patient.			
If patient is a child or toddler that needs a specialist, Pediatric check-up schedule is every Thursday	If patient have no record with us, ask patients information and record it in an index card.			



1-4pm. Write name in 'Palistahan ng Pedia' provided.				
2. Wait to be called for the initial screening (chief complaints and vital signs recording). Please maintain social distancing.	<p>2.1 Record patient's vital sign and other necessary information in his/her index card. Fill out COVID-19 checklist depending on the verbalized response of patient.</p> <p>If patient do not have symptoms related to COVID-19, asked to wait to be called.</p> <p>If patient have COVID-19 symptoms, separate him/her to other patient, secure CIF form to be forwarded to our CHO for proper monitoring and swabbing. If the patient needs to be transferred to other COVID-19 facility, ask for letter of transfer/referral from Doctor on-duty and secure acceptance from</p>	NONE	15 minutes	<p>OPD Nurse/Midwife/Clerk On-Duty</p>



	transferred facility.			
3. Wait to be called.	<p>3.1 Call patient name. Examine the patient and give necessary medical attention and advised.</p> <p>Issue laboratory request if needed (follow laboratory process)</p> <p>Issue prescription if needed (follow pharmacy process)</p>	NONE	30 minutes	<i>Doctor On-Duty</i>
<b>End of Process: Total</b>		<b>None</b>	<b>60 Minutes</b>	





## 5. LABORATORY SERVICES

The laboratory in a hospital runs tests on patients that pertain to the diagnosis, prevention and treatment of diseases. Laboratory services are free but are only available to those with request from CGTMH and CHO Physicians as well as from Barangay Health Centers.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		CGTMH OPD, CHO and Barangay Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide laboratory request signed by CGTMH or CHO Physician	1.1 Get the laboratory request form and confirm details of patient.  1.2 Record patients' details in laboratory receiving logbook	NONE	15 minutes	Ollie Cueco/Raffy Lacorte <i>Medical Technologist</i>
2. Hand over the collected sample to the medical technologist on-duty not more than 1 hour upon collection.	2.1 For urinalysis, pregnancy test or fecalysis, advised patient to collect sample (pee or poop) on provided testing kit.  2.2 For Complete Blood Count or Dengue NS1/Dengue Duo, advised patient on the	NONE	10 minutes	Ollie Cueco/Raffy Lacorte <i>Medical Technologist</i>



	process and perform blood collection.			
3. Wait for the result	3. Examine sample and provide result	NONE	3.1 Urinalysis - 30minutes - 1hour 3.2 Fecalalysis - 30minutes - 1hour 3.3 Complete Blood Counting - 1-2hours 3.4 Pregnancy Test - 15-30minutes 3.5 Dengue Duo NS1 - 15minutes	Ollie Cueco/Raffy Lacorte <i>Medical Technologist</i>



<p>4. Receive result. Provide authorization letter if receiver is not the patient.</p>	<p>4.1 MedTech to record result in the logbook and release result.</p> <p>If patient is waiting in the OPD Area, endorse result to the OPD Nurse on duty for Physician's further evaluation</p> <p>If patient is to return for the result, ask for the claim stub and authorization letter if patient will not be able to receive the result.</p>	<p>NONE</p>	<p>15 minutes</p>	<p>Ollie Cueco/Raffy Lacorte <i>Medical Technologist</i></p>
<p><b>End of Process:</b></p>	<p><b>Total</b></p>	<p><b>None</b></p>	<p><b>2 Hours and 40 Minutes</b></p>	



## 6. PHARMACY SERVICES

Distribute medicines based on client's/patient's prescription.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		CGTMH Out and In Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		CGTMH OPD, CGTMH Inpatient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request free medicine from CGTMH Pharmacy	1.1 Get the patient's prescription issued by our doctor and check availability of medicines  1.2 If medicine is available, hand it to patient. Jot down the name of patient, name of medicine and quantity in the inventory paper.  1.3 Double check issued medicine and advise patient to buy the remaining prescription outside	NONE	10 Minutes	Eden Nocon <i>Pharmacist</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 7. IN-PATIENT SERVICES

In-Patient care is a medical treatment administered to a patient whose condition requires treatment in a hospital wherein the patient formally admitted to the facility by a doctor.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Everyone		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admission Order		CGTMH Emergency Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient to submit admission order from CGTMH Physician.	1.1 ER Nurse to notify Ward Nurse of new admission.  1.2 Secure negative rapid antigen test of patient and guardian (one guardian per patient only)  1.3 Log in General Admission Logbook. Secure other needed patient's data.  1.4 Secure consent for admission and management  1.5 NOD Prepares room and bed assignment and prepare supplies needed	NONE (All fees covered by Philhealth)	50 minutes	ER Nurse/Ward Nurse/Institutional Worker/Medical Technologist



	1.6 Nurse directs and bring the patient to the designated ward			
2. Follow doctors order	2.1 Perform daily routine patient care. Follows clinical pathway procedure religiously for certain diseases. Oversees patient medical care.	NONE		<i>Physician, Nurse</i>



<p>3. Secure discharge clearance and sign provided philhealth forms. Submit accomplished clearance to the guard on duty.</p> <p>Secure clearance from:</p> <ul style="list-style-type: none"> <li>a. Pharmacy</li> <li>b. Laboratory</li> <li>c. Billing/Cashier/Philhealth</li> <li>d. Laundry</li> </ul>	<p>3.1 Examines and evaluates patient. Indicates "May Go Home" order in patient chart.</p> <p><i>If the patient requests discharge against medical advice (DAMA), the NOD refers the request to Attending Physician.</i></p> <p>3.2 Prepare discharge order, write discharge instructions and prescription for take home medicines. Review chart for completeness. Gives discharge instructions and health education to patients/informs date of follow-up schedule.</p> <p>3.3 Prepare billing of patient and secure signatures.</p> <p>3.4 Prepare clearance certificate and advised patient to secure clearance on needed departments.</p>	<p>NONE</p>	<p>2 and half hour</p>	<p>Physician, Nurse, Philhealth/Billing Clerk, Guard</p>
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	<p>3.5 Issue discharge slip 2 copies</p> <ul style="list-style-type: none"> <li>• Patients copy</li> <li>• Nurse Station copy</li> </ul> <p>3.6 Receive discharge slip, check if all equipment/items previously issued to patients have been return. Give final instruction, regarding home care, medication and check-up schedule. Discharge patient at the ward</p>			
<b>End of Process:          Total                                  None                                  Upon admission: 50 Minutes;</b> <b>upon discharge: 2 Hours</b>				





## 8. PHILHEALTH SERVICES

Under the Philippine Universal Health Law, every Filipino is entitled to be a member and enjoy the benefit of Philhealth. Membership to Philhealth secure that patient have no outstanding balance from the hospital.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		CGTMH In-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Philhealth Member and Patient Data Form		Philhealth Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Upon advised for admission, patient needs to fill out the 'Philhealth Member and Patient Data Form' provided.</p> <p>If patient is a non-member adult, patient need to provide the following ASAP:</p> <ul style="list-style-type: none"> <li>a. Birth Certificate</li> <li>b. Valid ID</li> <li>c. Authorization Letter (provided by the philhealth clerk)</li> <li>d. Filled-out PMRF form</li> <li>e. IF patient is unable to pay the philhealth contribution, secure 'Certificate of Indigency' from</li> </ul>	<p>1.1 Secure 'Philhealth Member and Patient Data Form'. Check patient's eligibility.</p> <p>If patient is already a member or a dependent, provide eligibilty copy to Ward Nurse.</p> <p>If patient is not a member/depend ent, secure the requirements and send request for registration and/or addition dependent to philhealth. Reply from philhealth is 1-3days upon submission of request.</p>	NONE	15 minutes	<p>Ward Nurse On-Duty, Philhealth Clerk Mark Felesario or Beverly Barrientos</p>



<p>Barangay and MSWDO.</p> <p>If patient is a child of a non-member patient, secure above documents and bring the child birth certificate as additional requirement.</p> <p>If patient is for member's addition dependent, secure the following:</p> <ul style="list-style-type: none"> <li>a. Birth Certificate of child (aged 21 and below)</li> <li>b. Authorization Letter (provided by philhealth clerk)</li> <li>c. Filled-out PMRF form</li> </ul> <p>If patient is a legal husband/wife of a member, secure the following requirements:</p> <ul style="list-style-type: none"> <li>a. Birth Certificate of patient</li> <li>b. Valid ID of member and patient</li> <li>c. Authorization Letter (provided by the philhealth clerk)</li> </ul>				
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d. Filled-out PMRF form e. Marriage Certificate				
2. Wait for update from philhealth clerk. Upon discharge, signed documents from the philhealth clerk or follow advised.	<p>2.1 Encode patient information in iHomis upon attending physician advised to discharge.</p> <p>In an instance that the patient is a non-member and reply from philhealth got delayed despite follow ups, advised patient to signed documents on his/her follow up check-up.</p>	NONE	2 hours	<i>Philhealth Clerk Mark Felesario or Beverly Barrientos</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>Upon admission: 15 Minutes</b> <b>Upon discharge: 2 hours</b>	



## 9. MEDICO-LEGAL

Medico legal documents is for legal case purpose and can serve as evidence in court.

<b>Office or Division:</b>		City of General Trias Medicare Hospital		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Request		PNP or Barangay where patient is residing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self at the emergency area.	<p>1.1 Ask the patient if s/he have an existing record in the hospital:</p> <p>If the patient is for an emergency, secure information from his/her companion</p> <p>If patient already have a record with us, ask for the hospital number or search patient name in the Record Computer. Retrieved Index Record of patient.</p> <p>If patient have no record with us, ask patients information and record it in an index card.</p>	P800.00 to be paid at City Hall Cashier or Indigent Certificate from MSWDO/Barangay	30 minutes	OPD Nurse/Clerk, Physician



	<p>1.2 Physician to give patient proper medical attention and advise</p> <p>1.3 After the procedure and/or examination, inform patient regarding documents to secure (provide checklist). Advised when to come back depending on the physician's schedule.</p>			
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<p>2. Patient to come back on agreed date and time. Write name and Hospital number in the 'Palistahan' and wait to be called. Bring proper documents such as:</p> <ul style="list-style-type: none"> <li>a. Police Report</li> <li>b. Valid ID</li> <li>c. Payment Receipt or Certificate of Indigency</li> <li>d. If patient is a minor, bring a copy of birth certificate and ID of guardian</li> <li>e. Authorization Letter and ID of both patient and receiver if patient will not be able to get his/her medico-legal</li> <li>f. Other documents requested by the physician such as: X-Ray, CT Scan, Ultrasound etc.</li> </ul>	<p>2.1 OPD Clerk to retrieved index card of patient. Call patient and get the necessary documents.</p> <p>2.2 OPD Clerk to endorse record and documents to Admin Staff.</p> <p>2.3 Admin Staff to encode details of incident and secure signature of the attending physician.</p>	<p>NONE</p>	<p>1 hour</p>	<p>OPD Nurse/Clerk, Admin Staff: Barrientos/ Felesario/Moral</p>
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<p>3. Receive medico-legal, inform the staff if there is a need for an additional examination.</p>	<p>3.1 Photocopy the documents provided. Secure signature and received date from the patient. Return documents to patients and provide two original sealed copy. Advised patient to provide one original copy to the Police Station and photocopy for Barangay and MSWD if needed.</p> <p><i>If patient still needs additional medical examination, admin staff to endorse record to OPD Clerk. (Follow OPD Process step 3)</i></p>	<p>NONE</p>	<p>5 minutes</p>	<p><i>Barrientos/ Felesario/Moral Admin Staff</i></p>
<p><b>End of Process:</b></p>	<p><b>Total</b></p>	<p><b>None</b></p>	<p><b>1 Hour and 35 Minutes</b></p>	



## **City Building Regulatory Division (Office of the City Mayor)**

### **Frontline Services**





## 1. ISSUANCE OF BUILDING PERMIT

A Building Permit is a document issued by the Building Official to an applicant to proceed with the construction, installation, addition, renovation, demolition or other work activity of a specific project/building/structure or portions thereof. It is intended to ensure that the project plans are compliant with the National Building Code of the Philippines and its Implementing Rules and Regulations.

<b>Office or Division:</b>	City Building and Regulatory Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
1. Proof of Ownership (Title, Tax Declaration)	Applicant
2. Lot Plan (duly prepared, signed and sealed by a duly licensed Geodetic Engineer)	Applicant
3. Proposed plans (duly signed and sealed by licensed engineer and owner)	Applicant
4. Zoning Clearance	Office of the City Planning and Development Council
5. Permit application forms (completely and legibly filled out, signed and sealed by Engineer/Architect and Owner)	Applicant
6. Cost Estimates and Bill of Materials	Applicant
7. Specifications	Applicant
8. Structural Design and Computation	Applicant
9. Seismic Analysis	Applicant
10. Barangay Clearance (Permit to Construct)	Barangay Hall
11. Permit to Construct	Homeowner President or Developer
12. Clearance from DPWH (if along National Road)	Department of Public Works and Highways
13. Clearance from PEO (if along Provincial Road)	Provincial Engineer's Office
14. Construction Safety Health Program	Department of Labor and Employment
15. Fire Safety Permit (to be secured upon endorsement of the Building Official)	Local Fire Station
16. Electrical Design Analysis (for commercial application, duly signed and sealed by a licensed Professional Electrical Engineer)	Applicant
17. DENR Certificate (for industrial application, or any environmentally affecting structure)	Department of Environment and National Resources



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Online Appointment via website (www.generaltrias.gov.ph/brd)	1.1 Confirmation of filled out form 1.2 Manual scheduling of appointment	None	1 minute 10 minutes	Mr. Edmund N. Olaveria Jr. (Job Order Employee)
2. Secure application form	a. Issue forms and list of requirements	None	2 minutes	Engr. Ramon G. Custodio (Engineer II)  Aldrich Philip D. Ortiz (Admin Aide I)  Engr. Ivan A. Valencia (Engineer I)  Laarni M. Valdehueza (Bookbinder I),
3. Submit application forms and other requirements	3.1 Receive and review of documents submitted for records  3.2 Inspection of Construction site	None	20 minutes  30 minutes	Engr. Ramon G. Custodio (Engineer II)  Aldrich Philip D. Ortiz (Admin Aide I)  Engr. Ivan A. Valencia (Engineer I)  Laarni M. Valdehueza (Bookbinder I),  Engr. Ivan A. Valencia (Engineer I)  Kenneth C. Sallutan (Job Order Employee)



4. Claim endorsement for Local Fire Marshal	4. Evaluate, prepare endorsement and release documents (1 set of plan, specifications and bill of materials a. Residential *Simple *Complex b. Commercial *Simple *Complex c. Industrial *Simple *Complex d. Institutional & others *Simple *Complex	None	30 minutes 50 minutes  30 minutes 50 minutes  45 minutes 60 minutes  45 minutes 60 minutes	Engr. Norman C. Bugtong <i>(Building Official)</i>  Engr. Ramon G. Custodio <i>(Engineer II)</i>
5. Submit endorsement to Local Fire Marshal	5. Issue fire safety permit	To be computed by Local Fire Marshal	10 minutes	<i>Local Fire Marshal</i>
6. Submit approved Fire Safety Permit	6. Assessment of Fees a. PD 1096 (National Bldg. Code of the Phils.)  b. Contractor's Business Tax (1991 Local Gov't Code) Schedules of Taxes on Contractors & other  c. Independent Contractors	Amt. of Tax  P 27.50   61.60   104.00	15 minutes	Engr. Ramon G. Custodio <i>(Engineer II)</i>



	i. Less than 5,000.00	165.00		
	ii. 5,000 or more but not less than 10,000	275.00		
	iii. 10,000 or more but not less than 15,000	385.00		
	iv. 15,000 or more but not less than 20,000	550.00		
	v. 20,000 or more but not less than 30,000	880.00		
	vi. 30,000 or more but not less than 40,000	1,320.00		
	vii. 40,000 or more but not less than 50,000	1,980.00		
	viii. 50,000 or more but not less than 75,000	2,640.00		
	ix. 75,000 or more but not less than 100,000	3,630.00		
	x. 100,000 or more but not less than 150,000	4,620.00		
	xi. 150,000 or more but not less than 200,000	6,160.00		
	xii. 200,000 or more but not less than 250,000			



	xiii. 250,000 or more but not less than 300,000 xiv. 300,000 or more but not less than 400,000 xv. 400,000 or more but not less than 500,000 xvi. 500,000 or more but not less than 750,000 xvii. 750,000 or more but not less than 1,000,000 xviii. 1,000,000 or more but not less than 2,000,000 xix. 2,000,000 or more	8,250.00 9,250.00 10,250.00 11,500.00  at a rate not exceeding fifty percent (50%) of one percent (1%)		
7. Payment of fees	7. Receive payment and issue official receipt	See Assessment	5 minutes	Cashier <i>Treasurer's Office</i>
8. Submit official receipt to Engineering Office	8. Approve building permit	None	10 minutes	Engr. Norman C. Bugtong <i>(Building Official)</i>
9. Claiming of approved building permit	9. Release approved building permit	None	5 minutes	Engr. Ramon G. Custodio <i>(Engineer II)</i>
<b>End of Process: Total Based on Tax Order of Payment 2 Hours and 25 Minutes (Approx. Time)</b>				



## 2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

A certificate of occupancy is a document issued by the Building Official certifying a building's compliance with all standards and codes, and indicating it to be in a condition suitable for occupancy.

<b>Office or Division:</b>	City Building and Regulatory Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. As-Built Plans (signed and sealed by a duly licensed engineer)	Applicant
2. Updated Photo copy of Engineer's license & PTR	Applicant Applicant
3. Notarized contract agreement between Owner & contractor or Affidavit of undertaking	Applicant
4. Logbook (construction activities)	
5. Photos/Pictures (front, right, left and rear view of the structure)	Department of Public Works and Highways Department of Environment and National Resources
6. Clearance from DPWH (District Office) if along National Road	Applicant
7. Environmental Compliance Certificate to secured from DENR (in case of industrial or any environmentally affecting structure)	Local Fire Station
8. Certificate of Completion of Civil, Sanitary, Electrical and Mechanical Works (signed and sealed by a duly licensed engineer)	
9. Fire Safety Certificate of Final Inspection (to be secured from Chief of Local Fire Service upon endorsement of the Building Official)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Online Appointment via website (www.generaltrias.gov.ph/brd)	1.1 Confirmation of filled out form  1.2 Manual scheduling of appointment	None	1 minute  10 minutes	Mr. Edmund N. Olaveria Jr. (Job Order Employee)
2. Secure Application form	2. Issue forms and list of requirements	None	2 minutes	Mr. Edmund N. Olaveria Jr. (Job Order Employee)
3. Submit application form and other requirements	3.1 Receive and review documents for records        3.2 Inspection of site a. Residential b. Commercial c. Industrial  d. Institutional & others	None       None	10 minutes       2 hours 3 hours 4 hours & 30 mins 3 hours & 30 mins	Engr. Ramon G. Custodio (Engineer II)  Laarni M. Valdehueza (Bookbinder I)  Aldrich Philip D. Ortiz (Admin Aide I)  Engr. Ivan Valencia (Engineer I)  Engr. Gemini P. Mancilla (Engineer III)  Engr. Armando M. Porto (Proj. Development Officer I)  Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)



				Mark Anthony Mugol <i>(Admin Aide III)</i>  Kenneth Sallutan <i>(Job Order Employee)</i>
4. Claim endorsement for Local Fire Marshal	4. Evaluate, prepare endorsement and release forms for signature of Fire Marshal	None	10 minutes	Engr. Ramon G. Custodio <i>(Engineer II)</i>  Engr. Norman C. Bugtong <i>(Building Official)</i>
5. Submit endorsement to Local Fire Marshal	5. Issue Fire Safety Permit	To be computed by the Local Fire Marshall	5 minutes	<i>Local Fire Marshall</i>
6. Submit approved Fire Safety Permit	6. Assessment of fees and issuance of payment order	Assessment will be based on the schedule of fees and other charges in the Nat'l. Building Code of the Philippines and its Implementing Rules and Regulations	15 minutes	Engr. Ramon G. Custodio <i>(Engineer II)</i>
7. Payment of fees	7. Receive payment and issue official receipt		5 minutes	<i>Cashier</i>
8. Submit official receipt to Engineering Office	8. Approve Occupancy Permit	None	5 minutes	Engr. Norman C. Bugtong <i>(Building Official)</i>





				Engr. Ramon G. Custodio (Engineer II)
10. Claim the approved Occupancy Permit	10. Release the approved Occupancy Permit	None	3 minutes	Engr. Ramon G. Custodio (Engineer II)
<b>End of Process: Total Based on Tax Order of Payment 5 Hours and 6 Minutes (Approx. Time)</b>				



### 3. ISSUANCE OF WIRING PERMIT

An Electrical Wiring Permit is a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works.

<b>Office or Division:</b>		City Building and Regulatory Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Yellow Card from Meralco		Meralco		
2. Proof of Ownership		Applicant		
3. Valid ID		Applicant		
4. Approved Building Permit and Occupancy Permit		Office of the Building Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Online Appointment via website (www.generaltrias.gov.ph/brd)	1.1 Confirmation of filled out form	None	1 minute	Mr. Edmund N. Olaveria Jr. (Job Order Employee)
	1.2 Manual scheduling of appointment		10 minutes	
2. Submit application forms and other requirements	2.1 Receive and review documents for records	None	5 minutes	Engr. Armando M. Porto (Proj. Development Officer I)
	2.2 Evaluate Documents	None	5 minutes	Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)
	2.3 Assessment of Fees		3 minutes	Mr. Gabriel A. Simpelo (Utility I)
	d. Permanent Connection Residential Commercial /Industrial	P 55.00 165.00		Mr. Mark Anthony B. Mugol (Admin. Aide III)
	e. Temporary Connection	165.00		Mr. Edmund N. Olaveria Jr.



				<i>(Job Order Employee)</i>
3. Payment of Fees	3. Receive payment and issue official receipt	See Assessment Table	2 minutes	Cashier Windows 3 and/or 4
4. Submit official receipt	4. Approve Wiring Permit	None	15 minutes	Engr. Norman C. Bugtong (Building Official)  Engr. Armando M. Porto (Proj. Development Officer I)  Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)
5. Claim the approved Wiring Permit	5. Release the approved Wiring Permit	None	5 minutes	Engr. Armando M. Porto (Proj. Development Officer I)  Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)  Mr. Gabriel A. Simpelo (Utility I)  Mr. Mark Anthony B. Mugol (Admin. Aide III)  Mr. Edmund N. Olaveria Jr. (Job Order Employee)
<b>End of Process: Total Based on Tax Order of Payment 37 Minutes (Approx. Time)</b>				



#### 4. ISSUANCE OF CERTIFICATE OF ELECTRICAL INSPECTION (CEI)

A Certificate of Electrical Completion marks the completion of the project where the electrical inspector had inspected and approved the proper installation of electrical system compliant to the Philippine Electrical Code.

<b>Office or Division:</b>		City Building and Regulatory Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Yellow Card from Meralco		Meralco		
2. Proof of Ownership		Applicant		
3. Valid ID		Applicant		
4. Approved Building Permit and Occupancy Permit		Office of the Building Official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Online Appointment via website ( <a href="http://www.generaltrias.gov.ph/brd">www.generaltrias.gov.ph/brd</a> )	1.1 Confirmation of filled out form	None	1 minute	Mr. Edmund N. Olaveria Jr. (Job Order Employee)
	1.2 Manual scheduling of appointment		10 minutes	



2. Submit application forms and other requirements	2.1 Receive and review documents for records	None	5 minutes	Engr. Armando M. Porto ( <i>Proj. Development Officer I</i> )
	2.2 Evaluate Documents	None	10 minutes	Engr. Eden Grace C. Montoya ( <i>Proj. Evaluation Officer I</i> )
	2.3 Site Inspection	None	2 hours	Mr. Gabriel A. Simpelo ( <i>Utility I</i> )  Mr. Mark Anthony B. Mugol ( <i>Admin. Aide III</i> ) Mr. Edmund N. Olaveria Jr. ( <i>Job Order Employee</i> )
	a. Residential		3 hours	
	b. Commercial		4 hours	
	c. Industrial		3 hours	
	d. Institutional & others			
	2.4 Assessment of Fees	(per unit ) P 22.00	10 minutes	Engr. Armando M. Porto ( <i>Proj. Development Officer I</i> )
	a. Residential Convenience Outlet	22.00 22.00 55.00	25 minutes	Engr. Eden Grace C. Montoya ( <i>Proj. Evaluation Officer I</i> )
	Lighting Outlet Switch	(per unit)		
	Breaker	P 55.00		
	b. Commercial Convenience Outlet	55.00 55.00 110.00		
	Lighting Outlet Switch			
	Breaker			
3. Payment of Fees	3. Receive payment and issue official receipt	See Assessment Table	2 minutes	Cashier Windows 3 and/or 4



4. Submit official receipt	4. Approve Wiring Permit	None	15 minutes	<p>Engr. Norman C. Bugtong (Building Official)</p> <p>Engr. Armando M. Porto (Proj. Development Officer I)</p> <p>Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)</p>
5. Claim the approved Wiring Permit	5. Release the approved Wiring Permit	None	5 minutes	<p>Engr. Armando M. Porto (Proj. Development Officer I)</p> <p>Engr. Eden Grace C. Montoya (Proj. Evaluation Officer I)</p> <p>Mr. Gabriel A. Simpelo (Utility I)</p> <p>Mr. Mark Anthony B. Mugol (Admin. Aide III)</p> <p>Mr. Edmund N. Olaveria Jr. (Job Order Employee)</p>
<b>End of Process: Total Based on Tax Order of Payment 5 Hours and 23 Minutes (Approx. Time)</b>				



## **City Traffic Management and Public Safety Section (Office of the City Mayor)**

### **Frontline Services**



## 1. RELEASING OF CONFISCATED DRIVER'S LICENSE DUE TO VIOLATION

Traffic Management Office returns the violators confiscated driver's license once the procedure has been done or fine has been paid.

<b>Office or Division</b>		Traffic Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may Avail</b>		All		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
General Trias City Ordinance Violation Slip		Given by the Traffic Enforcer/ Traffic Personnel In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Traffic Management Office.	TMO will advise the person who has violation slip to go to the Treasurer's	Depends on the Violation committed by the person.	-More or less than 20 minutes upon presenting the violation slip to the Treasurer's Office	Traffic Management Office and Treasurer's Office
2. Present the City Ordinance Violation Slip.	Office to pay for amount violated in the ticket issued by the traffic personnel.	P250.00- Driving without license		
3. Go to Treasurer's Office to pay	TMO will then release the confiscated driver's license once paid by the violator.	P150-Failure to surrender to show driver license		
4. After paying, head back to Traffic Management Office with the official receipt from the Treasurer's Office		P1500-Driving while under the influence of liquor or drugs  P500/200- Expired driver license		





<p>5. Sign in the Client Log Book upon the release of the driver's license.</p>		<p>P500-Operation of MV with suspended revoked certificate registration</p> <p>P150-MV plate not firmly attached and visible</p> <p>P450/200-License plate different from body number</p> <p>P150-Improper/ defective horn or signaling device</p> <p>P150-Use of unauthorized/im provided plates</p> <p>P150-Unauthorized use of bell/siren or authorized whistle</p> <p>P1000/500-Out of line/colorum operation</p> <p>P300-Insolent/arrogant drivers</p> <p>P500-Refussal to convey passenger/trip cutting</p>		
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		<p>P350/300- Overcharging and without fare matrix</p> <p>P500- Overloading</p> <p>P1500/1000- Fake OR/CR plates tag or sticker</p> <p>P200- Illegal Parking</p> <p>P300- Reckless Driving</p> <p>P200- Driving in slipper</p> <p>P500- Driving a motorcycle without proper use of helmet and including back ride passenger</p>		
<b>End of Process:</b>		<b>Total</b>	<b>20 Minutes</b>	



## 2. CLAIMING OF IMPOUNDED MOTORS

Traffic Management Office releases the impounded motor and its key to the violators once the procedure has been done or fine has been settled.

<b>Office or Division</b>		Traffic Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may Avail</b>		All		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
General Trias City Ordinance Violation Slip		Given by the Traffic Enforcer/ Traffic Personnel In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Traffic Management Office.  2. Present the City Ordinance Violation Slip.  3. Present OR/CR and other documents if necessary.  4. Go to Treasurer's Office to pay  5. After paying, head back to Traffic Management Office with the official receipt from the Treasurer's Office.	TMO will advise the person who has violation slip to go to the Treasurer's Office to pay for amount violated in the ticket issued by the traffic personnel.          TMO will then release the confiscated motor once paid by the violator.	Impounded Motor = P900	Less than 15 minutes upon presenting the violation slip to the Treasurer's Office	<i>Traffic Management Office and Treasurer's Office</i>



6. Sign in the Client Log Book upon the release of the driver's license.				<i>Traffic Management Office and Treasurer's Office</i>
<b>End of Process:</b>	<b>Total</b>	<b>15 Minutes</b>		



### 3. ISSUANCE OF COURTESY PASS (TRUCKBAN)

Traffic Management Office gives exemption card for 6-wheeler and up vehicles once the procedure has been done.

<b>Office or Division</b>		Traffic Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may Avail</b>		All		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Photocopy of OR/CR -Request letter		Own request letter.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Traffic Management Office 2. Bring Photocopy of OR/CR 2. Submit request letter at Mayor's Office	1. Advice the client to go to the Mayor's Office to submit a request.	None	No specific time.  It is until approved by the Mayor	<i>Traffic Management Office and Mayor's Office</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>-</b>	



#### 4. PROVIDING ASSISTANCE TO MOTORCADES/PARADES AND OTHER EVENTS

An assistance given by the TMO for motorcades, parades, school events, group events held within the vicinity of General Trias City.

<b>Office or Division</b>		Traffic Management Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may Avail</b>		All		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter to be submitted to the Mayor's Office		Own request letter.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Traffic Management Office. 2. Submit request letter at Mayor's Office	1. Advice the client to go to the Mayor's Office to submit a request	None	No specific time.  It is until approved by the mayor	<i>Traffic Management Office and Mayor's Office</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>-</b>	



**City Disaster and Risk Reduction Management  
Division  
(Office of the City Mayor)**

**Frontline Services**



# 1. TECHNICAL ASSISTANCE TO CONDUCT TRAININGS AND SEMINARS ON DISASTER RISK REDUCTION AND MANAGEMENT, INCLUDING BASIC LIFE SUPPORT WITH CPR, STANDARD FIRST AID, VEHICULAR ACCIDENT WITH EXTRICATION, EARTHQUAKE DRILL AND DISASTER AWARENESS AND PREPAREDNESS

Provision of Technical Assistance to Conduct Trainings and Seminars on Disaster Risk Reduction and Management including Basic Life Support with CPR, Standard First Aid, Vehicular Accident with Extrication, Earthquake and Disaster Awareness and Preparedness.

<b>Office or Division</b>		CDRRMO		
<b>Classification</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the CDRRM Office Hotline – 4097303 or proceed to CDRRM Operation Center directly	1. Respond to the call and alert the responder/operation unit for the equipment and/or Emergency Responders to be dispatched	None	1 to 2 days	<i>Administrative and Training Unit</i>
2. Wait for the approval of the trainings and/or seminar requested	2. Inform and acknowledge the requesting party the states of their request	None	1 to 2 days	<i>Administrative and Training Unit</i>
3. Attend training and/or seminar as requested	3. Conduct training and/or seminar as requested	None	1 to 2 days	<i>Administrative and Training Unit</i>
<b>End of Process: Total</b>		<b>None</b>	<b>1 – 2 Days</b>	





## 2. EMERGENCY MEDICAL SERVICES (24/7 OPERATION)

Emergency Medical Services Provided (24/7 Operation)

<b>Office or Division</b>		CDRRMO		
<b>Classification</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report of the incident		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the CDRRM Office Hotline – 4097303 or proceed to CDRRM Operation Center directly	1. Respond to the call and alert the responder/operation unit for the equipment and/or Emergency Responders to be dispatched	None	3 to 5 minutes	<i>Operations &amp; Warnings</i>
2. Wait for the Emergency Responders Team to arrive at scene	2. Emergency Responders Team proceed to the scene	None	5 to 10 minutes upon receipt of call	<i>Operations &amp; Warnings</i>
<b>End of Process: Total</b>		<b>None</b>	<b>8 – 10 Minutes</b>	



### 3. Typhoon and / or other Calamity Assistance (24/7 Operation)

Typhoon and / or other Calamity Assistance (24/7 Operation)

<b>Office or Division</b>		CDRRMO		
<b>Classification</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report / State of the Location		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for disaster response by calling the CDRRM Office Hotline 4097303 Or Proceed to CDRRM Office directly	1.1 Receive request/call from client and alert Operation's Unit for the equipment and Rescue Personnel to be dispatched	None	3 to 5 minutes	<i>Operations &amp; Warnings</i>
	1.2 Dispatch available rescue personnel and/or equipment to the scene	None	2 minutes	<i>Operations &amp; Warnings</i>
2. Wait for the rescue personnel to arrive at the scene	2. Proceed to the scene	None	5 to 10 minutes upon dispatch	<i>Operations &amp; Warnings</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 – 15 Minutes</b>	



#### 4. TECHNICAL ASSISTANCE TO DEPLOY MEDICS AND / OR AMBULANCE

Provision of Technical Assistance to Deploy Medics nad / or Ambulance to Events that requires the service thereof.

<b>Office or Division</b>		CDRRMO		
<b>Classification</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to the Office of the Mayor for evaluation	1. Receive letter of request and approval from Office of the City Mayor	None	1 to 2 days	<i>Operations &amp; Warnings</i>
2. Wait for the approval of the letter request	2. Inform and acknowledge the requesting party the status of their request	None	1 to 2 days	<i>Operations &amp; Warnings</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 – 2 Days</b>	



## 5. ISSUANCE OF CERTIFICATION FOR DISASTER AND CALAMITY VICTIMS

Provision Issuance of Certification for Disaster and Calamity Victims.

<b>Office or Division</b>		CDRRMO		
<b>Classification</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Brgy. Certification on Length of Stay</li> <li>Approved letter of request from the City Mayor's Office</li> <li>Voter's ID</li> <li>Proof of Damage from CSWDO (Pictures and Data)</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit needed requirements	1. Receive and verify requirements	None	1 to 2 hours	<i>Operations &amp; Warnings</i>
2. Claim the Certification	2. Release the certification	None	2 to 5 minutes	<i>Operations &amp; Warnings</i>
<b>End of Process: Total</b>		<b>None</b>	<b>2 Hours and 5 Minutes</b>	



## **Business Permit and Licensing Division (Office of the City Mayor)**

### **Frontline Services**



## 1. APPLICATION FOR BUSINESS PERMIT (NEW)

Business permit is a document that must be secured first before business can legally operate in the city. The said permit assures that the business complies with the local regulations and other law in terms of safety, security, health and sanitation. Payments may be made annually, semi-annually or quarterly. Application for business permit shall be filled on or before the start of business.

<b>Office or Division:</b>	Business Permit and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (Quadruplicate)	Business Permit and Licensing Office Negosyo Center (4 <sup>th</sup> Floor City Hall) or Department of Trade and Industry / Securities and Exchange Commission / Cooperative Development Authority Office of the Building Official  Applicant  Applicant
2. Proof of Business Name Registration (i.e. DTI / SEC / CDA registration)	
3. Barangay Business Clearance	
4. Occupancy Permit	
5. Basis for computing taxes, fees, and charges (e.g. Business Capitalization)	
6. Contract of Lease (if Lessee)	
<b>PRE-REGISTRATION REQUIREMENTS PRIOR TO APPLYING FOR BUSINESS PERMIT:</b>	Office of the Building Official City Health Office Bureau of Fire Protection
1.) Building / Construction Permit 2.) Sanitary Permit 3.) Fire Safety Inspection Certificate 4.) And Other Local and National Requirements	Office of the Sangguniang Barangay City Treasurer's Office Department of Education
<b>POST REGISTRATION REQUIREMENTS (NATIONAL AND LOCAL GOVERNMENT AGENCIES):</b>	
1. Junkshop (New) – Barangay Resolution 2. Public Market Stall (New/Renew) – Tax Clearance	Technological Education and Skills Development Authority



<p>3. Private School (New and Renew) – Authority to Operate / Government Recognition</p> <p>4. Training School (TESDA related courses) (New) – Registration Certificate</p> <p>5. Assessment Center (TESDA related courses) (New) – Accreditation Certificate</p> <p>6. Repair Shop (Electronics, Electrical, Aircon/Refrigerator, Office Machine, Data Processing Equipment, Medical/Dental) (New) – Accreditation Certificate</p> <p>7. General/Specialty and Engineering Contractor (New) – Contractor's License</p> <p>8. Drug Store/Pharmacy (New) – License to Operate</p> <p>9. Bank (New) – Certificate of Authority</p> <p>10. Pawnshop (New) – Certificate of Authority</p> <p>11. Money Service Business (Remittance, Money Changing and/or Foreign Exchange Dealing) (New) – Certificate of Registration</p> <p>12. Local Manpower/Recruitment Agency (New) – Certification</p> <p>13. Manning and Crewing Services (New) – Permit to Operate</p> <p>14. Pest Control Services (New) – Pest Control License</p> <p>15. Business related to Optical Media (New) – License</p> <p>16. Security Agency (New) – Permit to Operate</p> <p>17. Transportation Services and Rent-A-Car (New) – Certification</p> <p>18. Guns and Ammunitions (New) – License to Operate</p> <p>19. Messengerial and Courier Services (New) – Clearance</p> <p>20. Telecommunication (New) – Clearance</p> <p>21. All Business Establishments except Sari-Sari Store and Malls (New/Renew) – Business signage indicating name of business, complete address, nature of business and/or contact number (Per Provincial Ordinance No. 209)</p>	<p>Technological Education and Skills Development Authority Department of Trade and Industry</p> <p>Philippines Contractors Accreditation Board Food and Drugs Administration</p> <p>Bangko Sentral ng Pilipinas Bangko Sentral ng Pilipinas Bangko Sentral ng Pilipinas</p> <p>Department of Labor and Employment Philippine Overseas Employment Agency Fertilizer and Pesticide Authority</p> <p>Optical Media Board</p> <p>Philippine National Police Land Transportation Franchising Regulatory Board Firearms and Explosive Units (PNP) Department of Transportation</p> <p>National Telecommunications Commission Applicant</p> <p>Applicant</p> <p>City Treasurer's Office and/or its deputized agency</p>
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22. Bank, Mall, Gasoline Station, Supermarket, Pawnshop, Money Changer, Lending Investor and/or Any Other Financial Institution, 24-hour Convenience Store, Private School, Fast Food Restaurant, Quick Service Restaurant with an area of above 50 square meters, Car Dealership, and Other Business Establishment with a daily average gross sales of P50,000 (New/Renew) – Installation of CCTV system (Per Municipal Ordinance 09-01 and Municipal Ordinance 13-09)	City Treasurer's Office and/or its deputized agency  Applicant  Applicant  Applicant
23. Gasoline Station (New/Renew) – Fuel Dispenser Calibration (Per Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	Treasurer's Office of the City/Municipality within Cavite
24. Business Establishments using Weighing Scale (New/Renew) – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	National Food Authority Bureau of Animal Industry
25. Financial Establishments (New/Renew) – Posting of Security Guard (Per City Ordinance 17-07)	
26. Carwash (New) – Installation of Industrial Standard Septic Tank (Per Provincial Ordinance No. 129)	
27. Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations (New/Renew) – Certified Lifeguard and Lifeguarding Equipments (Per Provincial Ordinance No. 197)	
28. Professional Services (Practice of Profession) (New/Renewal) – Professional Tax Receipt (Per DILG Opinion No. 59 S. 2018)	Applicant / City Environment and Natural Resources Office / D.E.N.R. Department of Tourism
29. Grains Business – License (New)	Insurance Commission
30. Commercial Mixed Feed/Feed Ingredient Manufacturer, Non-Commercial Mixed-Feed Manufacturer, Importer/Indenter/Exporter, Supplier/Dealer, Distributor/Repacker/Retailer of Feeds, Animal Boarding Facility, Aviary, Canine Facility/K9 Provider, Cattery, Kennel, Animal	Philippine Amusement and Gaming Corporation





<p>Shelter, Pet Shop, Crocodile Farm, Grooming Facility, Hog Farm, Poultry Farm, Cattle/Goat Farm, Monkey Farm, Ostrich Farm, Animal Pound, Laboratory Animal, Racetrack/Equestrian Establishment, Slaughterhouse/Poultry Dressing Plant, Stock Farm/Stockyard/Stud Farm/Coral, Veterinary Clinic/Hospital, Wildlife Rescue, Zoo and others (New/Renewal) – Certificate (Per R.A. No. 8485, R.A. 10631)</p> <p>31. Environment Related Business – Equipment / Clearance / Permit</p> <p>32. Primary Tourism Enterprises (New/Renew) –Accreditation Certificate (Per DILG MC 2019-17)</p> <p>33. Insurance Business (New) – Certificate of Authority</p> <p>34. Entertainment/Amusement/Gaming Business (New) – License/Certification</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Duly Accomplished Application Form for New Business Permit with complete requirements	<p>1.1 Receive and review the application and requirements.</p> <p>1.2a Prepare Tax Order of Payment / Integrated LGU Permit.</p> <p>1.2b Issue Reply Form to Client (if incomplete requirements)</p>	None	45 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Pay taxes, fees and charges at the cashier of City Treasurer's Office	2. Receive payment, issue official receipt and community tax certificate	<p>2.1. Business Tax</p> <p>In the case of a newly started business under this Section, the tax shall be one twentieth of one</p>	20 Minutes	<p><i>City Treasurer's Office Staff</i></p> <p><i>Bureau of Fire Protection Staff</i></p>



		<p>percent (1/20 of 1%) of the capital investment. In the succeeding calendar year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding calendar year or any fraction thereof, as provided in the pertinent schedules in this Article.</p> <p>2.2. Mayor's Permit Fee</p> <p>Heavy Industries Tannery Php12,000.00</p> <p>Chemical Manufacturing 12,000.00</p> <p>Electronics 12,000.00</p> <p>Plastic/Vinyl Manufacturing 12,000.00</p> <p>Aluminum Fabrication 12,000.00</p> <p>Bulb Manufacturing 12,000.00</p> <p>Rubber/Dye/Paint</p>		
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		12,000.00		
		Food		
		Processing		
		12,000.00		
		Food		
		Manufacturing		
		12,000.00		
		Medium		
		Industries		
		Bottle		
		Processing		
		9,000.00		
		Concrete		
		Products		
		9,000.00		
		Gas/Chemical/		
		Refilling Plant		
		9,000.00		
		Paper Products		
		9,000.00		
		Refinery		
		9,000.00		
		Metal		
		Fabrication		
		9,000.00		
		Institutional		
		Establishments		
		Dental/Optical/		
		Veterinary/Other		
		Clinics		
		1,440.00		
		Hospitals		
		3,600.00		
		Lying-In Clinics		
		1,800.00		
		Private Schools		
		(non-stock &		
		non-profit)		
		- Less than 100		
		enrollees		
		2,200.00		



		- 100 to 499 enrollees 3,000.00 - 500 or more enrollees 3,600.00 Private Schools (taxable) - Less than 100 enrollees 1,200.00 - 100 to 499 enrollees 1,800.00 - 500 or more enrollees 2,200.00  Public Market Stalls Wet Section/Tiles 1,440.00 Grocery: Dry goods & others - Small (5-6 sq.m.) 1,200.00 - Medium (7-11 sq.m.) 1,320.00 - Big (12-12.5 sq.m.) 1,440.00  Rentals Apartments/Boarding Houses - 8 rooms below 1,200.00 - 8 rooms above 1,800.00 Car Rentals 1,800.00		
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		Commercial Spaces - Below 50 sq.m. 1,440.00 - Above 50 sq.m. 3,600.00 Real Estate Lessor/Realty 1,800.00 Video CD/Tape Rentals, Chairs/Tables Rentals 1,200.00 Computer Center, Internet Café and Similar Activities - Less than 10 computers 1,440.00 - 10 computers above 1,800.00  Food Industries Canteens, Eateries, Food Stands, Bakeries, Catering Services - Less than 8 sq.m. 600.00 - Above 8 sq.m. 1,200.00 Restaurants - Less than 50 sq.m. 1,800.00 - Above 50 sq.m.		
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		3,600.00 Canteen Concessionaires 2,400.00 Food Manufacturing (small scale) 1,800.00 Other food and catering related establishments 1,200.00  Banks and Other Financial Institutions Bank 6,000.00 Money Shops, Insurance Agencies 2,400.00 Pawnshop, Lending Investor, Investment Company 2,400.00 Payment Center 1,440.00  Agricultural Agri- supply/Poultry Feeds/Veterinar y Supply/Flower Shop 1,200.00 Poultry Farms/Piggery/F ish Pen 1,800.00 Rice Mill 1,200.00		
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		<p>Other farming and agricultural related establishments 1,800</p> <p>Contractor Consultancy and other similar offices 1,200.00</p> <p>Advertising Shop/Sign/Artworks 1,200.00</p> <p>Beauty Parlor, Barber Shop, Massage/Fitness Center 1,200.00</p> <p>Brokerage 1,800.00</p> <p>Electronics/Garments and other sub-contractor - Below 50 sq.m. 1,800.00 - Above 50 sq.m. 3,600.00</p> <p>Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith 1,440.00</p> <p>Funeral Services 2,400.00</p> <p>Furniture Shop/Woodworks 1,440.00</p>		
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		General Engineering/ General Building 1,800.00 Heavy Equipment Contractor 2,400.00 Machine Shop, Vulcanizing, Welding Car Care Services 1,200.00 Manpower/Secu rity Agency, General Services 1,440.00 Parking Lot 1,800.00 Photo Studio, Printing Press and Tarpaulin Shops 1,200.00 Private Cemetery/Memo rial Park 6,000.00 Privately-Owned Market 6,000.00 Subdivision Operators/Devel opers, Real Estate Developers 12,000.00 Scrapper 2,400.00 Tailoring, Dress Shop, Shoe Repair Shop,		
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		Upholstery, Laundry 1,200.00 Vehicle Construction 1,440.00 Vehicle Repair Shop/Services 1,440.00 Warehousing/Fo rwarding Establishment 2,400.00 Other Contractor not Classified 1,200.00 Small Contractors 600.00  Amusement Places Billiard Hall 1,200.00 Disco House, Beer House, Videoke Bar, Night Clubs 1,800.00 Firing Range 1,800.00 Golf Courses 6,000.00 Movie Houses 3,600.00 Resort, Swimming Pool 1,800.00 Lottery/Bingo Hall 2,400.00 Cockpit Arena 6,000.00		
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		Other amusement places 2,400.00		
		Services Cable TV Services 1,800.00 Gasoline Station 3,600.00 Hotels/Motels 6,000.00 Internet Service Provider 1,800.00 Telecommunicat ions, Tower, Cell Site 6,000.00 Telephone Service 2,400.00 Water System/District 6,000.00 Others 1,440.00		
		Trading/Retail/W holesale Appliance Center - Below 40 sq.m. 1,800.00 - Above 40 sq.m. 3,600.00 Auto/Motorcycle Parts 1,800.00 Beer/Softdrinks Dealer 1,440.00		



		Cell Phone Center 1,200.00 Department Store (Retails/Lessor) 6,000.00 Drug Store/Pharmacy - Below 40 sq.m. 1,200.00 - Above 40 sq.m. 2,400.00 Electronic/Electri cal Store 1,200.00 Furniture Retailing 1,800.00 General Merchandise, Grocery, Sari- Sari Store - below 5 sq.m. 300.00 - 5-9 sq.m. 600.00 - above 10 sq.m. 1,200.00 Gift Shop/RTW/Sho es/Bags/ Garments 1,200.00 Jewelry/Watch Retailing 1,200.00 Pet Shops and Accessories 1,200.00 Supermarket 6,000.00 Wine Store		
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		1,440.00 Water Refilling Station 1,800.00 Junk Shop 1,440.00 Ceramics/Bathro om Fixtures 1,800.00 Glass, Aluminum, Iron Works 1,800.00 Hardware, Construction Supplies 1,800.00 Hollow Blocks Maker 1,800.00 Marble Works/Baluster and the like 1,200.00 Ready Mixed Concrete 1,500.00 Other Retail/Dealer/Su pply - Below 40 sq.m. 1,200.00 - Above 40 sq.m. 2,400.00 Cooperative 600.00 Association/Club 600.00 Peddler Php360.00  2.3. Garbage Fee		
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		<p>A. Manufacturers, millers, assemblers, processors and similar businesses: (a) Not more than 100 sq.m. Php600.00 (b) More than 100 sq.m. Php600.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>B. Hotels, apartments, motels, and lodging houses: (a) Not more than 100 sq.m. Php400.00 (b) More than 100 sq.m. Php400.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>C. Restaurants, day and night clubs, cafes, and eateries: (a) Not more than 100 sq.m. Php400.00 (b) More than 100 sq.m. Php400.00 + 1.50/sq.m. in excess of 100 sq.m.</p>		
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		<p>D. Hospitals, clinics, laboratories and similar businesses excluding hazardous medical waste:  (a) Not more than 100 sq.m.  Php400.00  (b) More than 100 sq.m.  Php400.00+1.50 /sq.m. in excess of 100 sq.m.</p> <p>E. Movie houses and retailers:  (a) Not more than 100 sq.m.  Php600.00  (b) More than 100 sq.m.  Php600.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>F. Other business not mentioned above:  (a) Not more than 100 sq.m.  Php400.00  (b) More than 100 sq.m.  Php400.00+ 1.50/sq.m. in excess of 100 sq.m.</p>		
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		<p>2.4. Sanitary Inspection Fee</p> <p>(a) For house for rent Php50.00</p> <p>(b) For each business, industrial, or agricultural establishment</p> <p>With an area of 25 sq.m. or more but less than 50 sq.m. 50.00</p> <p>With an area of 50 sq.m. or more but less than 100 sq.m. 60.00</p> <p>With an area of 100 sq.m. or more but less than 200 sq.m. 150.00</p> <p>With an area of 200 sq.m. or more but less than 500 sq.m. 200.00</p> <p>With an area of 500 sq.m. or more but less than 1,000.00 sq.m. 250.00</p> <p>With an area of 1,000 sq.m. or more Php400.00</p> <p>2.5. Business Plate/Sticker</p>		
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		<p>Sari-sari Store 200.00</p> <p>Other Business 500.00</p> <p>2.6. Environmental Protection/Inspe ction Fee</p> <p>Heavy Industries (a) Tannery Php9,000.00 (b) Chemical Manufacturing 9,000.00 (c) Electronics 6,000.00 (d) Plastic/Vinyl Manufacturing 6,000.00 (e) Aluminum Fabrication 4,800.00 (f) Bulb Manufacturing 4,800.00 (g) Rubber/Dye/Pai nt 4,200.00 (h) Food Processing 6,000.00 (i) Other heavy industry establishments 3,600.00</p> <p>Medium Industries (a) LPG Refilling Plant 3,600.00</p>		
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		(b) Ceramics, Bathroom Fixtures 3,600.00 (c) Hatchery 3,600.00 (d) Batching 3,000.00 (e) Refinery 2,000.00 (f) Food Processing 2,000.00 (g) Printing 2,000.00 (h) Paper Products 1,200.00 (i) Concrete Products 1,200.00 (j) Other light/medium industry establishments 1,200.00  Light Industries (a) Agro- Industrial 1,200.00 (b) Furniture Making 1,200.00 (c) Garments and Other Fabric Based Products 1,200.00 (d) Hats/Bags/Shoe s/Belts/ Wigs (with Dyeing) 1,200.00		
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		(e) Hats/Bags/Shoes/Belts/ Wigs (without Dyeing) 840.00 (f) Assembly Drilling 840.00 (g) Storage/Warehouse/ Haulage/Trading 600.00 (h) Corrugated Cartons 600.00 (i) Lessor 600.00 (j) Packaging 600.00  Food Industries (a) Bakery 360.00 (b) Restaurant 360.00 (c) Canteen 120.00 (d) Carinderia 120.00 (e) Fruit Stall 120.00 (f) Other food related establishments 120.00  Trading/Merchandising (a) Market Stall (1) Wet Goods 240.00 (2) Dry Goods 240.00		
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		(b) Grocery/Sari-Sari Store 120.00 (c) LPG, Pet Shop, Drug Store/Flower Shop and Garden/Nursery 240.00 (d) Appliance Center, Electronic Store, Auto Supply, General Merchandise, Electrical Supply, Gift Shop, Shoes/Bags, Garments Store, Agricultural/Veterinary Supply 600.00 (e) Hardware, Construction Supply, Raw Material Supply, Furniture, Paint Center, Glass & Aluminum 600.00 (f) Other trading/merchandising establishments 600.00  Small-Scale Industries (a) Jeepney Body Builders 360.00		
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		(b) Hollow Blocks/ Furnitures 360.00 (c) Garments/Shoe s/Bags 360.00 (d) Charcoal Manufacturing 360.00 (e) Other similar establishments 360.00  Amusement Places (a) Disco, Beer Garden, Folk House, Cocktail Lounge, Dancing Hall 600.00 (b) Billiard Hall, Bingo House, Bowling, Fitness Center 360.00 (c) Race Track, Sports Coliseum 600.00 (d) Other amusement places 600.00  Institutional Establishments (a) Hospitals 600.00 (b) Lying-in Clinics 360.00		
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		(c) Clinics and Laboratories 360.00 (d) Private Schools 600.00 (e) Banks, Pawnshops, Money Changers, Lending Investors 360.00 (f) Other similar establishments 600.00  Services (a) Repair Shop/Vulcanizing 240.00 (b) Beauty Parlor, Barber Shop 240.00 (c) Rentals (Video, Computer) 240.00 (d) Transportation Terminals 240.00 (e) Water Refilling 240.00 (f) Telecommunications 1,200.00 (g) Funeral Services 2,400.00 (h) Water District		
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		4,800.00 (i) Dwelling (1) Apartment for rent (per door) 120.00 (2) Boarding Houses/Dormito ries (per bed) 120.00 (3) Hotels, Motels, Inn 2,400.00 (j) Printing Establishments 320.00 (k) Other service establishments 600.00  Agricultural (a) Poultry Farms, Piggery, Cattle Raising 1,800.00 (b) Fish Pen 1,200.00 (c) Rice Mill 360.00 (d) Other establishments related to agriculture and farming 600.00  Slaughterhouse 1,200.00 Junkshop 1,800.00 Gasoline Service and Filling Station including LPG		
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		<p>3,600.00 Golf Course 6,000.00 Golf Club, Tennis Club and Gun Club 600.00 Other Recreational Facilities 1,200.00 All other businesses not specifically enumerated Php1,200.00</p> <p>2.7. Fire Safety Inspection Fee 15% of Regulatory Fees with a minimum fee of P500.00</p> <p>2.8. Fee for Sealing and Licensing of Weights and Measures (a) For sealing linear metric measures: Not over one (1) meter Php132.00/unit Over one (1) meter 264.00/unit (b) For sealing metric measures of capacity: Not over ten (10) liters 100.00/unit</p>		
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		<p>Over ten (10) liters 132.00/unit (c) For sealing metric instruments of weights: With capacity of not more than 30 kg. 66.00/unit With capacity of more than 30 kg. But not more than 300 kg. 132.00/unit With capacity of more than 300 kg. but not more than 3000 kg 264.00/unit With capacity of more than 3000 kg 660.00/unit (d) For each and every retesting and resealing of weights and measures instruments including gasoline pumps outside the office upon request of the owner or operator, the following additional service charge for each instrument shall be collected:</p>		
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		Weights and Measure instruments 20.00/unit Gasoline Pump Php132.00/nozzle		
3.1 Sign receiving copy of BPLO and BFP	3.1 Give receiving copy and log book to client for signing	None	15 Minutes	<i>Business Permit and Licensing Office Staff</i>
3.2 Claim Integrated LGU Permit, Official Receipts, Fire Safety Inspection Certificate and Business Plate at the BPLO	3.2 Release Official Receipts, Integrated LGU Permit, Fire Safety Inspection Certificate and Business Plate			
<b>End of Process: Total Based on Tax Order of Payments 1 Hour and 20 Minutes</b>				

## 2. APPLICATION FOR BUSINESS PERMIT (RENEWAL)



business and/or contact number (Per Provincial Ordinance No. 209)	Applicant
5. Bank, Mall, Gasoline Station, Supermarket, Pawnshop, Money Changer, Lending Investor and/or Any Other Financial Institution, 24-hour Convenience Store, Private School, Fast Food Restaurant, Quick Service Restaurant with an area of above 50 square meters, Car Dealership, and Other Business Establishment with a daily average gross sales of P50,000 (New/Renew) – Installation of CCTV system (Per Municipal Ordinance 09-01 and Municipal Ordinance 13-09)	
6. Gasoline Station (New/Renew) – Fuel Dispenser Calibration (Per Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	City Treasurer's Office and/or its deputized agency
7. Business Establishments using Weighing Scale (New/Renew) – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	City Treasurer's Office and/or its deputized agency
8. Financial Establishments (New/Renew) – Posting of Security Guard (Per City Ordinance 17-07)	Applicant
9. Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations (New/Renew) – Certified Lifeguard and Lifeguarding Equipments (Per Provincial Ordinance No. 197)	Applicant
10. Professional Services (Practice of Profession) (New/Renewal) – Professional Tax Receipt	Treasurer's Office of the City/Municipality within Cavite
11. Primary Tourism Enterprises (New/Renew) –Accreditation Certificate (Per DILG MC 2019-17)	Department of Tourism



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the Duly Accomplished Application Form for Renewal of Business Permit with complete requirements	1.1 Receive and review the application and requirements.  1.2a Prepare Tax Order of Payment / Integrated LGU Permit  1.2b Issue Reply Form to Client (if incomplete requirements)	None	25 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Pay taxes, fees and charges at the cashier of City Treasurer's Office	2. Receive payment and issue official receipts and community tax certificate	2.1 (a) On manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:  Amount of Gross Sales/Receipts for the Preceding	20 Minutes	<i>City Treasurer's Office Staff</i>  <i>Bureau of Fire Protection Staff</i>



		<p>Calendar Year in the amount of: Tax per Annum</p> <p>Less than 10,000.00 P199.50</p> <p>10,000.00 or more but less than 15,000.00 266.00</p> <p>15,000.00 or more but less than 20,000.00 365.00</p> <p>20,000.00 or more but less than 30,000.00 532.00</p> <p>30,000.00 or more but less than 40,000.00 798.50</p> <p>40,000.00 or more but less than 50,000.00 998.00</p> <p>50,000.00 or more but less than 75,000.00 1,595.00</p> <p>75,000.00 or more but less than 100,000.00 1,996.50</p> <p>100,000.00 or more but less than 150,000.00 2,662.00</p> <p>150,000.00 or more but less than 200,000.00 3,327.50</p>		
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		200,000.00 or more but less than 300,000.00 4,658.50 300,000.00 or more but less than 500,000.00 6,655.00 500,000.00 or more but less than 750,000.00 9,680.00 750,000.00 or more but less than 1,000,000.00 12,100.00 1,000,000.00 or more but less than 2,000,000.00 16,527.50 2,000,000.00 or more but less than 3,000,000.00 19,965.00 3,000,000.00 or more but less than 4,000,000.00 23,958.00 4,000,000.00 or more but less than 5,000,000.00 27,951.00 5,000,000.00 or more but less than 6,500,000.00 29,491.00 6,500,000. At a rate not		
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		exceeding Forty Five Percent (45%) of One Percent (1%)		
		<p>The preceding rates shall apply only to amount of domestic sales of manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under Paragraph (c) of this Section.</p> <p>(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:</p>		



		<p>Gross Sales/ Receipts for the Preceding Calendar Year in the amount of:</p> <p>Amount of Tax per Annum:</p> <p>Less than 1,000.00 P21.50</p> <p>1,000.00 or more but less than 2,000.00 34.00</p> <p>2,000.00 or more but less than 3,000.00 60.50</p> <p>3,000.00 or more but less than 4,000.00 87.00</p> <p>4,000.00 or more but less than 5,000.00 121.00</p> <p>5,000.00 or more but less than 6,000.00 146.00</p> <p>6,000.00 or more but less than 7,000.00 173.00</p> <p>7,000.00 or more but less than 8,000.00 199.50</p> <p>8,000.00 or more but less than 10,000.00 226.00</p>		
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		10,000.00 or more but less than 15,000.00 266.00 15,000.00 or more but less than 20,000.00 332.50 20,000.00 or more but less than 30,000.00 399.00 30,000.00 or more but less than 40,000.00 532.00 40,000.00 or more but less than 50,000.00 798.50 50,000.00 or more but less than 75,000.00 1,198.00 75,000.00 or more but less than 100,000.00 1,597.00 100,000. 00 or more but less than 150,000.00 2,262.50 150,000.00 or more but less than 200,000.00 2,928.00 200,000.00 or more but less than 300,000.00 3,993.00 300,000.00 or more but less than 500,000.00 5,372.00		
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		<p>500,000.00 or more but less than 750,000.00 7,986.00</p> <p>750,000.00 or more but less than 1,000,000.00 10,648.00</p> <p>1,000,000.00 or more but less than 2,000,000.00 12,100.00</p> <p>2,000,000.00 or more</p> <p>At a rate not exceeding sixty percent (60%) of one percent (1%)</p> <p>The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.</p> <p>(c) On exporters and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of</p>		
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		<p>essential commodities enumerated hereunder at a rate not exceeding one half (1/2) of the rates prescribed under Subsections (a), (b) and (d) of this Article;</p> <p>(1) Rice and corn;</p> <p>(2) Wheat or cassava flour, meat, dairy products locally manufactured, processed or preserved food, sugar, salt and agricultural marine and fresh water products, whether in their original state or not;</p> <p>(3) Cooking oil and cooking gas;</p> <p>(4) Laundry soap, detergents and medicine;</p> <p>(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and</p>		
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		<p>other farm inputs;  (6) Poultry feeds and other animal feeds;  (7) School supplies; and  (8) Cement</p> <p>For purposes of this provision, the term <i>exporters</i> shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under Paragraphs (a), (b) and (d) of this Article.</p>		
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		<p>(d) On retailers. Gross Sales/ Receipts for the Preceding Year: Rate of Tax Per Annum</p> <p>400,000.00 or less 2.2% More than 400,000.00 1.1%</p> <p>The rate of two and 1/5 percent (2.2%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of one and 1/10 percent (1.1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P400,000.00).</p> <p>However, barangays shall have the exclusive power to levy taxes on</p>		
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		<p>stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand Pesos (P 30,000.00) subject to existing laws and regulations.</p> <p>(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):</p> <p>Gross Sales/Receipts for the Preceding Calendar Year in the Amount of:</p> <p>Amount of Tax Per Annum</p> <p>Less than 5,000.00 P33.00 5,000.00 or more but less than 10,000.00 74.00</p>		
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		10,000.00 or more but less than 15,000.00 126.50 15,000.00 or more but less than 20,000.00 199.50 20,000.00 or more but less than 30,000.00 332.50 30,000.00 or more but less than 40,000.00 465.50 40,000.00 or more but less than 50,000.00 665.50 50,000.00 or more but less than 75,000.00 1,064.50 75,000.00 or more but less than 100,000.00 1,597.00 100,000.00 or more but less than 150,000.00 2,395.50 150,000.00 or more but less than 200,000.00 3,194.00 200,000.00 or more but less than 250,000.00 4,392.00 250,000.00 or more but less than 300,000.00 5,590.00		
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		<p>300,000.00 or more but less than 400,000.00 7,453.50</p> <p>400,000.00 or more but less than 500,000.00 9,982.50</p> <p>500,000.00 or more but less than 750,000.00 11,192.50</p> <p>750,000.00 or more but less than 1,000,000.00 12,402.50</p> <p>1,000,000.00 or more but less than 2,000,000.00 13,915.00</p> <p>2,000,000.00 or more</p> <p>At a rate not exceeding sixty percent (60%) of one percent (1%)</p> <p>Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00</p> <p>(f) On banks and other financial institutions at the rate of sixty percent (60%) of one percent</p>		
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		<p>(1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property and profit from exchange or sale of property and insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.</p> <p>(g) On peddlers engaged in the sale of any merchandise or article of commerce at the rate of Fifty Five Pesos (P55.00) per peddler annually.</p> <p>Delivery trucks, vans or vehicles used by manufacturers,</p>		
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		<p>producers, wholesalers, dealers or retailers taxable by the province under Section 141 of R.A. 7160 shall be exempt from the peddler's tax herein imposed.</p> <p>The tax herein imposed shall be payable within the first twenty (20) days of January. An individual who will start to peddle merchandise or articles of commerce after January 20 shall pay the full amount of the tax before engaging in such activity.</p> <p>(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:</p>		
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		<p>Gross Sales/ Receipts for the Preceding Year:</p> <p>Amount of Tax per Annum</p> <p>400,000.00 or less 2.2% More than 400,000.00 1.1%</p> <p>1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bards, carinderias or food caterers. 2. Amusement places including places wherein customers thereof actively participate without making bets or wagers including but not limited to night clubs or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs</p>		
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		<p>such as country and sports clubs including golf courses, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferries wheels, swings, shooting galleries and other similar contrivances, theaters and cinema houses, boxing stadium, race tracks, cockpits and other similar establishments.</p> <p>3. Commission agents.</p> <p>4. Lessors, dealers, brokers of real estate.</p> <p>5. On boarding houses, pension houses, motels, apartments and condominiums.</p> <p>6. Subdivision owners.</p> <p>7. Privately owned markets.</p> <p>8. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories,</p>		
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		<p>dental laboratories and cockpit operators (to include placid and cockpit rentals).</p> <p>9. Operators of Cable Network System.</p> <p>10. Operators of computer services establishment.</p> <p>11. All other similar activities consisting essentially of the sales of services for a fee.</p> <p>The rate of two percent and two tenth (2.2%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of one percent and one tenth (1.1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P 400,000.00).</p>		
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		<p>(i). On operators of public utility vehicles and/or privately owned buses serving the factory maintaining booking office, terminal or waiting station for the purpose of carrying passengers from this municipality under a certificate of public convenience and necessity or similar franchises:</p> <p>Air-conditioned buses 5,000 per unit</p> <p>Buses without air-conditioning 4,000 per unit</p> <p>Mini buses 3,000 per unit</p> <p>Taxis/Fierras/ Tamaraws 2,000 per unit</p> <p>Jeepneys 1,000 per unit</p> <p>2.2. Mayor's Permit Fee</p> <p>Heavy Industries Tannery Php12,000.00</p> <p>Chemical Manufacturing 12,000.00</p> <p>Electronics</p>		
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		12,000.00 Plastic/Vinyl Manufacturing 12,000.00 Aluminum Fabrication 12,000.00 Bulb Manufacturing 12,000.00 Rubber/Dye/Paint 12,000.00 Food Processing 12,000.00 Food Manufacturing 12,000.00  Medium Industries Bottle Processing 9,000.00 Concrete Products 9,000.00 Gas/Chemical/Refilling Plant 9,000.00 Paper Products 9,000.00 Refinery 9,000.00 Metal Fabrication 9,000.00  Institutional Establishments Dental/Optical/Veterinary/Other Clinics		
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		1,440.00 Hospitals 3,600.00 Lying-In Clinics 1,800.00 Private Schools (non-stock & non-profit) - Less than 100 enrollees 2,200.00 - 100 to 499 enrollees 3,000.00 - 500 or more enrollees 3,600.00 Private Schools (taxable) - Less than 100 enrollees 1,200.00 - 100 to 499 enrollees 1,800.00 - 500 or more enrollees 2,200.00  Public Market Stalls Wet Section/Tiles 1,440.00 Grocery: Dry goods & others - Small (5-6 sq.m.) 1,200.00 - Medium (7-11 sq.m.) 1,320.00 - Big (12-12.5 sq.m.)		
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		1,440.00		
		Rentals		
		Apartments/Boa		
		rding Houses		
		- 8 rooms below		
		1,200.00		
		- 8 rooms above		
		1,800.00		
		Car Rentals		
		1,800.00		
		Commercial		
		Spaces		
		- Below 50 sq.m.		
		1,440.00		
		- Above 50		
		sq.m.		
		3,600.00		
		Real Estate		
		Lessor/Realty		
		1,800.00		
		Video CD/Tape		
		Rentals,		
		Chairs/Tables		
		Rentals		
		1,200.00		
		Computer		
		Center, Internet		
		Café and Similar		
		Activities		
		- Less than 10		
		computers		
		1,440.00		
		- 10 computers		
		above		
		1,800.00		
		Food Industries		
		Canteens,		
		Eateries, Food		
		Stands,		
		Bakeries,		
		Catering		
		Services		



		<p>- Less than 8 sq.m. 600.00</p> <p>- Above 8 sq.m. 1,200.00</p> <p>Restaurants</p> <p>- Less than 50 sq.m. 1,800.00</p> <p>- Above 50 sq.m. 3,600.00</p> <p>Canteen</p> <p>Concessionaires</p> <p>2,400.00</p> <p>Food</p> <p>Manufacturing (small scale) 1,800.00</p> <p>Other food and catering related establishments 1,200.00</p> <p>Banks and Other Financial Institutions</p> <p>Bank 6,000.00</p> <p>Money Shops, Insurance Agencies 2,400.00</p> <p>Pawnshop, Lending Investor, Investment Company 2,400.00</p> <p>Payment Center 1,440.00</p> <p>Agricultural</p>		
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		<p>Agri-supply/Poultry Feeds/Veterinary Supply/Flower Shop 1,200.00</p> <p>Poultry Farms/Piggery/Fish Pen 1,800.00</p> <p>Rice Mill 1,200.00</p> <p>Other farming and agricultural related establishments</p> <p>Contractor Consultancy and other similar offices 1,200.00</p> <p>Advertising Shop/Sign/Artworks 1,200.00</p> <p>Beauty Parlor, Barber Shop, Massage/Fitness Center 1,200.00</p> <p>Brokerage 1,800.00</p> <p>Electronics/Garments and other sub-contractor - Below 50 sq.m. 1,800.00 - Above 50 sq.m. 3,600.00</p> <p>Mechanical, Electrical, Electronic</p>		
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		Repair Shop, Plumbing, Smith 1,440.00 Funeral Services 2,400.00 Furniture Shop/Woodwork s 1,440.00 General Engineering/gen eral Building 1,800.00 Heavy Equipment Contractor 2,400.00 Machine Shop, Vulcanizing, Welding Car Care Services 1,200.00 Manpower/Secu rity Agency, General Services 1,440.00 Parking Lot 1,800.00 Photo Studio, Printing Press and Tarpaulin Shops 1,200.00 Private Cemetery/Memo rial Park 6,000.00 Privately-Owned Market 6,000.00 Subdivision Operators/Devel		
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		<p>                     operators, Real Estate Developers                      12,000.00                      Scrapper                      2,400.00                      Tailoring, Dress Shop, Shoe Repair Shop, Upholstery, Laundry                      1,200.00                      Vehicle Construction                      1,440.00                      Vehicle Repair Shop/Services                      1,440.00                      Warehousing/Forwarding Establishment                      2,400.00                      Other Contractor not Classified                      1,200.00                      Small Contractors                      600.00                        Amusement Places                      Billiard Hall                      1,200.00                      Disco House, Beer House, Videoke Bar, Night Clubs                      1,800.00                      Firing Range                      1,800.00                      Golf Courses                      6,000.00                      Movie Houses                      3,600.00                 </p>		
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		Resort, Swimming Pool 1,800.00 Lottery/Bingo Hall 2,400.00 Cockpit Arena 6,000.00 Other amusement places 2,400.00  Services Cable TV Services 1,800.00 Gasoline Station 3,600.00 Hotels/Motels 6,000.00 Internet Service Provider 1,800.00 Telecommunicat ions, Tower, Cell Site 6,000.00 Telephone Service 2,400.00 Water System/District 6,000.00 Others 1,440.00  Trading/Retail/W holesale Appliance Center - Below 40 sq.m. 1,800.00		
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		- Above 40 sq.m. 3,600.00 Auto/Motorcycle Parts 1,800.00 Beer/Soft drinks Dealer 1,440.00 Cell Phone Center 1,200.00 Department Store (Retails/Lessor) 6,000.00 Drug Store/Pharmacy - Below 40 sq.m. 1,200.00 - Above 40 sq.m. 2,400.00 Electronic/Electri cal Store 1,200.00 Furniture Retailing 1,800.00 General Merchandise, Grocery, Sari- Sari Store - below 5 sq.m. 300.00 - 5-9 sq.m. 600.00 - above 10 sq.m. 1,200.00 Gift Shop/RTW/Sho es/Bags/ Garments 1,200.00		
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		Jewelry/Watch Retailing 1,200.00 Pet Shops and Accessories 1,200.00 Supermarket 6,000.00 Wine Store 1,440.00 Water Refilling Station 1,800.00 Junk Shop 1,440.00 Ceramics/Bathro om Fixtures 1,800.00 Glass, Aluminum, Iron Works 1,800.00 Hardware, Construction Supplies 1,800.00 Hollow Blocks Maker 1,800.00 Marble Works/Baluster and the like 1,200.00 Ready Mixed Concrete 1,500.00 Other Retail/Dealer/Su pply - Below 40 sq.m. 1,200.00 - Above 40 sq.m. 2,400.00		
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		<p>Cooperative 600.00</p> <p>Association/Club 600.00</p> <p>Peddler Php360.00</p> <p>2.3. Garbage Fee</p> <p>A. Manufacturers, millers, assemblers, processors and similar businesses: (a) Not more than 100 sq.m. Php600.00 (b) More than 100 sq.m. Php600.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>B. Hotels, apartments, motels, and lodging houses: (a) Not more than 100 sq.m. Php400.00 (b) More than 100 sq.m. Php400.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>C. Restaurants, day and night clubs, cafes, and eateries:</p>		
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		<p>(a) Not more than 100 sq.m. Php400.00</p> <p>(b) More than 100 sq.m. Php400.00 + 1.50/sq.m. in excess of 100 sq.m.</p> <p>D. Hospitals, clinics, laboratories and similar businesses excluding hazardous medical waste:</p> <p>(a) Not more than 100 sq.m. Php400.00</p> <p>(b) More than 100 sq.m. Php400.00+1.50 /sq.m. in excess of 100 sq.m.</p> <p>E. Movie houses and retailers:</p> <p>(a) Not more than 100 sq.m. Php600.00</p> <p>(b) More than 100 sq.m. Php600.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>F. Other business not mentioned above:</p>		
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		<p>(a) Not more than 100 sq.m. Php400.00</p> <p>(b) More than 100 sq.m. Php400.00+ 1.50/sq.m. in excess of 100 sq.m.</p> <p>2.4. Sanitary Inspection Fee</p> <p>(a) For house for rent Php50.00</p> <p>(b) For each business, industrial, or agricultural establishment</p> <p>With an area of 25 sq.m. or more but less than 50 sq.m. 50.00</p> <p>With an area of 50 sq.m. or more but less than 100 sq.m. 60.00</p> <p>With an area of 100 sq.m. or more but less than 200 sq.m. 150.00</p> <p>With an area of 200 sq.m. or more but less than 500 sq.m. 200.00</p> <p>With an area of 500 sq.m. or more but less</p>		
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		<p>than 1,000.00 sq.m. 250.00 With an area of 1,000 sq.m. or more Php400.00</p> <p>2.5. Business Plate/ Sticker Sari-sari Store 200.00 Other Business 500.00</p> <p>2.6. Environmental Protection/Inspe ction Fee</p> <p>Heavy Industries (a) Tannery Php9,000.00 (b) Chemical Manufacturing 9,000.00 (c) Electronics 6,000.00 (d) Plastic/Vinyl Manufacturing 6,000.00 (e)Aluminum Fabrication 4,800.00 (f)Bulb Manufacturing 4,800.00 (g) Rubber/Dye/Pai nt 4,200.00 (h) Food Processing 6,000.00</p>		
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		(i) Other heavy industry establishments 3,600.00  Medium Industries (a) LPG Refilling Plant 3,600.00 (b) Ceramics, Bathroom Fixtures 3,600.00 (c) Hatchery 3,600.00 (d) Batching 3,000.00 (e) Refinery 2,000.00 (f) Food Processing 2,000.00 (g) Printing 2,000.00 (h) Paper Products 1,200.00 (i) Concrete Products 1,200.00 (j) Other light/medium industry establishments 1,200.00  Light Industries (a) Agro-Industrial 1,200.00 (b) Furniture Making 1,200.00		
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		(c) Garments and Other Fabric Based Products 1,200.00 (d) Hats/Bags/Shoes/Belts/ Wigs (with Dyeing) 1,200.00 (e) Hats/Bags/Shoes/Belts/ Wigs (without Dyeing) 840.00 (f) Assembly Drilling 840.00 (g) Storage/Warehouse/ Haulage/Trading 600.00 (h) Corrugated Cartons 600.00 (i) Lessor 600.00 (j) Packaging 600.00  Food Industries (a) Bakery 360.00 (b) Restaurant 360.00 (c) Canteen 120.00 (d) Carinderia 120.00 (e) Fruit Stall 120.00		
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		(f) Other food related establishments 120.00  Trading/Merchandising (a) Market Stall (1) Wet Goods 240.00 (2) Dry Goods 240.00 (b) Grocery/Sari-Sari Store 120.00 (c) LPG, Pet Shop, Drug Store/Flower Shop and Garden/Nursery 240.00 (d) Appliance Center, Electronic Store, Auto Supply, General Merchandise, Electrical Supply, Gift Shop, Shoes/Bags, Garments Store, Agricultural/Veterinary Supply 600.00 (e) Hardware, Construction Supply, Raw Material Supply, Furniture, Paint Center, Glass & Aluminum 600.00		
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		(f) Other trading/merchandising establishments 600.00  Small-Scale Industries (a) Jeepney Body Builders 360.00 (b) Hollow Blocks/Furnitures 360.00 (c) Garments/Shoes/Bags 360.00 (d) Charcoal Manufacturing 360.00 (e) Other similar establishments 360.00  Amusement Places (a) Disco, Beer Garden, Folk House, Cocktail Lounge, Dancing Hall 600.00 (b) Billiard Hall, Bingo House, Bowling, Fitness Center 360.00 (c) Race Track, Sports Coliseum 600.00		
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		(d) Other amusement places 600.00  Institutional Establishments (a) Hospitals 600.00 (b) Lying-in Clinics 360.00 (c) Clinics and Laboratories 360.00 (d) Private Schools 600.00 (e) Banks, Pawnshops, Money Changers, Lending Investors 360.00 (f) Other similar establishments 600.00  Services (a) Repair Shop/Vulcanizing 240.00 (b) Beauty Parlor, Barber Shop 240.00 (c) Rentals (Video, Computer) 240.00 (d) Transportation Terminals		
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		240.00 (e) Water Refilling 240.00 (f) Telecommunications 1,200.00 (g) Funeral Services 2,400.00 (h) Water District 4,800.00 (i) Dwelling (1) Apartment for rent (per door) 120.00 (2) Boarding Houses/Dormitories (per bed) 120.00 (3) Hotels, Motels, Inn 2,400.00 (j) Printing Establishments 320.00 (k) Other service establishments 600.00  Agricultural (a) Poultry Farms, Piggery, Cattle Raising 1,800.00 (b) Fish Pen 1,200.00 (c) Rice Mill 360.00 (d) Other establishments related to		
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		<p>agriculture and farming 600.00</p> <p>Slaughterhouse 1,200.00</p> <p>Junkshop 1,800.00</p> <p>Gasoline Service and Filling Station including LPG 3,600.00</p> <p>Golf Course 6,000.00</p> <p>Golf Club, Tennis Club and Gun Club 600.00</p> <p>Other Recreational Facilities 1,200.00</p> <p>All other businesses not specifically enumerated Php1,200.00</p> <p>2.7. Fire Safety Inspection Fee 15% of Regulatory Fees with a minimum fee of P500.00</p> <p>2.8. Fee for Sealing and Licensing of Weights and Measures (a) For sealing linear metric measures:</p>		
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		<p>Not over one (1) meter          Php132.00/unit          Over one (1) meter          264.00/unit          (b) For sealing metric measures of capacity:          Not over ten (10) liters          100.00/unit          Over ten (10) liters          132.00/unit          (c) For sealing metric instruments of weights:          With capacity of not more than 30 kg.          66.00/unit          With capacity of more than 30 kg. But not more than 300 kg.          132.00/unit          With capacity of more than 300 kg. but not more than 3000 kg          264.00/unit          With capacity of more than 3000 kg          660.00/unit          (d) For each and every retesting and resealing of weights and measures instruments including</p>		
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		gasoline pumps outside the office upon request of the owner or operator, the following additional service charge for each instrument shall be collected: Weights and Measure instruments 20.00/unit Gasoline Pump Php132.00/nozzle		
3.1 Sign receiving copy of BPLO and BFP  3.2 Claim Integrated LGU Permit, Official Receipts, Fire Safety Inspection Certificate and Business Plate at the BPLO	3.1 Give receiving copy and log book to client for signing  3.2 Release Official Receipts, Integrated LGU Permit, Fire Safety Inspection Certificate and Business Plate	None	15 Minutes	<i>Business Permit and Licensing Office Staff</i>
<b>End of Process: Total Based on Tax Order of Payment 1 Hour</b>				



### 3. APPLICATION FOR RETIREMENT OF BUSINESS

Business owners who wish to close their business must apply a retirement for business. This is necessary so that concerned agencies legally acknowledge the cessation of its operation.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		All registered business owners		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application Form for Retirement of Business (should be signed by the Chairman of the Board / President / Owner or Authorized Representative)		Business Permit and Licensing Office		
2. Last issued Mayor's Permit for Business and Business Plate		Applicant		
3. Brgy. Certification of Closure with effectivity date		Office of the Sangguniang Barangay		
4. Affidavit of gross sales or receipts / B.I.R. Tax Returns of Unpaid Taxes		Applicant		
5. Resolution closing / transferring the business, approved by the Board of Directors (For Corporation or Cooperative). Partnership Agreement (For Partnership)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled out application form with complete requirements	1.1 Receive and review the filled out application form and requirements  1.2 Endorse the application to Assessment Officer and Issue Tax Order of Payment  1.3 Request the client to pay taxes, fees and charges for retirement of	None	15 Minutes	<i>Business Permit and Licensing Office Staff</i>



	business at the City Treasurer's Office			
2. Proceed to Treasurer's Office and pay taxes, fees and charges	<p>2.1 Receive payment and issue Official Receipt</p> <p>2.2 Endorse the documents to the Business Permit and Licensing Office for approval and signing</p>	<p>2. (a) On manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:</p> <p>Amount of Gross Sales/Receipts for the Preceding Calendar Year in the amount of: Tax per Annum</p> <p>Less than 10,000.00 P199.50</p> <p>10,000.00 or more but less than 15,000.00 266.00</p> <p>15,000.00 or more but less than 20,000.00 365.00</p>	10 Minutes	City Treasurer's Office Staff



		20,000.00 or more but less than 30,000.00 532.00 30,000.00 or more but less than 40,000.00 798.50 40,000.00 or more but less than 50,000.00 998.00 50,000.00 or more but less than 75,000.00 1,595.00 75,000.00 or more but less than 100,000.00 1,996.50 100,000.00 or more but less than 150,000.00 2,662.00 150,000.00 or more but less than 200,000.00 3,327.50 200,000.00 or more but less than 300,000.00 4,658.50 300,000.00 or more but less than 500,000.00 6,655.00 500,000.00 or more but less than 750,000.00 9,680.00 750,000.00 or more but less than 1,000,000.00		
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		<p>12,100.00</p> <p>1,000,000.00 or more but less than</p> <p>2,000,000.00</p> <p>16,527.50</p> <p>2,000,000.00 or more but less than</p> <p>3,000,000.00</p> <p>19,965.00</p> <p>3,000,000.00 or more but less than</p> <p>4,000,000.00</p> <p>23,958.00</p> <p>4,000,000.00 or more but less than</p> <p>5,000,000.00</p> <p>27,951.00</p> <p>5,000,000.00 or more but less than</p> <p>6,500,000.00</p> <p>29,491.00</p> <p>6,500,000.</p> <p>At a rate not exceeding Forty Five Percent (45%) of One (1%)</p> <p>The preceding rates shall apply only to amount of domestic sales of manufacturers, assemblers, re-packers, processors, brewers, distillers,</p>		
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		<p>rectifiers and compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated under Paragraph (c) of this Section.</p> <p>(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:</p> <p>Gross Sales/ Receipts for the Preceding Calendar Year in the amount of:</p> <p>Amount of Tax per Annum:</p> <p>Less than 1,000.00 P21.50 1,000.00 or more but less than 2,000.00 34.00</p>		
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		2,000.00 or more but less than 3,000.00 60.50		
		3,000.00 or more but less than 4,000.00 87.00		
		4,000.00 or more but less than 5,000.00 121.00		
		5,000.00 or more but less than 6,000.00 146.00		
		6,000.00 or more but less than 7,000.00 173.00		
		7,000.00 or more but less than 8,000.00 199.50		
		8,000.00 or more but less than 10,000.00 226.00		
		10,000.00 or more but less than 15,000.00 266.00		
		15,000.00 or more but less than 20,000.00 332.50		
		20,000.00 or more but less than 30,000.00 399.00		
		30,000.00 or more but less than 40,000.00 532.00		



		40,000.00 or more but less than 50,000.00 798.50		
		50,000.00 or more but less than 75,000.00 1,198.00		
		75,000.00 or more but less than 100,000.00 1,597.00		
		100,000. 00 or more but less than 150,000.00 2,262.50		
		150,000.00 or more but less than 200,000.00 2,928.00		
		200,000.00 or more but less than 300,000.00 3,993.00		
		300,000.00 or more but less than 500,000.00 5,372.00		
		500,000.00 or more but less than 750,000.00 7,986.00		
		750,000.00 or more but less than 1,000,000.00 10,648.00		
		1,000,000.00 or more but less than 2,000,000.00 12,100.00		
		2,000,000.00 or more		



		<p>At a rate not exceeding sixty percent (60%) of one percent (1%)</p> <p>The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.</p> <p>(c) On exporters and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one half (1/2) of the rates prescribed under Subsections (a), (b) and (d) of this Article;</p> <p>(1) Rice and corn;</p> <p>(2) Wheat or cassava flour, meat, dairy</p>		
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		<p>products locally manufactured, processed or preserved food, sugar, salt and agricultural marine and fresh water products, whether in their original state or not;</p> <p>(3) Cooking oil and cooking gas;</p> <p>(4) Laundry soap, detergents and medicine;</p> <p>(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;</p> <p>(6) Poultry feeds and other animal feeds;</p> <p>(7) School supplies; and</p> <p>(8) Cement</p> <p>For purposes of this provision, the term <i>exporters</i> shall refer to those who are principally engaged in the business of</p>		
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		<p>exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under Paragraphs (a), (b) and (d) of this Article.</p> <p>(d) On retailers. Gross Sales/ Receipts for the Preceding Year: Rate of Tax Per Annum</p> <p>400,000.00 or less 2.2% More than 400,000.00 1.1%</p> <p>The rate of two and 1/5 percent (2.2%) per</p>		
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		<p>annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of one and 1/10 percent (1.1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P400,000.00).</p> <p>However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Thirty Thousand Pesos (P 30,000.00) subject to existing laws and regulations.</p> <p>(e) On contractors and other independent contractors in accordance with the following schedule (Real</p>		
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		<p>Estate, Cable, Hotel/Motel) Paragraph (h):</p> <p>Gross Sales/Receipts for the Preceding Calendar Year in the Amount of:</p> <p>Amount of Tax Per Annum</p> <p>Less than 5,000.00 P33.00</p> <p>5,000.00 or more but less than 10,000.00 74.00</p> <p>10,000.00 or more but less than 15,000.00 126.50</p> <p>15,000.00 or more but less than 20,000.00 199.50</p> <p>20,000.00 or more but less than 30,000.00 332.50</p> <p>30,000.00 or more but less than 40,000.00 465.50</p> <p>40,000.00 or more but less than 50,000.00 665.50</p> <p>50,000.00 or more but less than 75,000.00</p>		
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		1,064.50 75,000.00 or more but less than 100,000.00 1,597.00 100,000.00 or more but less than 150,000.00 2,395.50 150,000.00 or more but less than 200,000.00 3,194.00 200,000.00 or more but less than 250,000.00 4,392.00 250,000.00 or more but less than 300,000.00 5,590.00 300,000.00 or more but less than 400,000.00 7,453.50 400,000.00 or more but less than 500,000.00 9,982.50 500,000.00 or more but less than 750,000.00 11,192.50 750,000.00 or more but less than 1,000,000.00 12,402.50 1,000,000.00 or more but less than 2,000,000.00 13,915.00		
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		<p>2,000,000.00 or more</p> <p>At a rate not exceeding sixty percent (60%) of one percent (1%)</p> <p>Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00</p> <p>(f) On banks and other financial institutions at the rate of sixty percent (60%) of one percent (1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property and profit from exchange or sale of property and insurance premium. All other income and receipts not</p>		
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		<p>herein enumerated shall be excluded in the computation of the tax.</p> <p>(g) On peddlers engaged in the sale of any merchandise or article of commerce at the rate of Fifty Five Pesos (P55.00) per peddler annually.</p> <p>Delivery trucks, vans or vehicles used by manufacturers, producers, wholesalers, dealers or retailers taxable by the province under Section 141 of R.A. 7160 shall be exempt from the peddler's tax herein imposed.</p> <p>The tax herein imposed shall be payable within the first twenty (20) days of January. An individual who will start to peddle merchandise or</p>		
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		<p>articles of commerce after January 20 shall pay the full amount of the tax before engaging in such activity.</p> <p>(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:</p> <p>Gross Sales/ Receipts for the Preceding Year:</p> <p>Amount of Tax per Annum</p> <p>400,000.00 or less 2.2%</p> <p>More than 400,000.00 1.1%</p> <p>1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bards,</p>		
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		<p>carinderias or food caterers.</p> <p>2. Amusement places including places wherein customers thereof actively participate without making bets or wagers including but not limited to night clubs or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs including golf courses, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferries wheels, swings, shooting galleries and other similar contrivances, theaters and cinema houses, boxing stadium, race tracks, cockpits and</p>		
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		<p>other similar establishments.</p> <p>3. Commission agents.</p> <p>4. Lessors, dealers, brokers of real estate.</p> <p>5. On boarding houses, pension houses, motels, apartments and condominiums.</p> <p>6. Subdivision owners.</p> <p>7. Privately owned markets.</p> <p>8. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).</p> <p>9. Operators of Cable Network System.</p> <p>10. Operators of computer services establishment.</p> <p>11. All other similar activities consisting essentially of the sales of services for a fee.</p>		
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		<p>The rate of two percent and two tenth (2.2%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of one percent and one tenth (1.1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P 400,000.00).</p> <p>(i). On operators of public utility vehicles and/or privately owned buses serving the factory maintaining booking office, terminal or waiting station for the purpose of carrying passengers from this municipality under a certificate of public convenience and necessity or similar franchises:</p>		
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		<p>Air-conditioned buses 5,000 per unit</p> <p>Buses without air-conditioning 4,000 per unit</p> <p>Mini buses 3,000 per unit</p> <p>Taxis/Fierras/ Tamaraws 2,000 per unit</p> <p>Jeepneys 1,000 per unit</p>		
<p>3.1 Sign logbook provided by the Business Permit and Licensing Office</p> <p>3.2 Receive Retirement of Business Certificate and Official Receipt</p>	<p>3.1 Receive documents with Official Receipt from the City Treasurer's Office</p> <p>3.2 Prepare Retirement of Business Certificate and endorse to BPLO Chief, City Treasurer for signing, and to the City Mayor for approval</p>	None	15 Minutes	<i>Business Permit and Licensing Office Staff</i>



	<p>3.3 Endorse logbook to client for signing as record of receiving the documents</p> <p>3.4 Issue signed Retirement of Business Certificate and Official Receipt to the client</p>			
<b>End of Process: Total Based on Tax Order of Payment 40 Minutes</b>				



#### 4. APPLICATION FOR SPECIAL PERMIT (STREAMER, MOTORCADE, PROMOTIONAL AND OTHER ACTIVITIES)

Special permits are issued by the City Mayor through this office to individuals, corporation or group for them to legally install tarpaulin / streamers; conduct motorcade / parade, promotional activities, et al.

<b>Office or Division:</b>	Business Permit and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
1. Request letter approved by the City Mayor or Business Permit and Licensing Officer	Office of the City Mayor or Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Approved Request Letter with complete details	1.1 Receive the approved request letter  1.2 Prepare the Order of Payment and request the applicant to pay the required taxes, fees and charges at the City Treasurer's Office	None	8 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Proceed to the City Treasurer's Office and pay taxes, fees and charges	2. Receive payment and issue official receipt	Promotional P200/day Motorcade P200/day Streamer P25 per square yard for 15 days	10 Minutes	<i>City Treasurer's Office Staff</i>
3.1 Proceed to BPLO and submit the Official Receipt	3.1 Receive Official Receipt  3.2 Prepare Permit and endorse to	None	12 Minutes	<i>Business Permit and Licensing Office Staff</i>



3.2 Receive Certificate / Permit and Official Receipt	BPLO Chief for approval / recommendation to the City Mayor  3.3 Issue signed Permit and Official Receipt to the client			
<b>End of Process: Total Based on Tax Order of Payment 30 Minutes</b>				



## 5. APPLICATION FOR CERTIFICATION ON BUSINESS RECORDS

Business owners who wish to close their business must apply a retirement for business.

This is necessary so that concerned agencies legally acknowledge the cessation of its operation.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the City Mayor or Business Permit and Licensing Officer		Office of the City Mayor or Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File Approved Request Letter with complete details	1.1 Receive the approved request letter  1.2 Prepare the Order of Payment and request the applicant to pay the required fees at the City Treasurer's Office	None	8 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Proceed to the City Treasurer's Office and pay fees	2. Receive payment and issue Official Receipt	Certification P60	10 Minutes	<i>City Treasurer's Office Staff</i>
3.1 Proceed to BPLO and submit the Official Receipt  3.2 Receive Certification and Official Receipt	3.1 Receive Official Receipt  3.2 Prepare Certification and endorse to BPLO Chief for signing  3.3 Issue signed Certification and Official Receipt to the client	None	12 Minutes	<i>Business Permit and Licensing Office Staff</i>
<b>End of Process: Total P 60.00</b>		<b>30 Minutes</b>		



## 6. APPLICATION REQUEST FOR CERTIFIED TRUE COPY OF DOCUMENTS

Certified true copies of records/documents may be requested subject to applicable fees and data privacy restriction.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Photo copy of document/s to be certified 2. Authorization Letter or Company ID if the bearer is not the owner of the business		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File document/s to be certified with other requirements if applicable	1.1 Receive document/s and other requirements  1.2 Prepare the Order of Payment and request the client to proceed to the City Treasurer's Office to pay the fees	None	5 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Proceed to Treasurer's Office and pay fees	2. Receive payment and issue official receipt	P60 per document	10 Minutes	<i>City Treasurer's Office Staff</i>
3.1 Proceed to BPLO and submit the Official Receipt  3.2 Receive Certified True Copy document/s and Official Receipt	3.1 Receive Official Receipt  3.2 Prepare certified true copy documents and endorse to BPLO Chief for signing	None	10 Minutes	<i>Business Permit and Licensing Office Staff</i>



	3.3 Issue certified true copy document/s and Official Receipt to the client			
<b>End of Process: Total Based on Tax Order of Payment 25 Minutes</b>				



## 7. VERIFICATION OF RECORDS

The requesting party may verify the records from this office in relation to business permit issued, subject to data privacy restriction.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Government Offices		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of request approved by the City Mayor and/or BPLO Chief		Office of the City Mayor Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files approved letter of request for verification of records	1.1 Receive approved request letter  1.2 Prepare the Order of Payment and request the client to pay fees at the cashier of City Treasurer's Office	None	5 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Proceed to Treasurer's Office and pay fees	2. Receive payment and issue Official Receipt	P60	10 Minutes	<i>City Treasurer's Office Staff</i>
3.1 Proceed to BPLO and submit the Official Receipt  3.2 Receive Certification and Official Receipt	3.1 Receive Official Receipt  3.2 Prepare Certification and endorse to BPLO Chief for signing  3.3 Issue signed Certification and Official Receipt to the client	None	10 Minutes	<i>Business Permit and Licensing Office Staff</i>
<b>End of Process: Total P 60.00</b>		<b>25 Minutes</b>		





## 8. FILING OF BUSINESS COMPLAINT

Complaints in relation to business operation of a certain establishment/s may be filed in the office or through the city's complaint hotline. The BPLO or other concerned offices should undertake necessary actions within 15 days or as soon as possible.

<b>Office or Division:</b>		Business Permit and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of Complaint / Endorsement Letter of Complaint		Complainant / Government agency endorsing the complaint		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File letter of complaint	1.1 Receive letter of complaint  1.2 Verify the status of business with complaint based on records in the office	None	10 Minutes	<i>Business Permit and Licensing Office Staff</i>
2. Receive copy of Complaint Action Report or Inspection Report	2.1 Conduct inspection and coordinate with local and national government agencies concerned  2.2 Issue Notice of Violation, Second Notice of Violation and/or Cease and Desist Order	None	72 hours	<i>Business Permit and Licensing Office Staff</i>



	2.3 Create Complaint Action Report or Inspection Report and gives copy to complainant			
<b>End of Process: Total</b>		<b>None</b>	<b>72 Hours and 10 Minutes</b>	



**City Public Market Development and Administration  
Division  
(Office of the City Mayor)**

**Frontline Services**



## 1. ISSUANCE OF CASH TICKET

Cash Ticket is issued to peddlers, wholesalers, ambulant vendors and delivery trucks in the Public Market after the corresponding payment.

<b>Office or Division:</b>		City Market Administration Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		Market fees.		
<b>Who may avail:</b>		Peddlers, wholesalers, ambulant vendors and delivery trucks.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Volume of goods.		gentricitymarket@gmail.com		
2. Size of vehicles.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Fees a. Ambulant Transient Vendors b. Delivery Vehicles / Wholesalers	1. Receives payment and issue cash ticket.	a. Volume of goods  b. Size of vehicles	1 minute	Rodante P. dela Cruz <i>Revenue Collection II</i>
2. Claim cash ticket	2. Issue cash ticket	None	1 minute	Marcelino C. Bautista <i>Revenue Collection II</i>
<b>End of Process:</b>		<b>Total</b>	<b>2 Minutes</b>	



## 2. MEAT INSPECTION

Inspection of livestock to ensure that the meat sold at the City Market are safe for human consumption.

Office or Division:		City Market Administration Office		
Classification:				
Type of Transaction:		Market fees.		
Who may avail:		Peddlers, wholesalers, ambulant vendors and delivery trucks.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Volume of goods.		gentricitymarket@gmail.com		
2. Size of vehicles.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Meat Inspection Certificate from slaughter house	1. Authentication of the documents.	None	1 minute	Marcelo S. Saliba <i>Meat Inspector</i>
2. Present the meat for inspection	2. Inspection and approval.	None	10 minutes	
3. Receives inspection report.	3. Submit report to Market Administration Office and Provincial Office.	None	5 minutes	
End of Process:		Total	16 Minutes	



### 3. SEALING AND INSPECTION OF WEIGHING SCALE

Sealing and inspection of all weighing scales in the Public Market is conducted to ensure its accuracy.

<b>Office or Division:</b>		City Market Administration Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		Sealing and Inspection of weighing scale.		
<b>Who may avail:</b>		All vendors who is using weighing scale.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service request form		gentricitymarket@gmail.com		
2. Payment order		www.generaltrias.gov.ph/bplo		
3. Weighing scale				
4. Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for calibration and seal of weighing scale	1. Issue receiving form and endorse the client to the BPLO for calibration / sealing and Treasurer's Office for payment.	None	2 Minutes	Ferloumar M. Presa Market Supervisor
2. Payment of Fees	2. Receive payment and issue official receipt for payment of fees.	None	2 Minutes	Cashier Window 5 or 6 City Treasurer's Office
3. Present official receipt	3. Calibrate adjustment and sealing of weighing scale.	₱100.00/ 10kg.	1 Minute	Ferloumar M. Presa Market Supervisor
4. Claim weighing scale	4. Release of Weighing scale.	None	1 Minute	Ferloumar M. Presa Market Supervisor
<b>End of Process:</b>		<b>Total</b>	<b>6 Minutes</b>	



## 4. ISSUANCE OF CERTIFICATIONS

A certification is issued to stallholders regarding the inquiries related to their stalls.

<b>Office or Division:</b>	City Market Administration Office			
<b>Classification:</b>				
<b>Type of Transaction:</b>	Sealing and Inspection of weighing scale.			
<b>Who may avail:</b>	All vendors who is using weighing scale.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service request form		gentricitymarket@gmail.com		
2. Payment order		www.generaltrias.gov.ph/bplo		
3. Weighing scale				
4. Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry c. Rental d. Stall e. Rights f. Rules and regulation g. Others Fees	1. Receives inquiry and provides information as per client's inquiry.	None	10 minutes	Reliza A. Garcia <i>License Inspector IV</i>  Keysee C. Perez <i>Bookbinder III</i>
2. Issuance of Certification a. Rights/ Ownership b. Updated records of fees c. Employment	2. Receive and issue certification request.	None	10 minutes	Reliza A. Garcia <i>License Inspector IV</i>  Keysee C. Perez <i>Bookbinder III</i>
3. Claim of certification/ rights/ records.	3. Sign and release of the request.	None	5 minutes	Ferloulmar M. Presa <i>Market Supervisor</i>
<b>End of Process:</b>	<b>Total</b>	<b>25 Minutes</b>		



## 5. ACCOMMODATION OF PROMOTION, PRODUCT SAMPLING AND ADVERTISEMENT

Permits the promotion, product sampling and advertisement from private entities after requests have been granted and paid the corresponding fees.

<b>Office or Division:</b>		City Market Administration Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		Accommodation of promotion, product sampling and advertisement.		
<b>Who may avail:</b>		Product Distributor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request		gentricitymarket@gmail.com		
2. pre-approved form				
3. Payment order				
4. Official receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request  a. Promotion and product sampling b. Tarpaulin advertisement	1. Receive letter of request and issue promotion and product request pre-approval form.	None	2 minutes	Reliza A. Garcia <i>License Inspector IV</i>  Keysee C. Perez <i>Bookbinder III</i>
2. Submit pre-approve form	2. Endorse client to the Treasurer's Office for payment of fees.	None	1 minute	<i>Cashier</i> Window 5 or 6 City Treasurer's Office
3. Payment of fees.	3. Receive payment and issue official receipt	a. ₱300.00 b. ₱25.00/ yard	2 minutes	<i>Cashier</i> Window 5 or 6 City Treasurer's Office





4. Present official receipt.	4. Approval of request and issue permit/clearance for	None	1 minute	Ferloumar M. Presa
<b>End of Process: Total</b>		<b>None</b>	<b>6 Minutes</b>	



## 6. REPAIRS AND MAINTENANCE

Repair and/or maintenance of stalls is provided to stallholders upon request.

<b>Office or Division:</b>		City Market Administration Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		Repairs and maintenance		
<b>Who may avail:</b>		Stall Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job order form		gentricitymarket@gmail.com		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for repair and/ or maintenance	1. Receive a request or letter request and issue job order form.	None	1 minute	Reliza A. Garcia <i>License Inspector IV</i>  Keysee C. Perez <i>Bookbinder III</i>
2. Fill-up job order form and submit to Market Admin. Office.	2. Receive and respond to job order to conduct repair and/or maintenance.	None	15 minutes	<i>Market Aid and Maintenance</i>
3. Counter sign job order form upon completion of the repair and/ or maintenance.	3. Receive, sign and filing of job order.	None	1 minute	Ferloulmar M. Presa <i>Market Supervisor</i>
<b>End of Process:</b>		<b>Total</b>	<b>17 Minutes</b>	



## 7. PEACE AND ORDER

Provide peace and order in the public market.

<b>Office or Division:</b>		City Market Administration Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		Peace and order.		
<b>Who may avail:</b>		Stall Owner and Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Incident and complaint report		gentricitymarket@gmail.com		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report incident/ complaint.	1. Provide immediate assistance.	None	15 minutes	Fernando F. Sarangilo Romeo Fortuno Gilbert F. Clarito Mark P. Cenita <i>Security Aide I</i>
2. Acknowledge assistance	2. Fill-up Incidence or Complaint Report (Depending on the issue/s)	None	5 minutes	
3Counter sign of Incidence/ Complaint form.	3. Receive, sign and filing of job order.	None	1 minute	Ferloumar M. Presa <i>Market Supervisor</i>
<b>End of Process:</b>		<b>Total</b>	<b>21 Minutes</b>	



## **Community Affairs Division (Office of the City Mayor)**

### **Frontline Services**



## 1. ISSUANCE OF PEOPLES LAW ENFORCEMENT BOARD (PLEB) CLEARANCE FOR MEMBERS OF PNP/PROSPECTIVE PNP

A PLEB clearance or certification is issued to any Philippine National Police Member indicating the pendency or non-pendency of an administrative case against a PNP member.

<b>Office or Division:</b>		Community Affairs Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		PNP/PROSPECTIVE PNP		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay Hall		
PNP Examination Result		PRC		
Transcript of Record		Previous University Attended		
Diploma		Previous University Attended		
Endorsement from PNP		PNP		
Signature of PLEB Officials		PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements for PLEB Clearance and secure endorsement letter for PNP applicant.	1.1 Review the credentials of the applicant	Php 50.00	5 minutes	Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares
	1.2 Issue PLEB clearance		2 minutes	<i>PLEB Officials</i>
	1.3 Prepare endorsement letter		5 minutes	Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares
	1.4 Approve PLEB Clearance/Endorsement letter		10 minutes	<i>PLEB Chair through the PLEB Secretary</i>



2. Claim clearance and endorsement letter	2. Release Documents		2 minutes	Lea G. Tagalog Jesuscito D. Eslabon
<b>End of Process:</b>		<b>Total</b>	<b>24 Minutes</b>	



## 2. ATTENDING TO COMPLAINTS AND DISPUTES

The Community Affairs Division recognizes the constitutional right of persons to the speedy disposition of their cases by providing a simplified and inexpensive procedure for resolving issues and streamlining the adjudicatory processes to provide an immediate response to the grievances of the citizenry. Thus, complaints and disputes of walk-in clients will be entertained by the authorized or assigned Community Affairs Officer to resolve their issues in a fair, timely and efficient manner.

<b>Office or Division:</b>		Community Affairs Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter/Documents		Personal /		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Cases	1.1 Interview the barangay officials and / or homeowner's concern	<b>None</b>	1 Week *Processing time depends on the case/s to be resolved	Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares
	1.2 Evaluate the circumstances / dispute and take minutes			Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares
	1.3 Make proper recommendations and issue endorsement letter			Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares
2. Claim copy of minutes and/or recommendation / endorsement letter (if necessary)	2. Release Documents	<b>None</b>	5 minutes	Lea G. Tagalog Jesuscito D. Eslabon
<b>End of Process:</b>		<b>Total</b>	<b>1 Week and 5 Minutes</b>	



### 3. ATTENDING TO PATIENTS IN NEED OF BLOOD

Blood helps patients suffering from life-threatening conditions to live longer and maintain a higher quality of life. Thus, the Community Affairs Division is issuing blood donor cards which can be used by individuals who need blood by presenting it to the Cavite Blood Council--the partner blood bank-- provided that the patient has a request letter addressed to the Local Chief Executive and Blood Request Form issued by his/her doctor.

<b>Office or Division:</b>		Community Affairs Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Patients in Need of Blood		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Signed and Accomplished Blood Request Form		Hospital		
Barangay Clearance		Barangay Hall		
Personal Letter with the Approval of City Mayor		Office of the City Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements needed	1.1 Review documents submitted, if in order, call/contact Cavite Blood Council		10 minutes	Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares Evangeline D.R. Asahan Nancy B. Vergara
	1.2 Release of Donor Card		5 minutes	Lea G. Tagalog Lea G. Tagalog Jesuscito D. Eslabon Xian Lerry G. Lozares Evangeline D.R. Asahan Nancy B. Vergara
<b>End of Process:</b>		<b>Total</b>	<b>15 Minutes</b>	





# **Local Economic Enterprise and Investment Promotion Section (Office of the City Mayor)**

## **Frontline Services**



## 1. AVAILMENT OF MEMORIAL LOT RIGHTS AT HIMLAYANG GENERAL TRIAS

Bonafide residents of the City of General Trias may avail of memorial lots or apartment units from Himlayang General Trias for the internment of the departed.

<b>Office or Division:</b>		Local Economic and Investment Promotion Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Photocopy of birth certificate, marriage contract (for married clients), Government-issued identification card (i.e Passport, SSS, UMID, Voter's ID, Driver's License, PRC, etc.)		Office of the Local Economic and Investment Promotion Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File application form with complete requirements. Submit the application form and chooses lot type and location.	1. Explain location map, prepares computation sheet, contracts and order of payment	Reservation fees:  Apartment Type-n/a Lawn Lot - P600 Niche - P1,000 Family Estate - P6,250  Total Contract Price: Apartment - P7,000 Lawn Lots: Standard Lot - P30,000 Premium Lot - P45,000 Niche Lot - P50,000	30 minutes	LEIPO Staff



		Perpetual Care Fund: Apartment-n/a Lawn Lots: Standard Lot- P3,000 Premium Lot - P4,500 Niche Lot - P5,000 Family Estate- P30,000		
2. Payment & scheduling of internment, sign contracts and pay applicable fees	2.1 Explains content of contracts, computation sheet, rules and regulations.  2.2 Assist clients in paying and/or scheduling	None          None	15 minutes	<i>LEIPO Staff</i>
<b>End of Process: Total Based on the Lot Purchased 45 Minutes</b>				



## 2. DTI BUSINESS NAME REGISTRATION ASSISTANCE

This service is provided for single proprietorship business so that they can register their business with the Department of Trade and Industry (DTI) to provide it with legal identity and gain the rights to use registered business name.

<b>Office or Division:</b>		Local Economic and Investment Promotion Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Photocopy of 1 Government- issued identification card (i.e Passport, SSS, UMID, Voter's ID, Driver's License, PRC, etc.)		Office of the Local Economic and Investment Promotion Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit application form and requirements	1. Explain rules and regulation and encodes data to the DTI Public Online BNRS	Barangay - P200.00 City/Municipality -P500.00 Regional - P1,000.00 National - P2,000.00 Documentary Stamp - P30.00	30 minutes	<i>LEIPO Staff</i>
2.Payment of Fees	2. Issues Business Name Certificate and DTI Receipt	None	10 minutes	<i>LEIPO Staff</i>
<b>End of Process: Total Based on the Lot Purchased 40 Minutes</b>				



### 3. REQUEST FOR PRODUCT LABEL LAYOUT AND TARPAULIN LAYOUT

Business owners may request for product label and tarpaulin layouts that they can use for promotion / marketing of their business. This service is provided free of charge.

<b>Office or Division:</b>		Local Economic and Investment Promotion Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Details to be included in the layout and pictures (if necessary)		Office of the Local Economic and Investment Promotion Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for product label layout and tarpaulin layout	1.1 Designs the product label or tarpaulin	None	1 hour	LEIPO Staff
	1.2 Have the layout approved	None	1 day	LEIPO Staff
<b>End of Process: Total</b>		<b>None</b>	<b>1 Day and 1 Hour</b>	



#### 4. REQUEST FOR ECONOMIC AND INVESTMENT-RELATED INFORMATION

Companies, business establishment and organizations may request for economic and investment related information that they may use for business decisions and strategic planning.

<b>Office or Division:</b>		Local Economic and Investment Promotion Office		
<b>Classification:</b>				
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Request Letter		Office of the Local Economic and Investment Promotion Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits request	1. Receives request and photocopy requested information	None	20 minutes	LEIPO Staff
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>20 Minutes</b>	



## 5. REGISTRATION FOR LOCAL TAX INCENTIVES

LEIPO provides assistance to companies who wish to avail and are qualified for Local Tax Incentives.

<b>Office or Division:</b>	Local Economic and Investment Promotion Office
<b>Classification:</b>	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
a) Single Proprietorship <ul style="list-style-type: none"> <li>- Copy of Business Name Registration issued by the Department of Trade and Industry (DTI);</li> <li>- Copy of Audited Financial Statements;</li> <li>- Copy of completed application form for registration under the LIIC;</li> <li>- Project Feasibility Study and</li> <li>- Such other documents that may be required by the LGU.</li> </ul> b) For Partnership/Corporation <ul style="list-style-type: none"> <li>- Copy of the Articles of Partnership or Incorporation or By-Laws;</li> <li>- Certified true copy of its Certificate of Registration issued by the Securities and Exchange Commission (SEC) for Corporation/Partnership;</li> <li>- Certificate of Good Standing from SEC, if the business is already existing;</li> <li>- Resolution authorizing the filing of application by the Board of Directors or duly authorized representatives;</li> <li>- Copy of Audited Financial Statement (if existing);</li> <li>- Environmental Compliance Certificate (ECC) or Non</li> </ul>	Office of the Local Economic and Investment Promotion Section (4 <sup>th</sup> Floor)



<p>Compliance Certificate (NCC), if applicable;</p> <ul style="list-style-type: none"> <li>- Copy of completed registration form for registration under the LIIC;</li> <li>- Project Feasibility Study; and</li> <li>- Such other documents that may be required by the LGU.</li> </ul> <p>c) For Enterprises registered under an existing incentives law</p> <ul style="list-style-type: none"> <li>- Certified True Copy of the BOI Certificate of Registration, and</li> </ul> <p>Copy of documents submitted to the appropriate registration Agency pertaining to their registration</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Application and Requirements	1. Check list, evaluate and receive application	Micro – P1,000.00 Small – P2,000.00 Medium – P3,000.00 Large – P5,000.00	10 minutes	LEIPO Staff
2.Payment of Filing Fee	2.1 Prepare Order of Payment		5 minutes	LEIPO Staff
	2.2 Posting of Notice of Application		Within 10 days	
	2.3 Conduct Ocular Inspection of Company Premises/Project Site		Within 2 weeks	
	2.4 Prepare Evaluation Report to be		3 days	





	submitted to the Board			
	2.5 Set Board Meeting		Within 30 days	<i>LEIPO Staff</i>
	2.6 Issue Certificate of Registration		1 day	
<b>End of Process: Total Based on the Classification of Business    Approx. Time 30 days</b>				



## **Public Employment Service Division (Office of the City Mayor)**

### **Frontline Services**



## 1. EMPLOYMENT FACILITATION – JOBSEEKERS

Every jobseeker who asks assistance should be given prompt attention. The job vacancies from different employers are posted on the bulletin board for reference. The employment facilitation process for the jobseekers includes registration, preliminary interview, matching, referral and follow-up with employers regarding employment referrals.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Jobseekers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Resume		Hand Carry by the applicants		
• NSRP FORM 1		PESO's Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Resumes, viewing of available job vacancies and job referral request.	1.1 Registration and Issuance of National Skills Registration Program Form (NSRP Form 1)	None	3 minutes	Jocelyn Rivera Agnes Bataclan
	1.2 Accept Resumes and get the Accomplished NSRP Form 1	None	5 minutes	Jocelyn Rivera Agnes Bataclan
	1.3 Documents will be assessed and evaluated as to the completeness of data required in the form.	None	5 minutes	Jocelyn Rivera Agnes Bataclan
	1.4 If the client is only requesting for the list of available Job Vacancies	None	5 minutes	Jocelyn Rivera Mark Paraless



	1.5 For Job Matching/ Referral, Interview qualified applicant and suggest Job Vacancies of Partner Employers and/or Technical Vocational Institutions.	None	10 minutes	Ariel Mugol Caroline Beltran Jocelyn Rivera
	1.6 Issues Referral Slip	None	5 minutes	Ariel Mugol Mark Parales Charo Mei Parani Jocelyn Rivera
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>28 Minutes</b>



## 2. EMPLOYMENT FACILITATION – EMPLOYERS (LOCAL AND OVERSEAS)

Employment facilitation process for the employers includes registration (employer's profile), job vacancies and purpose of recruitment. Employers must submit the completed requirements and must be accredited or have no pending case to DOLE (for local employment) and POEA (for overseas employment) before they become an accredited partner employers of PESO. Through partnership, they can participate to different employment activities such as Local Recruitment Activity (LRA), Special Recruitment Activity (SRA), Jobfairs, etc.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Employers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>PESO Checklist of requirements (Local and Overseas Employers)</li> </ul>		PESO's Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employer's Request for Resume Browsing, Job posting, Scheduling of Local/Overseas Recruitment Activity	1.1 Registration	None	3 minutes	Jocelyn Rivera Agnes Bataclan
	1.2 Get the Letter of Intent and evaluate the client's request.	None	10 minutes	Jocelyn Rivera
	1.3 Verify if the client had already submitted their complete requirements.	None	5 minutes	Jocelyn Rivera Mark Parales Agnes Bataclan
	1.4 If client has no requirements yet or submitted documents are already expired, give the list of needed documents	None	5 minutes	Mark Parales
	1.5 Assist the client based on their request	None	10 minutes	Ariel Mugol Caroline Beltran Jocelyn Rivera
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>33 Minutes</b>



### 3. OFW HELP DESK

The OFW Help Desk assist all the OFWs in the city in all their queries and concerns regarding services and benefits available to them. Referral issued, if needed, to government agencies like DOLE, POEA and OWWA.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Returning Overseas Filipino Workers (OFWs) Displaced Workers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official documents related to the clients' concern</li> </ul>		Hand Carry by the client		
<ul style="list-style-type: none"> <li>Any documents pertaining to the clients' concern</li> </ul>		Hand Carry by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Resumes and documents	1.1 Registration	None	3 minutes	Charo Mei Parani Alvin Lindo
	1.2 Assist the client based on their request	None	10 minutes	Ariel Mugol Charo Mei Parani Alvin Lindo
	1.3 Issues Referral/Assist to Proper Agency/ Programs	None	5 minutes	Ariel Mugol Charo Mei Parani
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>18 Minutes</b>



#### 4. SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

This is an employment-bridging program that aims to provide temporary employment to disadvantaged youth to augment their family's income and help ensure that beneficiaries are able to pursue their education. In the month of April, applications are accepted and process. Applicants must have passed the evaluation and interview before compliance of the requirements. Successful applicants will be given a chance to work temporarily in LGU or in a partner company within the city.

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Students Out of School Youth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Photocopy of Birth Certificate</li> <li>• ITR of Parents or BIR Tax Exemption (if the parents are employed) or Barangay Indigency (if the parents are unemployed)</li> <li>• Certificate of Grades</li> <li>• 2 pieces of 2x2 picture</li> <li>• Certification from the Barangay or CSWD if OSY</li> </ul>		Hand Carry by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Availing of SPES Program	1.1 Registration	None	3 minutes	Jocelyn Rivera Agnes Bataclan
	1.2 Documents will be assessed and evaluated as to the completeness of requirements.	None	10 minutes	Ariel Mugol Caroline Beltran



	1.3 If qualified and with complete documents, processed and submit to DOLE for final approval.	None	5 minutes	Ariel Mugol Caroline Beltran
	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	5 minutes	Ariel Mugol Jocelyn Rivera
<b>End of Process: Total</b>		<b>None</b>	<b>33 Minutes</b>	





# **Internal Audit and Management Information Division (Office of the City Mayor)**

## **Frontline Services**



## 1. ASSURANCE SERVICES

Regular audits are conducted at the office level based on City Government risk scoring to provide reasonable assurance to the Management that the internal controls are working effectively and efficiently.

<b>Office or Division</b>		Office of the Internal Audit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		All Auditable Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports / Auditable documents		All Auditable Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accept the Notification Letter	1.1 Notification Letter – alerts the office to be audited of the date and time of the process.	None	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>
	1.2 Prepare for the Opening Meeting between Audit Team and Head of Office, as well as the staff to be audited.	None	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>
2. Attend Opening Meeting, Entry Conference / Notification of Audit Fieldwork	2. The Audit team will describe the process they will undertake. Advise Head of Office the schedule of the employees that will be consulted and describe areas of concern	None	4 hrs.	<i>Head of Internal Audit &amp; Internal Audit Team</i>



	Discuss the focus, requirements and timelines of the audit. Discuss the plans for the conduct of the audit, as well as to obtain the audited entity's views and expectations for the overall framework for the conduct of the audit.			
3. Submit/provide all documents needed by the Audit Team	3.1 Assessment evaluation/examination after learning of office procedures, interviewing key staff, testing current practices by sampling, reviewing the law and testing internal rules and practices for reasonableness.	none	2 working days	<i>Head of Internal Audit &amp; Internal Audit Team</i>
	3.2 Review / evaluate all documents provided by the Audited office.	none	13 working days	
	3.3 Prepare and issue preliminary report on noted exceptions/observation and	none	3 working days	<i>Head of Internal Audit &amp; Internal Audit Team</i>



	<p>recommendation bearing five (5) elements of audit report:</p> <ol style="list-style-type: none"> <li>1. Condition : What is the particular problem identified ?</li> <li>2. Criteria: What is the standard that was not met? The standard may be a policy or other benchmark.</li> <li>3. Cause: Why did the problem occur?</li> <li>4. Consequence: What is the risk/negative outcome (or opportunity foregone)</li> </ol>			
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	because of the finding?			
	5. Corrective action: What should management do about the finding? What have they agreed to do and by when?			
4. Accept preliminary Audit report and respond to audit observations	4.1 Evaluate the response of the audited offices regarding the audit observations.	none	5 working days	<i>HolA and Internal Audit Team</i>
	4.2 Prepare and issue Final Audit Report.	none	10 working days	<i>HolA and Internal Audit Team</i>
5. Accept Final Audit Report / Take appropriate action to improve the system/process	5. Monitoring of action taken on recommendations / Validate compliance regarding preventive and corrective measures	none	10 working days	<i>HolA and Internal Audit Team</i>
<b>End of Process:                      Total                      None                      45.5 Working Days</b>				



## 2. CONSULTING SERVICES

Performed may vary in nature, type and level of its preparation in every engagement. The role of internal audit in every consulting service is defined so as not to impair its independence and objectivity.

### a. Formal Engagement Consulting Services

<b>Office or Division</b>		Office of the Internal Audit		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		All Auditable Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports / Auditable documents		All Auditable Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request or Order from LCE	1.1 Receive request / Order Letter and take appropriate action	None	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>
	1.2 Prepare/schedule meeting with concerned office/division/unit to discuss the areas of concern.	None	5 working days	<i>Head of Internal Audit &amp; Internal Audit Team</i>
2. Attend meeting	2. Provide inputs on the areas of concern.  a. Advisory services during development	none	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>



	of IT projects of the City Government			
	b. As observer on various committees and special projects of the City Government			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>7 Days</b>	



### 3. INFORMAL ENGAGEMENT CONSULTING SERVICES

As a subject matter expert of internal controls relative to the review of new policies and procedures; as resource person to various meetings to provide advice/inputs and as resource speaker on trainings, seminar and workshops.

Office or Division		Office of the Internal Audit		
Classification:		Highly Technical		
Type of Transaction:		G2G - for government services whose client is a government employee or another government agency		
Who may avail:		All Auditable Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports / Auditable documents		All Auditable Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request or Order from LCE	1.1 Receive request / Order Letter and take appropriate action	None	1 working day	Head of Internal Audit & Internal Audit Team
	1.2 Prepare/schedule meeting with concerned office/division/unit to discuss the areas of concern.	None	5 working days	Head of Internal Audit & Internal Audit Team
2. Attend meeting	2. Provide inputs on the areas of concern.  a. As a subject matter expert of internal controls relative to the review of	none	1-5 working days  1-5 working days	Head of Internal Audit & Internal Audit Team





	<p>new policies and procedures;</p> <p>b. As a resource person to various meetings to provide advice/inputs; and</p> <p>c. As resource speaker on trainings, seminars and workshops</p>		1-5 working days	
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>9-26 Working days</b>	



#### 4. SPECIAL AUDIT SERVICES

1. Special/Fraud Audit shall be conducted on covered complaints and fraud incidents as requested by LCE.
2. Special/Fraud audit shall be based on requests, management instruction, and cases discovered by OIA during regular audits. The request for special/fraud audit shall be supported by an incident report and related information/documents.
3. All special/fraud audit requests, shall be addressed and submitted to or coursed thru the HoIA for information and proper disposition. Discovered cases by the auditor shall be reported to the HoIA.
4. Special/fraud audit shall be conducted by the team which discovered such incident during the performance of regular audits.

<b>Office or Division</b>		Office of the Internal Audit		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - for government services whose client is a government employee or another government agency		
<b>Who may avail:</b>		All Auditable Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports / Auditable documents		All Auditable Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request or Order from LCE	1.1 Receive request / Order Letter and take appropriate action	None	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>
	1.2 Introduction Letter – alerts the office to be audited of the date and time of the process.	None	1 working day	<i>Head of Internal Audit &amp; Internal Audit Team</i>
2. Accept the Introduction Letter	<ul style="list-style-type: none"> <li>Gather information/facts/evidences related to incident</li> </ul>	None	15 working days	<i>Head of Internal Audit &amp; Internal Audit Team</i>



	<p>report/complaint.</p> <ul style="list-style-type: none"> <li>• Evaluate and validate factual information</li> <li>• If there is a factual basis, develop a case theory based on the Fraud Examinations Methodology and determine the extent of accountability.</li> </ul>			
	Prepare and issue Final Audit Report.	None	10 working days	<i>HolA and Internal Audit Team</i>
<b>End of Process: Total</b>		<b>None</b>	<b>27 Working days</b>	



## **City Youth and Development Unit (Office of the City Mayor)**

### **Frontline Services**



## 1. SCHOLARSHIP APPLICATION (LYCEUM OF THE PHILIPPINES UNIVERSITY – CAVITE CAMPUS)

Scholarship application for residents who want to avail the City Scholarship services that provides technical support for Tertiary Education at Lyceum of the Philippines University-Cavite Campus

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		General Trias City Residents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For upcoming 1 <sup>st</sup> Year College Applicant:				
1. Certified Thru Copy of Birth Certificate		1. Philippine Statistics Authority (PSA)/Local Civil Registry Office		
2. Barangay Certification of Residency (at least 6 months)		2. Barangay where the applicant resides		
3. Certified Thru Copy of Form 138/Grades or Transcript of Records		3. Last school attended		
4. Certified Thru Copy of Good Moral / Certificate (last school attended)		4. Last school attended		
5. Letter of Intent for Scholarship Application		5. Client/Applicant		
6. 2x2 ID Photo (latest 6 month)		6. Client/Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form	1. Provide application form	None	15 Minutes	Jhonel A. Tanglao
2. Submit accomplished form and other documentary requirements	2. Received and review requirements	None	15 Minutes	Jhonel A. Tanglao
3. Register in the logbook	3. Conduct interview	None	5 Minutes	Jhonel A. Tanglao
<b>End of Process: Total</b>		<b>None</b>	<b>35 Minutes</b>	



## 2. EVALUATION AND ISSUANCE OF CERTIFICATE OF SCHOLARSHIP APPLICATION

Scholarship application must evaluate to ensure that the set scholarship guidelines are being observed. This will inform/update the applicant about the status of his/her scholarship application.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		All Scholarship Applicant		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Endorsement/Approval of Application		1. Office of the Mayor (through CYDS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the announcement/update of scholarship application for approval	1.1 Evaluate the scholarship application 1.2 Notify the applicant thru call or SMS.	None	1 week	Jhonel A. Tanglao
2. Schedule scholarship orientation/briefing	2. Set a schedule of scholarship orientation/briefing	None	30 minutes	Baby Lyn M. Kempiz
3. Acceptance of Endorsement Letter	3. Issuance of endorsement letter/proof of approval	None	15 minutes	Jhonel A. Tanglao
<b>End of Process: Total</b>		<b>None</b>	<b>1 Week and 45 Minutes</b>	



### 3. SCHOLARSHIP RENEWAL

All scholar must renew his/her scholarship every semester. Once renewed, they will receive their new Endorsement Letter for the next semester.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		All Scholarship-Applicant		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Certified Thru Copy of Grades (previous semester) signed by authorized person with no grade lower than 2.0		1 LPU Registrar's Office/Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of grades	1. Receive, evaluate and review grades	None	15 minutes	Jhonel A. Tanglao
2. Register in the Logbook	2.1 Provide Logbook.	None	2 minutes	Jhonel A. Tanglao
	2.2 Conduct re-briefing	None	5 minutes	Baby Lyn M. Kempiz
3. Receive Endorsement Letter for Renewal	3. Prepare and issue endorsement's renewal		20 minutes	Jhonel A. Tanglao
<b>End of Process: Total</b>		<b>None</b>	<b>42 Minutes</b>	



#### 4. ISSUANCE OF ACADEMIC EXCELLENCE CERTIFICATE AND MEDALS

All graduating students in primary and secondary level that shows excellence in Academic, Mathematics, Science, Leadership, Campus Journalism and Sports.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		Elementary and Senior High School Graduating Student		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Nominee must be a resident City of General Trias of not less than 2 years.		1. Nomination Form (School)		
2. Nominee must be enrolled in any public or private elementary and senior high schools.		2. Medal and Certificate (CYDS)		
3. Nominee must have completed the Academic Year.				
4. Nominee should have a minimum Grade Point Average (GPA) of 85%.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acceptance of Nomination Form.	1. Distribution of nomination form and letter.	None	10 minutes / school	Glen Mark A. Gomez
2. Submission of Nominees	2.1 Acceptance of nomination	None	3 minutes	Glen Mark A. Gomez
	2.2 Encoding of awardees	None	10 minutes	Glen Mark A. Gomez
	2.3 Printing of certificate	None	15 minutes	Glen Mark A. Gomez





	2.4 Prepare medals and certificate	None	10 minutes	Glen Mark A. Gomez
3. Acceptance of Medals and Certificates	3. Issuance of Medals and Certificate	None	5 minutes	Glen Mark A. Gomez
<b>End of Process: Total</b>		<b>None</b>	<b>58 Minutes</b>	



## 5. REVIEW OF SANGGUNIANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP) VIA ELECTRONIC MAIL

Review of SK three (3) year Comprehensive Plan

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who May Avail</b>		Elementary and Senior High School Graduating Student		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-signed Comprehensive Barangay Youth Development Plan (CBYDP)		1. NYC Website/Page and DILG Website/Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP reviewed by SK Federation President via e-mail	1.1 Accept and download the signed CBYDP sent via e-mail and send an acknowledgment mail	None	3 minutes / barangay	Belle Kenneth G. Saulog
	1.2 Review the CBYDP	None	4 days	Baby Lyn M. Kempiz



	1.2 Send the CBYD P review results via email	None	5 minutes	Belle Kenneth G. Saulog
	1.3 Endorse for approval to the Sangguniang Panlungsod Secretariat	None	10 days	<i>Sangguniang Panlungsod</i>
	1.4 Log in monitoring sheet file and bind.	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process: Total</b>		<b>None</b>	<b>14 Days and 40 Minutes</b>	



## 6. REVIEW OF SANGGUNANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)

Review of SK three (3) year Comprehensive Plan

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		SangguniangKabataan Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-signed <b>Comprehensive Barangay Youth Development Plan (CBYDP)</b>		Respective SK Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the CBYDP signed by SK Officials/Members and SK Federation President( In consultation and with the concurrence of the Katipunan ngKabataan)	1.1 Receive the signed CBYDP	None	5 minutes	Belle Kenneth G. Saulog
	1.2 Review and endorsement to the Sanggunian	None	4 days	Baby Lyn M. Kempiz
	1.3 For approval and adoption to the Sangguniang Panlungso d Secretariat.	None	10 days	<i>Sangguniang Panlungsod</i>



2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 minutes	Belle Kenneth G. Saulog
	1.3 File and bind the CBYD P	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>14 Days and 15 Minutes</b>



## 7. REVIEW OF SANGGUNANG KABATAAN ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)

Review of SK Annual Investment Program

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Sangguniang Kabataan Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP) 2. Duly-signed Annual Barangay Youth investment Program (ABYIP)		Respective SK Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the ABYIP signed by SK Officials and Members	1.1 Receive the signed ABYIP	None	5 minutes	Belle Kenneth G. Saulog
	1.2 Review and endorsement to the Sanggunian	None	4 days	Baby Lyn M. Kempiz
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 days	Sangguniang Panlungsod
2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 minutes	Belle Kenneth G. Saulog
	2.2 File and bind the ABYIP	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process: Total</b>		<b>None</b>	<b>14 Days and 15 Minutes</b>	



## 8. REVIEW OF SANGGUNIAN KABATAAN ANNUAL BUDGET

Review and monitor the SK Annual Budget

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Sangguniang Kabataan Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-approved Annual Barangay Youth investment Program (ABYIP)		Respective SK Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the SK Annual Budget	1.1 Receive the SK Annual Budget	None	5 minutes	Belle Kenneth G. Saulog
	1.2 Review and endorsement to the Sanggunian	None	2 days	Baby Lyn M. Kempiz
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 days	Sangguniang Panlungsod
2. Sign in the Log-sheet/Monitoring Sheet	2.2 Provide log-sheet/monitoring Sheet.	None	5 minutes	Belle Kenneth G. Saulog
	2.2 File and bind the ABYIP	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process: Total</b>		<b>None</b>	<b>12 Days and 15 Minutes</b>	



## 9. REVIEW OF SANGGUNIAN KABATAAN RESOLUTION

Review and monitor SK Resolutions

<b>Office/Division</b>	City Youth Development Section (CYDS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who May Avail</b>	Sangguniang Kabataan Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. SK Resolution Approving ABYIP			Respective SK Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the SK Resolution	1.1 Receive the SK Resolution	None	5 minutes	Belle Kenneth G. Saulog
	1.2 Review the SK Resolution	None	2 days	Baby Lyn M. Kempiz
2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 minutes	Belle Kenneth G. Saulog
	2.2 File and bind the SK Resolution	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>2 Days and 15 Minutes</b>	





## 10. SUBMISSION OF KATIPUNAN NG KABATAAN ASSEMBLY REPORT (KK)

Submit, file and review KK Assembly Report.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Sangguniang Kabataan Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Katipunan ng Kabataan (Barangay Youth Assembly) Attendance Sheet		Respective SK Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Katipunan ng Kabataan Assembly Report	1. Receive the Katipunan ng Kabataan Assembly Report	None	5 minutes	Belle Kenneth G. Saulog
2. Sign in the Logsheets/ Monitoring Sheet	2.1 Provide log-sheet/monitoring sheet	None	5 minutes	Belle Kenneth G. Saulog
	2.2 File and Bind the KK Report	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>15 Minutes</b>



## 11. SUBMISSION OF CLEAN-UP DRIVE/ENVIRONMENTAL REPORT

Submit, file and review clean-up drive and other environmental related report.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Sangguniang Kabataan Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Program of barangay participate in cleaning their environment		Respective SK Barangay, SK Federation Office, DILG Office and City Youth Development Section Office		
2. Weekly and at the end of the month to observed cleanliness in their community				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Clean-Up Drive Report	1. Receive the Clean-Up Drive Report	None	5 minutes	Belle Kenneth G. Saulog
	2. Review the Clean-Up Drive Report	None	15 minutes	Baby Lyn M. Kempiz
2. Sign in the Logsheet/ Monitoring Sheet	2.1 Provide Log-sheet/ Monitoring Sheet.	None	5 minutes	Belle Kenneth G. Saulog
	2.2 File and Bind the Clean-Up Drive Report	None	5 minutes	Belle Kenneth G. Saulog
<b>End of Process: Total</b>		<b>None</b>	<b>30 Minutes</b>	



## 12. GENERAL TRIAS COMPUTER CLUBHOUSE MEMBERSHIP APPLICATION

The Clubhouse Learning Approach is designed to empower youth from all backgrounds to become more capable, creative, and confident learners. This approach is grounded in research from the fields of education, developmental and social psychology, cognitive science, and youth development. It builds on research on the role of affect and motivation in the learning process, the importance of social context, and the interplay between individual and community development. It leverages new technologies to support new types of learning experiences and engage young people who have been alienated by traditional educational approaches.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Residents of General Trias City Ages 9-18 Years Old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Membership Form		1. General Trias Computer Clubhouse (CYDS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form	Provide application form	None	3 minutes	Ralph Edron B. Dangué
2. Submit accomplished form with parents/guardian's signature	2.1 Receive and review form 2.2 Interview applicant	None	5 minutes	Ralph Edron B. Dangué
3. Attend orientation	3.1 Set orientation schedule 3.2 Do orientation	None	15 minutes	Ralph Edron B. Dangué



4. Request log-in and village account	4. Provide log-in account and village account	None	10 minutes	Ralph Edron B. Dangué
5. Access village account	5. Monitor and supervise access	None	5 minutes	Ralph Edron B. Dangué
<b>End of Process: Total</b>		<b>None</b>	<b>38 Minutes</b>	



### 13. GENERAL TRIAS COMPUTER CLUBHOUSE – COMPUTER LITERACY TRAINING AND WORKSHOP

The Clubhouse mission is to provide a creative and safe out-of-school learning environment where young people from underserved communities work with adult mentors to explore their own ideas, develop new skills, and build confidence in themselves through the use of technology. In support of that mission, The Clubhouse Network supports community-based Clubhouses around the world by providing start-up support, professional development, new technology innovations, evaluation and assessment, partnership opportunities, and access to an online community for youth, mentors, and staff.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		General Trias Computer Clubhouse Members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished training form with waiver signed by parent/guardian.		1. General Trias Compute Clubhouse (Mentor-on-Duty)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query on training/workshop	1.1 Reply on query	None	10 minutes	Ralph Edron B. Dangué
	2. 1.2 Release training form	None	3 minutes	
2. Submit training form	2. Receive and review submitted form	None	30 minutes	Ralph Edron B. Dangué
3. Attend schedule training	3. Set training/workshop schedule	None	30 minutes	Ralph Edron B. Dangué
4. Complete training	4. Conduct training/workshop (5days)	None	1 hour/day(5)	Ralph Edron B. Dangué



5. Request certificate of completion	5.1 Print and release certificate upon completion of training/workshop  5.2 Sign certificate	None  None	10 minutes  3 minutes	Ralph Edron B. Danguie  Baby Lyn M. Kmepiz
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>6 Hours and 26 Minutes</b>	



## 14. MUSIC ROOM TRAINING AND WORKSHOP

Training and workshop conducted in developing skills and talent of youth that highlight youth participation.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		General Trias Computer Clubhouse Members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed Waiver Form (Parent/Guardian)		1. General Trias Computer Clubhouse (Music Room Coordinator)		
2. Log-in Account		2. General Trias Computer Clubhouse		
3. Village Account		The Clubhouse Network Official Village		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query on Music Room Training	1. Response to query and conduct orientation on different musical instrument	None	15 minutes	Jeffrey B. Palompo
2. Log to log-in PC	2. Monitor and record attendance on logbook available	None	15 minutes	Jeffrey B. Palompo
3. Attend scheduled training/workshop	3.1 Set schedule	None	5 minutes	Jeffrey B. Palompo
	3.2 Do 1-on-1 training per instrument	None	1 hour/instrument	Jeffrey B. Palompo
	3.3 Schedule next training	None	5 minutes	Jeffrey B. Palompo
4. Request Certificate	4.1 Draft and print certificate upon request	None	10 minutes	Jeffrey B. Palompo
	4.2 Sign certificate	None	2 minutes	Baby Lyn M. Kempiz
<b>End of Process: Total</b>		<b>None</b>	<b>1 Hour and 52 Minutes</b>	



## 15. MUSIC RECORDING AND MIXING

The process of taking recorded tracks and blending them together. Tracks are blended using various processes such as EQ, Compression and Reverb. The goal of mixing is to bring out the best in your multi-track recording by adjusting levels, panning, and time-based audio effects (chorus, reverb, delay). Usually members do recording and required them to upload their output in their village account.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		General Trias Computer Clubhouse Members/Residents of General Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Signed Waiver Form (Parent/Guardian)</li> <li>Log-in Account</li> <li>Village Account</li> <li>Approved Request Letter from Office of the Mayor</li> </ol>		<ol style="list-style-type: none"> <li>General Trias Computer Clubhouse (Music Room Coordinator)</li> <li>General Trias Computer Clubhouse</li> <li>The Clubhouse Network Official Village</li> <li>Client/Office of the Mayor</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Query on Music Room	1. Response to query and conduct orientation	None	15 minutes	Jeffrey B. Palompo
2. Log to log-in PC	2. Record on logbook upon arrival	None	15 minutes	Jeffrey B. Palompo
3. Attend schedule recording/mixing	3.1 Set schedule	None	5 minutes	Jeffrey B. Palompo
	3.2 Set and do recording/mixing	None	2 hours	Jeffrey B. Palompo
	3.3 Edit recorded file	None	1 hour	Jeffrey B. Palompo





	3.4 Save file and upload to village account	None	30 minutes	Jeffrey B. Palompo
4. Register to logbook	Prepare logbook	None	5 minutes	Jeffrey B. Palompo
<b>End of Process: Total</b>		<b>None</b>	<b>4 Hour and 10 Minutes</b>	



## 16. CONDUCT OF YOUTH LEADERS SUMMIT

Annual activity of the local government that aim to raise active participation of youth in nation building and in compliance with RA 10742 Chapter V.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Residents of General Trias City Ages 15-30 years old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Pre-Registration Form 2. School/Organization's Endorsement		1. School/Organization represented 2. School/Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pre-registration form	1.1 Receive and review pre-registration form	None	5 minutes	<i>All CYDS Staff</i>
	1.2 Record, log and encode participant's data	None	5 minutes	Glen Mark A. Gomez
	1.3 Notify pre-registered participants before the event	None	3 minutes	<i>All CYDS Staff</i>
2. Attend and register on-site	2.1 Distribute event's kit	None	1 day	<i>All CYDS Staff</i>
	2.2 Do roll call or acknowledge participants	None		<i>Host/MC</i>
3. Request certificate of attendance/participation	3. Provide certificate for participant	None	3 minutes	<i>All CYDS Staff</i>
<b>End of Process: Total</b>		<b>None</b>	<b>1 Day and 16 Minutes</b>	



## 17. OBSERVANCE OF YOUTH WEEK (LINGGO NG KABATAAN)/LITTLE YOUTH OFFICIALS

In compliance with RA 10742 Chapter VI.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Residents of General Trias City Ages 13-17 years old		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School's Endorsement		1. School Represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend and register on-site	1.1 Send out invites to schools 1.2 Accept, register and distribute kit.	None  None	5 minutes/school 5 minutes	<i>All CYDS Staff</i> Glen Mark A. Gomez
2. Introduce self, nominate and elect little youth officials	2.1 Do roll call or acknowledge participants 2.2 Conduct election and orientation	None  None	1 day	Belle Kenneth G. Saulog Baby Lyn M. Kempiz
3. Meet counterpart and hold office	3. Acknowledged, hold office and conduct photo opportunity with counterpart	None	1 day	<i>All CYDS Staff</i>
4. Request certificate of attendance/participation	4. Provide certificate for little youth officials	None	10 minutes	Ralph Edron B. Danguel/ Glen Mark A. Gomez
<b>End of Process: Total</b>		<b>None</b>	<b>2 Days and 20 Minutes</b>	



## 18. CONDUCT OF INTER – BARANGAY AND OTHER SPORTS LEAGUE / TOURNAMENT / CLINIC

Encourage and promote camaraderie among players / athlete.

<b>Office/Division</b>		City Youth Development Section (CYDS)/Sports		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen, G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City Ages 30 Below		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Accomplished Official Entry Form 3. Uniform 4. Valid ID/Birth Certificate 5. Brgy. Clearance/Proof of Residency 6. COMELEC Registration		1. CYDS/SK/Organizer 2. Participants 3. PSA/Local Civil Registrar 4. Barangay of Residency 5. Local COMELEC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure entry form	Provide entry form	None	5 minutes	Jay-Ar I. Simpan
2. Submit accomplished entry form with complete line-up and documentary requirements	2.1 Receive form 2.2 Review and assess submitted documents.	None	5 minutes 30 minutes	Jay-Ar I. Simpan Jay-Ar I. Simpan/ Baby Lyn M. Kempiz
3. Attend orientation/clinic	3.1 Set orientation schedule 3.2 Do orientation/clinic 3.3 Discuss by-laws/general house rules	None None None	5 minutes 15 minutes 1 hour	Jay-Ar I. Simpan <i>Organizer</i> <i>Referees/Organizer</i>



4. Confirm official list	4. Certify official list upon completion and validation of documents	None	10 minutes	Jay-Ar I. Simpan
5. Attend opening and schedule game	5.1 Set schedule 5.2 Required attendance and official uniform	None None	15 minutes 1 day	Jay-Ar I. Simpan <i>Organizer</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Day and 25 Minutes</b>



## 19. RECEIPT OF PROPOSED SPORTS PROGRAM/ACTIVITIES FOR APPROVAL

Documents being received by the office from various sports coordinator/coaches and from outside clients.

Documents are being forwarded to the Office of the Mayor for comments/approval or appropriate action.

<b>Office/Division</b>		City Youth Development Section (CYDS)/Sports		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen, G2G – Government to Government		
<b>Who May Avail</b>		Citizens of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proposed Program/Activities 2. Budget Allocation		1. Client/Sports Coordinator/Coaches 2. CYDS (Local Youth Development Fund)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents with necessary attachments.	1.1 Received document. 6. 1.2 Review for initial assessment 7. 1.3 Record to the logbook 1.3 Endorsed to the Office of the Mayor	None  None  None  None	1 day	Jay-Ar I. Simpan Baby Lyn M. Kempiz Jay-Ar I. Simpan Jay-Ar I. Simpan
2. Do follow-up	2.1 Update client on status of request	None	10 minutes	Jay-Ar I. Simpan



	2.2 Notify thru calls or SMS	None	3 minutes	Jay-Ar I. Simpan
3. Acceptance of letter with comment/approval.	3. The LCE signs or make comment for approval	None	1 day	<i>Office of the Mayor/Baby Lyn M. Kempiz</i>
<b>End of Process: Total</b>		<b>None</b>	<b>2 Days and 13 Minutes</b>	



## 20. PARTICIPATION TO THE LOCAL/NATIONAL AND INTERNATIONAL INVITATIONAL SPORTS TOURNAMENT/COMPETITION

Participation of youth towards skills development and develop camaraderie among others.

<b>Office/Division</b>		City Youth Development Section (CYDS)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who May Avail</b>		Elementary and Senior High School Graduating Student		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of invitation from the host organization/agency. 2. List of Participants 3. Budget Allocation 4. Certificate of Attendance/participation 5. Valid ID 6. Passport and visa (if applicable for international competition)		1. Local/National/International Host Organization/Agency 2. Affiliated/Accredited Club Coordinator/Coaches 3. CYDS (Local Youth Development Fund) 4. Host Organization/Agency 5. Participant/Attendee 6. DFA and Embassy (participant)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/present letter of invitation	Verify and assess letter of invitation	None	10 minutes	Jay-Ar I. Simpan
2. Submit proposed budget allocation if needed (including registration, accommodation, food, transportation and allowance/per diem)	2.1 Review and assess budget request	None	30 minutes	
	2.2 Endorsed to the office of the mayor for record and stamping with control number	None	10 minutes	Jay-Ar I. Simpan Jay-Ar I. Simpan
	2.3 For LCE's comment and approval 2.4 Once approved, notify the participants via SMS or call.	None	1 day 5 minutes	Office of the Mayor Jay-Ar I. Simpan





3. Prepare pre-departure documents/orientation	Review documents and facilitate pre-departure orientation	None	20 minutes	Baby Lyn M. Kempiz
4. Submit reports and certificate of attendance/participation	4.1 Facilitate submission of report/certificate and other documents.	None	20 minutes	Baby Lyn M. Kempiz
	4.2 Submit attachment to the City Treasurer's Office for liquidation/reimbursement if needed.	None	10 minutes	Jay-Ar I. Simpan
<b>End of Process: Total</b>		<b>None</b>	<b>1 Day, 1 Hour and 45 Minutes</b>	



## **City Cooperative Development Section (Office of the City Mayor)**

### **Frontline Services**



## 1. ASSISTANCE IN THE ORGANIZATION OF A COOPERATIVE

The City Cooperative Development Section (CDS) assists groups of at least fifteen (15) persons in organizing a cooperative. Queries are entertained, as well as, the general concept of a cooperative is discussed prior to submission of a written request to the Cooperative Development Authority (CDA) for Pre-Registration Seminar (PRS).

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Groups of at least fifteen (15) persons		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Personal appearance of the group's representative/s		Office of the City Mayor – City Cooperative Development Section (4 <sup>th</sup> Floor)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office of the CDS	1. Give the Log Book to the client	None	1 Minute	<i>Receiving Clerk</i>
2. Proceed to the Section Head	2. Interview the group's representative, answer queries and discuss the basic concept of a cooperative	None	1 Hour	<i>Section Head</i>
3. Provide name, contact number and e-mail address of group's representative, and venue of PRS (client's location)	3. Print form of written request to the CDA for PRS	None	5 Minutes	<i>Section Head</i>
4. Sign form of written request to the CDA for PRS	4. Scan and e-mail signed written request to CDA; print copy of sent e-mail	None	5 Minutes	<i>Section Head</i>



5. Secure original copy of signed written request and copy of sent e-mail	5. File duplicate copy of signed written request and copy of sent e-mail with stamp received by the client in PRS Request folder	None	3 Minutes	<i>Filing Clerk</i>
6. Leave and wait for reply of CDA-assigned officer via e-mail / SMS / call	6. Coordinate with CDA-assigned officer for PRS schedule; receive SMS or call from CDA-assigned officer regarding schedule of PRS	None	2 Days	<i>Section Head and CDA-assigned officer</i>
7. Receive e-mail / SMS / from CDA-assigned officer	7. Coordinate with client regarding the venue (preferably at client's location), and things to prepare	None	10 Minutes	<i>Section Head and CDA-assigned officer</i>
8. Prepare venue and provide seminar paraphernalia (table/s, chairs, projector screen), USB, and meals for all participants on the day of PRS	8. Bring attendance sheet, laptop, LCD projector and assist the CDA-assigned officer in the conduct of PRS at client's location	None	1 Day	<i>Section Head and CDA-assigned officer</i>
9. Sign Section Head's Certificate of Attendance	9. Give soft copy of documentary requirements a) CDA Cooperative Name			



	Reservation Request Form b) Surety Bond Form for Accountable Officers c) Economic Survey Form d) Articles of Cooperation e) By-laws f) Treasurer's Affidavit			
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>3 Days, 1 Hour and 24 Minutes</b>

"Service is covered under R.A. # 11364 (An Act Reorganizing and Strengthening the Cooperative Development Authority, Repealing for the Purpose Republic Act No. 6939, Creating the Cooperative Development Authority)"



## 2. ASSISTANCE IN THE REGISTRATION OF THE COOPERATIVE TO THE COOPERATIVE DEVELOPMENT AUTHORITY (CDA)

The City Cooperative Development Section (CDS) assists groups of at least fifteen (15) persons who have attended the Pre-Registration Seminar of the Cooperative Development Authority (CDA) in the preparation of documentary requirements for the registration to the CDA.

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Groups of at least fifteen (15) persons who have attended the Pre-Registration Seminar of the Cooperative Development Authority		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance of the group's elected Board of Directors, appointed Secretary and Treasurer 2. Draft copy of registration documents in 2 hard copies: a) Economic survey b) Articles of Cooperation and By-laws c) Treasurer's Affidavit; and d) Original copy of Certificate of Pre-Registration Seminar signed by the CDA PRS team		Office of the City Mayor – City Cooperative Development Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office of the CDS	1. Give the Log Book to the client	None	1 Minute	<i>Receiving Clerk</i>
2. Submit the prepared registration documents to the Section Head	2. Receive the prepared registration documents for review, validation of seminar attendees, comments, and suggestions	None	3 Hours	<i>Section Head</i>
3. Receive copy of registration documents with	3. File hard copy of registration documents with	None	5 Minutes	<i>Filing Clerk</i>



corrections / comments to be re-printed for personal submission to the CDA in Calamba, Laguna	comments / corrections			
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>3 Hours and 6 Minutes</b>				

"Service is covered under R.A. # 9520 (Philippine Cooperative Code of 2008)"



### 3. ASSISTANCE TO CDA-ASSIGNED OFFICER IN THE ORGANIZATION OF COOPERATIVES

The City Cooperative Development Section assists CDA-assigned officer in the organization of cooperatives.

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Officer assigned by the Cooperative Development Authority		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of request stating the purpose sent via e-mail		Office of the City Mayor – City Cooperative Development Section (generaltriasccdc@yahoo.com.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail letter of request stating the purpose	1. Receive letter of request with purpose thru e-mail 1.1 Print letter of request 1.2 Reply thru e-mail 1.3 Set schedule depending on request	None	10 Minutes	Section Head
2. Coordinate with Section Head for schedule in the conduct of Pre-Registration Seminar (PRS)	2. Coordinate with group's representative requesting for PRS regarding the schedule, the venue (preferably at client's location), and things to prepare	None	10 Minutes	Section Head
3. Conduct PRS at client's location	3. Assist CDA-assigned officer during the conduct of PRS	None	1 Day	Section Head, Driver, and CDA-assigned officer





4. Sign Section Head's Certificate of Attendance				
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Day and 20 Minutes</b>	

"Service is covered under R.A. # 11364 (An Act Reorganizing and Strengthening the Cooperative Development Authority, Repealing for the Purpose Republic Act No. 6939, Creating the Cooperative Development Authority)"



#### 4. ASSISTANCE TO CDA-ASSIGNED OFFICER IN MONITORING OF COOPERATIVES

The City Cooperative Development Section assists CDA-assigned officer in monitoring the compliance of cooperatives with the rules, regulations and other issuances of the CDA.

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Officer assigned by the Cooperative Development Authority		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of request stating the purpose sent via e-mail		Office of the City Mayor – City Cooperative Development Section (generaltriasccdc@yahoo.com.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. E-mail letter of request stating the purpose together with draft schedule	1. Receive letter of request with purpose thru e-mail 1.1 Print letter of request 1.2 Reply thru e-mail 1.3 Set schedule depending on request	None	10 Minutes	Section Head
2. Coordinate with Section Head for schedule of monitoring / inspection of all registered cooperatives  2.1 E-mail all registered cooperatives of the notice of inspection and schedule	2.1 Coordinate with all registered cooperatives for schedule of monitoring / inspection  2.1 E-mail, call, and send SMS to all cooperatives to prepare documents on	None	1 Hour	Section Head and CDA-assigned officer



	scheduled inspection			
3. Meet up with Section Head in designated / cooperative's location  4.1 Sign Section Head's Certificate of Attendance	Assist CDA-assigned officer during monitoring / inspection	None	4 Hours per Cooperative	<i>Section Head, Driver, and CDA-assigned Officer</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>5 Hours and 10 Minutes</b>

"Service is covered under R.A. # 11364 (An Act Reorganizing and Strengthening the Cooperative Development Authority, Repealing for the Purpose Republic Act No. 6939, Creating the Cooperative Development Authority)"



## 5. ASSISTANCE TO COOPERATIVES IN ESTABLISHING LINKAGES WITH GOVERNMENT AGENCIES AND NON-GOVERNMENT ORGANIZATIONS

The City Cooperative Development Section assists cooperatives in establishing linkages with government agencies and non-government organizations (and vice-versa) involved in the promotion and integration of the concept of cooperatives in the livelihood of the people and other community activities.

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		Cooperatives within the City of General Trias Government Agencies Non-Government Organizations		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance of official representative of the cooperative / government agency / non-government organization 2. Letter of request stating the purpose		Office of the City Mayor – City Cooperative Development Section (4 <sup>th</sup> Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log book in the office of the CDS	1. Give the Log book to the client	None	1 Minute	<i>Receiving Clerk</i>
2. Submit letter of request to Section Head	2. Discuss need / concern for assistance	None	30 Minutes	<i>Section Head</i>
3. Receive letter of referral	3. Issue letter of referral to concerned agency / cooperative	None	15 Minutes	<i>Section Head</i>
<b>End of Process: Total</b>		<b>None</b>	<b>46 Minutes</b>	



## 6. SERVE AS SECRETARIAT TO THE CITY OF GENERAL TRIAS COOPERATIVE DEVELOPMENT COUNCIL (GENERAL TRIAS CCDC)

The City Mayor signed Executive Order No. 01 series of 2020 creating the City Cooperative Development Council in the City of General Trias which shall be in accordance with the intention and purpose of Executive Order No. 95 series of 1993. The Council shall have technical and administrative secretariat coming from the Cooperative Development Section to perform all duties incidental to the office of the secretariat and those that may be assigned to it or by the Chairperson and / or the Council.

<b>Office or Division:</b>		City Cooperative Development Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		Officers and members of the City of General Trias Cooperative Development Council		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of request sent via e-mail		Office of the City Mayor – City Cooperative Development Section (4 <sup>th</sup> Floor / <a href="mailto:generaltriasccdc@yahoo.com.ph">generaltriasccdc@yahoo.com.ph</a> / +639190663677)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request stating the purpose thru e-mail  1.1 If purpose is to organize the monthly CCDC meeting: send agenda	1. Receive letter of request with purpose thru e-mail  1.1 Print Notice of CCDC regular meeting to be sent via e-mail and / or SMS to all member-cooperatives and member-agencies / NGOs  1.2 Prepare and print minutes of the previous meeting	None	1 Hour	Section Head



	1.3 Coordinate within the agency for reservation of venue for meeting			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Hour</b>	

"Service is covered under (Local) Executive Order No. 01 series of 2020"



## **City Urban Poor Affairs Section (Office of the City Mayor)**

### **Frontline Services**



## 1. HOUSING ASSISTANCE / REQUEST / INQUIRIES

As the implementing arm for socialized housing and resettlement programs of the city, the Urban Poor Affairs Section recognizes the right to an adequate standard of living for himself and his family, including housing. Thus, the agency accepts requests and inquiries related to housing assistance, provided that the family is affected by government projects and living along danger areas. Housing Assistance Applicants are subject to screening, validation and assessment by the UPAO with the assistance of the CSWD.

<b>Office or Division:</b>		City Urban Poor Affairs Section		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		All Informal Settler Families that are living in the Danger Zones and/or affected by Government Projects		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request or Inquiry		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Submit the letter of request or inquiry.	Receive and record submitted request/inquiry of the client	None	5 minutes	<i>UPAO Staff</i>
Step 2: Pre-assessment	2.1 Interview and assist client regarding the request/inquiry.	None	5-10 minutes	<i>UPAO Staff</i>
	2.2 Evaluate documents presented.			
	2.3 Prepare recommendation letter endorsed to the Office of the City Mayor.	None	5 minutes	<i>UPAO Staff</i>





Step 3: Wait for the approval	3.1 Inform the client regarding the status of his/her request.	None	2 minutes	UPAO Staff
	3.2 If approved, the client will be scheduled for a socio-economic profiling to be conducted by UPAO and CSWD staff.		1 Week	UPAO Staff
<b>End of Process: Total</b>		<b>None</b>	<b>1 Week and 22 Minutes</b>	



## 2. ATTENDING TO URBAN POOR CONCERNS/COMPLAINTS AND OTHER RELATED MATTERS

Concerns and complaints related to urban poor will be entertained by the authorized or assigned Urban Poor Affairs Section staff to resolve the issues in a fair, timely and efficient manner.

<b>Office or Division:</b>		City Urban Poor Affairs Section		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Urban Poor with concerns/complaints		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter/Documents		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Receive and record	Receive and record	None	5 minutes	UPAO Staff
Step 2: Evaluation / Assessment	2.1 Evaluation / Assessment	None	1 Week <i>*Processing time depends on the case/s to be resolved</i>	UPAO Staff
	2.2 Prepare recommendation letter endorsed to the Office of the City Mayor.	None	5 minutes	UPAO Staff
Step 3: Claim copy of minutes and/or recommendation / endorsement letter (if necessary)	3. Claim copy of minutes and/or recommendation / endorsement letter (if necessary)	None	5 minutes	UPAO Staff
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Week and 15 Minutes</b>	



### 3. LAND DISPUTES / COMPLAINTS

Land disputes in conflict-affected settings are often considered a security threat; thus, mediation and practical assistance should be provided to parties involved to settle their disputes and achieve sustainable peace amicably.

<b>Office or Division:</b>		City Urban Poor Affairs Section		
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>		Urban Poor with concerns/complaints		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Submit complaint letter and other supporting documents	Receive and record submitted complaints/issues of the clients	NONE	2-5 minutes	UPAO Staff
Step 2: Interview	2.1 Interview and assist the complainant  After the interview, the agency may: 2.A. Conduct Ocular Inspection (if Needed) and/or 2.B. Prepare and submit census/ inspection report and recommendation to the office head.	NONE	5-15 minutes	UPAO Staff
Step 3: Wait for an invitation for a dialogue	3. Prepare and send invitation to the second party for a dialogue with the complainant.	NONE	1 Week	UPAO Staff



Step 4: Dialogue Proper	4.1 Conduct dialogue between two parties presided by the office head or any authorized person.  4.2 After dialogue, Include complaint/issue in the agenda for deliberation in the regular meeting of the Local Housing Board.	NONE	Time depends on the case/s to be resolved	UPAO Staff
Step 5: Issuance of minutes and/or recommendation / endorsement letter (if necessary)	5. Release Documents	NONE	5 Minutes	UPAO Staff
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>*Depends on the time of case resolved</b>				



## **City Public Library Services (Office of the City Mayor)**

### **Frontline Services**



## 1. RESEARCH

It is defined as the creation of new knowledge and/or the use of existing knowledge in a new and creative way so as to generate new concepts, methodologies and understandings. This could include synthesis and analysis of previous research to the extent that it leads to new and creative outcomes.

<b>Office or Division</b>		City Public Library of General Trias Cavite		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID		LIBRARY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to the bookshelves after leaving your ID and belongings at the baggage counter and choose the book you need After leaving your belongings at the baggage counter, go directly to the bookshelves, choose book/s then leave an ID	1. Notification Letter – alerts the office to be audited of the date and time of the process.	None	5-10 minutes	<i>All Library Staff</i>
2. Sign the book card and give to the staff in charge	2. Receive the book card	None		
3. After the research, return the book/s to the staff or place the 4. book/s at the book cart.	3. Receive returned book/s	None		
		None		



5. All books are for room reading only, except for pocket book		None		
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 2. LIBRARY CARD/ ID APPLICATION

The Library ID shall card shall be a basic requirement for the use of information resources and facilities of the City Library System. Hence, upon enrollment, freshmen or new students must apply for their Library Card immediately.

<b>Office or Division</b>		City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 pcs 1x1 picture		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form	1. Give the application form	None	5-10 minutes	Lilia R. Potente, Jennifer Saliba and All the Library Staff
2. Submit the application form to the staff	2. Receive the application form	None	5-10 minutes	Lilia R. Potente, Jennifer Saliba and All the Library Staff
3. Wait for processing of ID	3. Process the ID card	None	10-15 minutes	
4. Get the ID and sign at the logbook	4. Release the ID and have the library user sign on the log book	None		
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>15 Minutes</b>	





### 3. REPLACEMENT FOR LOSS OF LIBRARY CARD

Loss of Library Privileges.

<b>Office or Division</b>		City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID CARD/IDENTIFICATION		LIBRARY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application form for lost library ID	1. Authenticate membership of the client	None	5-10 minutes	Lilia R. Potente, Jennifer Saliba <i>and All the Library Staff</i>
2. Submit the application form to the staff	2. Receive the submitted application form for approval	None		Lilia R. Potente, Jennifer Saliba <i>and All the Library Staff</i>
		None		
3. Wait for the processing of ID	3. Process the ID card	None		
4. Get the ID and sign at the log book	4. Release ID and have the Library user sign on the log book.	None	20-30 minutes	
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>30 Minutes</b>	



#### 4. BORROWING AND LENDING OF BOOKS

The following steps are devised for all the borrowers in the City Library and shall be implemented strictly unless otherwise revised or altered.

<b>Office or Division</b>		City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID CARD/BOOK PASSLIP		LIBRARY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Library ID card and give the title/author/call number of requested /borrowed books	1. Fill out the book and pass slip and check the books to be borrowed for 3 days	None	5 minutes	Lorna P. Cajigas <i>and Library Staff</i>
2. Client return borrowed books after 3 days. Get the book pass slip at the guard and return it to the library staff	2. Returning the owners library ID card	None		
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>5 Minutes</b>	



## 5. INTERNET AND MULTIMEDIA

Internet use within the library shall be for academic and research purposes only. Rules and regulations pertaining the use of the internet.

<b>Office or Division</b>		City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to client		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LIBRARY ID		LIBRARY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the log book	1. Gives the logbook to be signed by the library user	None		<i>All Library Staff</i>
2. Get number corresponding to the number of computer to use	2. Issues number of computer to use	None	30 minutes to 1 hour (use of computer)	<i>All Library Staff</i>
3. If all computers are in use wait for your turn		None		
4. Stop using computer after desired time limit expires	4. Monitors time limit per computer	None	20-30 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Hour</b>



## **Office of the City Administrator**

### **Frontline Services**



## 1. MAYOR'S OCCUPATIONAL PERMIT

Issued to individuals with no criminal records or pending case filed as a pre – employment requirement to those who will work within the City of General Trias.

<b>Office or Division:</b>		Office of the City Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Original Copy)		City Treasurer's Office, Ground Floor – Window 4 City Hall		
Barangay Clearance (Original Copy)		Barangay Hall		
Police Clearance or NBI		Local Police Station / NBI		
Endorsement Letter from the City Mayor or Municipal Mayor (if Client came from another Municipality or City.)		City Mayor's office where the client is residing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to window 4 for initial assessment and verification -make sure to secure the order of payment	1.1 Receive required documents, Interview and check completeness of documents  1.2 Issue Order of Payment if all required documents were given  1.3 Start processing the request	None	3 minutes	JOVITA COLLADO <i>Administrative Aide I</i>  HILDA BAUTISTA <i>Administrative Aide II</i>  JEREMY ALCANTARA <i>Administrative Officer V</i>  BON COMMANDANTE <i>Administrative Aide II</i>



2. Pay the required fees at the City Treasurer's Office, (Ground Floor, window 4) by showing the order of Payment. -make sure to secure Official Receipt that will be issued upon payment	2.1 Accept the payment based on the Order of Payment  2.2 Issue the Official Receipt	PHP 75.00	4 minutes	CATHERINE L. COMISO <i>Bookbinder I</i>  VENER S. VIRAY <i>Bookbinder I</i>
3. Return to City Administrator's office for the processing and release of Mayor's Occupational Permit or Mayor's Clearance.	3.1 Check the Official Receipt  3.2 Ask the client to double check the details/information  3.3 Approval of Mayor's Occupational Permit  3.4 Fill up details in Log Book for Mayor's Permit  3.5 Releasing of Mayor's Occupational Permit or Mayor's clearance to the client	None	3 minutes	JEREMY ALCANTARA <i>Administrative Officer V</i>  HILDA BAUTISTA <i>Administrative Aide II</i>  Atty. KIRBY VINIEGRA <i>City Administrator</i>  JOVITA COLLADO <i>Administrative Aide I</i>
<b>End of Process: Total</b>		<b>Php 75.00</b>	<b>10 Minutes</b>	



## 2. MAYOR'S CLEARANCE

Issued to residents of General Trias Seeking for Local Employment, applying in Military Service and for other Legal Purposes.

<b>Office or Division:</b>		Office of the City Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Original Copy)		City Treasurer's Office, Ground Floor – Window 4 City Hall		
Barangay Clearance (Original Copy)		Barangay Hall		
Police Clearance or NBI		Local Police Station / NBI		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to window 4 for initial assessment and verification -make sure to secure the order of payment	1.1 Receive the required documents, Interview and check completeness of documents  1.2 Issue the Order of Payment if all required documents were given  1.3 Start processing the request	None	3 minutes	JOVITA COLLADO <i>Administrative Aide I</i>  HILDA BAUTISTA <i>Administrative Aide II</i>  JEREMY ALCANTARA <i>Administrative Officer V</i>  BON COMMANDANTE <i>Administrative Aide II</i>
2. . Pay the required fees at the City Treasurer's Office, (Ground Floor, window 4) by showing the	2. Accept the payment based on the Order of Payment	PHP 75.00	4 minutes	CATHERINE L. COMISO <i>Bookbinder I</i>  VENER S. VIRAY <i>Bookbinder I</i>



order of Payment. -make sure to secure Official Receipt that will be issued upon payment	2.1 Issue the Official Receipt			
3. Return to City Administrator's Office for the processing and release of Mayor's Occupational Permit or Mayor's Clearance.	3.1 Check the Official Receipt			
	3.2 Ask the client to double check the details/information	None	3 minutes	JEREMY ALCANTARA <i>Administrative Officer V</i>  HILDA BAUTISTA <i>Administrative Aide II</i>
	3.3 Approval of Mayor's Occupational Permit	None		Atty. KIRBY VINIEGRA <i>City Administrator</i>
	3.4 Fill up details in Log Book for Mayor's Permit			JOVITA COLLADO <i>Administrative Aide I</i>
	3.5 Releasing of Mayor's Occupational Permit or Mayor's clearance			
<b>End of Process:</b>		<b>Total</b>	<b>Php 75.00</b>	<b>10 Minutes</b>





### 3. ENDORSEMENT / RECOMMENDATION LETTER

Issued to resident of the City of General Trias as a pre – employment requirement who will be working outside the city.

<b>Office or Division:</b>		Office of the City Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter from City Mayor or Municipal Mayor (If the Client came from another Municipality or City)		City Mayor's office where the client is residing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to window 4 for initial assessment and information encoding	1. Receive the required documents, Interview and check completeness of documents	None	7 minutes	JOVITA COLLADO <i>Administrative Aide I</i>
	1.1 Start processing the request	None		HILDA BAUTISTA <i>Administrative Aide II</i>
	1.2 Ask the client to double check the	None		JEREMY ALCANTARA <i>Administrative Officer V</i>  BON COMMANDANTE <i>Administrative Aide II</i>  Atty. KIRBY VINIEGRA <i>City Administrator</i>



	<p>details/information</p> <p>1.3 Approval of Endorsement Letter</p> <p>1.4 Fill up details in Log Book for Mayor's Permit</p> <p>1.5 Releasing of Recommendation Letter.</p>			<p>HILDA BAUTISTA <i>Administrative Aide II</i></p> <p>JOVITA COLLADO <i>Administrative Aide I</i></p>
<b>End of Process:</b>		<b>Total</b>	<b>7 Minutes</b>	



#### 4. AFFIDAVIT OF LOSS (SENIOR CITIZEN & PWD ID)

Issued to a resident Senior Citizen or PWD who lost their identification cards.

<b>Office or Division:</b>		Office of the City Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Original Copy)		City Treasurer's Office, Ground Floor – Window 4 City Hall		
Application Form from OSCA		Office of the Senior Citizen's Affair – 4 <sup>th</sup> Floor City Hall		
PWD form from CSWDO		City Social Welfare Development Office – 3 <sup>rd</sup> Floor City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to window 5 for initial assessment and information encoding	1. Receive the required documents, Interview and check completeness of documents	None	7 minutes	JOVITA COLLADO Administrative Aide I
	1.1 Start processing the request			HILDA BAUTISTA Administrative Aide II
	1.2 Ask the client to double			JEREMY ALCANTARA Administrative Officer V  BON COMMANDANTE Administrative Aide II  Atty. KIRBY VINIEGRA City Administrator



	<p>check the details/information</p> <p>1.3 Approval of Affidavit of Loss</p> <p>1.4 Fill up details in Log Book for Mayor's Permit</p> <p>1.5 Releasing of Affidavit of Loss.</p>			<p>HILDA BAUTISTA <i>Administrative Aide II</i></p> <p>JOVITA COLLADO <i>Administrative Aide I</i></p>
<b>End of Process:</b>		<b>Total</b>	<b>11 Minutes</b>	



## 5. MARRIAGE ASSISTANCE / SOLEMNIZATION

Assist couples scheduled for marriage to be solemnized by the City Mayor.

<b>Office or Division:</b>		Office of the City Administrator		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (Original Copy)		City Treasurer's Office, Ground Floor – Window 4 City Hall		
Marriage Solemnization Fee		City Treasurer's Office, Ground Floor – Window 4		
Marriage License		Office of the Civil Registrar – Ground Floor City Hall		
Birth Certificate		Office of the City Civil Registrar – Ground Floor City Hall		
Record of No Marriage		Office of the City Civil Registrar – Ground Floor City Hall		
Affidavit of Cohabitation		Office of the City Civil Registrar – Ground Floor City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to window 6 for initial assessment and verification	1. Receive the required documents, Interview and check completeness of documents  1.1 Schedule date of marriage  1.2 Issue Article 34 form if living together for 5 years or more)	None	15 minutes	ERLINDA L. CORPUZ <i>Bookbinder IV</i>



2. Pay the required fees at the City Treasurer's Office, (Ground Floor, window 4) showing the order of Payment. -make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment  2.1 Issue the Official Receipt	PHP 200.00	5 minutes	CATHERINE L. COMISO <i>Bookbinder I</i>  VENER S. VIRAY <i>Bookbinder I</i>
3. Return to City Administrator's Office and submit Official Receipt	3. Process Marriage Contract		7 minutes	ERLINDA L. CORPUZ <i>Bookbinder IV</i>
4. Attend marriage rites (ACTUAL SOLEMNIZATION)	4. Perform and assist solemnization rites, approve review and register the marriage contract to the City Civil Registrar Office		30 minutes	Hon. ANTONIO A. FERRER <i>City Mayor</i>
5. Claiming of approved Marriage Contract	5. Releasing of Clearance Marriage Contract  5.1 Fill up details in Log Book for Marriage Contract		3 minutes	ERLINDA L. CORPUZ <i>Bookbinder IV</i>
<b>End of Process:                      Total                      Php. 200.00                      1 Hour</b>				



# **Office of the City Information and Tourism Officer**

## **Frontline Services**



## 1. HELP DESK

Help Desk is the resource intended to provide information and answer the queries of the clients.

<b>Office or Division</b>		City Information Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		Government to Citizen (G2C) and Citizen to Government (C2G)		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual		Information Desk (1st Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Help Desk Assistance counter to make inquiry.	1. Assist, guide and provide the client a correct and detailed information about the query. In observance to new normal, protective shield in the front desk was installed. Flyers containing the detailed layout of the entire city hall building is readily available in the front desk for clients who needs assistance in locating specific offices.	None	2 minutes	Liezl Alonso, Josefino Asercion, Bryan Yonson/ Celeste Torento
<b>End of Process: Total</b>		<b>None</b>	<b>2 Minutes</b>	





## 2. REQUEST FOR POSTING

The City Information Office is responsible of the posting of public/legal documents of various entities such as public utility requirements (MERALCO, National Water Resource Board, etc.) other National Agency documents (DSWD, DAR, Office of Sangguniang Panglalawigan) and other legal documents that require public posting.

<b>Office or Division</b>		City Information Office		
<b>Classsification</b>		Complex		
<b>Type of Transaction</b>		Government to Citizen (G2C) and Citizen to Government (C2G)		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual		City Information Office (4th Floor)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Information Office and sanitize hands.	1. A detailed request form on availment of public posting of client's documents for compliance will be provided outside the door of our office to be filled up by the client in order to avoid any physical contact. A designated box will be provided for the clients to drop their documents afterward.	None	1 minute	Celeste Torente Nancy Tiu
2. Fill up of request form for the clients to avail the public posting of documents and drop into designated box.	2. Replies and remarks will be provided at the bottom of the request form in order to validate the request.	None	2 minutes	Celeste Torente Nancy Tiu



3. Submit the letter of request for posting and the documents to be posted.	3. Provide the client with a receiving copy of the request.	None	2 minute	Celeste Torente Nancy Tiu
	4. Proceed to the Bulletin Board located at the Ground Floor of the City hall Building and post the documents.	None	2 minutes	Bryan Yonson/ Celeste Torente
<b>End of Process: Total</b>		<b>None</b>	<b>7 Minutes</b>	



### 3. FOLLOW UP

The City Information Office is in-charge to follow up various request for constituent and other government and private agencies, solicitation/invitation documents.

<b>Office or Division</b>		City Information Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		Government to Citizen (G2C) and Citizen to Government (C2G)		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual		City Information Office (4th Floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Information Office and sanitize hands	1. Inquiry forms are readily available outside the office for client's easily access as well as designated drop box in observance to contact less transaction.	None	1 minute	Celeste Torento Nancy Tiu /Maria Melanie Bayla
2. Fill up the inquiry form by stating the concerned transaction to office and drop the form in the designated box	2. Replies to their inquiries will be stated at the remarks portion of the inquiry form.	None	2 minutes	Celeste Torento Nancy Tiu /Maria Melanie Bayla
3. Submit the letter request, solicitation, invitation and/or documents with contact information to the receiving desk and get receiving copy of the letter	3.1 Physical distancing are observed in receiving and orientation on the procedure on how the request, solicitation, invitation and/or documents will be put into proper action.	None	3 minutes	Celeste Torento Nancy Tiu /Maria Melanie Bayla



	3.2 Forward the request, solicitation, invitation and/or documents to the concerned office and/or Administrator's Office and Mayor's Office to take appropriate action.	None	3 minutes	Bryan Yonson
	5. Notify the client to the output of the request, solicitation, invitation and/or documents.	None	2 days	Celeste Torente Nancy Tiu Maria Melanie Bayla
<b>End of Process: Total</b>		<b>None</b>	<b>2 Days and 9 Minutes</b>	



## 4. COMPLAINTS

The City Information Office handles various complaints received by the office through appearance, calls and letters.

<b>Office or Division</b>		City Information Office		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		Government to Citizen (G2C) and Citizen to Government (C2G)		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual		City Information Office (4th Floor)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Information Office and sanitize hands	1. Inquiry forms are readily available outside our door for clients to be filled up and place to drop box so that no touch transaction will strictly follow.	None	1 minute	Celeste Torente / Nancy Tiu / Maria Melanie Bayla
2. Fill up of inquiry form by stating the concerned transaction to office and drop into the designated box	2. Replies to their inquiries will be stated at the remarks portion of the inquiry form.	None	2 minutes	Celeste Torente / Nancy Tiu / Maria Melanie Bayla
3. Submit the letter of complaint and drop into the designated box	3. CIO analyze and review the validity of the complaint. If valid, receive the letter of complaint	None	3 minutes	Celeste Torente / Nancy Tiu / Maria Melanie Bayla
4. The complainant will get a receiving copy of the complaint letter.	4.1 Provide the client with a receiving copy of the complaint letter	None	1 minute	Celeste Torente / Nancy Tiu



	4.2 Forward the complaint letter to the concerned office, Administrator's Office and Mayor's Office to take appropriate action.	None	5 minutes	Bryan Yonson
	4.3 Notify the complainant of the output of the complaint.	None	2 days	Maria Melanie Bayla
<b>End of Process: Total</b>		<b>None</b>	<b>2 Days and 12 Minutes</b>	



## 5. TOURIST ASSISTANCE AND INFORMATION

Proper disseminating relevant information's pertaining to tourist locations, products; and assisting tourists and tourism enterprises in the delivery of competitive services.

<b>Office or Division:</b>		City Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Tourists and visitors or other inquiring individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request (if possible)		City tourism office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire via: a. Phone b. Letter c. E-mail d. Social Media e. Personal (walk-in)	1. Receive and answer client's inquiry. 2. Provide list or give tourism brochure or any tourism-related data/information.	None	5 mins	<i>Tourism Staff</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>5 Minutes</b>	



## 6. SUBMISSION OF MONTHLY VISITOR ARRIVAL RECORD (VAR) TO PROVINCIAL TOURISM AND CULTURAL AFFAIRS OFFICE (PTCAO)

Visitor Arrival Record (VAR) is a monthly data of same-day and overnight visitors submitted by tourism establishments that is consolidated by CTO and sent to Provincial Tourism and Cultural Affairs Office every 10 of the following month.

<b>Office or Division:</b>		City Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B and G2G		
<b>Who may avail:</b>		Tourism establishments in General Trias and PTCAO.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished DAE-1B (for tourism establishments serving overnight visitors) and VAR 2M (for tourism establishments serving same-day visitors) Forms.		Submit via CTO e-mail address: gentry_tourism@yahoo.com		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the accomplished DAE 1B and VAR 2M Forms every first week of the following month via email.	1.1 Collate the forms sent by each tourism establishment.	None	1 – 3 days depending on the date of the submission	<i>Tourism Staff</i>
	1.2 Consolidate the collated data into one VAR 2M form (designed for LGUs).	None	30 minutes	<i>Tourism Staff</i>
	1.3 Send the forms via email address of Provincial Tourism and Cultural Affairs Office every 10 of the following month.	None	5 minutes	<i>Tourism Staff</i>
<b>End of Process: Total</b>		<b>None</b>	<b>1 – 3 Days and 35 Minutes</b>	





## 7. ORGANIZING CITY PROGRAM EVENTS AND ACTIVITIES

The CTO assists/hosts in organizing different city programs, events, and activities in coordination with key offices.

<b>Office or Division:</b>		City Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B and G2G		
<b>Who may avail:</b>		Tourism establishments in General Trias and PTCAO.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished DAE-1B (for tourism establishments serving overnight visitors) and VAR 2M (for tourism establishments serving same-day visitors) Forms.		Submit via CTO e-mail address: gentry_tourism@yahoo.com		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Check the submitted details and assign tasking to staff.	None	3 minutes	Ella Grace Pulido OIC
1. Submit the details about the program/event/activity (approved by the City Mayor) via phone call, email, or Facebook Messenger.	2. Coordinate with the requesting office and prepare a checklist of logistical requirements.  1.2 Coordinate with suppliers for needed goods and services.  1.3 Assist the requesting office in preparing the purchase request and/or voucher.		1 – 3 days (depending on the nature of the event)	Tourism Staff



	<p>1.4 Coordinate schedule of key officials and invite participants</p> <p>1.5 Assign functions of the working committee (key offices: Mayor's Office, GSO, CHO, TMO, CAO, CDRRMO, PNP and other key offices) and ensure proper execution of such functions during dry-run and actual event.</p> <p>1.6 Assist in/document the post-event evaluation.</p>			
	1.7 Photo/video documentation			Grace Solis Administrative Aide IV
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 – 3 Days and 3 Minutes</b>



## 8. PROVISION OF TOKENS FOR CITY VISITORS DURING EVENTS

Tokens are given to city visitors or learning service providers invited during events to show appreciation and hospitality. The set of tokens is usually composed of different customized souvenirs, local products, and city brochures and magazines placed in a customized ecobag or basket to promote also sustainable living.

<b>Office or Division:</b>		City Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (with other city offices)		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Details about the visitors (e.g. names, positions, number of visitors)		Inform via phone call.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the details about the visitors via phone call.	1.1 Inform the CTO OIC about the details of the visitors/guests for tokens.  1.2 Prepare the sets of tokens	None	5 – 20 minutes (depending on the number of tokens)	<i>Tourism Staff</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>5 - 20 Minutes</b>	



## **Office of the City Vice Mayor**

### **Frontline Services**



## 1. INCOMING DOCUMENTS, CORRESPONDENCES, REQUESTS AND PERSONAL QUERIES

All documents are logged and scanned before being sent to Vice Mayor Maurito C. Sison for review and recommending action. Upon return at the office, the documents are recorded, noted and filed as hard and soft copies.

<b>Office or Division:</b>		Office of the City Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Public		
<b>Who may avail:</b>		Constituent/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of Letter Requests, Documents and all other Correspondences		Concerned Individual/ Agencies or Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming documents, correspondence s, requests and personal queries	1.1 Receive and scan all letter requests, correspondence s, documents, entertain clients and answer queries	<b>NONE</b>	<b>1 DAY</b>	Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador/ Ma. Gijeth B. Josue/ Nilo C. Morales/ Marco L. Galicia
	1.2 Write letters (whatever is required/ requested by the City Vice Mayor/ Client respectively)			Leennard D. Gayo/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Alex Nicole V. Salvador
	1.3 Forward the corresponding letters and documents to the City Vice Mayor for signature and/or comments			Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador
	1.4 Log and scan the			Leennard D. Gayo/ Michael I.



	corresponding letters and documents signed/ noted and/or approved by the City Vice Mayor			Barbuco/ Ronaldo D. Cayetano/ Odette G. Clarito/ Alex Nicole V. Salvador
	1.5 Forward corresponding letters and documents that were noted/ referred to by the City Vice Mayor to the different departments and divisions			Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador
2. Claiming of response to correspondence s/ documents and requests	2.1 Release and file all official documents, letters and correspondence s for reference purposes		5 minutes	Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador/ Ma. Gijeth B. Josue/ Nilo C. Morales/ Marco L. Galicia
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Day and 5 Minutes</b>



## 2. ISSUANCE OF ENDORSEMENT/ RECOMMENDATION LETTER

Issuance for endorsement and recommendation letters by constituents to concerned offices are signed and issued.

<b>Office or Division:</b>		Office of the City Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Public		
<b>Who may avail:</b>		Constituent/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Valid ID and Barangay Clearance		Government Agencies/ Concerned Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for endorsement/ recommendation and the following:  * Valid ID with Photo * Barangay Clearance or Certification	1.1 Review documents, interview clients and process letter	None	1 day	Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador
	1.2 Compose the endorsement/ recommendation letter			Leennard D. Gayo/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Alex Nicole V. Salvador
	1.3 Review and sign the approve letter			City Vice Mayor
2. Claiming of the approved endorsement/ recommendation letter	2. Release the signed endorsement/ recommendation letter	None	5 minutes	Leennard D. Gayo/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Alex Nicole V. Salvador
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Day and 5 Minutes</b>	



### 3. FINANCIAL AND MEDICAL ASSISTANCE

Needs of constituents and are addressed. Records are checked and audited to find their last claim and schedules for release.

<b>Office or Division:</b>		Office of the City Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Public		
<b>Who may avail:</b>		Constituent/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Valid ID and Barangay Clearance		Government Agencies/ Concerned Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for financial and medical assistance and the following:  * Valid ID with Photo  *Barangay Clearance or Certification  * Certificate of Indigency/ Medical Abstract  * Death Certification  * Other documents whichever is applicable	1.1 Review documents, interview clients and process letter  1.2 Compose the endorsement/ recommendation letter  1.3 Review and sign the approve letter	None	1 day	Leennard D. Gayo/ Odette G. Clarito/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Angelita S. Porto/ Alex Nicole V. Salvador  Leennard D. Gayo/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Alex Nicole V. Salvador  <i>City Vice Mayor</i>





2. Claiming of the financial and medical assistance	2. Release the signed endorsement/ recommendation letter	None	5 minutes	Leennard D. Gayo/ Michael I. Barbuco/ Ronaldo D. Cayetano/ Alex Nicole V. Salvador
<b>End of Process: Total</b>		<b>None</b>	<b>1 Day and 5 Minutes</b>	



## **Office of the Sangguniang Panlungsod (Office of the City Vice Mayor)**

### **Frontline Services**



## 1. ACCEPTANCE OF APPLICATIONS AND REQUESTS (WRITTEN AND ON LINE)

The Office of Sangguniang Panlungsod is the house of the legislative documents. It keeps all legislative records, documents, and materials that include the minutes and transcripts of Sanggunian proceedings, records of journals, calendars of business, digital recordings of legislative proceedings, public hearings and committee meetings, hard and electronic files of the Sanggunian resolutions and ordinances, legislative correspondences, session and hearing attendance sheets, notices of special sessions, annual accomplishment reports, manual of parliamentary rules, accreditation forms and Secretary's Certificate.

<b>Office or Division:</b>		Office of the Sangguniang Panlungsod		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request Accomplished assessment forms		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Receive letter of request, approve and search for the requested documents	None	7 Minutes	Ronnel L. Tactac Ernan P. Colocado Virgo Ferdie B. Comiso Josefina A. Villanueva Marissa J. Manalo Wenceslao P. Camingay  <i>Office of the Sangguniang Panlungsod 2<sup>nd</sup> Floor, City Hall</i>
2. Wait for the advise regarding the corresponding fee	2. Assess of payment/s and photocopy of documents		6 Minutes	Josefina A. Villanueva Marissa J. Manalo Virgo Ferdie B. Comiso Nelia R. Monsalud



				Office of the Sangguniang Panlungsod 2 <sup>nd</sup> Floor, City Hall
3. Settle payments	3. Issue of Official Receipt	See Table of Assess-ment	3 minutes	Cashier Window 5 and/or 6  Treasurer's Office Ground Floor, City Hall
4. Secure copy of document	4. Issue of certified copy of document		1 Minute	Josefina A. Villanueva Marissa J. Manalo Wenceslao P. Camingay  Office of the Sangguniang Panlungsod 2 <sup>nd</sup> Floor, City Hall
<b>End of Process: Total</b>		<b>None</b>	<b>17 Minutes (Approx. Time)</b>	



## 2. RECEIVING OF COMPLAINTS CONCERNING ADMINISTRATIVE CASES AND OTHER LEGISLATIVE MATTERS RELATED TO FUNCTIONS

The Sanggunian has a quasi-judicial power aside from its legislative functions. It is the power to hear and decide administrative cases against erring elective local officials. The Office shall acknowledge receipt of formal complaint upon receiving a verified letter of complaint and other pertinent documents.

<b>Office or Division:</b>		Office of the Sangguniang Panlungsod		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed letter of complaint Pertinent documents to the complaint		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit signed written letter of complaint	1. Receive letter of complaint, evaluate letter, interviews client, schedule for follow up and endorse complaint to the Sangguniang Panlungsod for study and investigation	None	1 Day	Carmina T. Manatad Ernan P. Colocado Marissa J. Manalo Wenceslao P. Camingay  <i>Office of the Sangguniang Panlungsod 2<sup>nd</sup> Floor, City Hall</i>
2. Follow-up status of complaint	2. Give schedule for investigation inspection/ inclusion of letter of complaint to calendar of business agenda	None	2 Minutes	Wenceslao P. Camingay Marissa J. Manalo  <i>Office of the Sangguniang Panlungsod 2<sup>nd</sup> Floor, City Hall</i>
3. Participate in the scheduled session/	3. Conduct sessions/ hearings/ investigations		1 Hour to Half Day (for session)	<i>SP Members</i>



hearings/ investigations				
4. Wait for notice of decision from the Sangguniang Panlungsod	4. Prepare and deliver written notice of decision of the case		1 Day	<i>SP Members Legal Consultant</i>
5. Receive decision	5. Release of decision (in resolution correspondence format)		2 Minutes	<i>SP Members</i>
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>2 Days (Approx. Time)</b>				



## **Office of the City Treasurer**

### **Frontline Services**



## 1. REAL PROPERTY TAX ASSESSMENT AND COLLECTION

Real Property Taxes (RPT) for all lands, buildings and machineries may be paid annually or in quarterly by installment basis.

- 1st installment - March 31
- 2nd installment - June 30
- 3rd installment - September 30
- 4th installment - December 31

Prompt payment: 10 % discount on Basic and Special Education Fund tax

Advance payment: 20% discount on Basic and Special Education Fund tax

Late payment: 2% interest per month on the unpaid amount or fraction thereof but total interest shall not exceed 36 months.

<b>Division:</b>		Real Property Tax		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		All real property owners whose properties are located within the city		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Current Tax Declaration Number		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 7, 8 or 9 and present the requirements.	1. Compute the real property tax due and advise the client of the total amount to be paid. Print the Official Receipt	None	5 minutes per TDN	Raquel Panotes <i>Bookbinder I</i> Carmielyn Lucero <i>Utility Worker I</i> Emelita Vistan <i>Bookbinder IV</i>





1.2. Proceed to window 10 for payment and receive the official receipt.	1.2. Receives payment and issue official receipt	AV x 1% x 2 (Basic & SEF)	5 minutes per official receipt	Josefina Taglinao <i>Supervising Administrative Officer</i>
<b>End of Process:    Total                                    AV x 1% x 2 (Basic &amp; SEF)    10 Minutes</b>				

- For check payments, issuance of Original Official Receipt will be after 5 days clearing period. Acknowledgement receipt and photocopy of Official Receipt were initially issued to clients as proof of payment.
- Check payments are payable to the City Treasurer of General Trias Cavite.

COURTESY LANE is provided for senior citizens, people with disabilities (PWD) and pregnant for easy and convenient transactions.



## 2. BUSINESS TAX ASSESSMENT AND COLLECTION

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as a means of livelihood or with a view of profit. The tax shall be paid once within the first twenty (20) days of January, semi-annually or in quarterly installment basis of each year.

- 1st installment - on or before January 20
- 2nd installment - on or before April 20
- 3rd installment - on or before July 20
- 4th installment - on or before October 20

Late Payment: 25% penalty for delay in payment of business tax plus 2% interest each month for a maximum of three (3) years.

<b>Division:</b>		Business Tax		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		All business owners whose businesses located within the city		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Tax Order of Payment		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 3 and pay the corresponding amount	1. Verify the assessment made by the BPLO, accept payment, issue community tax certificate and official receipt and validate the payment in the business permit.	Indicated in the order of payment based on the Revenue Code of General Trias	15 minutes per business	Jacquilyn Colinares <i>Disbursing Officer II</i>  Leonora Macabando <i>Revenue Collection Clerk I</i>
<b>End of Process: Total</b>		<b>15 Minutes</b>		

- For check payments, issuance of Original Official Receipt will be after 5 days clearing period. Acknowledgement receipt and photocopy of Official Receipt were initially issued to clients as proof of payment.
- Check payments are payable to the City Treasurer of General Trias Cavite.
- COURTESY LANE is provided for senior citizens, people with disabilities (PWD), and pregnant for easy and convenient transactions.
- For renewal, processing time may exceed up to 10 minutes depending on the volume of taxpayers particularly during the month of January



### 3. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community Tax, Residence Certificate, or Cedula is usually used for documentation purposes valid for 1 year accruing 2% interest per month.

<b>Division:</b>		Community Tax Certificate		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Every inhabitant of the Philippines, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least (30) working days during any calendar year, or who is engaged in business or occupation, or who owns real property, or who is required by law to file an income tax return.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled up personal data form		Lobby		
2. Income Tax Return or Certification of Gross Sales		Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up personal data form, submit and pay at window 5 or 6	1.1 Validate and encode the submitted personal data. Compute for the tax due, receive payment and print the community tax certificate. Issue 3 copies to the taxpayer for them to sign and place thumbmark.	Individual – P5.00 and additional P1.00 for every P1,000.00 of income  Corporation – P500.00 and additional P2.00 for every P5,000.00 of income not to exceed P10,000.00	10 minutes	Imelda Parot <i>Administrative Aide II</i>  Myra Santiaguel <i>Administrative Aide V</i>



1.2. Sign and place right thumbmark at the space provided in the community tax certificate.	1.2. Issue the original copy to the taxpayer.	None	3 minutes	Imelda Parot <i>Administrative Aide II</i>  Myra Santiaguel <i>Administrative Aide V</i>
<b>End of Process: Total</b>		<b>13 Minutes</b>		



## 4. TRANSFER TAX ASSESSMENT AND COLLECTION

Transfer taxes paid for transactions involving transfer of ownership of real property.

Late payment: 25% penalty for delay in payment of transfer tax plus 2% interest each month not exceeding 36 months.

<b>Division:</b>		Transfer Tax		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		All individuals transferring real property ownership of title		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate Authorizing Registration (CAR) from BIR or proof of payment		BIR		
2. Deed of Sale/Donation/Extra Judicial Settlement				
3. Tax Clearance for the current year		City Treasurer's Office		
4. Tax Declaration (Certified Xerox or owner's copy)		City Assessor's Office		
5. Transfer Certificate of Title				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 7 or 8 and submit all the requirements for assessment.	1. Validate the requirements submitted. Compute for tax due if the requirements are complete.	None	8 minutes	Lilibeth Casal <i>Cashier III</i>
1.2 Pay for transfer tax.	2. Accept payment and issue official receipt.	50% of 1% of Selling price or Market value whichever is higher	5 minutes	Lilibeth Casal <i>Cashier III</i>
<b>End of Process: Total</b>		<b>13 Minutes</b>		

- For check payments, issuance of Original Official Receipt will be after 5 days clearing period. Acknowledgement receipt and photocopy of Official Receipt were initially issued to clients as proof of payment.
- Check payments are payable to the City Treasurer of General Trias Cavite.



## 5. AMUSEMENT TAX ON ADMISSION COLLECTION

Taxes levied on admission fees to theaters, cinemas, cockpits, concert halls, carnivals, boxing stadia and other sports gymnasias or arenas, beach resorts and other places of amusement and entertainment, or places temporarily or intermittently used for any form of amusement or entertainment activities where admission fees are charged and collected within 10 days following the end of the month.

Late payment: Surcharge of twenty-five percent (25%) of the original amount of tax plus 2% interest each month not exceeding 36 months.

<b>Division:</b>		Amusement Tax		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Proprietors, lessees or operators of said places above		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly certified monthly amusement tax returns indicating the gross receipts and the number of tickets sold		Amusement places' records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 7 or 8 and pay for the amusement tax.	1. Validate the requirements submitted. 1.2 Compute for tax due if the requirements are complete. 1.3 Accept payment and issue official receipt.	Ten percent (10%) of gross receipts	10 minutes	Lilibeth Casal <i>Cashier III</i>
<b>End of Process: Total</b>		<b>10 Minutes</b>		

- For check payments, issuance of Original Official Receipt will be after 5 days clearing period. Acknowledgement receipt and photocopy of Official Receipt were initially issued to clients as proof of payment.
- Check payments are payable to the City Treasurer of General Trias Cavite.



## 6. COLLECTION OF OTHER LOCAL TAXES, REGULATORY FEES AND SERVICE CHARGES

Fees and charges collected by the office for the services and processes to be rendered by different offices and those that require permits and licenses; provided, such fees and charges are indicated in the Municipal Ordinances and City Ordinances.

<b>Division:</b>		Miscellaneous Income Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Anyone who needs to secure permits, certifications, clearances and others		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of payment		Issuing offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 4 or 5	1. Validate the order of payment and other necessary requirements.	None	3 minutes	Catherine Comiso <i>Admin Aide II</i>  Vener Viray <i>Admin Aide II</i>
2. Wait for the name to be called at window 1 and pay	2. Receive payment and issue official receipt.	As indicated in order of payment	3 minutes	Concepcion Jolbe <i>LRCO II</i>
<b>End of Process:</b>		<b>Total</b>	<b>6 Minutes</b>	

- For check payments, issuance of Original Official Receipt will be after 5 days clearing period. Acknowledgement receipt and photocopy of Official Receipt were initially issued to clients as proof of payment.
- Check payments are payable to the City Treasurer of General Trias Cavite.



## 7. ISSUANCE OF REAL PROPERTY TAX CLEARANCE

Clearance/certification issued to real property owners as proof of updated payment of real property tax in lieu of official receipt.

<b>Division:</b>		Real Property Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Real property owner with updated payment of real property tax		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest real property tax official receipt or copy of tax declaration		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 7, 8 or 9, present the requirements and fill-up the information sheet.	1. Accept the requirement provided and validate the records of updated payment	None	3 minutes	Raquel Panotes <i>Bookbinder I</i>  Carmielyn Lucero <i>Utility Worker I</i>  Emelita Vistan <i>Bookbinder IV</i>
1.2. Proceed to window 4 or 5 and present the information sheet.	1.2 . Receive the information sheet and print official receipt.	None	3 minutes	Catherine Comiso <i>Admin Aide II</i>  Vener Viray <i>Admin Aide II</i>
1.3 Pay for the tax clearance and receive official receipt.	1.3 Receive payment and issue official receipt.	P85.00	3 minutes	Concepcion Jolbe <i>LRCO II</i>





1.4 Return to window 7, 8 or 9 and surrender the information sheet and official receipt.	1.4 Accept the other requirements provided and prepare the tax clearance.	None	5 minutes	Quincy Fae Rodil <i>Admin Aide III</i>
1.5 Wait for the name to be called and receive tax clearance, official receipt and requirement presented prior to issuance of clearance.	1.5 Issue the original copy of tax clearance and have the duplicate copy signed by the client as receiving copy.	None	2 minutes	Quincy Fae Rodil <i>Admin Aide III</i>
<b>End of Process: Total</b>		<b>16 Minutes</b>		



## 8. PAYMENT FOR ORDINANCE VIOLATION RECEIPT

Penalties imposed in violation of traffic rules and regulations as indicated in Municipal Ordinance No. 08-09.

<b>Division:</b>		Miscellaneous Income Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Anyone who violated a City ordinance and whose driver's license or plate was confiscated		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ordinance Violation Receipt (OVR)		Issued by the enforcing office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 12 (traffic violation) and pay the corresponding violation fee	1. Validate the OVR, receive payment and issue official receipt	Depends on the violation	5 minutes	Norma Jimenez <i>Utility Worker II</i>  Mariano Barrion <i>Admin Aide I</i>
<b>End of Process: Total</b>		<b>5 Minutes</b>		



## 9. PAYMENT FOR HIMLAYANG BAYAN

Himlayang Bayan Fees to be paid by cemetery lot or apartment owners or any person who wants to avail of the Himlayang Bayan services either in full or in monthly amortizations.

<b>Division:</b>		Miscellaneous Income Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Owners of lot in Himlayang Bayan cemetery		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of payment		Investment and Promotion Office (4 <sup>th</sup> floor)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 2 and pay the corresponding fees	1. Validate the order of payment, verify the record of account, receive payment and issue official receipt.	Based on the order of payment	10 minutes	Jacquilyn Colinares <i>Disbursing Officer II</i>
<b>End of Process: Total</b>		<b>10 Minutes</b>		



## 10. DISBURSEMENT OF SALARIES AND ALLOWANCES

This service pertains to the disbursement of salaries of job order employees and allowances including, but not limited to, hazard pay, subsistence allowances, Local School Board allowances, BNS, BSPO and others.

<b>Division:</b>		Disbursement Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Job Order employees under the city government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Appointment 2. Daily Time Record 3. Accomplishment Report		1. Human Resource Office 2. Prepared by the employees duly signed by their immediate supervisor and City Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 1 or 2 and present the requirements.  1.2 Sign the payroll  1.3 Receive the salary	1. Verify the requirements presented.  1.2 Validate the signature.  1.3 Give the corresponding salary	None	7 minutes	Emie Pantoja LRCO IV  Virgie Jose <i>Utility Worker II</i>  Corazon Arias <i>Clerk II</i>
<b>End of Process: Total</b>		<b>7 Minutes</b>		



## 11. PROFESSIONAL TAX RECEIPT

Imposed to any person engaged in the exercise or practice of a profession requiring government examination, conducted by the Supreme Court or by the Professional Regulation Commission.

<b>Division:</b>		Cash Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Professional practicing their profession		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PRC Identification		PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 11 and pay the corresponding fees	1. Validate the PRC ID provided, collect payment and issue official receipt.	P300.00 (with 2% penalty every month after January 31)	5 minutes	Glicelle Delos Reyes LTOO III
<b>End of Process:</b>		<b>Total</b>	<b>5 Minutes</b>	



## 12. COLLECTION OF MARKET STALL RENTALS AND ELECTRIC BILL

Market fees are paid on all goods and merchandise for sale at the public market. Bona fide stallholders are advised to pay their stall rentals and electric bills.

<b>Division:</b>		Market Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		All stall owners of City Public Market		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Market lease		City Market Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay corresponding fees	1. Collect fees as indicated in the receipt and issue official receipt to client.	P 14.65 for corner tiles  P 13.30 for middle tiles  Based on Floor Area	5 minutes	Dondon Viniegra <i>Admin Aide I</i>  Louie Andrew Dolorito <i>Revenue Collection Clerk I</i>  Michelle Saliba <i>Utility Worker I</i>
<b>End of Process:</b>		<b>Total</b>	<b>5 Minutes</b>	



### 13. CLAIMING OF DISBURSEMENT CHECKS

Approved checks that are claims from suppliers and contractors for services rendered and other claimants.

<b>Division:</b>		Cash Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Citizen to Government		
<b>Who may avail:</b>		Person/(s) who have approved check payments and authorized to receive such check/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance with any valid government issued ID or 2. For authorized representatives, Authorization Letter with copy of the ID of the true claimant and the authorized person to claim		Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Window 11 and present valid ID  1.2 Issue official receipt, sign the acknowledgment part of voucher and sign in the check issued records book.  1.3 Receive check duly signed by the authorities	1. Verify the ID presented and validate records of check issued.  1.2 Verify the official receipt issued and validate the signatures in voucher and record book.  1.3 Release the approved check/s.	None	10 minutes	Lizarina Mojica <i>Computer Operator I</i>  Melissa Mugol <i>LRCO III</i>
<b>End of Process: Total</b>		<b>10 Minutes</b>		



## **Office of the City Assessor**

### **Frontline Services**





## 1. ISSUANCE OF CERTIFIED TRUE/XEROX COPY OF TAX DECLARATION, OTHER CERTIFICATIONS AND ANNOTATION OF MORTGAGE

A tax map can be requested to identify particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS) Certificate of Property Location and Adjoining Lot Ownership is also issued purpose of stating the exact location of property based on records available, however, the certification can only serve as reference, but not used as evidence for settling boundary disputes.

<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		Certified True Copy of Tax Declaration; Certificate of No Property; Certificate of Non-Improvement		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any of the following:				
- Tax Declaration		Windows 1 to 3		
- RPT Receipts		Office of the City Assessor		
- Title		Lower Ground Floor		
- Identification Cards				
- Request/Authorization Letter if representative		(NOTE: If ocular inspection is required, Office of the City Assessor personnel will be accompanied by the owner to the location of property. Ocular inspection is required for the issuance of non-improvement.		
- Sworn Statement declaring no improvement				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reply on Query	Office of the City Assessor	P60.00 for Cert. Fee	1 to 5 minutes	
2. Verify record		Cert. fee		
3. Process and encode receipt		P30.00 for		Adamson L. Magsino / Leana C. Mencias / Sheryl L. Nayve / Ronalyn Ala / Gloria Rodriguez / Norlita Descalso / Ana Sheryll Bautista / Hazel M. Colalda / Ma. Victoria T. Delos



				<i>Santos / Elmira Clamosa / Cynthia Ochoa</i>
4. Print and review certification		Doc. Stamps Fee		
5. Sign and approve certification				<i>Nelda S. Moral REA City Assessor</i>
6. Release and receive copy				
<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		Certificate of Total Land Holdings		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Photocopy of Titles				
- Death Certificate		Window 2		
- Request Letter		Office of the City Assessor		
- Authorization Letter for representative		Lower Ground Floor		
- Identification Cards				
- Request/Authorization Letter if representative				
- RPT Receipts				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Requirements	Office of the City Assessor	P60.00 for Cert. Fee	2 minutes	<i>Ronalyn C. Ala / Norlita Descalso</i>
2. Trace back and photocopy of record of tax declaration		Cert. fee	Minimum of 1 day	<i>Randy R. Montoya / Jasmin E. Genuino / Ronalyn C. Ala</i>
3. Process and encode receipt		P30.00 for	2 minutes	<i>Ronalyn C. Ala / Norlita Descalso</i>
4. Print and review certification		Doc. Stamps Fee	2 minutes	



5. Sign and approve certification		P60.00 for Verification Fee	2 minutes	Nelda S. Moral REA City Assessor
6. Release and receive copy				



## 2. APPRAISAL AND ASSESSMENT OF NEW BUILDINGS AND MACHINERIES

This service pertains to the issuance of tax declaration to all real property owners of City of General Trias, individual and corporate, persons, professionals, government agencies who needs to declare or update the valuation of their properties for taxation purposes.

<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		New Declaration of Building and Other Improvements		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Sworn Statement of Ownership				
Any of the Following:		Window 1 to 3		
- Occupancy Permit		Office of the City Assessor		
- Certificate of Completion		Lower Ground Floor		
- Building Permit				
- Floor Plan				
- Itemized List of Machineries				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reply to Query			2 minutes	<i>Personnel assigned at windows 1 to 3</i>
2. Receive and Review documents			5 minutes	
3. Conduct ocular inspection on property			Scheduled every Tuesday and Thursday	
4. Request for tax dec number	Office of the City Assessor	No fees to be collected	10 minutes	Adamson L. Magsino / Leana C. Mencias / Sheryl L. Nayve / Ma. Victoria T. Delos Santos / Ronalyn C. Ala / Norlita P. Descalso / Gloria V. Rodriguez / Ana Sheryll F. Bautista / Hazel M. Colada



5. Issue claim slip			1 minute	
6. Prepare Field Assessment and Appraisal Sheet (FAAS)			10 minutes	
7. Prepare Tax Declaration (TD)			10 minutes	



### 3. TRANSFER OF OWNERSHIP / RECLASSIFICATION / SEGREGATION / CONSOLIDATION / REVISION / CORRECTION OF TAX DECLARATION

This service pertains to the issuance of tax declaration or properties to the newly declared owners.

<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		Transfer of Ownership		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Certified Electronic copy of Title		Window 1 to 3		
- Certified Electronic copy of Cancelled Title		Office of the City Assessor		
- Deed of Instrument (Donation, Sale, Extra-Judicial)		Lower Ground Floor		
- RPT Receipt /tax clearance				
- Transfer Tax Receipt				
- Certificate Authorizing Registration / CAR				
- Processing Fee				
- DAR Clearance /Affidavit of Non-Tenancy				
- Request / Authorization Letter if representative				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Issue List of requirements	Office of the City Assessor	P35.00 processing	1 minute	
2. Check necessary documents		Fee per TD	15 minutes per TD	Adamson L. Magsino / Leana C. Mencias / Sheryll L. Nayve / Ma. Victoria T. Delos Santos / Ronalyn Ala / Gloria Rodriguez / Norlita Descalso / Ana Sheryll Bautista / Ligaya Sarique /Rochelle Pantoja / Leo Martizon / Milleth Culapan / Gladys Leaño / Venus



				Calle / Hazel M. Colada / Michael B. Dela Peña
3. Verify payments				
4. Request reserve number				
5. Encode data				
6. Process documents				
7. Print and review				
8. Sign and approve tax dec.				Nelda S. Moral REA City Assessor

<b>Office or Division:</b>	<b>Office of the City Assessor</b>
<b>Classification:</b>	Reclassification of Property
<b>Type of Transaction:</b>	Simple Transaction
<b>Who may avail:</b>	Taxpayers/Clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
- Certified Electronic copy of Title	Window 1 to 3
- Certified Electronic copy of Cancelled Title	Office of the City Assessor
- Request Letter	Lower Ground Floor
- Affidavit of Non Tenancy	
- SB Resolution	
- Zoning Certificate	
- DAR Clearance	
- Reclass Fee	
- RPT/ Tax Clearance	
- SPA/Authorization Letter if representative	
- ID of presenter	
- SEC Certificate	
- Ocular Inspection Report	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents	Office of the City Assessor	P1.10 per sq.m.	30 minutes	Adamson L. Magsino / Sheryl L. Nayve / Ligaya
2. Verify payments				
3. Ocular Inspection				
4. Request reserve number				J. Sarique / Hazel M. Colada
5. Encode data				
6. Process documents				
7. Print and review				Nelda S. Moral REA City Assessor
8. Sign and approve tax dec.				
Office or Division:		Office of the City Assessor		
Classification:		Subdivision/Segregation/Consolidation of Land		
Type of Transaction:		Simple Transaction		
Who may avail:		Taxpayers/Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified Electronic copy of Title		Window 1 to 3		
Certified Electronic copy of Cancelled Title		Office of the City Assessor		
Deed of Instrument (Donation, Sale, Extra-Judicial)		Lower Ground Floor		
RPT Receipt /tax clearance				
Transfer Tax Receipt				
Certificate Authorizing Registration / CAR				
Processing Fee				
DAR Clearance /Affidavit of Non-Tenancy				
Request / Authorization Letter if representative				
Approved Plan				
Partition/Subdivision Agreement				





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents		P35.00 processing	Minimum of 10 minutes per tax dec	
2. Verify payments		Fee per TD		
3. Ocular Inspection				
4. Request reserve number				Hazel M. Colada / Ligaya J. Sarique/ Ana Sherryl F. Bautista / Rochelle P. Pantoja / Milleth C. Culapan
5. Encode data				
6. Process documents				
7. Print and review				
8. Sign and approve tax dec.				Nelda S. Moral REA City Assessor

<b>Office or Division:</b>	<b>Office of the City Assessor</b>
<b>Classification:</b>	Correction/Revision of Tax Declaration
<b>Type of Transaction:</b>	Simple Transaction
<b>Who may avail:</b>	Taxpayers/Clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
- Electronic copy of Title	Window 1 to 3
- RPT Receipt /tax clearance	Office of the City Assessor
- Request / Authorization Letter	Lower Ground Floor
- Processing Fee	
- Identification Card	
- Request / Authorization Letter if representative	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify payments	Office of the City Assessor	P35.00 processing	Minimum of 10 minutes per tax dec	Adamson L. Magsino / Leana C. Mencias / Sheryl L. Nayve / Ronalyn Ala
2. Request reserve number		Fee per TD		
3. Encode data				
4. Process documents				
5. Print and review				
6. Sign and approve tax dec.				Nelda S. Moral REA City Assessor
NOTE: If trace back of Tax declaration is required. Trace back is done to verify when the error was committed for typographical or error in computation				Randy R. Montoya / Jasmin E. Genuino



## 4. CANCELLATION OF TAX DECLARATION

This service pertains to cancellation of tax declaration. Cancellation of property is often requested by the client who wants to cancel the tax declaration of their property due to erroneous declaration, duplication and totally traversed by a road or river.

<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		Cancellation of Tax Declaration		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Tax Declaration		Window 1 to 3		
- RPT Receipt /tax clearance		Office of the City Assessor		
- Request Letter		Lower Ground Floor		
- Processing Fee				
- Identification Card				
- Request / Authorization Letter if representative				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check necessary documents	Office of the City Assessor	None	2 minutes	<i>Personnel assigned at Windows 1 to 3</i>
2. Verify payments			3 minutes	
3. Prepare Indorsement Inspection Report			60 minutes	<i>Adamson Magsino Sheryl Nayve</i>
4. Process documents			10 minutes	<i>Jasmin Genuino Randy Montoya</i>
5. Prepare Notice of Cancellation			3 minutes	<i>Sheryl Nayve</i>
6. Review Notice of Cancellation			3 minutes	
7. Approve and sign Notice of Cancellation			3 minutes	<i>Nelda S. Moral REA City Assessor</i>



8. Cancel subject tax declaration from the assessment roll			3 minutes	Sheryl Nayve
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## 5. ANNOTATION AND CANCELLATION OF MORTGAGE

This service pertains to cancellation or annotation of mortgage. Mortgage cancellation typically means that a lender has cancelled, or forgiven, the debt owed by the borrower. It is more common for a lender to cancel part of the remaining mortgage debt as part of a debt consolidation or restructuring process.

<b>Office or Division:</b>		<b>Office of the City Assessor</b>		
<b>Classification:</b>		Annotation and Cancellation of Mortgage		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		Taxpayers/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Tax Declaration		Window 1 to 3		
- RPT Receipt /tax clearance		Office of the City Assessor		
- Photocopy of Title		Lower Ground Floor		
- Mortgage/Loan Certification				
- Request / Authorization Letter if representative				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive and Review documents	Office of the City Assessor	1/8 of 1% of amount in consideration	2 minutes	<i>Personnel assigned at Windows 1 to 3</i>
2. Issue order of payment			5 minutes	<i>Norlita P. Descalso</i>
3. Encode Annotation		for annotation fee	10 minutes	<i>Norlita P. Descalso</i>
4. Review Tax Dec with Annotation		P60.00 for cancellation of mortgage	10 minutes	<i>Norlita P. Descalso</i>
5. Approve and Sign tax declaration with annotation			5 minutes	<i>Nelda S. Moral REA City Assessor</i>
6. Release Owner's Copy of Notice of Cancellation and transmit the same to Treasurer's Office			3 minutes	<i>Norlita P. Descalso</i>



## **Office of the City Accountant**

### **Frontline Services**



## 1. PROCESSING OF DISBURSEMENT VOUCHER/ PAYROLL & OTHER GOVERNMENT MONEY PAYMENT

This Process requires thorough review of the required documents to be attached on the vouchers which depends on the nature of the disbursements. Aside from this, the availability and source of funds is also checked for the approval of the said disbursement.

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction :</b>	G2G - Government to Government
<b>Who May Avail :</b>	Suppliers, Contractors & Employee's
CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
<b>Purchase of Supplies</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Inspection & Acceptance Report (original & duplicate copy)	by Office/Department
Delivery Receipt (original & duplicate copy)	by Office/Department
Purchase Request (original & duplicate copy)	by Office/Department
Purchase Order (original & duplicate copy)	by Office/Department
Pre & Post Inspection Report (original & duplicate copy)	by Office/Department
Report of Waste Materials (original & duplicate copy)	by Office/Department
BIR Form (1 photo copy)	by Office/Department
Letter Request (original copy)	by Office/Department
<b>Cash Advances</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Travel Order (original & duplicate copy)	by Office/Department
Letter of Invitation (original copy)	by Office/Department
<b>Payment of Honorarium</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Approved Office Order (1 photo copy)	by Office/Department
Acknowledgement Receipt (original & duplicate copy)	by Office/Department
<b>Purchase of Services</b>	



Obligation Request (original & duplicate copy)	by Office/Department
Acceptance & Inspection Report (original & duplicate copy)	by Office/Department
Purchase Order/Contract (original & duplicate copy)	by Office/Department
Purchase Request (original & duplicate copy)	by Office/Department
Receipt / Delivery Receipt (original & duplicate copy)	by Office/Department
Abstract of Canvass and Award (original & duplicate copy)	by Office/Department
Sealed Canvass (original copy)	by Office/Department
BIR Form (1 photo copy)	by Office/Department
Pre & Post Inspection Report (original & duplicate copy)	by Office/Department
Memorandum of Agreement (original & duplicate copy)	by Office/Department
List of Recipients (original copy)	by Office/Department
Letter Request (original copy)	by Office/Department
Status of Accomplishment (original & duplicate copy)	by Office/Department
Certificate of Acceptance (original & duplicate copy)	By Office/Department
<b>Public Bidding</b>	
Publication (original & duplicate copy)	by Office/Department
Notice of bid (original & duplicate copy)	by Office/Department
Abstract of Bid (original & duplicate copy)	by Office/Department
Bidders Bond (original & duplicate copy)	by Office/Department
Letter of Award / Acceptance of Bid Proposal (original & duplicate copy)	by Office/Department
Purchase Order / Contract (original & duplicate copy)	by Office/Department
Program of Works (original & duplicate copy)	by Office/Department
Notice of Commerce Work (original & duplicate copy)	by Office/Department
Report of Accomplishment Certificate (original & duplicate copy)	by Office/Department





Inspection Report (original & duplicate copy)	by Office/Department
Performance Bond (original & duplicate copy)	by Office/Department
Plans & Specifications (original & duplicate copy)	by Office/Department
Notice of Winning Bidders (original & duplicate)	by Office/Department
Certificate of Acceptance (original & duplicate copy)	by Office/Department
Blue Print (1 duplicate copy)	by Office/Department
Statement of Work Accomplish (original & duplicate copy)	by Office/Department
Certificate of Completion (original & duplicate copy)	by Office/Department
Bidders Tender Form (original & duplicate copy)	by Office/Department
Report of Local Inspectorate Team / PMC (original & duplicate copy)	by Office/Department
Contractors Accreditation (1 photocopy)	by Office/Department
Agency's Detailed Estimate and Bill of Materials (original & duplicate copy)	by Office/Department
Evidence that Contractor is Duly License & Register (1 photo copy)	by Office/Department
Statement of Time Lapse & Work Accomplishment (original & duplicate copy)	by Office/Department
<b>Payment of First Salary</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Certified True Copy of Appointment (original & duplicate copy)	by Office/Department
Certified True Copy of Oath of Office (original & duplicate copy)	by Office/Department
Evidence of Services Rendered / DTR (original & duplicate copy)	by Office/Department
Certificate of Assumption of New Appointed (original & duplicate copy)	by Office/Department
Statement of Assist & Liabilities (2 duplicate copies)	by Office/Department
<b>Payment of Deferential</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Certified True Copy of Appointed or Salary Adjustment Notice (original & duplicate copy)	by Office/Department



Certificate of Service or Property Accomplishment / DTR (original & duplicate copy)	by Office/Department
Certificate of Assumption in New Office (2 duplicate copies)	by Office/Department
<b>Payment of Maternity Leave</b>	
Obligation Request (original & duplicate copy)	by Office/Department
Approved Maternity Leave Absence (original & duplicate copy)	by Office/Department
Certificate of Status of Appointment & Length of Services in Government for First Claims (original & duplicate copy)	by Office/Department
Certified True Copy of Marriage Contract for First Claim (2 photo copies)	by Office/Department
Clearance From Money & Property Accountability in Excess of 30 days (original & duplicate copy)	by Office/Department
Medical Certificate of Attending Physician (2 photo copies)	by Office/Department
<b>Payment of Terminal Leave</b>	
Approved Terminal Leave (original & duplicate copy)	by Office/Department
Complete Services Record (original & duplicate copy)	by Office/Department
Clearance From Money & Property Accountability (original & duplicate copy)	by Office/Department
Statement of Assist & Liabilities (2 photo copies)	by Office/Department



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit supporting documents together with Obligation Request from Budget Office	1.1 Check completeness/validity & Legality of Documents attached	None	7 minutes	Mario B. Anacan- <i>Executive Assistant</i>
	1.2 Prepared and print disbursement voucher	None	5 minutes	Cherith A. Bucal <i>Administrative Officer III</i>
	1.3 Sign Box A of Disbursement voucher	None	2 minutes	Dr. Emmanuel D. Magsino <i>City Accountant</i>
<b>End of Process: Total</b>			<b>14 Minutes</b>	



## 2. PREPARATION OF CERTIFICATE OF TAX WITHHELD

All suppliers and contractors may request for tax certificate where deductions made by a withholding agent to a specific recipient whose income is subject to final tax.

<b>Office or Division:</b>		Office of the City Accountant		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		All suppliers and contractors of City Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Photo Copy of Disbursement Voucher</li> <li>▪ B.I.R. Form (Certificate of Registration)</li> </ul>		Hand Carried by the Suppliers and Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure tax certificate	1.1 Check if tax was withheld and remitted	None	7 minutes	Sheryll Anne E. Nocon <i>Accounting Clerk II</i>
	1.2 Prepare and print the requested tax certificate	None	4 minutes	Sheryll Anne E. Nocon <i>Accounting Clerk II</i>
<b>End of Process: Total</b>		<b>11 Minutes</b>		



### 3. APPROVAL OF ACCOUNTANT'S ADVICE

Checks received from Treasurer's Office with certified advice were reviewed, signed and approved.

<b>Office or Division:</b>		Office of the City Accountant		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Treasurer's Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Vouchers and Checks		Hand Carried by Treasurer's Office Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the approved vouchers and checks	1.1 Check the correctness of advice and checks	None	4 minutes	Maybelle A. Clerigo <i>Mgt. &amp; Audit Analyst III</i>
	1.2 Signed the Accountant's Advice	None	2 minutes	Dr. Emmanuel D. Magsino <i>City Accountant</i>
	1.3 Electronic Approval of Advice	None	5 minutes	Maybelle A. Clerigo <i>Mgt. &amp; Audit Analyst III</i> Glaiza V. Clerigo <i>Mgt. &amp; Audit Analyst I</i>
<b>End of Process:</b>	<b>Total</b>	<b>11 Minutes</b>		



#### 4. PRE-AUDITING AND RECORDING OF COLLECTIONS & DEPOSITS, PAYROLLS AND DISBURSEMENT VOUCHERS

The said process is required before recording the details in the Accounting System. The official receipts, deposits slip together with summary of collections & deposits, vouchers and payrolls are recorded.

<b>Office or Division</b>		Office of the City Accountant		
<b>Classification</b>		Complex Transaction		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Employee's		
<b>CHECK LIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All accountable form		Office of the City Treasurer		
Journal Entry Voucher		Office of the City Accountant		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward collections, deposits, payrolls, and disbursement vouchers	1.1 Receive and record collection report, Official Receipts, deposit slips, payrolls and vouchers for transaction number	None	5 minutes	Cherith A. Bucal-Mgt. & Audit Analyst // Glaiza V. Clerigo-Mgt. & Audit Analyst / Sheryll Anne E. Nocon-Acctg. Clerk //
	1.2 Pre-audit, encode and preparation of Journal Entry Voucher	None	5 minutes	Maybelle A. Clerigo-Mgt. & Audit Analyst /// Cherith A. Bucal-Mgt. & Audit Analyst // Glaiza V. Clerigo-Mgt. & Audit Analyst /
	1.3 Approved of JEV	None	1 minute	Dr. Emmnauel D. Magsino-City Accountant
	1.4 Filing of receipts, payrolls & vouchers for submission to COA Office	None	5 minutes	Roderick G. Dante-Driver
<b>End of Process: Total</b>		<b>16 Minutes</b>		



## 5. PROCESSING OF LIQUIDATION REPORTS OF CASH ADVANCES

The liquidation report is the final document to close any cash advance previously released to a certain employee for purposes of travel and other special events that need cash advances. This requires the signature of the end user, the Accountant and the Mayor.

<b>Office or Division</b>		Office of the City Accountant		
<b>Classification</b>		Simple Transaction		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Employee's		
<b>CHECK LIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Liquidation of Cash Advances</b>				
Official Receipt (original copy)		Employee's		
Certificate of Appearance (original copy)		Employee's		
Certificate of Travel Appendix B (original & duplicate copy)		by Office/ Department/Employee's		
Certificate of Attendance (original copy)		by Office/ Department		
Summary of Expenses (original & duplicate)		Employee's		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring the supporting documents	1.1 Receive & record accomplished liquidation reports for transaction number	None	2 minutes	Theresa Mae Q. Tagle-Accounting Clerk IV Sheryll Anne E. Nocon-Accounting Clerk II
	1.2 Verify status of cash advance	None	5 minutes	Theresa Mae Q. Tagle-Accounting Clerk IV
	1.3 Prepare Journal Entry vouchers-post in the subsidiary ledgers	None	5 minutes	Maybelle A. Clerigo-Mgt. & Audit Analyst III
				Dr. Emmanuel D. Magsino-City Accountant



	1.4 Approval of Journal Entries	None	1 minute	
	1.5 Segregation of documents for submission to COA	None	4 minutes	Roderick G. Dante-Driver
<b>End of Process:</b>		<b>Total</b>	<b>17 Minutes</b>	





## 6. FACILITATE SUBMISSION OF BARANGAY REPORTS

The Barangay reports consist of the monthly to yearly bank reconciliation reports and other financial reports of 33 barangays that is required by the Commission on Audit for submission.

<b>Office or Division</b>	Office of the City Accountant
<b>Classification</b>	High Technical Transaction
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who May Avail</b>	Employee's
<b>CHECK LIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Punong Barangay Certification (original & duplicate copy)	by barangay
Transmittal (original & duplicate copy)	by barangay
Reports of Appropriations and Obligations (original & duplicate copy)	by barangay
Reports of Appropriations and Obligations - LDRRM (original & duplicate copy)	by barangay
Reports of Appropriations and Obligations - GF and PS (original & duplicate copy)	by barangay
Reports of Appropriations and Obligations - Senior Citizen (original & duplicate copy)	By barangay
Reports of Appropriations and Obligations - GAD and BCPC (original & duplicate copy)	by barangay
Statements of Appropriations Obligations and Balances (original & duplicate copy)	by barangay
Snapshot (original & duplicate copy)	by barangay
Cashbook (original copy)	by barangay
Deposit slip (original & duplicate copy)	by barangay
Official Receipt of Collection (duplicate copy)	by barangay
Report of Collection and Deposits (original & duplicate copy)	by barangay
Reports of Accountability for Accountable (original & duplicate copy)Form	by barangay
Report of Collection and Remittance (original & duplicate copy)	by barangay
Report of Estimated of Actual Income (original & duplicate copy)	by barangay



<b>Cash Advance of Payment for Barangay Officials Honorarium</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Approved Payroll (original & duplicate copy)	by barangay
<b>Cash Advance of Payment for Barangay Officials Loan Remittance</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Official Receipt (original copy)	by barangay
Certification (original & duplicate copy)	by barangay
<b>Cash Advance of Payment for Barangay Workers</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Certification (original & duplicate copy)	by barangay
Accomplishment Report (original & duplicate copy)	by barangay
Daily Time Record (original & duplicate copy)	by barangay
Approved Payroll (original & duplicate copy)	by barangay
<b>Cash Advance for Payment Rendered</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Approved Payroll (original & duplicate copy)	by barangay
Certification (original & duplicate Copy)	by barangay
<b>Cash Advance of Payment for Supplies</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay



Purchase Request (original & duplicate copy)	by barangay
Purchase Order (original & duplicate copy)	by barangay
Certificate of Delivery (original & duplicate copy)	by barangay
Inspection and Acceptance (original & duplicate copy)	by barangay
<b>Cash Advance of Payment of Labor Payroll</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Summary of Payroll (original & duplicate copy)	by barangay
Approved Payroll (original & duplicate copy)	by barangay
Certificate of Completion (original & duplicate copy)	by barangay
Certificate of Acceptance (original & duplicate copy)	by barangay
Program of Works (original & duplicate copy)	by barangay
Daily Time Record (original & duplicate copy)	by barangay
<b>Cash Advance of Payment for Traveling Expenses</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Travel Order (original & duplicate copy)	by barangay
Itinerary of Travel (original & duplicate copy)	by barangay
Invitation Letter (original copy)	by barangay
<b>Payment of Office and Other Supplies</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay



Inspection & Acceptance Report (original & duplicate copy)	by barangay
Delivery Receipt, Cash Invoice (original & duplicate copy)	by barangay
Purchase Order (original & duplicate copy)	by barangay
Abstract of Canvass (original & duplicate copy)	by barangay
Sealed Canvass (original copy)	by barangay
Purchase Request (original & duplicate copy)	by barangay
Program of Works (original & duplicate copy)	by barangay
<b>Remittance of Tax/Vat</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
BIR Form (original & duplicate copy)	by barangay
BIR Validation Slip (2 copies)	by barangay
<b>Payment of Utilization</b>	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Billing Statement (original & 1 photo copy)	by barangay
Statement of Account (original & 1 photo copy)	by barangay
<b>Liquidation of Cash Advance for Traveling Expenses</b>	
Liquidation Report (original & duplicate copy)	by barangay
Official Receipt (original copy)	by barangay
Itinerary of Travel (original & duplicate copy)	by barangay
Certificate of Appearance (original copy)	by barangay



Travel Order (original & photo copy)		by barangay		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward PPSAS Report	1.1 Receive and record Barangay reports for transaction number	None	2 minutes	Imee Pagkaliwangan- <i>Brgy. Bookkeeper</i> Ryan Magsino- <i>Brgy. Bookkeeper</i> Apple S. Orenacia- <i>Brgy. Bookkeeper</i> Manilyn S. dela Rea- <i>Job Order</i>
	1.2. Check & review posting of transaction in the registries	None	5 minutes	Imee Pagkaliwangan- <i>Brgy. Bookkeeper</i> Manilyn S. dela Rea- <i>Job Order</i>
	1.3 Approval of the City Accountant	None	1 minute	Dr. Emmanuel D. Magsino- <i>City Accountant</i>
	1.4 Submit to the Barangay Bookkeeper for recording of transaction and preparation of Journal Entry Vouchers	None	5 minutes	Imee Pagkaliwangan- <i>Brgy. Bookkeeper</i> Ryan Magsino- <i>Brgy. Bookkeeper</i> Apple S. Orenacia- <i>Brgy. Bookkeeper</i> Manilyn S. dela Rea- <i>Job Order</i>
	1.5 Approval of Journal Entry Vouchers by the City Accountant	None	2 minutes	Dr. Emmanuel D. Magsino- <i>City Accountant</i>
<b>End of Process: Total</b>		<b>15 Minutes</b>		



## 7. PREPARATION OF CITY FINANCIAL STATEMENTS

The preparation of the financial statements is made monthly and yearly and sometimes quarterly as requested by the national agencies and stakeholders. The highlight however will be the year-end financial report as this is the basis of the overall financial stability and condition of the city.

<b>Office or Division</b>		Office of the City Accountant		
<b>Classification</b>		High Technical Transaction		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		Commission on Audit		
<b>CHECK LIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Trial balance		Office of the City Accountant		
Balance sheet		Office of the City Accountant		
Statement of income & expenses		Office of the City Accountant		
Pre & Post Closing TB		Office of the City Accountant		
Statement of Cash Flow		Office of the City Accountant		
Notes to Financial Statements		Office of the City Accountant		
Statement of Mgt. Responsibility		Office of the City Accountant		
Consolidated Financial Statements		Office of the City Accountant		
Statement of Government Equity		Office of the City Accountant		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	1. Prepare financial reports by funds detailed and condense, Pre and Post Closing for finalization	None	30 days	Maybelle A. Clerigo-Mgt. & Audit Analyst III Cherith A. Bucal-Mgt. & Audit Analyst II Glaiza V. Clerigo-Mgt. & Audit Analyst I



	2. Print Financial Reports	None	15 minutes	Cherith A. Bucal-Mgt. & Audit Analyst II Glaiza V. Clerigo-Mgt & Audit Analyst I
	3. Check and Sign Financial Reports	None	15 minutes	Dr. Emmanuel D. Magsino-City Accountant
	4. Submit Financial Report to COA Office	None	5 minutes	Cherith A. Bucal-Mgt. & Audit Analyst II
<b>End of Process: Total</b>		<b>30 Days and 35 Minutes</b>		



# **Office of the City Budget Officer**

## **Frontline Services**





## 1. PREPARATION OF THE CITY ANNUAL BUDGET

The Budget Preparation provides a framework for more informed resource allocation and management for strengthening policy-based budgeting pursuant to the pertinent provisions of RA No. 7160 and its Implementing Rules and Regulations.

<b>Office or Division:</b>		Office of the City Budget Officer		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		All Departments / Offices in the City Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Procurement Management Plan ( PPMP ) ( 1 original, 4 photocopy )		All respective department / offices		
Programmed Appropriation by Object of Expenditure ( 1 original, 1 photocopy )		All respective department / offices		
Local Budget Preparation (LBP) Form No. 2 ( 1 original, 1 photocopy )		All respective department / offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Annual Budget Proposal.	1.1 Receive Budget Proposals of different department /offices	None	July 1 to July 15 Annually	Josefina V. Peji <i>Supervising Admin. Officer</i>  <i>Office of the City Budget Officer</i>
	1.2 Review and consolidate budget proposals	None	July 16 to October 16, annually	Conrado M. Cabrera <i>City Budget Officer</i>  <i>Office of the City Budget Officer</i>
	1.3 Finalize the budget for budget hearing	None		Conrado M. Cabrera <i>City Budget Officer</i>  <i>Office of the City Budget Officer</i>



	1.4 Forward to the City Mayor for approval and indorse the same to Sangguniang Panlungsod for final review and appropriate action for the enactment of Sangguniang Panlungsod	None		<p>Conrado M. Cabrera City Budget Officer</p> <p>Office of the City Budget Officer</p>
2. Submit Letter Request for Supplemental Budget	2. Review and consolidate proposals for Supplemental Budget	None	3 Days	<p>Conrado M. Cabrera City Budget Officer</p> <p>Office of the City Budget Officer</p>
	2.1 Prepare and submit proposed Supplemental Budget	None	3 Days	<p>Conrado M. Cabrera City Budget Officer</p> <p>Office of the Budget Officer</p>
<b>End of Process: Total</b>		<b>4 Months and 21 Days</b>		



## 2. CERTIFY AS TO THE AVAILABILITY OF APPROPRIATION

This certifies the existence and availability of appropriation that the Local Budget Officer tracks the appropriation released through allotments and subsequently obligated and disbursed by the various departments and offices. This ensures that the funds are used exclusively for the specific purposes pursuant to Sections 336 and 305 (a) of RA No. 7160.

<b>Office or Division:</b>	Office of the City Budget Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who may avail:</b>	LGU of City Government of Gen. Trias Offices			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Obligation Request and Complete Supporting Documents (1 original, 2 photocopies)	Office of the City Budget Officer			
<b>For General Procurement</b>				
Purchase Request duly signed and approved by the requesting official and approving authority .	Respective department / offices			
<b>For Employees Salaries and /wages</b>				
Payroll	City Human Resources Management Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.	1.1 Receive the Purchase Request and Obligation Request Form	None	3 minutes	Josefina V. Peji <i>Supervising Admin. Officer</i> <i>Office of the City Budget Officer</i>
	1.2 Review and check the availability of appropriations.	None	5 Minutes	Josefina V. Peji <i>Supervising Admin. Officer</i> Nenita F. Villarente <i>Admin. Officer V</i> <i>Office of the City Budget Officer</i>



	1.3 Prepare Obligation Request (ObR)	None	5 Minutes	Nenita F. Villarente Admin. Officer V Dennis A. Leaño Admin Officer IV Office of the City Budget Officer
	1.4 Record the coded Obligation Request (ObR) Form to book of accnts	None	5 Minutes	Edeliza B. Alvarez Admin. Officer II Ferrizell Madlangbayan Admin Aide I Office of the City Budget Officer
	1.5 Approve and Sign the Obligation Request	None	2 Minutes	Conrado M. Cabrera City Budget Officer Office of the City Budget Officer
2. Claim the Obligation Request Form	2. Release of approved and signed Obligation Request Form	None	2 Minutes	Josefina V. Peji Supervising Admin, Officer Nenita F. Villarente Admin. Officer V Office of the City Budget Officer
<b>End of Process: Total</b>			<b>22 Minutes</b>	



### 3. REVIEW THE ANNUAL & SUPPLEMENTAL BUDGET OF THE BARANGAYS

To review the Annual and Supplemental Budget of Barangays to ensure that the availability of Appropriations and allotment to which expenditures and obligations may be properly charged pursuant to Section 344, RA no. 7160.

<b>Office or Division:</b>		Office of the City Budget Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		LGU of City Government of Gen. Trias Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete Plans and Programs		Office of the City Budget Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Annual Barangay Budget and Annual Investment Plan	1.1 Receive and evaluate submitted Annual and Supplemental Budget of Barangays	None	5 days	Nenita F. Villarente Admin. Officer V <i>Office of the City Budget Officer</i>
	1.2 Review compliance with the requirements set forth in the Local Government Code	None		Conrado M. Cabrera City Budget Officer <i>Office of the City Budget Officer</i>
	1.3 Prepare and forward signed transmittal / endorsement Letter to the Office of Sangguniang Panlungsod recommending the approval of	None	20 days	Nenita F. Villarente Admin. Officer V <i>Office of the City Budget Officer</i>



	budget in its regular session.			
	1.4 Signed Endorsement Letter to the Office of the Sangguniang Panlungsod	None		Conrado M. Cabrera <i>City Budget Officer</i> <i>Office of the City Budget Officer</i>
2.Receive the copy of Barangay Annual and Supplemental Budget	2.Furnish the concerned barangay the copies of approved Barangay Annual and Supplemental Budget	None	2 days	Nenita F. Villarente <i>Admin. Officer V</i> <i>Office of the City Budget Officer</i>
<b>End of Process: Total</b>		<b>27 Days</b>		



# **Office of the City Engineer**

## **Frontline Services**



## 1. INFRASTRUCTURE PROJECTS

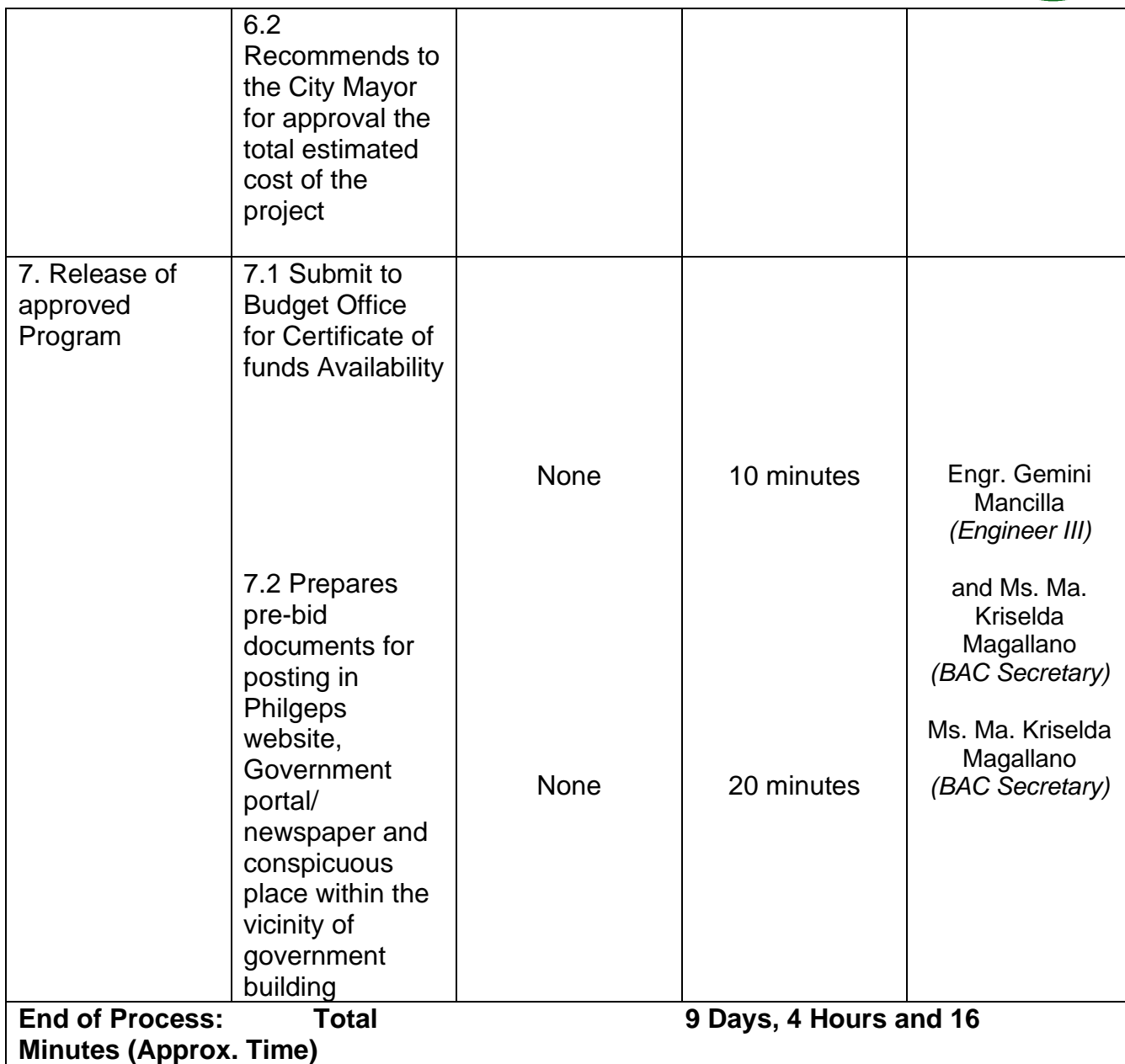
Preparation of Plans and Program of Works.

<b>Office or Division:</b>		Office of the City Engineer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
18. Annual Investment Program (AIP)		City Planning and Dev’t. Office and Budget Office		
19. Letter Request or Barangay Resolution approved by City Mayor		Applicant/Barangay Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive and record request. Submit request to the personnel	1. Staff receives and records request	None	3 minutes	Engr. Gemini Mancilla ( <i>Engineer III</i> ),  Engr. Paul Arnold Laurel ( <i>Engineer I</i> )  and Ms. Ma. Kriselda Magallano ( <i>Admin. Aide IV/ BAC Secretariat</i> )
2. Notation of the City Engineer - endorse to the assigned Project Engineer	2. Schedule for site inspection	None	3 minutes	Engr. Norman C. Bugtong ( <i>City Engineer</i> )
3. Site Inspection and Investigation. Project Engineers survey the site and coordinate to the concerned	3. Receive and review of documents submitted for records	None	4 hours	Engr. Gemini Mancilla ( <i>Engineer III</i> ),  Engr. Paul Arnold Laurel ( <i>Engineer I</i> )  Engr. Eden Grace Montoya





individuals about the project.				(Proj. Evaluation Officer I),  Allan Kenneth Sallutan and Christian Perea (Draftsmen)
4. Prepare Project Plans and Designs	4. Project Engineers prepare the detailed plans and specifications	None	5 days	Engr. Gemini Mancilla (Engineer III),  Engr. Paul Arnold Laurel (Engineer I)  Engr. Eden Grace Montoya (Proj. Evaluation Officer I),  Allan Kenneth Sallutan and Christian Perea (Draftsmen)
5. Prepare Program of Works	5. Preparation of work schedule and project costs.	None	3 days	Engr. Gemini Mancilla (Engineer III),  Engr. Paul Arnold Laurel (Engineer I)  Engr. Eden Grace Montoya (Proj. Evaluation Officer I),
6. Recommendation and approval	6.1 The City Engineer evaluates and approves the plans and program of works.	None	1 day	Engr. Norman C. Bugtong (City Engineer)





## 2. ISSUANCE OF PERMIT TO USE / ENTER GEN. TRIAS CONVENTION/CULTURAL CENTER

The permit for the use of General Trias Convention/Cultural Center is being issued to individuals of legal age and with no legal liabilities to conduct their respective event/convention without violating any rules and regulations provided by the General Trias Convention/Cultural Center Event Coordinator.

<b>Office or Division:</b>		Office of the City Engineer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Reservation form/Order of payment and Contract		Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify available dates on calendar schedule	1. Present calendar, check availability of facilities and advice client on schedules, rules and fees	None	2 minutes	Ms. Ma. Kriselda Magallano <i>(Administrative Aide IV)</i>
2. Upon confirming the chosen date. Client must fill up the reservation form	2. Receive and review the reservation form, log on the calendar the important information then ready for assessment of fees.	None	5 minutes	Ms. Ma. Kriselda Magallano <i>(Administrative Aide IV)</i>
3. Submit reservation/Order of payment to O.I.C of Convention/Cultural Center and Mayor for signature	3. Receive and approve the said reservation. Ready for payment.	None	8 minutes	Ms. Ma. Kriselda Magallano <i>(Administrative Aide IV)</i> , Engr. Norman Bugtong <i>(City Engineer)</i>  and Mayor Antonio Ferrer <i>(City Mayor)</i>



4. Pay the fees	Accept payment and issue official receipt		5 minutes	Cashier/ Treasurer's Office
5. Present Official Receipt	5.1 Read and sign Contract Agreement  5.2 Duly signed by client, O.I.C Convention Center & Hon. Antonio A. Ferrer	None	5 minutes	Ms. Ma. Kriselda Magallano (Administrative Aide IV)  Engr. Norman Bugtong (City Engineer)  And Mayor Antonio Ferrer (City Mayor)
6. Submit Photo copy of OR and signed Contract agreement	6. Verify by Convention Center personnel	None	2 minutes	Mr. Elmer Sangria (Engineering Aide/OIC Convention Center)
<b>End of Process:</b>		<b>Total</b>	<b>27 Minutes (Approx. Time)</b>	



### 3. AUTHORITY TO USE/ ENTRANCE TO USE FACILITIES (HIMLAYANG GENERAL TRIAS, BARANGAY PASONG CAMACHILE)

Every registered owner of a parcel of land, niche or apartment are permitted to use the facilities of Himlayang General Trias provided that all required documents are submitted and there are no illegal actions and constructions made.

<b>Office or Division:</b>		Office of the City Engineer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application form  2. For deceased fresh body, Xerox copy of death certificate and burial permit.  3. In case the death certificate is not issued by Civil Registrar of City of General Trias, submit Xerox copy of transfer of cadaver and payment for burial fee  4. For bones, Xerox copy of death certificate, submit permit to open the niche, transfer of bones and burial permit.  5. For cremated body, Xerox copy of death certificate and submit certificate of cremation and burial permit.  6. Photo copy of Police report if the cause of Death is not natural		Engineering Office  Civil Registrar of City of General Trias  Place of Registration Death Certificate Treasurer's Office  Civil Registrar/Applicant Copy & City Health Office Crematorium services and facility  Civil Registrar/Applicant Copy Treasurer's Office  Philippine National Police		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present receipt of memorial location to types and	1. Accepts receipt	None	2 minutes	Ms. Laarni Valdehueza (Bookbinder I)
2. Verifies block off dates on calendar schedule	2. Presents calendar of schedule, check availability of	None	15 minutes	Ms. Laarni Valdehueza (Bookbinder I)



	facilities and advice client on schedules			
3. Receives & fills-up interment application form	3. Issues application form	None	2 minutes	Ms. Laarni Valdehueza (Bookbinder I)
4. Submits interment application form and necessary requirements	4. Accepts & reviews filled-up form and requirements	None	10 minutes	Ms. Laarni Valdehueza (Bookbinder I)
5. Claims assessment	5. Issues assessment of fees	None	2 minutes	Ms. Laarni Valdehueza (Bookbinder I)
6. Payments of fees	6. Accepts payment of fees	Niche- P 9,000.00 Lawn – P 9,000.00 Mausoleum- P 9,000.00 Apartment- P 2,000.00	4 minutes	Cashier
7. Presents O.R. for interment fee and claimed gate pass	7. Accepts O.R. for interment fee, transmit the location of memorial lot types to the Himlayang General Trias personnel and issues gate pass		10 minutes	Ms. Laarni Valdehueza (Bookbinder I)  and Engr. Norman Bugtong (City Engineer)  Security Personnel
<b>End of Process:</b>		<b>Total 45 Minutes (Approx. Time)</b>		



## **Office of the City Planning & Development Coordinator**

### **Frontline Services**



## 1. ISSUANCE OF LOCATIONAL CLEARANCE (LC)/ZONING CLEARANCE

A clearance issued to a project that is allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use. This clearance is required prior to issuance of Building Permit.

<b>Office or Division:</b>		Office of the CPDC		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Project owners, house owners, prospect locators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Locational Clearance : 1. Title/Proof of Ownership 2. Tax Declaration 3. Barangay Clearance 4. Project Estimates/Specifications 5. Plans For Zoning Clearance 1. Request Letter 2. Lot Plan 3. Land Title 4. Tax Declaration		Hand Carried by the applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form	1. Issue application forms/ List of requirements	None	1 minute	▪ Engr. Michael Santander Statistician I ▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i>





2. Submit application forms and other requirements	2. Receive documents 2.1 Evaluate documents <ul style="list-style-type: none"> <li>▪ Residential</li> <li>▪ Apartment</li> <li>▪ Dormitories</li> </ul>	None	1 minute 15 minutes maximum <ul style="list-style-type: none"> <li>▪ 2 minutes</li> <li>▪ 2 minutes</li> <li>▪ 2 minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engr. Michael Santander <i>Statistician I</i></li> <li>▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i></li> </ul>
	<ul style="list-style-type: none"> <li>▪ Commercial/Industrial/Agro-Industrial</li> <li>▪ Special Projects/Uses</li> </ul>	None	<ul style="list-style-type: none"> <li>▪ 15 minutes</li> <li>▪ 15 minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engr. Michael Santander <i>Statistician I</i></li> <li>▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i></li> </ul>
	2.3 Inspection of Site (Optional)	None	60 minutes	<i>Technical Staff</i>
	2.4 Assessment of Fees <ul style="list-style-type: none"> <li>▪ Residential</li> <li>▪ Apartment</li> <li>▪ Dormitories</li> <li>▪ Commercial/Industrial/Agro-Industrial</li> <li>▪ Special Projects/Uses</li> </ul>	Minimum <ul style="list-style-type: none"> <li>▪ P 240.00</li> <li>▪ P 240.00</li> <li>▪ P 3,000.00</li> <li>▪ P 1,200.00</li> <li>▪ P 6,000.00</li> </ul>	2 minutes	<ul style="list-style-type: none"> <li>▪ Engr. Michael Santander <i>Statistician I</i></li> <li>▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i></li> </ul>
3. Payment of fees	3. Receive payment and issue Official Receipt (O.R.)	None	5 minutes	<ul style="list-style-type: none"> <li>▪ <i>Cashier</i></li> </ul> <i>Windows 3 and/or 4</i> <i>Treasurer's Office</i>



4. Submit O.R. to CPDC Office	4.1 Encode and print Locational Clearance	None	3 minutes	<ul style="list-style-type: none"> <li>▪ Engr. Michael Santander <i>Statistician I</i></li> <li>▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i></li> </ul>
	4.2 Approval of LC/Zoning Clearance	None	2 minutes	<ul style="list-style-type: none"> <li>▪ Engr. Jemie P. Cubillo <i>CPDC</i></li> </ul>
				<ul style="list-style-type: none"> <li>▪ Maximina C. Poblete <i>Proj. Devt. Officer IV</i></li> </ul>
5. Claim LC/Zoning Clearance	Release of LC/Zoning Clearance	None	1 minute	<ul style="list-style-type: none"> <li>▪ Engr. Michael Santander <i>Statistician I</i></li> <li>▪ Engr. Genesis Anne V. Rodriguez <i>Project Devt. Officer I</i></li> </ul>
<b>End of Process:      Total</b>				



## 2. ISSUANCE OF SUBDIVISION PERMIT

All owners and developers of subdivision projects shall, in addition to securing a Locational Clearance be required to secure a development permit pursuant to the provisions of EO 648, PD 957 and its Implementing Rules and Regulations or BP 220 and its Implementing Rules and Regulations, in the case of Socialized Housing Projects in accordance with the procedures laid down in EO 71, Series of 1993.

<b>Office or Division:</b>		Office of the CPDC		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All owners and developers of subdivision project		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Sangguniang Panlungsod (SP) Reclassification Approval</li> </ul>		Office of the Sangguniang Panlungsod		
<ul style="list-style-type: none"> <li>▪ Technical Plans</li> <li>▪ Certified Title</li> <li>▪ Tax Declaration</li> <li>▪ SEC Registration</li> <li>▪ Business Permit</li> <li>▪ Previous ITR</li> </ul>		Hand Carried by the applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form	1. Issue forms	None	4 minutes	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>
2. Submit application forms and	2.1 Receive submitted documents	None	15 minutes	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>



prepare checklist of other requirements	<p>2.2 Evaluate documents</p> <ul style="list-style-type: none"> <li>▪ Subdivision with an area of 1ha. and below</li> <li>▪ Subdivision with an area of 1-5 has.</li> <li>▪ Subdivision with an area of 5-10 has.</li> <li>▪ Subdivision with an area of 10 has &amp; above</li> </ul>		<ul style="list-style-type: none"> <li>▪ 120 minutes</li> <li>▪ 240 minutes</li> <li>▪ 480 minutes</li> <li>▪ 960 minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i></li> <li>▪ Engr. Jemie P. Cubillo <i>CPDC</i></li> </ul>
3. Ocular inspection of site	<p>3. Joint Inspection with client</p> <ul style="list-style-type: none"> <li>▪ Subdivision with an area of 1-10 has.</li> <li>▪ Subdivision with an area of 10 has. &amp; above</li> </ul>	Refer to Revenue Code for complete rates	<ul style="list-style-type: none"> <li>▪ 180 minutes</li> <li>▪ 360 minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i></li> <li>▪ Engr. Jemie P. Cubillo <i>CPDC</i></li> </ul>
	3.1 Transmit recommendation reports/supporting docs to SP	None	120 minutes	<ul style="list-style-type: none"> <li>▪ Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i></li> </ul>



				Antonio N. Poblete Jr. <i>Planning Assistant</i>
	<p>3.2. Assessment of fees under PALC</p> <p>Under BP 220 Subdivision</p> <ul style="list-style-type: none"> <li>▪ Socialized Housing</li> <li>▪ Economic Housing</li> </ul> <p>Under PD 957 Subdivision</p> <p>Under PD 957 Condominium</p> <p>Under EO 648 Commercial/ Industrial Subdivision</p> <p>Farmlot</p> <p>Memorial Park/ Cemetery</p> <ul style="list-style-type: none"> <li>▪ Memorial Projects</li> <li>▪ Cemeteries</li> </ul>	<ul style="list-style-type: none"> <li>▪ P 100.00 (First 10 has.)</li> <li>▪ P 132.00 (First 5 has.)</li> <li>▪ P 350.00 (First 5 has.)</li> <li>▪ P 800.00 (First 2 has.)</li> <li>▪ P 800.00 (First 2 has.)</li> <li>▪ P 300.00 (First 5 has.)</li> <li>▪ P 660.00 (First hectare)</li> <li>▪ P 300.00 (First hectare)</li> </ul>	12 minutes	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>
	3.3 Receive Sangguniang Panlungsod (SP) Resolution and signed permits from SP	None	5 minutes	▪ Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>



4. Payment of fees	4. Receive payment and issue Official Receipt (O.R.)	None	5 minutes	<ul style="list-style-type: none"> <li>▪ <i>Cashier</i></li> <li><i>Windows 3 and/or 4</i></li> <li><i>Treasurer's Office</i></li> </ul>
5. Submit Official Receipt	5. Receive O.R.	None	1 minute	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>
6. Claiming of signed permits and plans	6. Sign and release of plans and permits <ul style="list-style-type: none"> <li>▪ Subdivision with an area of 1 ha. and below</li> <li>▪ Subdivision with an area of 1-5 has.</li> <li>▪ Subdivision with an area of 5 has. and above</li> </ul>	None	15 minutes <ul style="list-style-type: none"> <li>▪ 5 minutes</li> <li>▪ 30 minutes</li> <li>▪ 60 minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Engr. Jemie P. Cubillo</li> <li><i>CPDC</i></li> </ul>
<b>End of Process:      Total</b>				



### 3. ISSUANCE OF SURVEY FILE AND OTHER MAPS

Provided to clients for their research needs.

<b>Office or Division:</b>		Office of the CPDC		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Students, researchers, various stakeholders, prospect investors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ Request Letter		Hand Carried by the applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Accept letter of request	None	1 minute	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>  Ferdinand C. Saria <i>Planning Officer II</i>
	1.1 Provide feedback on the request	None	1 minute	
2. Claim assessment form	2. Issue assessment of fees	None	2 minutes	
	<b>Per Sheet</b>			
	▪ Agricultural	▪ P 600.00		
	▪ Residential	▪ P 1,200.00		
	▪ Commercial	▪ P 2,400.00		
	▪ Industrial	▪ P 3,600.00		
	▪ Others	▪ P 4,800.00		
	<b>Per Lot</b>			
	▪ Residential	▪ P 600.00		
	▪ Commercial	▪ P 1,800.00		
	▪ Industrial	▪ P 2,400.00		
	▪ Others	▪ P 3,600.00		
	<b>Per Square Meter</b>			
	▪ Agricultural	▪ P 3,600.00		



	<ul style="list-style-type: none"> <li>▪ Residential</li> <li>▪ Commercial</li> </ul>	<ul style="list-style-type: none"> <li>▪ P 12.00</li> <li>▪ P 2.40</li> <li>▪ P 3.60</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Industrial</li> <li>▪ Others</li> </ul> <p>Note : Fees apply for issuance of data only; separate fees for reproduction</p>	<ul style="list-style-type: none"> <li>▪ P 5.00</li> <li>▪ P 6.00</li> </ul>		
3. Payment of Fees	3. Receive payment and issue Official Receipt (O.R.)	None	5 minutes	<i>Cashier</i> <i>Windows 5 and/or 6</i> <i>Treasurer's Office</i>
4. Submit O. R. copy	4. Record O.R. number	None	1 minute	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i> Ferdinand C. Saria <i>Planning Officer II</i>
5. Claim copy of survey file and other maps	5. Issue survey file and other maps	None	1 minute	Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i> Ferdinand C. Saria <i>Planning Officer II</i>
<b>End of Process: Total</b>		<b>11 Minutes</b>		





#### 4. ATTENDING RESEARCHERS

Provide research assistance services and clients request were acted upon.

<b>Office or Division:</b>		Office of the CPDC		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Investors, students, government representatives, private sector		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ Request Letter		Hand Carried by the applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive and evaluate data requested	None	5 minutes	Maximina Poblete <i>Proj. Devt. Officer IV</i>  Ferdinand C. Saria <i>Planning Officer II</i>  Antonio N. Poblete Jr. <i>Planning Assistant</i>
		None	15 minutes	



				<p><i>Maximina Poblete</i> <i>Proj. Devt. Officer IV</i></p> <p><i>Ferdinand C. Saria</i> <i>Planning Officer II</i></p> <p><i>Antonio N. Poblete Jr.</i> <i>Planning Assistant</i></p>
	<p>1.2 Search and prepare the requested data</p>			
	<p>1.3 Assessment of fees</p> <ul style="list-style-type: none"> <li>▪ Per Page</li> <li>▪ Per map</li> <li>▪ Electronic Fee</li> <li>▪ Certified true copy</li> </ul>	<ul style="list-style-type: none"> <li>▪ P 6.00</li> <li>▪ P 75.00</li> <li>▪ P 200.00</li> <li>▪ P 150.00</li> </ul>	2 minutes	



	▪ For government agencies	▪ Free		
2. Claim assessment form	Issue assessment form	None	1 minute	
3. Payment of fees	Receive payment and issue Official Receipt (O.R.)	None	5 minutes	<i>Cashier</i>  <i>Windows 5 and/or 6</i>  <i>Treasurer's Office</i>
4. Claim research work	4. Issue documents	None	1 minute	Maximina Poblete <i>Proj. Devt. Officer IV</i>  Ferdinand C. Saria <i>Planning Officer II</i>  Antonio Poblete Jr.  <i>Planning Assistant</i>
<b>End of Process: Total</b>			<b>29 Minutes</b>	



## 5. ISSUANCE OF SPORTS PARK PERMIT/AUTHORITY TO USE/ENTRANCE TO USE FACILITIES

Issuance of Permit and Authority to use Sports Park and its facilities.

<b>Office or Division:</b>	Office of the CPDC
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Students, private sectors, All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
▪ Letter of Request to the Mayor	Hand Carried by the applicants

### Case 1: ON-SITE APPLICANT (WALK-IN) - SINGLE APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify block off dates on calendar of activities and claim assessment of fees	1. Present calendar of activities, check availability of facilities and advise client on schedules and fees	None	2 minutes	Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>
2. Pay entrance fee and claim stub/O.R.	2.1 Issue assessment of fees upon approval of Mayor/ availability of slot	See Rates and Fees section	2 minutes	Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>
	2.1 Accept payment and issue entrance stub and/or O.R	None	5 minutes	Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>



3. Present entrance stub Register in logbook (optional)	3. Stamp/ Validate entrance stub and/or record name in logbook	None	2 minutes	<i>Security Guard</i> <i>General Trias Sports Park</i>
<b>End of Process: Total</b>		<b>11 Minutes</b>		



## ON-SITE APPLICANT (WALK-IN) - MULTIPLE APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
1. Verify block off dates on calendar of activities and claim assessment of fees	Present calendar of activities, check availability of facilities and advise client on schedules and fees	None	2 minutes		Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>
2. Pay entrance fee and claim stub/O.R.	2.1 Issue assessment of fees upon approval of Mayor/ availability of slot	See Rates and Fees section	2 minutes		Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>
	2.2 Accept payment and issue entrance stub and/or O.R	None	5 minutes		Mylene Dinglasan  Ruby Ruiz <i>Ticketing Office</i>
3. Present entrance stub Register in logbook (optional)	3. Stamp/ Validate entrance stub and/or record name in logbook	None	None	2 minutes	<i>Security Guard</i>  <i>General Trias Sports Park</i>
<b>End of Process: Total</b>			<b>11 Minutes</b>		



## ON-SITE APPLICANT (WALK-IN) - MULTIPLE APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form (2 copies)	1. Issue reservation slip in duplicate	None	1 minute	Mylene Dinglasan Ruby Ruiz <i>Ticketing Office</i>
2. Submit application form	2. Accept original copy, review and check availability of schedule and log	None	4 minutes	Mylene Dinglasan Ruby Ruiz <i>Ticketing Office</i>
3. Claim assessment and payment of fees	3. Issue assessment of fees, accept payment and issue O.R/ entrance stub	See Rates/Fees section	5 minutes	Mylene Dinglasan Ruby Ruiz <i>Ticketing Office</i>
4. Present entrance stub and duplicate copy of application form (if required)	4. Stamp/Validate entrance stub	None	1 minute	Mylene Dinglasan Ruby Ruiz <i>Ticketing Office</i>
<b>End of Process: Total</b>			<b>11 Minutes</b>	



## Case 2 : DIRECT TO OFFICE - SINGLE APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify block off dates on calendar of activities and claim assessment of fees	1. Present calendar of activities, check availability of facilities and advise client on schedules and issue assessment of fees	None	3 minutes	Jaed V. Ordoñez <i>Administrative Aide III</i>  Rodora D. Loren <i>Administrative Aide III</i>
2. Pay entrance fee	2. Accept payment and issue Official receipt (O.R.O)	See Rate and Fees section	1 minute	<i>Cashier</i> <i>Windows 5 and/or 6</i> <i>Treasurer's Office</i>
3. Present O.R. and claim stub	3. Issue entrance stub	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i>  Rodora D. Loren <i>Administrative Aide III</i>
4. Present entrance stub. Register in logbook (optional)	4. Stamp/Validate entrance stub	None	1 minute	<i>Security Guard</i> <i>Gen. Trias Sports Park</i>
<b>End of Process: Total</b>			<b>6 Minutes</b>	





## DIRECT TO OFFICE - MULTIPLE APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form/reservation slip (2 copies)	1. Issue reservation slip in duplicate	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
2. Submit application form	2. Accept original copy, review and check availability of schedule and log	None	4 minutes	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
3. Claim assessment/ payment slip	3. Issue assessment of fees	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
4. Payment of fees	4. Accept payment and issue Official Receipt (O.R.)	See Rates/Fees section	5 minutes	<i>Cashier</i> <i>Windows 5 and/or 6</i> <i>Treasurer's Office</i>
5. Claim entrance stub	5. Issue entrance stub/proof of payment	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
6. Present entrance stub and duplicate copy of application form (if required)	6. Stamp/Validate entrance stub	None	1 minute	<i>Security Guard</i> <i>Gen. Trias Sports Park</i>
<b>End of Process:</b>	<b>Total</b>		<b>13 Minutes</b>	



## Issuance of Free Admission and Free Usage of Sports Park and Facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form/reservation slip (2 copies)	1. Issue application form/ reservation slip	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
2. Submit application form	2.1 Accept original copy, review and check availability of schedule and log	None	5 minutes	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
	2.2 Endorse application to the Mayor's Office			
3. Claim approval/ disapproval of request	3. Release approval/ disapproval of request	None	1 minute	<i>Reception City Mayor's Office</i>
4. Photocopy and present copy of approval of request	4. Accept and file copy of approved request	None	1 minute	Jaed V. Ordoñez <i>Administrative Aide III</i> Rodora D. Loren <i>Administrative Aide III</i>
5. Present approved request	5. Validate and/or record Approval Control No. upon entry	None	2 minutes	<i>Security Guard Gen. Trias Sports Park</i>
<b>End of Process: Total</b>		<b>10 Minutes</b>		



## 6. ISSUANCE OF NOTICE OF DENIAL/DISAPPROVAL OF APPLICATION

Issuance of Notice of Disapproval of Application due to valid reasons.

<b>Office or Division:</b>		Office of the CPDC		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Applicants and Project owners and developers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Locational Clearance b. Zoning Certification c. Development Permit d. Certification of Subdivision Completion	None	9 minutes	Engr. Jemie P. Cubillo <i>CPDC</i> Maximina C. Poblete <i>Proj. Devt. Officer IV</i> Ferdinand C. Saria <i>Planning Officer II</i> Engr. Jay-Ar T. Tagalog <i>Zoning Officer I</i>
<b>End of Process: Total</b>		<b>9 Minutes</b>		



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to Send Feedback</b>	<p>Thru email at <a href="mailto:gentriasplan@yahoo.com">gentriasplan@yahoo.com</a></p> <p>Thru phone call using Tel. No. 046-5094425</p>
<b>How feedback are processed</b>	<p>Steps involved in processing Feedback :</p> <ol style="list-style-type: none"> <li>1. Acknowledgement of received feedback from the Office of the City Mayor</li> <li>2. Evaluation of feedback received</li> </ol> <p>Time required for evaluation</p> <ul style="list-style-type: none"> <li>▪ Simple transactions - three (3) working days</li> <li>▪ Complex transactions – seven (7) working days (needs research, inspection, coordination)</li> <li>▪ Highly Technical Applications – twenty (20) working days (needs research, inspection, coordination to more than one person or offices)</li> </ul> <ol style="list-style-type: none"> <li>3. Preparation of response letter to Feedback (1 day)</li> <li>4. Approval of response letter (1 hour)</li> <li>5. Transmittal/Delivery of response letter to Feedback (3 minutes to 1 day)</li> </ol>
<b>How to file a complaint</b>	<p>A person may file his/her complaint personally to the office of the CPDC. If a complaint involves an employee of the office, he/she may directly file his/her complaint to any of the following:</p> <ul style="list-style-type: none"> <li>▪ Grievance Committee</li> <li>▪ Office of the HRMO</li> <li>▪ Office of the Mayor</li> <li>▪ Office department head</li> </ul> <p>Written complaint can be filed during regular office hours (8.00-5:00 pm); or if via electronic means (email, text or phone call). Except for phone calls which is between office hours from 8-5 pm. Others may do it anytime at their own convenience.</p>



FEEDBACK AND COMPLAINTS MECHANISM	
	For inquiries and follow-ups, clients may contact the telephone number: 046-509-4425
<b>How complaints are processed</b>	<p>The department head of the office where the complaint was filed will evaluate each complaint. Upon evaluation, an investigation shall be started and forward the complaint to the relevant office for their explanation. The Complaint and Grievance Committee will create a report after the investigation and shall submit it to the Local Chief Executive for appropriate action. The department head will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number : 046-509-4425</p>
<b>Contact Information:</b>	<p>Mayor's Office - 046-513-7997 or 0917 653 3610</p> <p>Office of the HRMO - 046-509-2662</p>



## LIST OF OFFICES

Office	Address	Contact Information
Office of the CPDC	Ground Flr. City Hall Building, Brgy. Bagumbayan, General Trias, Cavite	046-509-4425
Office of the Mayor	2 <sup>nd</sup> Flr. City Hall Building, Brgy. Bagumbayan, General Trias, Cavite	046-513-7997 0917 653 3610
Office of the City Treasurer	Ground Flr. City Hall Building, Brgy. Bagumbayan, General Trias, Cavite	046-509-0935 046-509-0458
General Trias Sports Park Ticketing Office	Sports Park, Brgy Santiago, General Trias, Cavite	0927 333 6004



USER CATEGORY	Oval, Steeple Chase, Pole Vault, Triple Long Jump		For Joggers	Sports & Science Instructional Bldg.				Volleyball	Soccer Field		Baseball Field		
				AVR		Function Room							
Schools (C1)													
C1-A - Within Gen. Trias													
	Public	Private	Joggers	Public	Private	Public	Private	Public	Private	Public	Private	Public	Private
Elementary	Free	P 10.00/head	P10.00/head	Free	P 200.00/hr.	Free	P 200.00/hr.	Free	P 150.00/game	Free	P300.00/game	Free	P300.00/game
Secondary	Free	P 10.00/head	P10.00/head	Free	P 200.00/hr.	Free	P 200.00/hr.	Free	P 150.00/game	Free	P300.00/game	Free	P300.00/game
Colleges/Universities	Free	P 10.00/head	P10.00/head	Free	P 200.00/hr.	Free	P 200.00/hr.	Free	P 150.00/game	Free	P300.00/game	Free	P300.00/game
C1-B - Outside Gen. Trias													
Elementary	P 15.00/head		P10.00/head	P300.00/hr.		P300.00/hr.		P 150.00/game		P350.00/game		P300.00/game	
Secondary	P 15.00/head		P10.00/head	P300.00/hr.		P300.00/hr.		P 150.00/game		P350.00/game		P300.00/game	
Colleges/Universities	P 15.00/head		P10.00/head	P300.00/hr.		P300.00/hr.		P 150.00/game		P350.00/game		P300.00/game	
Local Government Unit													
CLGU-1	General Trias	Free	P10.00/head	Free		Free		Free		Free		Free	
CLGU-2	Other Municipalities	P 20.00/head	P10.00/head	P 500.00/hr.		P 500.00/hr.		P 150.00/game		P350.00/game		P300.00/game	
Non-Government Organization													
CNGO-1	Within General Trias	P 20.00/head	P10.00/head	P 200.00/hr.		P 200.00/hr.		P 100.00/game		P300.00/game		P200.00/game	
CNGO-2	Outside General Trias	P 20.00/head	P10.00/head	P 500.00/hr.		P 500.00/hr.		P 150.00/game		P350.00/game		P300.00/game	



Companies (Commercial/Industrial)								
C1-1	Within General Trias	P 20.00/head	P10.00/head	P 500.00/hr.	P 500.00/hr.	P 150.00/game	P350.00/game	P 300.00/game
C1-2	Outside General Trias	P 25.00/head	P10.00/head	P 500.00/hr.	P 500.00/hr.	P 150.00/game	P350.00/game	P300.00/game
C1-3	Walk-in (5:00 AM to 5:00 PM)		P10.00/head					

**Note:**

1. All Elementary, Secondary and College levels within General Trias are free to use Oval, Steeple Chase, Pole Vault, Triple Jump, Volleyball field provided that they secure permits from the Office of the Mayor and they must be accompanied by their coaches, teachers or principal from Monday to Friday.
2. All employees of the City Government Unit of General Trias are free to use all the facilities in the Gen. Trias Sports Park Monday to Friday provided that they secure Permits from the Office of the Mayor





# **Office of the City Health Officer**

## **Frontline Services**



## 1. MATERNAL CARE – SAFE MOTHERHOOD & FAMILY PLANNING

Provide comprehensive maternal care program for pregnant and lactating women.

<b>Office or Division:</b>		Health Centers in the City of General Trias		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Pregnant women and lactating women who are residents of  General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual treatment record		Health facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquire queue card number and wait to be called	1.1 Attend to client and check vital sign, blood pressure and weight	None	5 minutes	Midwife / Nurse
	1.2 Assessment of LMP / EDC / AOG Compute and Record the age of Gestation in the Mother Baby Book / HBMR			



	1.3 Accomplish the home- Based maternity record card Prepare a referral slip for CBC & urinalysis for the first visit Prepare referral slip for those pregnancy that should be catered in the hospital For those pregnant teenagers, perform counseling as needed and refer to THK and TPC for safe delivery		3 minutes	Midwife / Nurse
2. Undergo prenatal examination and administration of tetanus toxoid immunization	2.1 Conduct prenatal examination	None	15 minutes	Midwife / Nurse
	2.2 Inform client about the findings – Administer Tetanus toxoid immunization			



3. Undergo a brief health education with birth planning	<p>3.1 Inform client on the importance of proper nutrition and maternity care</p> <p>3.2 Advocate the importance of breastfeeding, basic immunization and complete tetanus immunization</p>	None	10 minutes	Midwife / Nurse
4. Claim free ferrous sulfate with folic acid and prescription for other pre-natal multivitamins	<p>4. Provide free ferrous sulfate with folic acid to all pregnant clients</p> <p>Issue prescription</p>	None	3 minutes	Midwife / Nurse
<b>End of Process: Total</b>		<b>None</b>	<b>36 Minutes</b>	



## 2. POST – PARTUM CARE

Encompasses the management of the mother during post – partum period.

<b>Office or Division:</b>		All City Health Stations and Lying -In Clinics		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Mothers after 24 hours of delivery		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual treatment record		Health facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquire queue card number and wait to be called	1. Attend to and register client	None	2 minutes	Midwife / Nurse
2. Undergo routine assessment for postpartum women	2.1 Record the age of the patient and past medical history 2.2 Assess gravidity, date of delivery	None	3 minutes	Midwife / Nurse
3. Undergo physical examination	3. Perform Physical examination on the client and inform the client of findings	None	10 minutes	Midwife / Nurse
4. Receive findings and instructions of Physician, Nurse, Midwife	4.1 Inform the client of danger signs to watch out for	None	2 minutes	Midwife / Nurse
	4.2 Provide mother health instruction on proper nutrition and postpartum care; encourage to breastfeed	None	10 Minutes	Midwife / Nurse



5. Provision of ferrous sulfate and vitamin A	5.1 Give ferrous sulfate and Vitamin A	None	2 minutes	Midwife / Nurse
	5.2 Inform the mother of the next consultation and date	None	2 minutes	Midwife / Nurse
<b>End of Process: Total</b>		<b>None</b>	<b>31 Minutes</b>	



### 3. NEW BORN SCREENING TEST

To assess / examine all newborn for any Congenital Metabolic Disorder in order to prevent the cause of mental retardation or fetal death.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple to complex		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		New Born Infants within 48-72 hours after birth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Attend to and register client	None	2 minutes	<i>RMT</i>
2. Proceed to the Laboratory Present your request for Newborn Screening	2. Records client name Conducts interview/data gathering	None	3 minutes	<i>RMT</i>
3. Submits your child for blood collection	3. Prepares clients for blood collection Performs the Newborn screening test Sends the filter card through courier to NBSC- Southern Tagalog, Tanuan Batangas, Courier ABest Express	None	15 minutes	<i>RMT</i>
4. Come back on the prescribe period  Results last for two weeks( depends on the	4. Releases the result Positive result should be relay to the parents immediately	None	15 minutes	<i>RMT on duty</i>



availability of messenger)	Repeats sample collection for confirmation Advise patients to notify their Pediatrician regarding the result, patients Pediatrician will instruct them to go to the nearest confirmatory lab of New Born Screening. Refers to CHO for further management If negative-release result			
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>30 Minutes</b>				





## 4. FAMILY PLANNING SERVICES

Provides Family Planning to promote proper child spacing and birth control.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Couples and women of reproductive age		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health Center or City Health Office Main for inquiry about Family Planning methods that will fit to you	1. Interviews client and make family planning record Assess client's reproductive health needs and information about Family Planning	None	2 minutes	<i>Nurse / Midwife</i>
2. Submit yourself for Physical examination	2.1 Conducts physical examination refers client to CHO, Midwife, nurse for obstetrical/gynecological examination  2.2 Give health education and provision of family planning asks about Pap's smear	None	20 minutes	<i>Nurse / Midwife / CHO</i>
3. For clients who Experienced adverse reaction to a particular Family Planning	3. For any medical management of problems resulting from the method Used Advice to shift to other	None	15 minutes	<i>Nurse / Midwife / CHO</i>



go to the Nurse, Midwife, CHO	methods susceptible to the client			
4. Go back to your Midwife for availment of Family Planning	4.Administer the appropriate Family planning method Issue the FP card Instructs for follow-up visits	None	3 minutes	<i>Nurse / Midwife</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>40 Minutes</b>



## 5. MEDICAL CONSULTATION

To diagnose and treat illness and give appropriate medical services to any individual who need medical assistance.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Slip		Barangay Health Station		
Identification Card		Philhealth, SSS, GSIS, BIR, other agencies issued valid identification Card		
Laboratory Results as referred by the Physician		Laboratories		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go first to your Respective Barangay Health Center Secure referral slip Present MDR / 4P'S / PhilHealth card	1. Data gathering / recording / for records keeping on clients' individual envelope History taking Vital signs taking Issues referral slip to CHO	None	15 minutes	<i>Nurse / Midwife</i>
2. Present referral slips at the Barangay Health Center to the Midwife / Nurse on duty	2.1 Assess / receives referral slip 2.2 Conducts interview 2.3 Assess complain 2.4 History taking 2.5 Vital Signs taking	None	3 minutes	<i>Nurse / Midwife</i>



3. Proceed to the City Health Officer, Medical Officers	3.1 Reviews history/vital signs Do Physical Examination Initial assessment	None	Physical Exam 10 minutes. Simple  15 minutes. Complex	CHO / Medical Officers
	3.2 Request for laboratory examinations	None	Immediate Emergency - refer to hospital	
4. Present all laboratory / other results to CHO, Medical Officers	4. Evaluates, final assessment with Laboratory results Prescribes / treatment Health education	None	4-5 minutes	CHO / Medical Officers
5. Go back at the information Present your referral slip to the Midwife / Nurse	5. Dispense available Medicines / instructions Record all the medicines given to the client on dispensing log-book Instruct for follow-up check-up	None	5 minutes	Nurse / Midwife
<b>End of Process: Total</b>		<b>None</b>	<b>48 Minutes</b>	



## 6. ISSUANCE OF MEDICAL CERTIFICATE / MEDICO LEGAL CERTIFICATE

A Medical Certificate - who will seek a medical certificate as a requirement for local employment, school entrance, medical excuses and other related matters.

A Medico Legal Certificate is generally required for any legal Purposes.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CBC, Urinalysis, Fecalalysis, X-Ray		Laboratory		
Physical Examination and other examination when deemed necessary (for students)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks inquiry / information at the City Health office	1. Give full details / instruction in availing the service needed of the clients	None	1 minutes	<i>Nurse / Midwife</i>
2. Presents receipt intended for the requirements	2.1 Assess all necessary documents. If for employment-assess. Laboratory /X-ray results 2.2 If for medico-Legal refer to CHO, MO for Physical Examination / others	Php for Medical Certificate  Php for Medico - Legal	15 minutes	<i>Nurse / Midwife / CHO / MO</i>
3. Wait for the issuance of the certificate	3. Prepares/recording	None	2 minutes	<i>CHO / Medical Officers / Nurse / Midwife</i>
<b>End of Process: Total</b>		<b>None</b>	<b>18 Minutes</b>	



## 7. ISSUANCE OF SANITARY PERMIT

All Food/Non-Food business establishments are required to secure sanitary permit for safe/healthy measures and compliance pursuant to PD 856 – The Standard of the Sanitary Code of the Philippines.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Business		
<b>Who may avail:</b>		Business Operators and Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Mayor's office To accomplished Business license application	1. Assess reviews application forms / others Provides clients of checklist of sanitary requirements	None	3minutes	<i>City Sanitary Inspectors</i>
2. Presents all Requirements / other pertinent documents to sanitary inspector	2. Reviews sanitary requirements Records data about the status of the establishment If new establishment-ocular inspection is required Instruct the owner for ocular inspection If complied with all the requirements-sanitary permit is issued	None	3 minutes	<i>City Sanitary Inspectors</i>



3. Wait for the ocular inspection	3. Conducts ocular Inspection Inform clients for the Violation / improvement Needed Conducts re-inspection after 7 working days	None	1 hr / Establishment	<i>City Sanitary Inspectors</i>



## 8. ISSUANCE OF HEALTH CERTIFICATE

To ensure safety / healthy measures of all food / non-food handlers.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		Food and Non-Food Handlers (Php 100.00)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Working Application		City Treasurer's Office		
CBC, Urinalysis, Fecalalysis, Drug Test, Hepa B Screening, Widal Test and Chest X-Ray		Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Sanitary Inspector for inquiry on how to avail the service	1. Provides checklist of requirements Instruct to go to BPLS to secure working application and assessment of fees	None	1 minutes	<i>City Sanitary Inspectors</i>
2. Come back to fees Sanitary inspector Presents filled up Application / laboratory / X-ray Results / official receipts	2. Assess / review all the documents If no significant findings - issue health certificate If with significant findings refer to the CHO, MO's		2 minutes	<i>City Sanitary Inspectors</i>





3. Presents laboratory / X-ray results to CHO, MO's	3. Interprets results Conducts medical examination Observes clinical manifestation Prescribes Medication / treatment Advice / health education Instruct for follow-up visits		10 minutes	CHO / MO's
4. Come back to CHO / MOs on prescribed date	4. Interviews / assess / evaluates present client's condition after medication / treatment		5 minutes	CHO / MO's
5. Presents MHO approval for the issuance of health certificate	5. Prepares/records clients data on the logbook/-issue health certificate		2 minutes	City Sanitary Inspector
6. Proceed to BPLO for issuance of working permit (for employment)	Issuance of working permit		2 minutes	Licensing Officers



## 9. PROVISION OF THE NATIONAL TB PROGRAM

To promote health in general by decreasing the number of TB patient in LGU-General Trias through DOTS.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		All identified TB Symptomatic (All TB Forms)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health station for inquiry about the service	1.1 Answers all your queries on how to avail TB drugs for free Conducts interview Recording / data gathering of clients' medical history  1.2 Assess / observes clients complain / symptoms If identified TB symptomatic-registered in their case finding master list  1.3 Instruct for proper sputum collection (1 sputum specimen)	None	5 minutes	TB DOTS Nurse



2. Go back on prescribe period after sputum examination	2.1 If clients' sputum negative, refer for further management and evaluation 2.2 Clients with sputum positive, instruct them to report to TBDOTS Nurse for treatment	None	5 minutes	<i>TB DOTS Nurse</i>
3. Go to the DOTS center Look for the DOTS personnel	3. Assess / interview / data gathering Weigh client Health education / briefing Give initial dose of TB drugs	None	30 minutes	<i>TB DOTS Nurse</i>
4. Undergo counselling from health care provider. (Provider's Initiative Counselling and testing)	4. Initiate counseling	None	20 minutes	<i>Trained Provider Initiated Counselling and Testing (PICT) Counselor.</i>
5. Go to the Laboratory for actual testing.	5. Conduct HIV testing	None	15 minutes	<i>Proficient Med Tech</i>
6. Listen to the lecture / health teaching about TB Disease Awareness, prevention and Intervention.	6. Conduct Lecture / health teaching about TB Disease Awareness, Prevention and Intervention.	None	20 minutes	<i>TB DOTS Nurse</i>



7. Undergo process of TB DOTS admission (6 months – medication).	7. Proper procedures in admitting clients	None	10 minutes	<i>TB DOTS Nurse</i>
8. Report to your Respective Brgy. Health center before drugs supply is about to consumed	8. Dispense TB drugs for prescribed no. of days Instructs to submit sputum ff-ups on the date scheduled	None	2 minutes	<i>TB DOTS Nurse</i>
9. Updates the status of your present health condition	9. Refer clients to CHO / MO's when deemed Necessary / adverse reaction Regular vital signs taking/monitor monthly weight Monitor regularly –DOTS	None	2 minutes	<i>TB DOTS Nurse</i>
<b>End of Process: Total</b>		<b>None</b>	<b>1 Hour and 49 Minutes</b>	



## 10. PROVISION OF THE LEPROSY PROGRAM

To promote health in general by decreasing the number of Leprosy patient in LGU-General Trias through Slit Skin Smear.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		All identified Leprosy Symptomatic		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective barangay Health station for inquiry about the service Present your referral slip Submit yourself for SLIT SKIN SMEAR (if symptomatic) Wait for the laboratory result treatment (if positive)	1. Data gathering / history taking Assessment/PE Issues Lab. request for Slit / skin test / AFB Conducts Lab. examination	None	10 minutes	<i>Leprosy Nurse / MO IV / RMT</i>
2. Go back on prescribe period after Slit Skin Smear examination	2. Clients with slit skin smear positive, instruct them to report to CHO / MO IV / Leprosy Nurse for treatment	None	5 minutes	<i>Leprosy Nurse / MO IV</i>
3. Go to the center Look for the personnel	3. Assess / interview / data gathering Weigh client Health education /	None	30 minutes	<i>Leprosy Nurse</i>



	briefing Give initial dose of drugs			
4. Report to your respective Brgy Health center before drugs supply is about to consumed	4. Dispense drugs for prescribed no. of days -instruct to report on ff-ups on the date scheduled	None	2 minutes	<i>Leprosy Nurse</i>
5. Updates the status of your present health condition	5. refer clients to CHO / MO IV when deemed necessary - regular vital signs taking -monitor regularly	None	2 minutes	<i>Leprosy Nurse / MO IV</i>
<b>End of Process: Total</b>		<b>None</b>	<b>49 Minutes</b>	



## 11. SOCIAL HYGIENE CLINIC

To promote health in general gender equality base on STI / HIV / AIDS that covers voluntary screening, counseling, testing and treatment.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		All EEWs, Walk-Ins and Referrals from Barangay Health Stations or City / Rural Health Units Private Clinics and targeted the most at risk population		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health station for inquiry about the service	1. Data gathering / history taking Issues Lab request for GC smear	None	2-3 minutes	STI / HIV Nurse
2. Present your referral slip – to reception /information section	2. assess the request	None	1 minutes	STI / HIV Nurse
3.Pre-Counseling	3. One on One session	None	15- 30 minutes	Case Managers / HACT Nurse
4. Proceed to the laboratory	4. Does Gram Staining / Microscopy and HIV Screening Releases results			RMT/Lab staff



Post Counseling and Treatment Counseling	If positive- contact tracing Counseling Gives treatment / instruction for follow-up visits / health teaching, encourage client to undergo HIV testing	None	2 minutes	<i>CHO / MO's / STI / HIV Nurse / Case Manager</i>
<b>End of Process: Total</b>		<b>None</b>	<b>36 Minutes</b>	





## 12. HIV TESTING SERVICES

Provision of free HIV testing services and counseling and referral to Primary Care or treatment hub as needed. Service available Mondays to Fridays from 8:00am to 4:00pm.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health station for inquiry about the service	1. Data gathering / history taking	None	2-3 minutes	<i>Nurse / Midwife</i>
2. Proceed directly to HIV testing room, first come first serve basis.	2. Let the client fill-up the form, do history taking and pre-test counseling with HIV 101	None	10 minutes	<i>STI / HIV Nurse</i>
3. Proceed to the laboratory	3. Blood extraction through finger pricking Release result	None	30 minutes	<i>HIV Proficient Medtech/ CBS Motivator</i>
4. Post-test counseling	4. Do post-test counseling	None	20 minutes	<i>HIV Counselor</i>
5. If the result is reactive, proceed to laboratory for another extraction of blood	5. Do extraction of blood and retesting through whole blood and serum	None	1 hour	<i>HIV Proficient Medical Technologist</i>



6. Proceed back to HIV testing room for re-counseling	6. Assessment of Suicidal ideation and tendencies to harm self and assess eagerness to be treated	None	30 minutes	<i>HIV Counselor</i>
7. Referred to Social Hygiene Clinic for treatment	7. Fill – up referral form and give it to the client for link to care	None	20 minutes	<i>HIV Counselor</i>
<b>End of Process: Total</b>		<b>None</b>	<b>2 Hours and 52 Minutes</b>	



### 13. LABORATORY SERVICES FOR TB PATIENTS

To provide laboratory services for the probable TB patient, to provide early and proper medication in order to reduce mortality and morbidity of TB patients.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		All probable and identified TB symptomatic patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health Center	1.1 Assess / interviews History taking Take note of Signs / symptoms Instructs client for the proper collection of sputum specimen Gives 1 sputum cup properly labeled Log-in on TB registry  1.2 Instructs to come back the following day for submission of 1 sputum specimen (1st spot Collection 5am)	None	5 minutes	Midwife / Nurse / Lab Aide / RMT



2. Submits 1 sputum cup at City Health Office TB DOTS Center	2.1 Assess specimen submitted for quality assurance Fills up laboratory request Health education Submit specimen to the Laboratory	None	3 minutes	TBDOTS Nurse / Lab Aide/ RMT
	2.2 Assess for Quality assurance Checks / reviews the Laboratory request if completely filled up Enter on Laboratory TB Registry Label specimen cups Ready for Smearing / staining	None	1 minute 20 minutes each slide – for Smearing / drying 20 minutes – For Staining / drying	RMT / Lab Staff / Lab Aide
3. Lab Staff endorsed Stained TB slides to the Microscopist	3. Recordings / checking of slides Performs TB Microscopy Recording of result Releasing of result to PHN	None	10 minutes / slides	Med Tech NTP Microscopist
4. Come back for the result after the Prescribe period	4. Issue result to the client If negative sputum for TB symptomatic-refer to Chest X-ray If positive sputum-refer to	None	2 minutes	TB DOTS Nurse



	TB DOTS for treatment Assign BHW-as treatment partner			
5. Go to DOTS Center	5. Interview History taking / contact Tracing Vital signs taking Weighing Categorized client Log-in on TB registry Give initial Dose / treatment card Instruct client for the medication Health education	None	30 minutes	TB DOTS Nurse
6. Go back to your respective Barangay Health Center for follow –ups TB drugs (6-month supply for free)	6. Recording / interview Take note for any reaction client may experienced If not manageable- / adverse reaction refers to CHO / MO's / TB DOTS Nurse Instruct client for follow- ups sputum Collection / examination of submission	None	2 minutes	TB DOTS Nurse / CHO / MO's
<b>End of Process: Total</b>		<b>None</b>	<b>1 Hour and 32 Minutes</b>	



## 14. AVAILING ANIMAL BITE SERVICES

The Municipal Health Center in partnership with the DOH for the implementation of RA-9482. Give the initial dose of Anti-Rabies to the client.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets your referral slip from your respective BHS	1. Assists clients Refer to ABTC	None	5 minutes	Midwife / Nurse
2. Presents your referral slip to ABTC	2.1 Interviews / data gathering Examines the site of the wound Apply first aid / wash wound with soap and water thoroughly / cleanse the area Categorized the status of the site and severity of the wound Gives Anti-Tetanus for skin testing Observes for any adverse reaction If no reaction gives the full dose of anti-tetanus vaccine Gives the initial dose of Anti-Rabies Vaccine Health	None	10 minutes	Trained ABTC Nurse / CHO / MO's



	Education / instructions 2.2 Instructs client and give ABTC card to observe the biting animal for 14 days Refers to another Animal bite clinic in case of no available vaccine			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>15 Minutes</b>	



## 15. ADOLESCENT YOUTH HEALTH DEVELOPMENT PROGRAM

Establishment of Friendly Clinic to cater adolescent among 15-19 age groups. Gives immunization of tetanus toxoid / MMR and rescue the incidence of early pregnancy / STI's / AIDS.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		Adolescents and parents (ages 15-19 years old)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go the CHO / MO's Seeks assistance on-duty at the information section	1. Interviews/data gathering Gives immunization for adult adolescence	None	5 minutes	Midwife / Nurse
2. Wait for the call Follows instruction Proceed to CHO / Physician / Nurse If with Laboratory request-proceed to Laboratory  3.Wait for the result Present to the CHO / Physician / MO's / Nurse	2.Counseling / health education: on Family Planning Maternal / Child care STIs / HIV / AIDS Treatment / medication Follow-up visits	None	2-3 minutes	CHO / MO's / Nurse
<b>End of Process: Total</b>		<b>None</b>	<b>8 Minutes</b>	





## 16. AVAILMENT OF ORAL EXAMINATION AND TOOTH EXTRACTION

Provide dental examination and necessary procedures and issue the corresponding certificate.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain request slip and register	1. Records the personal data of the patient	None	3 minutes	<i>Dental Aide</i>
2. Submits to interview	2. Takes the medical and dental history of the patient	None	4 minutes	<i>Dental Aide / Dentist on Duty</i>
3. Submits to blood pressure taking	3.1 Takes blood pressure of patient 3.2 Performs oral examination for final diagnosis 3.3 Prescribes medicine, if necessary 3.4 Issues certification upon request	None	4 minutes	<i>Dentist on Duty</i>
4. Listen to diagnosis, evaluation and instructions	4. Diagnose evaluate	None	5 minutes	<i>Dentist on Duty</i>



5. Undergo appropriate dental procedure	5.1 Performs oral examination for final diagnosis 5.2 Administers anesthesia 5.3 Performs extraction procedure	None	30minutes	<i>Dentist on Duty</i>
6. Rests after procedure	6.1 Prescribes medicine 6.2 Gives referral/ certification, if necessary 6.3 Gives home care instructions 6.4 Advises patient to proceed to the pharmacy for the medicine	None	5 minutes	<i>Dentist on Duty</i>
<b>End of Process: Total</b>		<b>None</b>	<b>51 Minutes</b>	



## 17. AVAILMENT OF CLINICAL MICROSCOPY AND HEMATOLOGIC EXAMINATION

Provide appropriate laboratory services as requested (e.g., CBC, urinalysis, Fecalalysis, Platelet Count, WBC, Hemoglobin, Hematocrit, Differential Count).

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents lab. request	1. Checks for the completeness of details	None	3 minutes	<i>Laboratory staff on duty</i>
2. Presents laboratory requests	2.1 Accepts requests 2.2 Reviews and checks the request form for the accuracy of details 2.3 Instructs patient for proper specimen collection 2.4 Advises patient to submit specimen upon collection	None	5 minutes	<i>Laboratory staff on duty</i>
3. Submits specimen	3.1 Receives and checks the adequacy of the sample 3.2 Registers in the log book	None	90 minutes	<i>Laboratory staff on duty</i>



	<p>3.3 Labels specimen with the corresponding code</p> <p>3.4 Advises to return after one to two hour for the result depends on the number of patients</p>			
4. Claims the result and signs in the releasing logbook	<p>4.1 Releases the official result</p> <p>4.2 Advises patient to sign in the releasing logbook</p> <p>4.3 Instructs patient to bring the result to the requesting physician</p>	None	5 minutes	<i>Laboratory staff on duty</i>
<b>End of Process: Total</b>		<b>None</b>	<b>1 Hour and 43 Minutes</b>	



## 18. AVAILMENT OF FREE MEDICINE

Provide Free Medicines to all.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents prescription	1.1 Accepts and evaluates prescription 1.2 Verifies the prescription 1.3 Prepares the medicine	None	6 minutes	<i>Pharmacist / Nursing Aide</i>
2. Accepts complete dose of medicine	2.1 Dispenses medicine 2.2 Educates and counsels patient on how to take the medicine	None	4 minutes	<i>Pharmacist / Nursing Aide</i>
<b>End of Process: Total</b>		<b>None</b>	<b>10 Minutes</b>	



## 19. AVAILMENT OF NON-COMMUNICABLE DISEASE DRUGS

Provide Free Medicines to all Diabetic and Hypertensive Patients (Lozartan, Amlodipine, Simvastatin, etc).

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		29 years old and above screened for NCD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the health worker on duty and secures number (waits for number to be called then proceeds to nurse on duty)	1.1 Assesses patient using the PHILPEN NCD Risk assessment form, takes and records vital signs  1.2 Extracts blood sample (for blood sugar and cholesterol)  1.3 Refers patient to medical officer on duty	None	15 minutes	Nurse / Midwife
2. Proceeds to the medical officer on duty and presents the CVD/DM Form	2.1 Performs physical examination and management  2.2 Prescribes medicines  2.3 Refers to the nurse on duty  2.4 Register the client in the NCD registry	None	10 minutes	CHO / MO's / Nurse / Midwife



3. Presents prescription	3.1 Accepts and evaluates prescription 3.2 Verifies the prescription 3.3 Prepares the medicine	None	6 minutes	<i>Pharmacist / Nursing Aide</i>
4. Accepts complete dose of medicine	4.1 Dispenses medicine 4.2 Educates and counsels patient on how to take the medicine	None	4 minutes	<i>Pharmacist / Nursing Aide</i>
<b>End of Process: Total</b>		<b>None</b>	<b>35 Minutes</b>	



## 20. APPLICATION FOR WATER POTABILITY CERTIFICATE

The water is safe for human consumption.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Business		
<b>Who may avail:</b>		Owners of Water Refilling Station		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Water Analysis Result		Bacteriological & Physico-Chemical Analysis		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements to the Sanitation Inspector (SI) on duty	1.1 Validates the submitted requirements 1.2 Issues a payment slip Environmental Sanitation	None	5 minutes	<i>Sanitation Inspector on duty</i>
2. Presents payment slip and pays the Certificate of Water Potability fee	2. Refers to payment procedure of the Business Tax & Fees - City Treasurer's Office	None	5 minutes	<i>Collecting Officer</i>
3. Returns to the Environmental Sanitation Office			15 minutes	
4. Presents the Official Receipt	4.1 Prepares the Certificate of Water Potability 4.2 Registers the name of establishment in the logbook 4.3 Releases the certificate	None	5 minutes	<i>Environmental Sanitation - Sanitation Inspector</i>
<b>End of Process: Total</b>		<b>None</b>	<b>35 Minutes</b>	





## 21. FILING OF COMPLAINTS REGARDING SANITATION ISSUES

Resolving issues regarding environmental sanitation.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple to complex		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Complaint		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Environmental Sanitation Office to file complaints	Determines nature of complaints	None	20 minutes	<i>Environmental Sanitation Office Sanitation Inspector assigned</i>
2. Fills up Complaint Form	2.1 Hands out Complaint Form 2.2 Logs in complaint/s	None	5 minutes	
3. Inquires for inspection schedule	3.1 Advises client on inspection schedule/ to wait for further notice 3.2 Coordinates with other concerned agencies /Barangay Council 3.3 Inspects the incident 3.4 Prepares inspection report 3.5 Arranges meeting with complainant and	None	5 minutes	<i>Environmental Sanitation Office Sanitation Inspector Barangay Council Other concerned agencies</i>



	person being complained			
5. Appears at place and time scheduled by the Sanitation Inspector	a. Explains the findings of the inspection b. Recommends corrective measures, if necessary c. Mediates to resolve dispute between the two parties	None		a. <i>Environmental Sanitation Division</i> b. <i>Barangay Council</i> c. <i>Other concerned agencies</i>
<b>End of Process:      Total                                  None                                  30 Minutes</b>				



## 22. APPLICATION FOR TRANSFER PERMIT FOR THE DECEASED

Issuance of Transfer permit for the deceased.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		Relative of the deceased		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Death Certificate	1.1 Checks the Death Certificate  1.2 Issues payment slip and advises the client to proceed to the City Treasurer's Office for payment	Php	5 minutes	<i>Environmental Sanitation Office Sanitation Inspector assigned / City Treasurers Office</i>
2. Presents payment slip and pays appropriate fees	2. Refers to payment procedure of the Business Tax & Fees Division of the City Treasurer's Office	None	5 minutes	<i>Collecting Agent</i>
3. Returns to the City Health Office, Administrative Division			2 minutes	



4. Presents the Official Receipt	4.1 Accepts receipts and processes Transfer Permit  4.2 Releases Transfer Permit and advises the client to proceed to the City Civil Registrar's Office for registration		10 minutes	<i>a. Environmental Sanitation Division</i>  <i>b. Other concerned agencies</i>
<b>End of Process:      Total                                  None                                  22 Minutes</b>				



## 23. APPLICATION FOR EXHUMATION PERMIT / OPEN INTERNMENT / OPEN TRANSFER

Issuance of Exhumation Permit / Open Internment / Open Transfer for the deceased.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Clients		
<b>Who may avail:</b>		Relative of the deceased		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Death Certificate of the deceased to be exhumed	1.1 Assesses / reviews the Death Certificate if exhumation can be done.  1.2 Issues payment slip and advises the client to proceed to the City Treasurer's Office	Php	3 minutes	<i>Environmental Sanitation Office Sanitation Inspector assigned / City Treasurers Office</i>
2. Gets payment slip and proceeds to the City Treasurers Office			2 minutes	
3. Presents payment slip and pays appropriate fees	3. Refers to payment procedure of the Business Tax & Fees Division of the City Treasurer's Office		5 minutes	<i>Collecting Officer</i>
4. Gets Official Receipt and returns to the City Health Office,			2 minutes	



Administrative Division				
5. Presents receipt	5.1 Accepts receipt and processes the Exhumation Permit  5.2 Releases Exhumation Permit		8 minutes	<i>Environmental Sanitation Office Sanitation Inspector assigned / City Treasurers Office</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>15 Minutes</b>	



## 24. NATIONAL PROGRAM FOR IMMUNIZATION

To ensure that infants / children and mothers have access to routinely recommended infant / childhood vaccines. Six vaccine – preventable diseases were initially included in the EPI: tuberculosis, poliomyelitis, diphtheria, tetanus, pertussis and measles. Vaccines under the EPI are BCG birth dose, Hepatitis B birth does, Oral Poliovirus Vaccine, inactivated polio vaccine, Pentavalent Vaccine, Measles Containing Vaccines (Antimeasles Vaccine, Measles, Mumps, Rubella) and Tetanus Toxoid.

<b>Office or Division:</b>		Office of the City Health Officer		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Any child from 0-11 months old residing in General Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Early Child Care Development Card		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Barangay Health Station for information on EPI / schedule	Public Health Midwife / Public Health Nurse provides checklist and other information about EPI/health teaching	None	2 minutes	Nurse / Midwife
2. Come back on the schedule date for registration a) give data of your child with no previous immunization b) those with previous immunization - Present your child ECCD card - Submit your child for weighing	2.1 Fills up ECCD card 2.2 Weighs infant 2.3 Updates records 2.4 Immunization/Vit .A supplementation given	None	15 minutes	Nurse / Midwife



3.Wait for Post Immunization instruction	Instruction given observe for adverse reaction next schedule given	None	3 minutes	<i>Nurse / Midwife</i>
<b>End of Process: Total</b>		<b>None</b>	<b>20 Minutes</b>	





# **Office of the City Civil Registrar**

## **Frontline Services**



## 1. LATE REGISTRATION OF BIRTH BORN CERTIFICATE

Delayed Registration of birth certificate for any individual born in General Trias, Cavite.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative Result of birth from PSA		Philippine Statistics Authority		
2. Baptismal Certificate		Church where the person was baptized		
3. Growth Chart		Barangay Health Center		
4. Voter's Registration Record		COMELEC		
5. Marriage Contract of Parents		City Civil Registrar's Office		
6. Joint Affidavit		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and request for verification of Birth	1. Receive requirements and prepare of no record/destroyed birth certificate	None	5 minutes	CCR Staff
2. Payments of fees at Treasurer's Office	2. Receive payment and issue Official receipt	P 60.00	2 minutes	Treasurer's Office Staff
3. Submit O.R. to City Civil Registrar's Office	3. Sign and release certificate of no record	None	5 minutes	CCR Staff Arlene E. Bugtong – Civil Registrar
4. Request for Affidavit	4. Issue Joint Affidavit	P 300.00	10 minutes	Notary Public
5. Submit requirements and apply for late registration of birth	5. Review Requirements and interview applicant	None	7 minutes	CCR Staff
6. Sign the Certificate of Live Birth	6. Review the information given by the applicant and give release slip	None	5 minutes	CCR Staff
7. Claim owner's copy on the date of release	7. Assign register number	None	5 minutes	Magdalena Pedraza – Registration Officer II



				Lutgarda P. Salinas
8. Proceed to Treasure's Office for Payment	8. Receive payment and issue official receipt	P 90.00	2 minutes	<i>Treasurer's Office</i>
9. Submit O.R. to CCR's Office and claim late registration	9. Attach O.R. Late Registration of Birth	None	2 minutes	Maribel Q. Tagle Marilou T. Grepo
<b>End of Process: Total</b>		<b>None</b>	<b>43 Minutes</b>	



## 2. LATE REGISTRATION OF BIRTH BORN OUTSIDE OF GENERAL TRIAS, CAVITE

Out of Town Registration-for residents of General Trias who were born in other provinces can apply for out-of-town registration of birth in the Office of the City Civil Registrar's Office but the documents will be mailed to concerned CCR/MCR for his/her approval.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Negative Result of Birth		Philippine Statistics Authority		
Baptismal Certificate		Church where the child was baptized		
Voter's Registration Record		COMELEC		
Affidavit of out Town Registration Affidavit to Use Surname of Father Mother's Affidavit		Notary Public		
Marriage Contract of Parents		PSA or City Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for list of requirements	1. Give list of requirements	None	2 minutes	Lutgarda P. Salinas
2. Submit requirements and apply for out of town registration birth	2. Review requirements submitted, interview applicant and give order of payment	None	10 minutes	Lutgarda P. Salinas <i>Registration Officer II</i>



3. Payment of Fees	3. Receive payment interview applicant , documents will be mailed to concerned MCR/CCR	P150.00	2 minutes	<i>Treasurer's Office</i>
4. Request for Affidavit	4. Prepare applicable affidavit	P400.00	15 minutes	Lutgarda P. Salinas <i>Registration Officer II</i>
5. Submit requirements to CCR's Office	5.1 Receive requirements and interview applicant for Out-of-Town Registration  5.2 Documents for Out of Town will be mailed to concerned CCR/MCR after 10 days processing and posting period. The release will depend on the receiving CCR/MCR	None	15 minutes	Lutgarda P. Salinas <i>Registration Officer II</i>
<b>End of Process: Total</b>		<b>None</b>	<b>44 Minutes</b>	



### 3. ON TIME REGISTRATION

Timely registration of birth for children born in General Trias, Cavite registered within one month period.

<b>Office/Division</b>		City Civil Registrar 's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government of Citizen		
<b>Who May Avail</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Live Birth		City Civil Registrar		
Identification card		Parents		
Affidavit		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Legitimate Child:  Submit certificate of Live Birth for registration	1. Receive , review, assign Registry Number. Sign the Certificate of Live Birth and release the owner's and hospital copy	None	3 minutes	Lutgarda P. Salinas <i>Registration officer II</i>  Magdalena G. Pedraza – <i>Registration Officer II</i>
2. For Illegitimate Child:  A. Acknowledged by Father submit Certificate of Live Birth for Registration prepared by hospital	a. Require Notarized Affidavit to Use Surname of Father and Admission of Paternity	None	2 minutes	Lutgarda P. Salinas <i>Registration Officer II</i>  Magdalena G. Pedraza- <i>Registration officer II</i>
B. Not Acknowledged by Father (prepared by Hospital)	b. Require notarized mother's affidavit	None	2 minutes	Lutgarda P. Salinas <i>Registration Officer II</i>  Magdalena Pedraza <i>Registration Officer II</i>



3. Request for Affidavit	3. 1 Prepare and Notarized the Affidavit to Use the Surname of Father and the Affidavit of Admission of paternity	P400.00	5 minutes	<i>Notary Public</i>
	3.2 Prepare the Notarized the Mother's Affidavit			
4. Submit the Certificate of Live Birth for registration at CCR's Office	4. Receive, review and issue order of payment	None	2 minutes	Lutgarda P. Salinas – <i>Registration Officer II</i>  Magdalena G. Pedraza – <i>Registration Officer II</i>
5. Submit O.R.	5. Assign Registry Number, Signed the Certificate of Live Birth, attach O.R and release	None	3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i> Lutgarda P. Salinas
<b>End of Process: Total</b>		<b>None</b>	<b>17 Minutes</b>	



#### 4. ISSUANCE OF BIRTH CERTIFICATE WITH RECORD

Birth certificate with available record being issued in Certified Copies and Form.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Cards of Document Owner		Document owner		
2. Authorization letter from the documents owner and ID of the person being authorize to request copy		Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit requestio n form	1. Receive requisition form, verify records from (Civil Registry Information System)CRIS	None	8 minutes	Maribel Tagle <i>Admin Aide II</i>  Marilou Grepo <i>Admin Aide II</i>  Kristen John V. Mendoza <i>Admin Aide I</i>
2. Payment of fee	2. Issue Official Receipt	P90.00	2 minutes	<i>Treasurer's Office</i>
3. Submit O.R. to CCR	3.1 Print, prepare Birth certificate Attach O.R  3.2 Sign the birth certificate by CCR  3.3 Release the birth Certificate	None	3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Marilou T. Grepo <i>Admin Aide I</i> Maribel Tagle <i>Admin Aide I</i>  Kristen John V. Mendoza <i>Admin Aide I</i>
<b>End of Process: Total</b>		<b>None</b>	<b>13 Minutes</b>	





## 5. ISSUANCE AND REGISTRATION OF MARRIAGE

On time registration of Marriage Certificate.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Municipal Form 97 Marriage Certificate		Solemnizing Officers- Office of the Mayor Municipal Trial Court Different Churches		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certificate of Marriage for registration	1. Receive, review entries and assign registry number	None	5 minutes	Heidi Soro Rosemary Ann S. Franco
2. Claim the Certificate of Marriage	2. CCR sign the Certificate	None	3 minutes	Heidi C.Soro Rosemary Ann S. Franco
<b>End of Process: Total</b>		<b>None</b>	<b>8 Minutes</b>	



## 6. DELAYED REGISTRATION OF MARRIAGE

Late filing of marriage certificate, 15 days after the date of celebration (with license) and 30 days after the date of celebration (Art. 34).

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative certificate of marriage		Philippine Statistics Authority		
2. Certificate of Marriage (4 copies)		Office of the Mayor, Municipal Trial Court, Different Churches		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Receive requirements and issue no record/destroyed marriage contract, issue order of payment	None	5 minutes	Rosemary Ann S. Franco- <i>Registration officer I</i>  Heidi C. Soro – <i>Admin. Aide IV</i>
2. Payment of fee for certificate of no record	2. Issue Official Receipt	P60.00	2 minutes	<i>Cashier, Treasurer's Office</i>
3. Submit O.R. and claim certificate of no record	3. Attach O.R. and no record of marriage	None	2 minutes	Ms. Arlene E. Bugtong Lutgarda P. Salinas Rosemary Ann S. Franco Ruby Rose .V. Flores



4 .Request foraffidavi t of late registratio n	4. Prepare and notarize affidavit of two (2) witness	P200.00	5 minutes	Notary Public  CCR Staff
5 . Submit requirem ents for Late Registrati on of marriage on the date release	5. Receive and review requirements, interview applicant	None	5 minutes	
6. Claim late registration of marriage ten (10) after posting or on scheduled date	6. Issue order of payment	None	1 minute	Heidi c. Soro Admin Aide IV  Rosemary Ann S. Franco Registration Officer I
7.Payment of Fee	7. Issue Official Receipt	P90.00	2 minutes	Treasurer's Office



8. Submit O.R and Claim marriage certificate	8. ASSIGN Register Number CCR will sign the Certificate of marriage, Attach O.R. and release the owner's copy	None	3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Heidi C. Soro <i>Admin Aide Iv</i>  Rosemary Ann S. Franco
<b>End of Process: Total</b>		<b>None</b>	<b>10 Days and 25 Minutes</b>	



## 7. APPLICATION FOR MARRIAGE LICENSE

Qualified couples planning to get married should apply for Marriage License subject to the presentation of requirements and approval of the CCR.

<b>Office or Division:</b>		City Civil Registrars Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth or Baptismal Certificate		Municipal Civil Registrar/ PSA/Church where baptized		
2. CENOMAR (Cert. of No Marriage Record)		Philippine Statistics Authority		
3. Family Planning Certificate		City Social Welfare and Development		
4. Pre marriage counselling		CSWD or Church where marriage will be solemnized		
5. Parent' signature		Parents of the applicant		
6. Death Certificate		PSA		
7. Divorce Certificate		Court		
8. Court Decision and Certificate of Finality		Court		
9. Legal Capacity (foreigner)		Embassy of Country based here in the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for list of requirements for marriage license application	1. Give list of requirements	None	2 minutes	CCR Staff
2. Submit requirements, fill up interview sheet, and sign application form	2. Receive and evaluate requirements and issue order of payment	None	2 minutes	CCR Staff
3. Payment of	3. Issue Official Receipt	P350.00	2 minutes	Treasurer's Office



applicatio n fee				
4. Submit O.R. to CCR's Office and pay Marriage License fee	4. Receive O.R. interview applicants, receive marriage license fee, and issue release slip	P10.00	5 minutes	Ruby Rose V. Flores <i>Admin Aide IV</i>
5. Present release slip on the date of release (Marriage License will be released after ten (10 days posting period	5. Release the Marriage License	None	2 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Ruby Rose V. Flores <i>Admin Aide IV</i>
<b>End of Process:</b>	<b>Total</b>	<b>Php 360.00</b>	<b>17 Minutes</b>	



## 8. ISSUANCE OF MARRIAGE CERTIFICATE

Marriage Certificate is being issued to the couple after it has been received and registered in the Office of the City Civil Registrar or previously registered in the office.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification card of the document owner		LTO, Post Office, GSIS, SSS		
2. Authorization Letter		Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit requisition form of marriage	1. Verify records from CRIS (Civil Registry Information System) and issue order of payment if requested document is available	None	6 Minutes	Lutgarda P. Salinas- <i>Registration Officer II</i>  Rosemary Ann S. Franco- <i>Registration Officer I</i>  Ruby Rose V. Flores <i>Admin Aide IV</i>
2. Payment of fee	2. Issue Official Receipt	P90.00	2 minutes	<i>Treasurer's Office</i>
3. Submit O.R. anclaim the Certificate of of Marriage	3. Prepare and print Marriage Certificate Attach O.R CCR sign the Marriage Certificate Release the Marriage Certificate	None	3 Minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Lutgarda Salinas <i>Registration Officer I</i>  RosemaryAnneSamonte
<b>End of Process:</b>		<b>Total</b>	<b>Php 90.00</b>	<b>10 Minutes</b>



## 9. REGISTRATION OF DEATH CERTIFICATE (ON TIME)

On time registration of death certificate within one (1) month period.

<b>Office/Division</b>		City Civil Registrar's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government of Citizen		
<b>Who May Avail</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate (Municipal Form 103 )		Funeral homes office City Civil Registrar		
Burial Transfer Permit		Treasurer's Office		
Cremation Certificate		Crematorium		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Municipal Form 103 from CCR's Office	1. Issue Municipal Form 103 (Death Certificate)	None	2 minutes	<i>City Civil Registrar's Office</i>
2. Proceed to City Health Office for interview and preparation of Certificate of Death	1. Interview family member of the deceased	None	7 minutes	<i>CHO Sanitary Inspector</i>
	2. Sign as informant	None	2 Minutes	Dr. Jonathan P. Luseco – <i>City Health Officer II</i>  Dra. Cherry L. Aspuria <i>Medicial officer IV</i>
	3. Review information given, then sign	None	2 Minutes	Dr. SeginandTalosig <i>Rural Health Physician</i>





1. Payment of Burial permit/ Transfer permit	Issue Official Receipt	Php. 100.00	3 minutes	<i>Treasurer's Office</i>
2. Submit Certificate of Death form to CCR	2.Receive , review, assign Registry Number , sign and release the owner's copy	None	3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Rosemary Ann S. Franco <i>Registration</i>  Heidi Soro <i>Admin Aide IV</i>
<b>End of Process: Total</b>		<b>Php. 100.00</b>	<b>19 Minutes</b>	



## 10. LATE REGISTRATION OF DEATH CERTIFICATE

Delayed filing of Death Certificate - submitted 30 days after the date of death.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Negative certification of death		Philippine Statistics Authority		
2. Municipal Form 103		City Civil Registrar		
3. Affidavit of late Registration		Notary Public		
4. Valid Identification Cards		Issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and fill up verification slip for certificate of death	1. Review requirements, verify record availability and issue order of payment for Certificate of No Record	None	5 minutes	Heidi C. Soro <i>Admin Aide IV</i>  Enrico T. Potante <i>Driver I</i>  Venus R. Erasmo <i>Admin Aide I</i>
2. Payment of Fee	2. Issue Official Receipt	60.00	2 minutes	<i>Treasurer's Office</i>
3. Submit O.R. and claim certificate of no record	3. Attach O.R., issue no record of Death and request for affidavit of late registration	None	2 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Heidi C. Soro <i>Admin Aide IV</i>  Enrico T. Potante <i>Driver I</i>  Venus R. Erasmo <i>Admin Aide</i>



4. Request for Affidavit of Late Registration	4. Prepare and Notarize affidavit of two (2) witness	P200	5 minutes	Notary Public  Arlene E. Bugtong <i>City Civil Registrar</i>
5. Submit affidavit to CCR and apply for Late Registration	5. Review entries in the Certificate of Death and Give release slip	None	5 minutes	Heidi C. Soro <i>Admin Aide IV</i>  Rosemary Ann S. Franco <i>Registration Officer</i>
6. Present release slip on the date of release	6. Receive release slip, assign registry number, sign the Certificate of Death and issue order of payment	None	2 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Heidi C. Soro <i>Admin Aide IV</i>  Rosemary Ann S. Franco <i>Registration Officer I</i>
7. Payment of Fee	7. Issue Official Receipt	P90.00	2 minutes	<i>Treasurer's Office</i>
8. Claim the document and present O.R.	8. Attach O.R. and release Certificate of Death	None	2 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Heidi C. Soro <i>Admin Aide IV</i> Rosemary Ann S. Franco <i>Registration Officer</i>
<b>End of Process: Total</b>		<b>Php. 350.00</b>	<b>25 Minutes</b>	



## 11. ISSUANCE OF DEATH CERTIFICATE

Certified copy of Death, Civil Registry Form 3A being issued to family members of the deceased upon their request.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verification Slip		City Civil Registrar's		
2. Order of Payment		City Civil Registrar's		
3. Official Receipt		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit verification slip for Certificate of Death	1. Verify records of death and issue order of payment	None	5 minutes	Heidi C. Soro <i>Admin Aide IV</i>  Enrico T. Potante <i>Driver I</i>  Venus R. Erasmo <i>Admin Aide I</i>
2. Payment of fee	2. Issue Official Receipt	P90.00	2. minutes	<i>Treasurer's Office</i>
3. Submit Official Receipt to CCR's office and claim the certificate of Death	<ul style="list-style-type: none"> <li>- Prepare and print Certificate of Death</li> <li>- Attach O.R</li> <li>CCR sign the Death certificate</li> </ul>	None	3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Heidi C. Soro <i>Admin Aide IV</i>  Enrico T. Potante <i>Driver I</i>  Venus R. Erasmo <i>Admin Aide I</i>
<b>End of Process:</b>		<b>Total</b>	<b>Php. 90.00</b>	<b>10 Minutes</b>



## 12. ACKNOWLEDGEMENT

Admission of Paternity- child's parents are not married, the father acknowledges the child through his signature at the back portion of the Certificate of Live Birth (COLB).

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registered Certificate of Live Birth (COLB)		City Civil Registrar		
2. Father's Identification Card		LTO, SSS, GSIS		
3. Notarized (Acknowledgment)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for list of requirements on how to acknowledge his/her child	1. Give list of requirements and require Certificate of Live Birth and Notarized Affidavit of Admission of Paternity	None	2 minutes	Melody M. Aspuria Registration Officer IV
2. Request for Affidavit (Father's personal appearance)	2. Prepare and Notarize Affidavit of Admission of Paternity	P200.00	5 minutes	Notary Public
3. Submit requirements to CCR's Office	3. Receive and review requirements and issue release slip and order	None	2 minutes	Melody M. Aspuria



4. Payment of Fee	4. Issue Official Receipt	None	P150.00	<i>Treasurer's Office</i>
5. Present release slip and O.R. and claim documents (after 1 week)	5. Receive release slip, assign Registry Number in the Book of Legal Instrument. Prepare Certification and release document to the owner	None	None	<p>Arlene E. Bugtong <i>City Civil Registry</i></p> <p>Melody M. Aspuria <i>Registration Officer IV</i></p>
<b>End of Process:</b>		<b>Total</b>	<b>Php. 200.00</b>	<b>14 Minutes</b>



### 13. AFFIDAVIT TO USE SURNAME OF FATHER (AUSF)

Is an instrument executed in order to use the surname of the father, it is a registrable document in the Office of the City Civil Registrar.

<b>Office/Division</b>		City Civil Registrar's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government of Citizen		
<b>Who May Avail</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered Certificate of Live Birth		City Civil Registrar Philippine Statistics Authority		
Mother's Identification Card		Agencies like LTO, SSS, GSIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for list of requirement on how to Use the Surname of the Father(For Children Under the Surname of the Mother born on March 19, 2004 onwards and was acknowledge by the Father)	1. Give list of requirements and require for Certificate of Live Birth and Notarized Affidavit to Use the Surname of the Father)	None	2 minutes	Melody M. Aspuria Registration Officer IV
2. Request for Notarized Affidavit (Mother's Personal Appearance)	2. Prepare and Notarize Affidavit to Use Surname of the Father	200	5 minutes	Notary Public
3. Submit requirement to CCRO	3. Receive and review requirement and issue release slip and order of payment	150	2 minutes	Treasurer's Office
4. Payment of Fee	4. Issue Official Receipt		3 minutes	Arlene E. Bugtong City Civil Registrar  Melody M. Aspuria



				<i>Registration Officer IV</i>
5. Present release slip and O.R. and claim documents (after 1 week)	5. Receive release slip and release Certification of Registration in the Book of Legal Instrument		3 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>  Melody M. Aspuria <i>Registration Officer</i>
<b>End of Process:</b>	<b>Total</b>	<b>Php. 150.00</b>	<b>14 Minutes</b>	





## 14. LEGITIMATION

A legal process wherein a child born out of wedlock at the time of his /her birth could be legitimated by subsequent marriage of parents.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Previously registered birth certificate		City Civil Registrar's Office		
2. CENOMAR of parents		Philippine Statistics Authority		
3. Marriage Contract of Parents		PSA		
4. Affidavit of Legitimation		Notary Public		
5. Identification Cards of Parents		SSS, LTO, GSIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for Legitimation	1. Give list of requirements and require affidavit of Legitimation	None	2 minutes	Melody M. Aspuria Registration Officer IV
2. Request for Affidavit of Legitimation	2. Prepare and notarize affidavit of Legitimation	P200.00	5 minutes	Notary Public
3. Submit affidavit and other requirements to CCR's office and apply for Legitimation	3. Receive requirements, issue order of payment and issue release slip	None	5 minutes	Melody M. Aspuria Registration Officer IV
4. Payment of fee,	4. Issue Official Receipt	P200.00	2 minutes	Treasurer's Office



5. Present Release slip, OR and claim document	5. Receive release slip and release Certification of Registration in the Book of legal instrument	None	5 minutes	Melody M. Aspuria Registration Officer IV
<b>End of Process:</b>		<b>Total</b>	<b>Php. 400.00</b>	<b>19 Minutes</b>



## 15. ISSUANCE OF CERTIFIED TRUE COPY OF CIVIL REGISTRY DOCUMENTS – LOCAL COPY (BIRTH, MARRIAGE, DEATH)

Certified copies of Civil Registry documents such as Birth, Marriage and Death certificates are being issued to the document owner or immediate family members upon presentation of 2 valid IDs and authorization letter in compliance to RA 10173 otherwise known as Data Privacy Act.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Owner's Copy of Birth/Death/Marriage		PSA, CCR		
2. Verification Slip		City Civil Registrar		
3. Order of Payment		City Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present owner's copy Of Birth/Marriage/Death or fill Up verification Slip and request for certified true copy	1. Review owner's copy or verify records on file and issue order of payment	None	3 minutes	CCR Staff
2. Payment of fee	2. Receive payment and issue Official Receipt	P90.00	2 minutes	Treasurer's Office



3. Submit O. R. to CCR and claim the requested Certified True Copy	3. Receive O.R. and Release documents	None	2 minutes	Arlene E. Bugtong <i>City Civil Registrar</i>
<b>End of Process:</b>		<b>Total</b>	<b>Php. 900.00</b>	<b>7 Minutes</b>



## 16. PETITION FOR CORRECTION OF CLERICAL ERROR IN BIRTH (RA. 9048, RA 10172, CORRECTION OF CLERICAL ERROR IN MARRIAGE AND DEATH CERTIFICATE

An act authorizing the City/Municipal Civil Registrar for the administrative correction of errors in Birth, Marriage and Death certificates. RA 10172, correction of typographical error in the day and month of birth and gender in birth certificate.

<b>Office or Division:</b>		City civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PSA and Local copy of Civil Registry Documents to be corrected		City civil Registrar's Office/PSA		
2. Baptismal Certificate		Church where baptized		
3. Voter's Registration Record		COMELEC		
4. Transcript of Record/ Diploma		School where graduated		
5. Civil Registry Records of family members		PSA		
6. Employment Records		Private Companies/ Government Agencies		
7. Valid Identification Cards		SSS, GSIS, Post Office LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire requirements for correction of clerical error	1. Give applicable requirements for correction of erroneous entries	None	5 minutes	Melody M. Aspuria Registration Officer IV
2. Submit complete requirements based on the erroneous entries	2. Receive , review the completeness of the requirements and issue order of payments	None	7 minutes	Melody M. Aspuria Registration Officer IV



3. Payment of Fees	3. Receive payments and Issue Official Receipt	P1,250	2 minutes	Cashier Treasurer's Office
4. Return to CCR's Office and Submit Official Receipt	4. Receive O.R. and advise the petitioner to be back after ten (10) days posting (Petition will be approved by the CCR after 10 days posting period)	None	2 minutes	Melody M. Aspuria Registration Officer Iv
5. Return to CCR's office and sign the petition (After 10 days after filing)	5. Let the Petitioner sign the prepared petition and advised to wait for affirmation of the Civil Registrar General. The CCR will mail/submit the petition to PSA Legal Department	None	2 minutes	Melody M. Aspuria Registration Officer IV
6. Claim the certificate of Finality upon the advise of the CCR staff (2 to 3 months after filing)	6. Issue Order of payment for the Certificate	None	2 minutes	Melody M. Aspuria Registration Officer IV



7. Payment of Fees	7. Receive payment and issue Official Receipt	P250.00	2 minutes	<i>Treasurer's Office</i>
8. Submit O.R. and claim Certificate of Finality	8. Release Document and advise the Petitioner to secure PSA copy at PSA Quezon City	None	5 minutes	Melody M. Aspuria <i>Registration Officer IV</i>
<b>End of Process:</b>		<b>Total</b>	<b>Php. 1500.00</b>	<b>10 Days and 27 Minutes</b>



## 17. PETITION FOR CHANGE OF FIRST NAME/CORRECTION OF ENTRY IN SEX/GENDER AND MONTH AND DATE OF BIRTH

Administrative Processing of Change of First Name and Correction of Gender and Month and Date of Birth.

<b>Office or Division:</b>		City civil Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PSA and Local copy of Civil Registry Documents to be corrected		City civil Registrar's Office/PSA		
2. Baptismal Certificate		Church where baptized		
3. Voter's Registration Record		COMELEC		
4. Transcript of Record/ Diploma		School where graduated		
5. Civil Registry Records of family members		PSA		
6. Employment Records		Private Companies/ Government Agencies		
7. Valid Identification Cards		SSS, GSIS, Post Office LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire requirements for Change of First Name and Correction of Gender/ Date of Birth	1. Give applicable requirements for correction of erroneous entries	None	5 minutes	Melody M. Aspuria Registration Officer IV
2. Submit complete requirements based on the	2. Receive , review the completeness of the requirements and issue order of payments	None	7 minutes	Melody M. Aspuria Registration Officer IV





erroneous entries				
3. Payment of Fees	3. Receive payments and Issue Official Receipt	P3,250.00	2 minutes	Cashier Treasurer's Office
4. Return to CCR's Office and Submit Official Receipt	4. Receive O.R. and advise the petitioner to be back after ten (10) days posting (Petition will be approved by the CCR after 10 days posting period)	None	2 minutes	Melody M. Aspuria Registration Officer Iv
5. Return to CCR's office and sign the petition (After 10 days after filing)	5. Let the Petitioner sign the prepared petition and advised to wait for affirmation of the Civil Registrar General. The CCR will mail/submit the petition to PSA Legal Department	None	2 minutes	Melody M. Aspuria Registration Officer IV
6. Claim the certificate of Finality upon the advise of the CCR staff	6. Issue Order of payment for the Certificate	None	2 minutes	Melody M. Aspuria Registration Officer IV



(2 to 3 months after filing)				
7. Payment of Fees	7. Receive payment and issue Official Receipt	P250.00	2 minutes	Treasurer's Office
8. Submit O.R. and claim Certificate of Finality	8. Release Document and advise the Petitioner to secure PSA copy at PSA Quezon City	None	5 minutes	Melody M. Aspuria Registration Officer IV
<b>End of Process:</b>		<b>Total</b>	<b>Php. 3500.00</b>	<b>10 Days and 27 Minutes</b>



## 18. BREQS – BATCH REQUEST OF CIVIL REGISTRY DOCUMENTS

City Civil Registrar 's Office is accepting PSA Request of Civil Registry Documents which is submitted by Batch to PSA Provincial Office and released to City Civil Registrar's Office.

<b>Office or Division:</b>		City Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government of Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form		City Civil Registrar's Office		
2. Order of Payment		City Civil Registrar's Office		
3. Official Receipt		Treasurer's Office		
4. Acknowledgement Receipt		City Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up PSA Request Form	1. Receive, review request form and issue order of payment	None	2 minutes	Enrico Potante <i>Admin Aide III</i> Marilou T. Grepo <i>Admin Aide II</i> Venus R. Erasmo <i>Admin Aide I</i>
2. Payment of add on local fee	2. Receive payment and issue Official Receipt	P60.00	2 minutes	<i>Treasurer's office</i>
3. Return to CCR 's Office and Submit OR	3. Accept OR , receive payment to PSA request and issue acknowledgement slip with date of release	P155.00 per document	3 minutes	Enrico Potante <i>Admin Aide III</i> Marilou T. Grepo <i>Admin Aide II</i> Venus R. Erasmo <i>Admin Aide I</i>



4. Claim Document on the date of release	4. acknowledgement slip and release the document			Enrico Potante <i>Admin Aide III</i> Marilou T. Grepo <i>Admin Aide II</i> Venus R. Erasmo <i>Admin Aide I</i>
<b>End of Process:                  Total                  Php. 215.00 / document                  9 Minutes</b>				



# **Office of the City Agriculturist**

## **Frontline Services**



# 1. ASSISTANCE TO FARMERS AND FISHERFOLKS IN AVAILING FREE AGRICULTURAL AND FISHERY INPUTS FROM THE NATIONAL GOVERNMENT (DEPARTMENT OF AGRICULTURE AND OTHER ATTACHED AGENCIES) AND LOCAL GOVERNMENT UNIT

An assistance given to farmers and fisherfolks in availing free agricultural and fishery production inputs from the National Government (DA-Region IV-A and attached agencies) and Local Government Unit (LGU).

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Community Tax Certificate 2. Barangay Clearance 3. RSBSA registered		<b>WHERE TO SECURE</b> 1. Office of the City Treasurer 2. Barangay where he/she reside 3. OCA		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire assistance needed thru letter of intent/personal/verbal request	1. Receive/entertain request, validate, verify and approval of eligibility	None	5 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Fill up forms for the request of input/assistance needed	2. Prepare acknowledgment/receiving documents of input assistance and assist in filling up forms	None	10 minutes	<i>All Office of the City Agriculturist Personnel</i>
3. Wait for confirmation regarding the status of the assistance needed	3. Confirmation and approval of agricultural inputs needed	None	3 minutes	<i>City Agriculturist and City Mayor</i>



4. Receive input assistance and sign in the receiving forms	4. Release the document of agricultural assistance provided	None	5 minutes	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>25 Minutes</b>



## 2. REGISTRATION OF FARMERS AND FISHERFOLKS ON REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA) AS AGRICULTURAL BASE DATA OF OCA

A technical assistance provided to farmers & fisherfolks in answering Registry System for Basic Sector in Agriculture (RSBSA) as Agricultural Base Data of OCA/DA in receiving assistance from National Government.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. 3 copies of latest 2 X 2 ID picture 2. Any Ownership Document /Barangay Certification		<b>WHERE TO SECURE</b> Applicant's option  Dept. of Agrarian Reforms, Office of the City Assessors and Barangay where he/she reside		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Ani at Kita Form and accomplish RSBSA form	1. Issuance of RSBSA Forms and explain details regarding needed requirements	None	5 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Present photocopy of valid ID and submit accomplished RSBSA Forms with attached recent 2 X 2 ID picture	2. Evaluate and receive accomplished RSBSA forms and encode data	None	10 minutes	<i>All Office of the City Agriculturist Personnel</i>
3. Receive duplicate copy of registration form	3. Verify and certify encoded data and release reference Code number	None	3 minutes	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>None</b>	<b>18 Minutes</b>	





### 3. LIVESTOCK/ POULTRY AND TILAPIA FINGERLINGS DISPERSAL PROGRAM

A production support services provided to farmers and fisherman as starting capital thru dispersal program that serve as livelihood income for them.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> For Livestock dispersal <ol style="list-style-type: none"> <li>1. 3 copies 1 X 1 latest pictures</li> <li>2. Community Tax Certificate</li> <li>3. Pigpen/corral/inland fishpond</li> </ol>		<b>WHERE TO SECURE</b> <ol style="list-style-type: none"> <li>1. Applicant's option</li> <li>2. Office of the City Treasurers</li> <li>3. Applicant obligation</li> </ol>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer-of-the-Day or the City Agriculturist and make a request	1. Receive/entertain request, validate, verify and approval of eligibility	None	5 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Wait for ocular inspection of pigpen/grazing area and fishpond	2. Ocular inspection of pigpen/grazing area and fishpond	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Secure advice, confirmation of approval and schedule of release of the requested assistance	3. Source out available Dispersal/Paiwi for clients request and inform them regarding the status of request weather approve or disapprove	None	1 month	<i>All Office of the City Agriculturist Personnel</i>
4. Fill-up Memorandum of Agreement and	4. Preparation of MOA and Acknowledgeme	Notarial fee	10 minutes	<i>All Office of the City Agriculturist Personnel</i>



Acknowledgement Receipt for dispersal	nt Receipt for dispersal or Paiwi			
5. Received livestock, poultry /tilapia dispersals/technical assistance	5. Release of livestock/poultry /tilapia dispersal	None	20 minutes	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Month, 4 Hours and 35 Minutes</b>



#### 4. PROVISION OF PRODUCTION LOAN WITHOUT INTEREST THRU PLANT NOW PAY LATER PROGRAM

A production loan services given to rice and vegetable farmers without interest.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. 1 Valid Government Issued ID  2. Community Tax Certificate  3. Co-maker (relative)		<b>WHERE TO SECURE</b> 1. SSS/Barangay where she/he reside/LTO etc. 2. Office of the City Treasurer/Barangay where she/he reside		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request/written and fill-up forms	1. Issuance of forms and list of requirements		5 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Comply requirements needed	2. Assess and Validate areas /crops to be planted or/ planted	PhP 6.00	2 hours	<i>All Office of the City Agriculturist Personnel</i>
	Issuance of Sinumpaang Pananagutan		2 2 minutes	<i>All Office of the City Agriculturist Personnel</i>
3. Secure and fill-up Sinumpaang Pananagutan and submit	3. Validate/Check fill-up Sinumpaang Panangutan and its approval		15 minutes	<i>All Office of the City Agriculturist Personnel</i>
4. Wait and attendance during the release and receive	4. Briefing of recipients about Plant Now Pay Later Scheme		30 minutes	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>Php. 6.00</b>	<b>2 Hours and 52 Minutes</b>	



## 5. ASSISTANCE TO FARMERS IN AVAILING FREE CROPS AND LIVESTOCK INSURANCE

A technical assistance given to crops/livestock farmers in availing free crop and livestock insurance.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen and Government to Government		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. 1 Xerox copy of Valid ID/ COMMELEC Certification 2. 1 copy of Ani at Kita RSBSA Enrollment copy		<b>WHERE TO SECURE</b> 1. Any Government agency that issued ID with affixed signature 2.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request/written and fill-up forms	1. Issuance of forms and list of requirements	none	3 minutes	All Office of the City Agriculturist Personnel
2. Fill-up issued forms and comply required documents	2. Validate, assess fill-up forms	none	2 hours	All Office of the City Agriculturist Personnel
3. Recheck personal information and other data and submit	3. Accept complete fill-up form and endorse to the Philippine Crop Insurance	none	30 minutes	All staff of the City Agriculturist
4. Wait for the approval thru text or call	4. Inform the crops/livestock farmers regarding the status of insurance applied	none	12-15 days	All staff of the City Agriculturist



5. Continuous monitoring of the insured crops/live stock and report to OCA/PCIC the damages incurred by calamities	5. Assess, validate the extent of damages reported that hit the crops/livestock insured and transmit damage report to PCIC	none	2 hours	All staff of the City Agriculturist
6. Comply with PCIC requirement on claim	6. Verification and Loss assessment with PCIC staff	none	2 hours	<i>All staff of the City Agriculturist</i>
<b>End of Process: Total</b>		<b>None</b>	<b>15 Days, 6 Hours and 33 Minutes</b>	



## 6. TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK AND FISH PRODUCTION MANAGEMENT

A routinary technical services provided to farmers, livestock raisers and inland fisherman for safe agricultural production.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult assigned Agricultural Technologist regarding needed assistance	Conduct Farm and Home visit	None	2 hours	<i>All Office of the City Agriculturist Personnel</i>
2. Response to queries of Technician regarding crops/, animals and inland fishpond problems	Survey Crops planted and harvested, existing livestock and poultry stock	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Accept technical recommendation of Agricultural Technologist	Guide, supervise and extend technical assistance regarding agricultural production	None	2 hours	<i>All Office of the City Agriculturist Personnel</i>
4. Continuous monitoring and caring of crops/livestock/ poultry	Recording and Reporting of agricultural data produced	None	8 hours	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>None</b>	<b>16 Hours</b>	

Note: Length of services rendered to clientele may varies on case-to-case basis



## 7. STRENGTHENING/ MAINTENANCE OF FARMERS ASSOCIATIONS, FEDERATIONS, COUNCILS AND AGRICULTURAL COOPERATIVE

A service provided to Farmers, Women, Youth Associations (FAs), City Agricultural and Fishery Council and other Agricultural Cooperatives in strengthening and maintenance of their associations and/or council thru meetings, guidance and compliance of required documents.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Farmer's Associations/Cooperative's /Council's Profile 2. Willingness among members		<b>WHERE TO SECURE</b> 1. CDA/SEC/DOLE and from the requisitioned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request/written and fill-up forms	1. Issuance of forms and list of requirements	None	3 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Fill-up issued forms and comply required documents	2. Receive and assess the assistance needed	None	5 minutes	<i>All Office of the City Agriculturist Personnel</i>
3. Readiness and compliance of FAs/Cooperative in intervention program to be downloaded	3. Compile FAs and cooperative profile	None	15 minutes	<i>All Office of the City Agriculturist Personnel</i>
4. Presence during the meeting called from gov't agencies	4. Conduct Technical Meeting /Dialogue with the members of Council, FAs and cooperative	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>



5. Establish Plans and Program for the FAs/Cooperative	5. Record concrete Plan and Program for the assistance needed by FAs/Council/ Agri. Cooperative and endorse	None	16 hours	
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>20 Hours and 23 Minutes</b>





## 8. SEMINAR/TRAINING SERVICES PROVIDED TO FARMERS ASSOCIATIONS/PEOPLES ORGANIZATION, COUNCILS AND AGRICULTURAL COOPERATIVES

An educational /learning services provided to Peoples Organizations (Pos), Associations, Councils and Agricultural Cooperatives.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Willingness of the participants at least 15 attendees and above 2. List of Members (names and ages) 4. Cooperation and Moral aptitude		Client's Options		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the City Agriculturist/agriculturist assigned in the barangay or the officer-of-the-day for needed training/seminar	1. Record needed training/seminar to be conducted	None	5 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Identification of interested members	2. Conduct initial briefing for members who are willing to attend	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Submit final list of attendees	3. Preparation of Training Proposal and its approval	None	5 days	Nerissa P. Marquez, Gil R. Rosarda, Henry M. Ambion, Elisa C. Creencia



4. Coordinate regarding the seminar/training request and receive advice regarding the schedule of seminar and other needed requirements.	4. Schedule of seminar and its preparation	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
5. Attend on seminar	Conduct seminar	None	1-2 days	
<b>End of Process: Total</b>		<b>None</b>	<b>7 Days, 4 Hours and 5 Minutes</b>	



## 9. PROVISION OF HEAVY-DUTY TRACTOR FOR LAND PREPARATION AT A MINIMAL COST AS ASSISTANCE TO FARMERS

An assistance provided to farmers in lending the use of heavy-duty tractor at a minimal cost in doing land preparation for their crop production purposes.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the CA/assigned Agricultural Extension Workers or Officer-of-the Day for the use of heavy-duty tractor	1. Record request	None	5 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Assist tractor operator in the implementation to be conducted	2. Farm visitation/inspection	None	3 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Clearing of area prior to operation and wait for the approval and schedule of operation	3. Schedule the date of land preparation using heavy duty tractor	None	30 mins	<i>All Office of the City Agriculturist Personnel</i>
4. Payment after land preparation conducted	4. Operation	800/ hr	2 days	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Minutes</b>		<b>Total</b>	<b>Depends on Hour</b>	<b>2 Days, 3 Hours and 35</b>



## 10. ESTABLISH LINKAGES TO ACCREDIT/ AVAIL FROM NATIONAL /PROVINCIAL GOVERNMENT REGARDING AGRICULTURAL BUSINESS ACCREDITATION AND OTHER REQUEST ON AGRICULTURAL INPUTS, PLANTING MATERIALS, POST-HARVEST FACILITIES, MARKETING AND ETC.

A service assistance provided to Farmers', Women, Youth Association, Council and Agricultural Cooperatives in linking/tapping national government agencies for agricultural support.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Letter of intent 2. Comply needed requirements 3. DOLE/SEC/CDA Certificate of Registration, By Laws of Association/Coop. 4. Participation in meetings/seminars/technical briefing on submitted request 5. Resolution of Pos/Associations/Cooperative authorizing the chairman to enter into MOA		<b>WHERE TO SECURE</b> 1. 3 <sup>rd</sup> floor, Office of the City Agriculturist		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire information on the assistance needed and secure application Forms	1. Issue application forms and list of requirements	None	5 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Comply listed requirements attached in application forms	2. Receive, assess and validate fill-up forms	None	1 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Submit required documents and wait for validation	3. Tap DA-RFU-IV-A and or other attached agencies and submit approved	None	5 days	<i>All Office of the City Agriculturist Personnel</i>



/evaluation and endorsement.	endorsement letter			
4. Receive status from time to time and receive the certificate of accreditation/ registration/ agricultural inputs/equipment requested	4. Inform the clientele about the status of needed assistance	None	30 mins	<i>All Office of the City Agriculturist Personnel</i>
5. Submit Resolution, other required documents and receive agricultural inputs/post-harvest facilities	5. Monitoring, Supervision and Guidance in the maintenance and operation of the different agricultural support	None	4 hours	Nicole D. Satsatin, Gil R. Rosarda and Nerissa P. Marquez
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>5 Days, 5 Hours and 35 Minutes</b>



## 11. PROVISION OF DIFFERENT TECHNO GABAY MATERIALS/BROCHURES TO CLIENTS THRU FARMERS INFORMATION TECHNOLOGY SERVICES (FITS) CENTER

An information and educational assistance services provided to clientele thru Techno Gabay or Farmers' Information System (FITS) Center.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Presence of requisitioned /letter 2. Forms 3. Complete data		<b>WHERE TO SECURE</b> 3 <sup>rd</sup> floor, Office of the City Agriculturist		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the City Agriculturist (FITS Manager) / assigned Information Service Specialist/Technology Services Specialist for needed TGP materials/brochures	1. Entertain client regarding the request of IEC materials	None	3 minutes	Nerissa P. Marquez, Nicole D. Satsatin, Henry M. Ambion and Christy P. Reyes
2. Fill-up receiving forms	2. Assess and Validate data provided	None	15 minutes	N.Marquez, N. Satsatin, H.Ambion and C. Reyes
3.Receive Techno Gabay/brochures for agricultural production	3. Release IEC materials	None	2 minutes	N.Marquez, N. Satsatin, H.Ambion and C. Reyes
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>20 Minutes</b>	



## 12. SCREENING /VALIDATION OF STUDENTS TAKING UP AGRICULTURE AND RELATED COURSES IN AVAILING FINANCIAL ASSISTANCE

A service provided to students taking up agriculture courses and other related courses to avail educational financial assistance.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Barangay Clearance 2. Report Card 3. Certificate of Good Moral 4. Receipt of Payment from University 5. Certificate of Indigency		<b>WHERE TO SECURE</b> 1. Barangay Hall 2. School 3. School 4. School 5. Barangay Hall		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent and secure application forms	1. Receive letter request	None	2 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Submit all requirements	2. validate/assess submitted documents	None	10 mins	<i>All Office of the City Agriculturist Personnel</i>
3. Wait for the approval of request thru phone call	3. Endorse list of application	None	2 days	<i>All Office of the City Agriculturist Personnel</i>
4. Receive educational assistance	4. Inform students regarding the status of request	None	15 days	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>None</b>	<b>17 Days and 12 Minutes</b>	



### 13. PROMOTION/CAMPAIGN FOR ORGANIC AGRICULTURAL PRODUCTION PRACTICES THRU THE USE OF ORGANIC FERTILIZER

A technical service provided to clientele to promote and adapt Organic agricultural practices in producing crops and its by- products.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal/written Request	1. Entertain client regarding the requested assistance	None	3 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Fill up availment forms	2. Check/assess fill up forms	None	2 mins	<i>All Office of the City Agriculturist Personnel</i>
3. affix signature on the acknowledgment receipt forms	3. Source out available organic fertilizer	None	10 days	<i>All Office of the City Agriculturist Personnel</i>
4. Receive organic fertilizer and guidance in the use of the said fertilizer	4. Issue/ Distribute organic fertilizer with guide/protocol in application to crops	None	30 mins	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>None</b>	<b>10 Days and 35 Minutes</b>	





## 14. SURVEILLANCE AND MONITORING OF PESTS AND DISEASES OF CROPS/LIVESTOCK AND ITS CONTROL MEASURES

An assistance services provided to the clientele to prevent an impending pest and disease outbreak.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen and Government to Government		
<b>Who may avail</b>		Farmers/Interested Clients		
1. Willingness and acceptance of the farmers 2. Willingness to comply with the recommended control measures 3. Sample specimen		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. verbal/written request for ocular inspection/visitat ion	1. Acceptance of the request, interview clients regarding pest infestation and schedule of ocular inspection	None	40 minutes	<i>All Office of the City Agriculturist Personnel</i>
2. Wait for the ocular inspection	2. Gather data on infested crops and or animals as reference for diagnosis and treatment	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Field/ or Animal inspection together with Agricultural Technologist	3. Execute control measures /treatment as need arises		2 hours	<i>All Office of the City Agriculturist Personnel</i>



4. Acceptance of control measures /treatment provided	4. Continuous monitoring and surveillance of treated/infected/infested crops/ livestock & poultry	None	2 hours	<i>All Office of the City Agriculturist Personnel</i>
5. Routinary monitoring of the status of crops, livestock and poultry	5. Report unsolved infestation/infected crops/livestock and poultry to DA-Region IV and other attached agencies for proper action/recommendation		10 to 15 days	Nerissa P. Marquez and OCA staff
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>15 Days, 8 Hours and 40 Minutes</b>



## 15. AGRIBUSINESS AND MARKETING ASSISTANCE SERVICES

A service provided to clientele regarding the prevailing prices of agricultural crops from time-to-time thru Market Matching and assistance in the participating Agricultural trade Fair.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen and Government to Government		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal/written Request of producers	1. Entertain client regarding the request assistance	None	3 mins	<i>All Office of the City Agriculturist Personnel</i>
2. Presentation of quality products	2. Check/assess the quality of the product	None	4 hours	<i>All Office of the City Agriculturist Personnel</i>
3. Consistency in the quality of crops and its by products	3. Recommend after assessment and tap institutional buyers to sell	None	10 days	<i>All Office of the City Agriculturist Personnel</i>
4. Participation in trade fair/exhibits	4. Tap NGAs for needed marketing assistance	None	15 days	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process: Total</b>		<b>None</b>	<b>25 Days, 4 Hours and 3 Minutes</b>	



## 16. COLLABORATIVE ASSISTANCE IN ADMINISTERING OF ANTI-RABIES VACCINE FOR DOGS/CATS AND ITS RECODING

An assistance services provided to community/clientele in administering rabies vaccine for dogs and cats to eradicate rabies in our city.

<b>Office or Division</b>		Office of the City Agriculturist		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		Government to Clients/Citizen and Government to Government		
<b>Who may avail</b>		Farmers/Interested Clients		
<b>CHECKLIST OF REQUIREMENTS</b> 1. Dogs/Cats must be: 1.1 Three (3) months old and above 1.2 In good health condition 1.3 14 days without biting incidence		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for anti-rabies vaccination	1. Record request for vaccination and scheduling the date of vaccination	None	1 day	<i>All Office of the City Agriculturist Personnel</i>
2. Prepare for the ease vaccination site	2. Coordinate brgy. Official and HOA officers and Source out rabisin vaccine	None	10 days	<i>All Office of the City Agriculturist Personnel</i>
3. Bring dogs/cats in vaccination area and provide information on vaccination data	3. Administering of rabisin vaccine to dogs and cats	None	2 mins	<i>All Office of the City Agriculturist Personnel</i>



4. Observe vaccinated dogs/ cats and receive vaccination record /certificate	4. Recording of vaccinated dogs and cats	None	1 min	<i>All Office of the City Agriculturist Personnel</i>
<b>End of Process:                      Total                      None                      11 Days and 3 Minutes</b>				



# **Office of the City Social Welfare & Development Officer**

## **Frontline Services**



## 1. ASSISTANCE FOR PCSO, HOSPITAL AND OTHER INSTITUTION

Social Case Study Report (SCSR) issued to external clients for medical assistance to Philippine Charity Sweepstakes Office (PCSO), hospitals and other institutions who required such document.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Residents only and member of the family		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance (1 Original)		Barangay Hall		
Barangay Indigency (1 Original)		Barangay Hall		
Letter to Requesting Agency (1 Original, 1 Photocopy )		PCSO Director/Head of the Hospital/Institution		
Medical Abstract (1 Original or certified)		Hospital/Institution		
Voter's I.D. /Voter's Certificate of Registration (1 Photocopy)		If the ID is not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite		
Certificate of Indigency (1 Original)		CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	1 Minute	Desk Officers
2. Ask the Desk Officer regarding the type of SCSR needed.	2. Provide brief information to the client.	NONE	1 Minute	Desk Officers
3. Submit the required documents to Desk Officer for review and interview.	3. Review the required documents submitted by the client.	NONE	1 Minute	Desk Officers
4. Fill up the General Intake Sheet Form.	4. Provide the General Intake Sheet Form and guide the client in filling up the document.	NONE	5 Minutes	Desk Officers



5. Provide information needed during the interview.	5. Conduct interview and prepare SCSR.	NONE	15 Minutes	<i>Social Workers</i>
6. Receive the SCSR for PCSO/ Hospital/Other Institution	6. Issue the SCSR needed for Assistance to PCSO/Hospital/ Other Institutions	NONE	2 Minutes	<i>Social Workers/ CSWDO I</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>25 Minutes</b>

(Assistance to PCSO, Hospital and Other Institutions) qualified for multi-stage processing.





## 2. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS)

Assistance to Individual in Crisis Situation (AICS) – any financial, burial, medical and or transportation assistance given to individual or family who are in need of immediate help.

### 2.1.BALIK PROBINSYA

Balik Probinsiya Program is a provision of limited transportation assistance for individuals who want to return to their provincial home and establish a new life.

<b>Office or Division:</b>	CSWDO Main Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Indigent Residents of City of General Trias, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Regular (18 and above)</b>	
Barangay Clearance (1 Original)	Barangay Hall
Barangay Indigency (1 Original)	Barangay Hall
Letter to City Mayor (1 Original, 1 Photocopy)	Client/Copier
Voter's I.D./Voter's Certificate of Registration (1 Photocopy)	If the ID is not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Certificate of Indigency (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Price Quotation (for land, sea or air travel) (1 Original)	Bus Companies, 2Go, Air Asia (Ticketing Office)
General Intake Sheet (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Certificate of Eligibility (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Social Case Study Report (SCSR) for City Mayor (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Comprehensive Social Case Study Report for Regional Office (if needed, 1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
<b>2. If minor (below 18 years old)</b>	
Barangay Clearance (1 Original)	Barangay Hall
Barangay Indigency (1 Original)	Barangay Hall
Certificate of Guardianship (1 Original)	Barangay Hall
Letter to City Mayor and DSWD Regional Director (1 Original, 1 Photocopy)	Client/Copier
Voter's I.D./ Voter's Certificate of Registration (1 Photocopy)	If the ID is not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Price Quotation (for land, sea or air travel) (1 Original)	Bus Companies, 2GO, Air Asia (Ticketing Office)



Assessment or Feedback Report from accepting LGU of minor's family (1 Original)	MSWDO/CSWDO of the municipality/city/province where the client decided to return			
General Intake Sheet (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite			
Social Case Study Report (SCSR) for City Mayor (1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite			
Comprehensive Social Case Study Report for Regional Office (if needed, 1 Original)	CSWD Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	2 Minutes	<i>Desk Officer /Social Worker</i>
2. Ask the Social Worker regarding the Balik Probinsya needed.	2. Provide brief information to the client.	NONE	5 Minutes	<i>Social Worker</i>
3. Secure the requirements or documents needed.	3. Give required documents and if submitted or available review the requirements.	NONE	5 Minutes	<i>Social Worker</i>
4. Fill up the Intake Sheet Form.	4. Provide the Intake Sheet Form and guide the client in filling up the document.	NONE	5 Minutes	<i>Social Worker</i>
5. Answer the information needed by the social worker.	5. Interview client for assessment and prepare GIS and CE.	NONE	10 Minutes	<i>Social Worker</i>
6. Sign the General Intake Sheet Form.	6. Ask the client to sign the GISF.	NONE	1 Minute	<i>Social Worker</i>
7. Wait the Social Worker.	7. Ask the client to wait as	NONE	2 Minutes	<i>Social Worker</i>



	the GISF is for signature of the department head. b. The Department Head signs the GISF.	NONE	2 Minutes	<i>Department Head</i>
8. Receive the instructions from the social worker.	8. Instruct the client to submit all papers and documents to Mayor's Office and wait for notification.	NONE	2 Minutes	<i>Social Worker</i>
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>34 Minutes</b>				

(AICS – Balik Probinsiya) qualified for multi-stage processing.



## 2.2 BURIAL ASSISTANCE

Burial Assistance is a kind of AICS given to bereaved and indigent families who cannot afford of funeral and burial services.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Indigent Families of City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance (1 Original)		Barangay Hall		
Barangay Indigency (1 Original)		Barangay Hall		
Death Certificate or Certified True Copy of Death Certificate (1 Photocopy)		City Civil Registrar's Office, Ground Floor, City Hall of General Trias, Cavite		
Personal Letter to City Mayor (1 Original , 1 Photocopy)		Client/Copier		
Certificate of Indigency (1 Original)		CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
Funeral Contract (1 Photocopy)		Funeral Parlor		
Voter's I.D. or Voter's Certificate of Registration (1 Photocopy)		If Voter's I.D. is not secured, COMELEC, 4 <sup>th</sup> Floor of City Hall of General Trias, Cavite		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the Burial Assistance.	2. Provide brief information to the client.	NONE	1 Minute	<i>Desk Officer</i>
3. Submit the required documents to Desk Officer for review and interview.	3. Review the required documents submitted by the client.	NONE	1 Minute	<i>Desk Officer</i>
4. Fill up the Intake Sheet Form.	4. Provide the Intake Sheet Form and guide the client in	NONE	10 Minutes	<i>Desk Officer</i>



	filling up the document.			
5. Answer the information needed by the social worker.	5. Interview client for assessment and prepare GIS.	NONE	10 Minutes	<i>Social Worker</i>
6. Sign the General Intake Sheet Form.	6. Ask the client to sign the GISF	NONE	1 Minute	<i>Social Worker</i>
7. Wait the Social Worker.	7.1 Ask the client to wait as the GISF is for signature of the department head.	NONE	1 Minute	<i>Social Worker</i>
	7.2 The Department Head signs the GISF.	NONE	1 Minute	<i>Department Head</i>
8. Receive the instructions from the social worker.	8. Give the GISF and instruct the client to submit it to Window 1, Mayor's Office, Second Floor, City Hall of General Trias, Cavite	NONE	1 Minute	<i>Social Worker</i>
<b>End of Process:                      Total                      None                      31 Minutes</b>				

(AICS – Burial Assistance) qualified for multi-stage processing.



## 2.3 EMERGENCY SHELTER ASSISTANCE

Emergency Shelter Assistance is a type of AICS provided for individuals and families affected by calamities such as typhoons, floods, fire, earthquakes and volcanic eruption.

### 2.3. FINANCIAL ASSISTANCE

<b>Office or Division:</b>	CSWDO Main Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client
<b>Who may avail:</b>	Residents who are victims of calamities at City of General Trias, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
a.For Fire Victims:	
Barangay Certification (1 original, 1 photocopy)	Barangay Hall
Barangay Clearance (1 Original)	Barangay Hall
Barangay Indigency (1 Original)	Barangay Hall
Certification of Fire Incident (1 original, 1 photocopy)	Bureau of Fire Protection, Brgy. Poblacion, City of General Trias, Cavite
Voter's ID or Voter's Certificate of Registration (1 Photocopy)	If Voter's ID is not secured, COMELEC, 4 <sup>th</sup> Floor of City Hall of General Trias, Cavite
Printed pictures (3R size at least 2 pcs. of different angles)	Photo Studio
General Intake Sheet with Assessment Report (1 Original)	CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Certificate of Eligibility (1Original)	CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
b.For Typhoon or Flood Victims:	
Barangay Certification (1 Original, 1 Photocopy)	Barangay Hall
Voter's ID or Voters Certificate Reg. (1 Photocopy)	If Voter's ID is not secured, COMELEC, 4 <sup>th</sup> Floor of City Hall of General Trias, Cavite
Printed pictures (3R size at least 2 pcs. of different angles)	Photo Printing Center
Barangay Clearance (1 Original)	Barangay Hall
Barangay Indigency (1 Original)	Barangay Hall
General Intake Sheet with Assessment Report (1 Original)	CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Certificiate of Eligibility (1 Original)	CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the financial assistance to victims of calamity.	2. Provide brief information to the client.	NONE	5 Minutes	<i>Desk Officer</i>
3. Submit required documents.	3. Check and review submitted required documents.	NONE	2 Minutes	<i>Social Worker</i>
4. Receive instructions from the Social Worker to report in the office tomorrow after validation.	4.1 Instruct the client to go home and report tomorrow in the office after validation.	NONE	10 Seconds	<i>Social Worker</i>
	4.2 Conduct validation of documents thru investigation with barangay officials.	NONE	30 Minutes	<i>Social Worker</i>
5. Fill up the Intake Sheet Form.	5.1 Provide the Intake Sheet Form and guide the client in filling up the document.	NONE	5 Minutes	<i>Desk Officer</i>
	5.2 Issue Certification of CSWDO (partially or totally damaged)	NONE	1 Minute	<i>Social Worker</i>
	c. Sign the Certification.	NONE	10 Seconds	<i>Department Head</i>



6. Answer the information needed by the social worker.	6. Interview client using the Disaster Assistance Family Access Card (DAFAC) and prepare GIS.	NONE	10 Minutes	<i>Social Worker</i>
7. Sign the General Intake Sheet Form.	7.1 Ask the client to sign the GISF.	NONE	1 Minute	<i>Social Worker</i>
	7.2 Prepare Certificate of Eligibility	NONE	1 Minute	<i>Social Worker</i>
8. Wait the Social Worker.	8.1 Ask the client to wait as the GISF and CE is for signature of the department head.	NONE	1 Minute	<i>Social Worker</i>
	8.2 The Department Head signs the GISF.	NONE	10 Seconds	<i>Department Head</i>
9. Receive the instructions from the social worker.	9. Give the GISF and instruct the client to submit it to Window 1, Mayor's Office, Second Floor, City Hall of General Trias, Cavite	NONE	1 Minute	<i>Social Worker</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Hour and 30 Seconds</b>

(Emergency Shelter Assistance) qualified for multi-stage processing.





## 2.4 MEDICAL ASSISTANCE

Medical Assistance is a type of AICS given to client whose family member including himself/herself is currently admitted in the hospital or undergoing medical treatment and procedures which he/she cannot financially sustain.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Indigent Residents of City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance (1 Original)		Barangay Hall		
Barangay Indigency (1 Original)		Barangay Hall		
Barangay Indigency (for the patient if the claimant is a member of the family) (1 Original)		Barangay Hall		
Certificate of Indigency (1 Original )		CSWDO Main Office, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
Hospital Bill (1 Original)		Hospital		
Medical Abstract (1 original or Certified True Copy)		Hospital		
Medical Prescription (1 Photocopy)		Hospital		
Personal Letter to City Mayor (1 Original and 1 Photocopy)		Client and Copier		
Price Quotation (1 Original)		Hospital		
Voter's I.D. or Voter's Certificate of Registration (1 Photocopy)		If the Voter's I.D. is not secured, COMELEC, 4 <sup>th</sup> Floor of City Hall of General Trias, Cavite		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2.Ask the Desk Officer regarding the type of SCSR needed.	2. Provide brief information to the client.	NONE	1 Minute	<i>Desk Officer</i>
3.Submit the required documents to Desk Officer for	3. Review the required documents submitted by the client.	NONE	5 Minutes	<i>Desk Officer</i>



review and interview. 4. Fill up the Intake Sheet Form.	Provide the Intake Sheet 4. Form and guide the client in filling up the document.	NONE	10 Minutes	<i>Desk Officer</i>
5. Provide information needed during the interview	5. Conduct interview and prepare SCSR.	NONE	15 Minutes	<i>Social Worker</i>
6. Sign the General Intake Sheet Form.	6. Ask the client to sign the GISF.	NONE	10 Seconds	<i>Social Worker</i>
7. Wait the Social Worker.	7. 1 Ask the client to wait as the GISF is for signature of the department head.	NONE	1 Minute	<i>Social Worker</i>
	7.2 The Department Head signs the GISF.	NONE	10 Seconds	<i>Department Head</i>
8. Receive the GISF and instructions from the social worker.	8. Give the GISF and instruct the client to submit it to Window 1, Mayor's Office, Second Floor, City Hall of General Trias, Cavite	NONE	1 Minute	<i>Social Worker</i>
<b>End of Process:                      Total                      None                      38 Minutes and 20 Seconds</b>				

(Medical Assistance) qualified for multi-stage processing.



### 3. CERTIFICATE OF INDIGENCY (FOR MEDICAL, PUBLIC ATTORNEY'S OFFICE (PAO) AND HIMLAYANG HENERAL TRIAS)

Certificate of Indigency is a kind of document that certifies that the client has no financial capacity to provide his/her medical (hospitalization expenses) burial,medico-legal and legal fees.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Client		
<b>Who may avail:</b>		Indigent Residents of City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. For Medical/Burial Assistance: Brgy. Certificate of Indigency (1 original)		Barangay Hall		
b. For Public Attorney's Office: 1. For employed: Income Tax Return (ITR) (1 original)		Bureau of Internal Revenue, Ground Floor, City Hall of General Trias, Cavite		
2. Certification of Non-Property (1 original)		City Assessor's Office, Ground Floor, City Hall of General Trias, Cavite		
3. Barangay Indigency (1 Original)		Barangay Hall		
c. For Himlayang Heneral Trias: Barangay Indigency (1 Original)		Barangay Hall		
d. For Medico Legal Assistance: Barangay Indigency (1 Original)		Barangay Hall		
e. For Educational Assistance: Barangay Indigency (1 Original)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	Desk Officer
2. Ask the Desk Officer regarding the Certificate of Indigency needed.	2. Provide brief information to the client.	NONE	5 Minutes	Desk Officer
3. Give information needed.	3. Interview client.	NONE	3 Minutes	Desk Officer/Social Worker



4. Receive the Certificate of Indigency.	4.1 Issue Certificate of Indigency.	NONE	2 Minutes	<i>Desk Officer/Social Worker</i>
	4.2 Sign the Certificate of Indigency.	NONE	10 Seconds	<i>Department Head</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>15 Minutes and 10 Seconds</b>

(Certificate of Indigency for Medical, Public Attorneys Office (PAO) and Himlayang General Trias) qualified for multi-stage processing.



## 4. ISSUANCE OF IDENTIFICATION CARDS

Identification Card is a document that may be used to prove that our client is a legitimate member or beneficiary of Persons with Disability (PWD), Solo Parents and Senior Citizens that are entitled to all privileges that he or she must receive according to existing rules and regulations by the agency or department.

### 1.1 PERSONS WITH DISABILITY (PWD) I.D. CARD

PWD I.D. Card is an identification document issued to individual who is certified by medical doctor suffering from restriction or different abilities, as a result of a mental, physical or sensory impairment to perform an activity in a manner or within the range considered normal for human beings and can enjoy the privilege or benefits according to R.A. 9442.

<b>Office or Division:</b>	CSWDO Main Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	PWDs of City of General Trias, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>a. For New Applicant:</b>	
I.D. picture 1"x 1" (2 pieces)	Photo Studio
Medical Certificate (indicating the type of disability) (1 Original or Certified True Copy)	Physician
Barangay Certification of PWD (1 Original)	Barangay Hall
<b>b. For Renewal:</b>	
Previous I.D. (1 Photocopy)	Copier
I.D. picture (1"x 1" 2 pieces)	Photo Studio
Barangay Certification of PWD (1 Original)	Barangay Hall
<b>c. For Transferee:</b>	
Barangay Certification of PWD (1 Original)	Barangay Hall (new resident)
Previous I.D. (1 Photocopy)	Copier
I.D picture (1" x 1" 2 pieces)	Photo Studio
<b>d. For loss of PWD I.D.:</b>	
Affidavit of Loss (1 original)	City Administration Office, 2 <sup>nd</sup> Floor of City Hall of General Trias, Cavite
Barangay Certification of PWD (1 original)	Barangay Hall
I.D. Pictures (1" x 1" 2 pieces)	Photo Studio



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the PWD I.D.	2. Provide brief information to the client.	NONE	3 Minutes	<i>Desk Officer</i>
3. Submit requirements.	3. Check and review the requirements.	NONE	3 Minutes	<i>PWD Staff</i>
4. Fill-up the PWD Application Form.	4. Provide PWD Application Form to the client.	NONE	5 Minutes	<i>PWD Staff</i>
5. Receive the instructions from PWD Staff/Social Worker.	5.1 Give instructions to PWD client to wait for text or phone call messages for the date of release of the PWD ID.	NONE	2 Minutes	<i>PWD Staff</i>
	5.2 Prepare the PWD I.D. Medicine and Grocery Booklets.	NONE	5 Minutes	<i>PWD Staff</i>
	5.3 Sign the PWD ID.	NONE	10 Seconds	<i>Department Head</i>
	5.4 Record in the PWD logbook the release of I.D. and booklets.	NONE	2 Minutes	<i>PWD Staff</i>
	5.5 Submit I.D. to Mayor's Office for signature.	NONE	5 Minutes	<i>PWD Staff</i>



	5.6.Receive the PWD ID from Mayor's Office.	NONE	2 Minutes	<i>PWD Staff</i>
6. Confirm the schedule of release of the PWD ID.	6. Text or call up the client for the date of issuance of the PWD I.D.	NONE	2 Minutes	<i>PWD Staff</i>
7. Receive the PWD I.D. and sign the logbook.	7. Issue the PWD I.D. and give the logbook.	NONE	2 Minutes	<i>PWD Staff</i>
<b>End of Process:                      Total                      None                      36 Minutes and 10 Seconds</b>				

(Person with Disability (PWD) I.D. Card) covered under R.A. 9442



## 1.2 ISSUANCE OF SOLO PARENT I.D.

Solo Parent I.D. Card is an identification document issued to individual parent, whether male or female, with the following categories under R.A. 8972 and can enjoy the rights and privileges under this law:

- a. A woman who gives birth as a result of rape or crimes against chastity;
- b. Death of spouse’;
- c. Imprisonment of spouse at least 1 year;
- d. Physical/Mental Disability of spouse as certified by public health practitioner;
- e. Legal separation at least 1 year (child custody is given to the applicant);
- f. Annulment of marriage(child custody is given to the applicant);
- g. Abandonment of spouse at least 1 year;
- h. Unmarried mother/father who has preferred to keep his / her children rather than give them to institutions;
- i. Licensed foster parent or appointed guardian by the court; and
- j. Any family member who assumes the responsibility of head of a family as a result of the above conditions (from a. to i)

<b>Office or Division:</b>	CSWDO Main Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Solo Parents of City of General Trias, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>a.For New Applicant:</b>	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification of Solo Parent (1 Original)	Barangay Hall
<b>b. For Renewal:</b>	
Previous ID of Solo Parent issued (1 Original)	Client
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification of Solo Parent (1 Original)	Barangay Hall
<b>c. For Transferee:</b>	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification of Solo Parent (1 original)	Barangay Hall
Previous ID of Solo Parent issued (1 Original)	Client
<b>d. For loss of Solo Parent ID:</b>	
Affidavit of Loss (1 Original)	City Administrator Office, 2 <sup>nd</sup> Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio





Barangay Certification of Solo Parent (1 Original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the Solo Parent I.D.	Provide brief information to the client.	NONE	5 Minutes	<i>Desk Officer</i>
3. Submit requirements.	Check and review the requirements.	NONE	5 Minutes	<i>Solo Parent Staff</i>
4. Fill-up the application Form.	Provide the Solo Parent Application Form	NONE	5 Minutes	<i>Solo Parent Staff</i>
5. Receive the instructions from Solo Parent Staff/Social Worker.	5.1 Give instructions to Solo Parent client to wait for text or phone call messages for the date of release of the Solo Parent.	NONE	2 Minutes	<i>Solo Parent Staff</i>
	b. Conduct home visit or validation.	NONE	10 Days	<i>Solo Parent Staff</i>
	5.2 Prepare the Solo Parent I.D.	NONE	5 Minutes	<i>Solo Parent Staff</i>
	5.3 Sign the Solo Parent I.D.	NONE	10 Seconds	<i>Department Head</i>
	5.4 Record in the Solo Parent logbook the release of I.D.	NONE	2 Minutes	<i>Solo Parent Staff</i>
	5.5 Submit Solo Parent I.D. to	NONE	5 Minutes	<i>Solo Parent Staff</i>



	Mayor's Office for signature.			
	5.6 Receive the Solo Parent ID from Mayor's Office.	NONE	5 Days	<i>Solo Parent Staff</i>
	5.7 Text or call up the client for the date of issuance of the Solo Parent I.D.	NONE	1 Day	<i>Solo Parent Staff</i>
6. Receive the Solo Parent I.D. and sign the logbook.	6. Issue the Solo Parent I.D. and give the logbook.	NONE	5 Minutes	<i>Solo Parent Staff</i>
<b>End of Process: Total</b>		<b>None</b>	<b>16 Days, 39 Minutes and 10 Seconds</b>	

(Solo Parent I.D.) is covered under R.A. 8972.



## 5. PHILHEALTH MEMBERSHIP

PhilHealth Membership is issued to indigent individuals who have no health insurance and cannot afford to pay its monthly premiums and can be used for hospital and other medical benefits in case of confinement due to illnesses of the holder and his/her registered beneficiaries.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client G2G -Government to Government		
<b>Who may avail:</b>		Indigent Residents of City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PhilHealth Member Registration Form applicant. (1 Original, 1 Photocopy)		CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
Birth Certificate (1 Photocopy or Baptismal Certificate, 1 Photocopy)		If the client has no copy, City Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite		
Marriage Contract if the applicant is married (1 Photocopy)		If the client has no copy, City Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite		
Birth Certificate of Dependents 20 years old and below (1 Photocopy)		If the client has no copy, City Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the Philhealth Assistance.	2. Provide brief information to the client.	NONE	10 Minutes	<i>Desk Officer</i>
3.a. Give information needed by the PhilHealth Coordinator	3.a. Interview and assess client.	NONE	5 Minutes	<i>PhilHealth Coordinator</i>
b. Submit requirements.	b. Check the requirements.	NONE	5 Minutes	<i>PhilHealth Coordinator</i>
c. Fill-up PMRS Form.		NONE	5 Minutes	<i>PhilHealth Coordinator</i>



	c. Provide PMRS Form to client.			
4. Receive the instructions from Philhealth Coordinator	4.1 Instruct the client to wait the MDR in his/her barangay.	NONE	110 Days	<i>PhilHealth Coordinator</i>
	4.2 Prepare Masterlist of PhilHealth Indigent Beneficiaries and Intent Letter and forward them to CityMayors Office for approval.	NONE	5 Days	<i>PhilHealth Coordinator</i>
	4.3 Upon approval by the LCE, receive the approved Masterlist of Philhealth Beneficiaries and Intent Letter.	NONE	5 Days	<i>PhilHealth Coordinator</i>
	4.4 Submit Intent Letter to PhilHealth Office	NONE	1 Hour	<i>PhilHealth Coordinator</i>
	4.5 Receive billing of total amount of premiums from PhilHealth Office.	NONE	5 Minutes	<i>PhilHealth Coordinator</i>
	4.6 Submit the Statement of Account to Budget Office, Accounting, Mayor's Office	NONE	30 Minutes	<i>PhilHealth Coordinator</i>



	and Treasurer's Office for processing of payment.			
	4.7 Receive the Check and Advice of Checks Issued for payment of Statement of Account of PhilHealth Premiums from City Treasurers Office.	NONE	10 Minutes	<i>PhilHealth Coordinator</i>
	4.8 Provide Masterlist of PhilHealth Beneficiaries and PMR Forms to Philhealth	NONE	3 Hours	<i>PhilHealth Coordinator</i>
	4.9 Pay the premiums and return the voucher and Official Receipt of PhilHealth to City Treasurers Office.	NONE	1 Hour	<i>PhilHealth Coordinator</i>
	4.10 Receive the MDR issued by PhilHealth Office.	NONE	10 Minutes	<i>PhilHealth Coordinator</i>
	4.11 Forwarded to Barangay all MDR and Masterlist per Barangay of all PhilHealth Beneficiaries.	NONE	5 Days	<i>PhilHealth Coordinator</i>
5.Receive the message and	5. Make a phone call or text message to all			<i>Barangay Staff</i>



confirm the schedule.	PhilHealth Beneficiaries for the date of release of their MDR.	NONE		
6.Receive PhilHealth Membership Card/MDR	6. Release the PhilHealth Membership Card/MDR to all beneficiaries.	NONE		<i>Barangay Staff</i>
<b>End of Process:                      Total                      None                      125 Days, 5 Hours and 25 Minutes</b>				

(PhilHealth I.D. Card) qualified to multi-stage processing.



## 6. PRE-MARRIAGE COUNSELING

Pre-Marriage Counseling refers to the mandatory counseling session requires to all contracting parties where one or both parties are 18-24 years old.

Pre-Marriage Orientation Counseling refers to the mandatory orientation seminar requires to all contracting parties where one or both are 18 and above years old.

<b>Office or Division:</b>		CSWDO Main Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Contracting Parties of City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PMC Application Form (1 Original)		CSWDO, 3 <sup>rd</sup> Floor City Hall of General Trias, Cavite		
Marriage Expectation Inventory Form (1 Original)		CSWDO, 3 <sup>rd</sup> Floor City Hall of General Trias, Cavite		
Official Receipt (1 Original)		Window 1, City Treasurer's Office, Ground Floor, City Hall of General Trias, Cavite		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Desk Officer</i>
2. Ask the Desk Officer regarding the PMC/PMOC.	2. Provide brief information to the client.	NONE	3 Minutes	<i>Desk Officer</i>
3. Fill-up the PMC Application Form and Marriage Expectation Inventory.	3. Provide and give instructions to contracting parties to fill up the PMC Application Form and Marriage Expectation Inventory.	NONE	30 Minutes	<i>Population Program Worker I</i>
4. Submit PMC Forms.	4. Receive the PMC Forms.	NONE	2 Minutes	<i>Population Program Worker I</i>



5. Pay the PMC.	5. Instruct the client to pay the PMC to Treasurer's Office, Ground Floor, City Hall of General Trias, Cavite	Php 100.00	2 Minutes	<i>Population Program Worker I</i>
6. Submit the O.R.	6. Receive the O.R.	NONE	1 Minute	<i>Population Program Worker I</i>
7. Receive instructions from PPWI.	7.1 Instruct the clients to come early at 7:30 A.M. Friday to attend the PMC Seminar at AVR, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite.	NONE	2 Minutes	<i>Population Program Worker I</i>
	7.2 Prepare PMC Certificates and Attendance Sheet.	NONE	10 Minutes	<i>Population Program Worker I Accredited Pre-Marriage Councilors</i>
	7.3 Sign the PMC Certificate.	NONE	1 Minute	
8. Sign the Attendance Sheet.	8. Give the Attendance Sheet.	NONE	2 Minutes	<i>Population Program Worker I</i>
9. Attend PMC Seminar.	9. Conduct PMC Seminar.	NONE	4 Hours	<i>Accredited Pre-Marriage Councilors</i>
10. Answer needed information and sign the RPPF Form 1.	10. Interview contracting parties using Responsible Parenthood and Family Planning Form 1.	NONE	5 Minutes	<i>Population Staff</i>





11. Answer and submit the Feedback Slip.	11. Provide and collect Feedback Slip	NONE	10 Minutes	<i>Population Program Worker I</i>
12. Receive the PMC Certificate.	12. Issue the PMC Certificate	NONE	3 Minutes	<i>Population Program Worker I</i>
<b>End of Process:                      Total                      Php. 100.00                      5 Hours and 16 Minutes</b>				

(Pre-Marriage Orientation Counseling Seminar) covered under P.D. 965 and Art. 16 of The New Family Code.



## 7. TEMPORARY SHELTER ASSISTANCE

Temporary Shelter Assistance is given to Children in Conflict with the Law and Children at Risk under the compliance of Republic Act 10630 “An Act Strengthening the Juvenile Justice and Welfare System of the Philippines, amending for the purpose, R.A. 9344 otherwise known as the Juvenile Justice and Welfare Act of 2006.”

<b>Office or Division:</b>		Bahay Pag-asa		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Children in Conflict with the Law/Children at Risk/Minors Victims of Abuses (Male or Female)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a.Children in Conflict with the Law:				
Endorsement or Referral (1 Original)		WCPD, Police Station, Brgy. Poblacion, City of General Trias, Cavite		
Birth Certificate (1 Original)		If no copy, City Civil Registrar's Office, Ground Floor, City Hall of General Trias, Cavite		
Medical Certificate (1 Original)		City Health Office, Brgy. Poblacion, City of General Trias, Cavite		
b.Children at Risk:				
Endorsement from Barangay (1 Original)		Barangay Hall		
Medical Certificate (1 Original)		City Health Office, Brgy. Poblacion, City of General Trias, Cavite		
Birth Certificate (1 Original)		If no copy, City Civil Registrar's Office, Ground Floor, City Hall of General Trias, Cavite		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill-up the Intake Sheet Form	1. Provide Intake Sheet and guide the client in filling up the form	NONE	15 mins.	<i>Bahay Pag-asa Staff</i>
2.Submit the Intake Sheet Form.	2. Receive the Intake Sheet Form.	NONE	5 mins.	<i>Bahay Pag-asa Staff</i>
3.Give the contact number	3. Inform the parents.	NONE	10 mins.	<i>Bahay Pag-asa Staff</i>



or location of the parents.				
4.Listen the Orientation.	4. Orient the client about the House Rules of the Bahay Pag-asa.	NONE	20 mins.	<i>Bahay Pag-asa Staff</i>
5. Observe the House Rules during the stay in Bahay Pag-asa.	5. Provide food, shelter, clothing, medicines and other facilities needed by the client.	NONE	Daily	<i>Bahay Pag-asa Staff</i>
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>Daily and 50 Minutes</b>				

Temporary Shelter Assistance is covered under R.A. 10630.



## 1. SKILLS TRAINING PROGRAM

Skills Training Program is under the Sustainable Livelihood Program of City Social Welfare and Development Office that trains recipient special skills that can be used as a source of livelihood.

### 2. Skills Facilitation

The CSWD Training/Productivity Center is conducting Skills Training under the Community Based Program of Technical Education and Skills Development Authority (TESDA).

#### A. Center Based Training – in house trainings. Selection of Training

##### 1. Tourism Sector:

- Bread and Pastry Production
- Cookery
- Food and Beverage Services

##### 2. Health and Wellness Sector:

- Hair Care/Beauty Care
- Hilot (Wellness Massage)
- Massage Therapy

##### 3. Electronic Sector:

- Electronic Product Assembly and Servicing

##### 4. Electrical Sector:

- Electrical Wiring and Installation Maintenance

##### 5. Garments Sector:

- Dressmaking

##### 6. Food Preservation Sector:

- Integrated Food Processing and Preservation

#### B. Barangay Based Training – the following trainings can be conducted and requested for barangay levels:

1. Cell Phone Repair
2. Hair Care/Beauty Care
3. Hilot (Wellness Massage)
4. Jewelry Making
5. Massage Therapy
6. Pastry Making
7. Rags Making

#### C. TESDA Assessment – is the final phase of training that each trainee must take. It is the assessment conducted to pass the National Certificate Level II or NCII. This Certificate is being required by the employers as proof of being skilled.

#### D. Community Service – is the final requirement of the trainees of Massage Therapy, Hilot (Wellness), Hair Care/Beauty Care and Electronic Products Assembly and Servicing, to



render free services in Basic Massage, Hair Cutting and free appliance check-up and repair. This is to test trainees' skills, knowledge and attitude in dealing with their prospective clients, and to inform people about the programs that CSWD have. Recipients of this activities are the people from the selected barangays which population is enough to meet the number of clients needed.

**NOTE: The number of days or hours required varies according to the types of training:**

Training Course	Number of Days	No. of Hours/Session
Bread and Pastry Making NC II	24 days	4 hrs.
Cookery NC II	24 days	4 hrs.
Dressmaking NC II	30 days	4 hrs.
Electrical Installation NC II	20 days	4 hrs.
Electronic Product Assembly and Servicing NC II	25 days	4 hrs.
Food and Beverage Servicing NCII	27 days	6 hrs.
Hair Care/Beauty Care NC II	26 days	6 hrs.
Hilot Wellness	16 days	4 hrs.
Integrated Food Processing	10 days	4 hrs.
Massage Therapy NC II	22 days	4 hrs.



<b>Office or Division:</b>		CSWD Training/Productivity Center		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
		G2G-Government to Government		
<b>Who may avail:</b>		18 years old and above, male or female, unemployed, repatriated OFWs, PWDs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Passport size picture (2 pcs. with white background and formal attire and name tag)		Photo Studio		
I.D. pictures (1"x1", 2 pcs. with white background and formal attire and name tag)		Photo Studio		
Barangay Clearance (1 Original)		Barangay Hall		
Registration Form (1 Original)		CSWDO Training/Productivity Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A.Center Based Trainings	Post schedules of trainings: - Barangay Hall - Day Care Center - Facebook Page	NONE	5 Minutes	<i>Skills Training Staff</i>
1.Fill-up Application Form	1. Give Application Form	NONE	5 Minutes	<i>Skills Training Staff</i>
2.Submit Application Form.	2. Accept Application Form. Review Application Form. Inform Clients the procedure of Training.	NONE	3 Minutes	<i>Skills Training Staff</i>
3.Sign in to Client's Logbook.	3. Give Client's Logbook.	NONE	1 Minute	<i>Skills Training Staff</i>
4.Confirm the attendance.	4. Send text messages to trainees for the confirmation of training.	NONE	2 Minutes/ trainee	<i>Training Coordinator</i>



5. Attend the Orientation	5. Orient the trainees about the training proper; Rules and Regulations.	NONE	1 Hour	Training Coordinator
6. Attend the training.	6. Conduct training.	NONE	30 Days	Training Coordinator
7. Receive Certificate of Training and confirm the schedule of National Assessment.	7. Prepare, print and submit the trainees' records including Certificate of Training for recording at TESDA and schedule the National Assessment.	NONE	1 Day	Skills Training Staff
8. Take TESDA Assessment.	8. Coordinate with the Assessment Center.	Assessment Fee (depends on training course and the Assessment Center)	1 Day	TESDA Assessor
<b>End of Process:                      Total                      None                      32 Days, 1 Hour and 16 Minutes</b>				



<b>B. Barangay Based Trainings</b>	Conducted in barangays			
1. Submit Request Letter to CSWDO with: - Number of Participants - Name of Training - Venue & Date	1.1 .Receive request letter. 1.2 Confirm the availability of dates. 1.3 Schedule the training.	NONE  NONE  NONE	5 Minutes  5 Minutes  5 Minutes	Skills Training Staff Skills Training Staff Skills Training Staff
2. Attend the Orientation.	2. Explain the training procedures.	NONE	2 Hours	Training Coordinator
3. Attend training.	3. Conduct training.	NONE	15 Days	Trainer
4. Receive Certificate of Training and confirm the schedule of National Assessment.	4. Prepare, print and submit the trainees' records including Certificate of Training for recording at TESDA and schedule the National Assessment.	NONE	1 Day	Skills Training Staff
5. Take TESDA Assessment.	5. Coordinate with the Assessment Center.	Assessment Fee (depends on the training course and Assessment Center)	1 Day	TESDA Assessor
<b>End of Process: Total None 17 Days, 2 Hours and 15 Minutes</b>				

(Skills Facilitation and Skills Training Program) qualified for multi-stage processing.





## CASH INCENTIVES FOR SENIOR CITIZENS

Cash incentives for Senior Citizens are given to those senior individuals who reached the age from 80-100 years old as a token of appreciation and celebration of their long life by the LGU. This cash incentives are group according to age bracket:

- 80-89 years old (Php 5,000.00)
- 90-99 years old (Php 10,000.00)
- 100 yrs. old and above not yet given cash incentives (Php 100,000.00)

<b>Office or Division:</b>	Office of the Senior Citizens Affairs
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client
<b>Who may avail:</b>	Senior Citizens ages 80-100 (After the Approval of Ordinance) At least 10 - year resident of General Trias City if not originally born in Gen.Trias City or at least five years resident in General Trias City where he/she is originally born in the city and come from other towns, provinces or even in other countries as Balikbayan
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Voter's I.D. or Certificate of Voter's Registration (1 Photocopy)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Birth Certificate (1 Original PSA/LCR)	Client/If not secured, PSA, Trece Martires City, Cavite or City Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite
Any one photocopy of the following	
Birth Certificate of the Child/ren	Client son/daughter
Marriage Contract	Client, if not secured, PSA, Trece Martires City, Cavite or City Civil Registrar's Office, Ground Floor, City Hall of General Trias, Cavite
Baptismal Certificate	Client, if not secured, from the Church where he/she was baptized
Pass Port	Client or DFA, Manila
Any Government Issued and Valid I.D.	Client, if not secured, to any government agencies where the client wants to have an issued I.D.
Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	3 Minutes	OSCA Staff
2. Submit the requirements.	2. Receive and check the requirements.	NONE	5 Minutes	OSCA Staff
3. Fill-up the Application Form	3. Give and guide the client in filling up the Application Form.	NONE	10 Minutes	OSCA Staff
4. Submit Application Form and receive instructions and go home.	4.1 Receive and check Application Form. Instruct the client to follow up the cash incentives and wait for the release of payment.	NONE	3 Minutes	OSCA Staff
	4.2 File and prepare the list of beneficiaries of the cash incentives	NONE	30 Minutes (per payroll sheet)	OSCA Staff
	4.3 Submit the Master List to Mayor's Office for approval.	NONE	10 Minutes	OSCA Staff
	4.4 When approved, prepare the payroll and process it to Budget, Accounting,	NONE	30 Minutes	OSCA Staff



	Treasurer's Office and to Mayor's Office for approval of the schedule of the release of Cash Incentives. 4.5 Upon approval, the Treasurer's Office and OSCA make an agreement when is the schedule of the release of Cash Incentives.	NONE	15 Minutes	OSCA Staff
5. Confirm the schedule.	5. Inform the beneficiaries about the schedule.	NONE	2 Hours	OSCA Staff
6. Receive the Cash Incentives.	Release the Cash Incentives.	NONE	1 Hour	OSCA Staff
<b>End of Process: Total</b>		<b>None</b>	<b>4 Hours and 46 Minutes</b>	

(Cash Incentives for Senior Citizens) qualified for multi-stage processing



## 8. ISSUANCE OF SENIOR CITIZEN IDENTIFICATION CARD

Senior Citizen Identification Card is issued in the Office of the Senior Citizens Affair (OSCA) as proof that the senior individual is entitled to avail discounts and enjoy all benefits and privileges as stated in the R.A. 9994 “An Act Granting Additional Benefits and Privileges to Senior Citizens, Further Amending Republic Act No. 7432, as Amended Otherwise Known as an Act to Maximize the Contribution of Senior Citizens to Nation Building, Grant Benefits and Special Privileges and Other Purposes,”

<b>Office or Division:</b>	Office of the Senior Citizens Affairs
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C -Government to Client
<b>Who may avail:</b>	Senior Citizens ages 60 and above
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A.FOR NEW APPLICANT:</b>	
Voter's ID/ Certificate of Voter's Reg. (1 Photocopy)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Any 1 photocopy of the following:	
Birth Certificate Baptismal Certificate Driver's License Postal I.D. GSIS SSS Passport Marriage Contract	From the client, if not secured, from the government agency where the client want to have issued I.D.
Barangay Clearance (1 Original)	Barangay Hall
I.D. pictures (1"x1" 2 pcs.)	Photo Studio
I.D. pictures (2"x2" 2 pcs. for booklets)	Photo Studio
Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
<b>B.FOR LOST I.D.:</b>	
Affidavit of Loss 1 original	City Administrators Office, 2 <sup>nd</sup> Floor, City Hall of General Trias, Cavite
I.D. pictures (1"x1" 2 pcs.)	Photo Studio
I.D. pictures (2"x2" 2 pcs. for booklets)	Photo Studio
Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
<b>C. FOR RENEWAL/REPLACEMENT:</b>	
Voter's ID/ Certificate of Voter's Reg. (1 Photocopy)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Any 1 photocopy of the following:	



Birth Certificate Baptismal Certificate Driver's License Postal I.D. GSIS SSS Passport Marriage Contract	From the client, if not secured, from the government agency where the client want to have issued I.D.
Application Form (1 Original)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
<b>D. FOR TRANSFEREE:</b>	
Certificate of Cancellation (1 Original or Photocopy)	From OSCA where the previous senior citizen's I.D. was issued
Voter's ID/ Certificate of Voter's Reg. (1 Photocopy)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
<b>E. FOR DUAL CITIZENSHIP:</b>	
Oath of Allegiance from the Consul (1 Original)	Philippine Embassy, Manila
Naturalization Papers (1 Original)	Philippine Embassy, Manila
Voter's ID/ Certificate of Voter's Reg. (1 Photocopy)	Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Any 1 photocopy of the following:	
Birth Certificate Baptismal Certificate Driver's License Postal I.D. GSIS SSS Passport Marriage Contract	From the client, if not secured, from the government agency where the client want to have issued I.D.
Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Logbook	1. Give the Logbook	NONE	5 Minutes	OSCA Staff
2. Give necessary information.	2. interview and assess client.	NONE	5 Minutes	OSCA Staff
3. Submit requirements.	3. Receive and check the requirements.	NONE	5 Minutes	OSCA Staff
4. Fill up the Application Form	4. Give the Application Form. guide the client and filling up the form. Receive and check the form.	NONE	10 Minutes	OSCA Staff
5. Receive the Claiming Stub and go home.	5.1 Prepare and give the Claiming Stub to the client. Instruct the client to make follow up when to pick up the Senior Citizen I.D.	NONE	2 Minutes	OSCA Staff
	b. Type the I.D. and record it in the Log Book for control no.	NONE	10 Minutes/ID	OSCA Staff
	c. Forward the I.Ds for signature of the City Mayor.	NONE	10 Minutes	OSCA Staff
	d. The ID is sign by the LCE.	NONE	1 Minute/ID	City Mayor
	e. Receive the signed I.D.s	NONE	Card 5 Minutes	OSCA Staff



6. Report to the OSCA with Claiming Stub and receive Senior Citizens ID.	6. Record the issuance of Senior Citizens I.D.	NONE	5 Minutes	OSCA Staff
<b>End of Process:</b>				
<b>Total</b>		<b>None</b>	<b>58 Minutes</b>	

(Issuance of Senior Citizen I.D. Card) covered under R.A. 9994



## 9. PHILHEALTH MEMBERSHIP (SENIOR CITIZEN)

Philhealth Membership is a kind of service to help senior citizens to avail government health insurance when they are unemployed, retired or simply for updating of Philhealth records as senior individuals.

<b>Office or Division:</b>	Office of the Senior Citizens Affairs
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client G2G-Government to Government
<b>Who may avail:</b>	Senior Citizens whose I.Ds are issued in the City of General Trias, Cavite
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A.For Senior Citizens who have no additional beneficiaries:</b>	
Philhealth Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Senior Citizens ID (1 Photocopy – front and back)	Client/Copy Center
I.D. Pictures (1"x1" 2 pcs.)	Photo Studio
<b>B.For Senior Citizens who have still additional beneficiaries:</b>	
Philhealth Application Form (1 Original)	OSCA, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite
Senior Citizens ID (1 Photocopy – front and back)	Client/Copy Center
I.D. Pictures (1"x1" 2 pcs.)	Photo Studio
Birth Certificate of child/ren below 21 years old, unemployed or person with disability (PWD) (1 Photocopy)	Client/If not secured, Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite
Marriage Contract if the spouse is unemployed and does not reach the age of 60 (1 Photocopy)	Client/If not secured, Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	OSCA Staff
2.Submit the requirements.	2. Receive and check the requirements.	NONE	5 Minutes	OSCA Staff
3.Fill-up the Philhealth Application Form	3. Give and guide the client in filling up the Philhealth Application Form.	NONE	10 Minutes	OSCA Staff
4.a.Receive the Receiving Stub and go home.  b. Receive Endorsement Letter and submit it to Philhealth Office, Trece Martires City.	4.a. Issue the Receiving Stub to client	NONE	5 Minutes	OSCA Staff
	b. File the Philhealth Application Form by barangay and prepare Masterlist.	NONE	10 Minutes	OSCA Staff
	c. Submit the Masterlist and Philhealth Application Forms to Philhealth Office.	NONE	30 Minutes	OSCA Staff
	d. In case of emergency, an Endorsement Letter is given to Senior Citizen.	NONE	10 Minutes	OSCA Staff
	e. Receive the MDR and Philhealth IDs. and sort them by barangay.	NONE	5 Hours	OSCA Staff
				OSCA Staff



c.Receive the ID and MDR and sign the Masterlist.	f. Inform all Senior Citizen Barangay Chapter Presidents to get the MDR and Philhealth IDs in the OSCA. g.Distribute the MDR and Philhealth IDs to senior citizens.	NONE  NONE	2 Hours	<i>Senior Citizen Barangay Chapter President</i>
<b>End of Process:                      Total                      None                      8 Hours and 15 Minutes</b>				

(PhilHealth Membership I.D.) is qualified for multi-stage processing



## 10. RELEASE OF BOOKLETS OF MEDICINE AND GROCERIES

Medicine and Grocery Booklets are issued to all senior citizens who have already received their IDs. Medicine Booklet is being use in purchasing medicine in Drug Store to list the quantity and kind of medicine and balance by the pharmacist according to the Medical Prescription. Grocery Booklet is being use in purchasing various grocery items in leading Supermarket to record all purchases.

<b>Office or Division:</b>		Office of the Senior Citizens Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Senior Citizens whose I.Ds are issued in the City of General Trias, Cavite		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen's ID (1 Original)		Client		
ID Picture (1"x1" 1 pc.)		Photo Studio		
ID Picture (2"x2" 1 pc.)		Photo Studio		
Old Medicine/Grocery Booklets if available (1 Original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	OSCA Staff
2.Submit the requirements.	2.1 Receive and check requirements.	NONE	5 Minutes	OSCA Staff
	2.2 Record the control no., name and address of the client and prepare the booklets.	NONE	10 Minutes	OSCA Staff
3.Receive the booklets.	3. Release the Booklets	NONE	5 Minutes	OSCA Staff
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>25 Minutes</b>

(Release of Booklets and Medicines) covered under R.A. 9994



## 11. SOCIAL PENSION PROGRAM

Social Pension Program is a government assistance of monthly stipend amounting to Php 500.00 to augment daily subsistence and other medical needs of indigent senior citizens.

<b>Office or Division:</b>		Office of the Senior Citizens Affairs		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client G2G - Government to Government		
<b>Who may avail:</b>		Senior Citizens (indigent 60 and above, with critical illness) priority 77 and above with no SSS/GSIS pension)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form 1 Original		OSCA		
Barangay Indigency 1 Original		Barangay Hall		
2 pcs. 2 x 2 or 1 x 1		Photo Studio		
Intake Sheet 1 Original		OSCA		
Senior Citizens ID 1 Photocopy		Printing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	OSCA Staff
2.a.Submit the requirements.  b.Give information needed by the OSCA Staff and receive other instructions.  c.Confirm the schedule.	2.a.Receive and check requirements.	NONE	5 Minutes	OSCA Staff
	b.Interview and assess client using the Intake Sheet. Ask to the client to sign the ISF. (If urgently needed prioritize for home visit). Instruct the client to go home.	NONE	10 Minutes	OSCA Staff
	c. Schedule home visit (for urgent clients)	NONE	15 Minutes	OSCA Staff



3.a. Give information to the OSCA staff and ask questions for clarifications.	3.a. Make validation during home visit.	NONE	15 Minutes	OSCA Staff
	b. Give information about replacement of beneficiary. Prepare Application for Replacement Report of Social Pension Beneficiaries.	NONE	10 Minutes	OSCA Staff
	c. Prepare Intake Sheet.	NONE	3 Minutes	OSCA Staff
	d. Sign the Intake Sheet Form.	NONE	10 Minutes	Department Head and OSCA Head
	e. Prepare Certification and other documents. Submit them to Regional Office.	NONE	15 Minutes	OSCA Staff
	f. Receive the Social Pension Payroll.	NONE	2 Minutes	OSCA Staff/SC Brgy. President
	g. Inform the Senior Citizen Brgy. Chapter President about the payroll and ask him/her to inform the client.	NONE	10 Minutes	OSCA Staff
	<b>For Fund Transferred:</b>	NONE	1 Day	Department Head, Treasurer and City Mayor
	h. Prepare the Social Pension Payroll from the Regional Office.	NONE	30 Minutes	OSCA Staff
	b. Confirm the information.			



	i. Sign the Social Pension Payroll. j. Arranged the schedule/venue of the Social Pension Pay-out with the Treasurer's Office.	NONE	1 Day	
4.a. Confirm the schedule.	4.a. Inform the schedule of pay-out to the client.			
b. Receive the Social Pension.	b. Conduct Social Pension Pay-Out.	NONE	1 Day	Chapter President
	c. If the beneficiary is unable to receive the social pension due to severe illness, conduct door -to-door pay-out).	NONE	1 Day	OSCA Staff Regional Office Staff/Treasurer's Office Staff
		NONE	1 Day	OSCA Staff/City Treasurer's Office Staff
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>5 Days, 2 Hours and 10 Minutes</b>

(Social Pension) qualified for multi-stage processing.



## 11. BUSINESS MANAGEMENT SEMINAR

Business Management Seminar is a three-day training workshop conducted to micro-finance beneficiaries to manage their own business through technical and financial aspect.

<b>Office or Division:</b>		Sustainable Livelihood Program Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
		G2G – Government to Government		
<b>Who may avail:</b>		4Ps Members/MSM Enterprise Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Valid Government Issued ID 1 Photocopy with 3 specimen signatures		Client/Copier		
Registration Form 1 Original		Sustainable Livelihood Program Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	SLP Staff
2.a.Submit documents. b. Give information needed by SLP Staff. c. Confirm the schedule.	2.a.Receive and check documents.	NONE	5 Minutes	SLP Staff
	b.Interview and assess client.	NONE	30 Minutes	SLP Staff
	c. Make a schedule/venue of the Basic Mgt. Seminar and instruct the client to bring notebook, calculator and ballpen.	NONE	5 Minutes	SLP Staff
	d. Prepare Attendance Sheet and other seminar kit and facilities needed.	NONE	1 Hour	SLP Staff



3. a. Attend the seminar.	3. a. Conduct the Basic Management Seminar.	NONE	2 Days	SLP Staff
	b. Prepare and check the masterlist of attendance sheet	NONE	30 Minutes	SLP Staff
	c. Printing of Certificate of Participation	NONE	2 Hours	SLP Staff
b. Receive the Certificate of Participation.	d. Award Certificate of Participation.	NONE	1 Hour	SLP Staff
<b>End of Process: Total</b>		<b>None</b>	<b>2 Days, 4 Hours and 15 Minutes</b>	

(Business Management Seminar) qualified for multi-stage processing.





## 12. MICRO-ENTERPRISE DEVELOPMENT

Micro-Enterprise Development is a process and provision of capital assistance to micro-business in selective areas to create business continuity where there are only limited employment opportunities in which the program has been implemented.

<b>Office or Division:</b>		Sustainable Livelihood Program Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
		G2G – Government to Government		
<b>Who may avail:</b>		4Ps Members/MSM Enterprise Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Valid Government Issued ID (1 Photocopy with 3 specimen Signatures)		Client/Copier		
Registration Form (1 Original)		Sustainable Livelihood Program Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. Give information needed by the SLP Staff.	1.a. Identify the areas and select the beneficiaries through conducting interview using the Application Form.	NONE	1 Day	SLP Staff
b. Confirm to attend the meeting.	b. Make a schedule of meeting and remind the client to submit their requirements and bring notebook, ballpen.	NONE	5 Minutes	SLP Staff
	c. Prepare Attendance Sheet, venue and other office supplies and equipment.	NONE	1 Hour	SLP Staff



2.a. Attend the meeting and submit requirements. b. Listen to the instructions to prepare "Mungkahing Proyekto" Form. c. Confirm the schedule.	2.a. Collect and review all the requirements of each beneficiaries. b. Conduct the meeting and explain and distribute the "Mungkahing Proyekto" Form. c. Make a schedule of the next meeting. d. Prepare venue and facilities.	NONE	4 Hours	SLP Staff
		NONE	1 Day	SLP Staff
		NONE	2 Minutes	SLP Staff
		NONE	1 Hour	SLP Staff
3.a. Submit the accomplished "Mungkahing Proyekto Form." b. Attend Business Management Seminar and meetings. c. Open bank account.	3.a. Collect and review the "Mungkahing Proyekto Form." b. Instruct the client to follow-up and attend the Business Management Seminar and meetings while waiting to release the Capital assistance. c. Instruct the client to open bank account.	NONE	30 Minutes	SLP Staff
		NONE	2 Days	SLP Staff
		NONE	30 Minutes	SLP Staff
4.a. Confirm the schedule.	4.a. Inform client to attend Awarding of Capital Assistance. b. Prepare documents and	NONE	5 Minutes	SLP Staff
		NONE	1 Day	SLP Staff
				SLP Staff



b. Receive the Capital Assistance.	vouchers, venue and facilities. c. Award the Capital Assistance	NONE	4 Hours	
<b>End of Process:      Total                      None                      5</b> <b>Days, 11 Hours and 12 Minutes</b>				



### 13. CERTIFICATE OF GUARDIANSHIP

Certificate of Guardianship is issued to guardian, custodian or relative of the minor who wish to secure a Copy of Certificate of Live Birth from PSA.

<b>Office or Division:</b>		Women and Children Protection Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Client		
<b>Who may avail:</b>		Guardian, Custodian or Relative of the Minor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Guardianship (1 Original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign the Client's Logbook.	1.Give the Client's Logbook	NONE	5 Minutes	<i>Social Worker</i>
2.Give information needed by the social worker.	2.Interview and assess client.	NONE	2 Minutes	<i>Social Worker</i>
3.Submit requirement.	3.Receive and check requirement.	NONE	2 Minutes	<i>Social Worker</i>
4. Wait the social worker to prepare, print and photocopy the document.	4.a.Prepare and print the Certificate of Guardianship.	NONE	5 Minutes	<i>Social Worker</i>
	b.Sign the Certificate of Guardianship	NONE	10 Seconds	<i>Social Worker</i>
	c. Photocopy the Certificate of Guardianship	NONE	3 Minutes	<i>Social Worker</i>
5.Receive the Certificate of Guardianship.	5. Issue the Certificate of Guardianship and ask to sign the photocopy.	NONE	1 Minute	<i>Social Worker</i>
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>18 Minutes and 10 Seconds</b>

(Certificate of Guardianship) qualified for multi-stage processing.



## 14. COURT HEARING ASSISTANCE

Court Hearing Assistance is a type of assistance given to the minor clients to file a case to a competent court or to attend court hearing in defense of himself/herself from the accusations against him/her.

<b>Office or Division:</b>	Women and Children Protection Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C -Government to Client G2G – Government to Government			
<b>Who may avail:</b>	Minor/Guardian Clients			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<b>a.Children in Conflict with the Law (CICL):</b>				
Referral or Endorsement Letter (1 Original)	WCPD/PNP Police Station, Brgy. Poblacion, City of General Trias, Cavite			
Inquest (1 Original)	Prosecutor's Office, Imus City			
<b>b.Minors Who are Victims of Abuse (w/o Guardian or Perpetrator is Guardian/Relative living in the same home)not yet in Custody of CSWDO:</b>				
Medico Legal (1 Original )	Child Protection Unit, PGH, Taft Ave.,Manila			
Feedback Report (1 Original)	WCPD/PNP Police Station, Brgy. Poblacion, City of General Trias, Cavite			
Sworn Statement (1 Original)	WCPD/PNP Police Station, Brgy. Poblacion, City of General Trias, Cavite			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	<i>Social Worker</i>
2.Give needed information by the minor/guardian.	2. Interview and assess minor/guardian client.	NONE	30 Minutes	<i>Social Worker</i>
3.Submit requirements.	3. Receive and check requirements.	NONE	30 Minutes	<i>Social Worker</i>
4. Confirm the attendance at court hearing.	4.1.Receive subpoena from the competent court.	NONE	5 Minutes	<i>Social Worker</i>
				<i>Social Worker</i>



	4.2 Inform the minor client and guardian to prepare for the schedule of the court hearing.	NONE	10 Minutes	
5.Attend court hearing.	5. Assist the minor client during the process of court hearing.	NONE	1 Day	<i>Social Worker</i>
<b>End of Process:                      Total                      None                      1 Day, 1 Hour and 20 Minutes</b>				

(Court Hearing Assistance) qualified for multi-stage processing.



## 15.FOSTER CARE SERVICE

Foster Care Service is a temporary substitute to family care given to children who were abandoned, surrendered and their parents cannot take care of them.

<b>Office or Division:</b>	Women and Children Protection Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client G2G – Government to Government
<b>Who may avail:</b>	Interested Individual or Couple
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Application Form (1 Original)	CSWDO, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Certificate of Attendance Forum/Seminar on Adoption and Foster Foster Care Service (1 Original)	DSWD Region IV-A Field Office, Alabang, Muntinlupa City, Metro Manila
Marriage Contract (PSA) (1 Photocopy)	PSA, Trece Martires City, Cavite
Certificate of Birth (PSA) (1 Photocopy) Unmarried individual	PSA, Trece Martires City, Cavite
Medical/Health Certificate (1 Original for both applicant :(Married Individuals)	City Health Office, Brgy. Poblacion, City of General Trias, Cavite / Private Medical Practitioner
Drug Test Result (1 Original for (Married Individuals)	Drug Testing Center
Pictures of Spouses Together and Family Picture (5 pcs. 3R size )	Photo Studio
ITR/Certificate of Employment (1 Photocopy)	For ITR BIR Office, Ground Floor, City Hall of General Trias, Cavite / Employer
Written Consent of Child/ren 10 years old and above (1 Original for each Biological/adopted child)	Biological Child/Adopted
3 Character References (1 Original for each reference)	Character Reference Persons
Police/Barangay/NBI Clearance any (1 Original)	PNP Station/Barangay Hall/NBI
Psychological Report (Optional) (1 Original)	Psychological Service Center
Other Financial Report (Bank Statement) (1 Photocopy)	Bank
Foster Care License (To be signed upon conduct of Home Visit) (4 Original)	Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Foster Parent Authority (To be signed upon Home Visit) (4 Original)	Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Social Worker</i>
2. Give necessary information to social worker.	Interview and assess the client.	NONE	1 Hour	<i>Social Worker</i>
3. Attend the seminar.	3.1. Inform the applicants to attend Foster Care/Legal Adoption Seminar at Regional Office every first Thursday of the month from 9:00a.m onwards.	NONE	1 Minute	<i>Social Worker</i>
	3.2 Receive Referral Letter from Regional Office.	NONE	1 Minute	<i>Social Worker</i>
4.a. Confirm the schedule of home visit.	4.a. Inform the client of the schedule of home visit.	NONE	1 Minute	<i>Social Worker</i>
b. Give information needed by the social worker.	b. Conduct home visit and assess the client.	NONE	2 Hours	<i>Social Worker</i>
c. Fill up and submit Application Form.	c. Provide, receive and check the Application Form.	NONE	1 Hour	<i>Social Worker</i>
d. Confirm the schedule to submit requirements.	d. Instruct the client to submit	NONE	3 Minutes	<i>Social Worker</i>





	requirements in the office.			
5.a.Submit requirements.  b. Ask questions for clarifications.  c. Sign the documents and leave the office.	5.a.Receive and check requirements.	NONE	10 Minutes	
	b. Prepare and print the Foster Care License and Foster Parent Authority and explain the content.	NONE	3 Days	Social Worker Social Worker
	c.Ask the client to sign the documents and instruct him/her when to report in the office.	NONE	5 Minutes	Social Worker
	d. Prepare Comprehensive Case Study Report (SCSR) for Foster Care License.	NONE	3 Days	Social Worker
	e. Sign the SCSR.	NONE	1 Minute	Social Worker
	f. Sign the SCSR for notation.	NONE	1 Minute	Department Head
	g. Submit all the requirements and SCSR to Regional Office and confirm the schedule of the release of Foster Care License and Foster Parent Authority.	NONE	30 Minutes	Social Worker
	h. Receive information from	NONE	1 Minute	Social Worker



	the Regional Office about the release of FCL and FPA.			
6. Confirm the schedule.	Inform the Licensed Foster Care Parents of the schedule of the release of Foster Care License and Foster Parent Authority.	NONE	1 Minute	<i>Social Worker</i>
7. Receive the documents 1 original	Issue the Foster Care License and Foster Parent Authority.	NONE	2 Minutes	<i>Social Worker</i>
<b>End of Process:                      Total                      None                      6 Days, 5 Hour and 3 Minutes</b>				

(Foster Care Service) is covered under R.A. 9523, 8552 & 11222.



## 16.LEGAL ADOPTION

Legal Adoption is a socio-legal process of placing a child who is legally free for adoption permanently to an illegible parents based on the requirements stipulated in R.A. 8552 or Domestic Adoption Act of 1998 of the Philippines.

### 4.1. Legal Adoption for Voluntary Committed (Surrendered) Children R.A. 9523

<b>Office or Division:</b>	Women and Children Protection Unit (WCPU)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client G2G – Government to Government
<b>Who may avail:</b>	Individual / Couple who are: <ol style="list-style-type: none"> <li>1. Filipino Citizen of legal age</li> <li>2. In possession of full civil capacity and legal rights</li> <li>3. Good moral character</li> <li>4. Has not been convicted of any crime involving moral turpitude</li> <li>5. Emotionally and psychologically capable of caring for a child/children</li> <li>6. At least 16 year older than the adoptee</li> <li>7. In a position to support and care for the adopted child</li> <li>8. Any alien possessing the same qualifications</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Voluntarily Committed (Surrendered) Children R.A. 9523</b>	
Transmittal Letter to the DSWD Secretary, Attention to PMB (2 Original)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Updated Social Case Study Report (with SW's PRC Licensed No. and Validity Date) (1 Original 1 Photocopy)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Original Notarized Deed of Voluntary Commitment (4 Original)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite and Notary Public
Valid ID of the birthparents (the one who signed the DVC) (4 Photocopy)	Biological Parent of the child
Birth Certificate of the Child (Certified True Copy from LCR or SECPA whichever is available (1 Original)	Philippine Statistics Authority, Trece Martires City, Cavite or City Civil Registrars Office, Ground Floor, City Hall of General Trias, Cavite



Child's Original Recent Photograph (1 Original 3R size)		Client		
Original Photograph of the Child upon Relinquishment/admission to agency (2 pcs. 2"x2" ID Pictures)		Client (oldest photo)		
Other Attachment/s (if Applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	<i>Social Worker</i>
2. Give necessary information to social worker.	2. Interview and assess the client.	NONE	1 Hour	<i>Social Worker</i>
3. Attend the seminar.	3.a. Inform the applicants to attend Foster Care/Legal Adoption Seminar at Regional Office every first Thursday of the month from 9:00a.m onwards.	NONE	1 Minute	<i>Social Worker</i>
	b. Receive Referral Letter from Regional Office.	NONE	1 Minute	<i>Social Worker</i>
	c. Prepare and send Request Letter and request to facilitate signing of Deed of Voluntary Commitment (if not capable) MSWDO/PSWD O/CSWDO	NONE	5 Minutes	<i>Social Worker</i>
		NONE	132 Days	<i>Social Worker</i>



	<p>where the biological parents are presently residing. (Outside Gen. Trias City)</p> <p>d. Receive Feedback or Parenting Capability Assessment Report (PCAR) and DVC with Valid ID's of biological parents.</p>			
4.a. Confirm the schedule.	4.a. Inform the client of the schedule of home visit.	NONE	1 Minute	<i>Social Worker</i>
b. Give information needed by the social worker.	b. Conduct home visit and assess the client.	NONE	2 Hours	<i>Social Worker</i>
c. Fill up and submit Intake Form and Child Intake Form.	c. Provide, receive and check the Intake Form and Child Intake Form.	NONE	30 Minutes	<i>Social Worker</i>
d. Confirm the schedule to submit all the requirements.	d. Instruct the client to submit all the requirements in the office.	NONE	3 Minutes	<i>Social Worker</i>
5.a. Submit requirements.	5.a. Receive and check requirements.	NONE	10 Minutes	<i>Social Worker</i>
b. Give necessary	b. Prepare and print	NONE	3 Days	<i>Social Worker</i>



details to social worker.	Comprehensive Social Case Study Report (CSCSR) and instruct the client to go home.	NONE	1 Hour	<i>Social Worker</i>
	c. Prepare and submit the requirements together with transmittal letter to Regional Office.	NONE	44 Days	<i>Social Worker</i>
	d. Receive comments from Regional Office and give other necessary information to CSCSR and submitted it to Regional Office.	NONE	1 Minute	<i>Social Worker</i>
	e. Follow-up the status of the case.	NONE	1 Minute	<i>Social Worker</i>
	f. Receive the R.A. 9523 or Certification Declaring the Child Legally Available for Adoption (CDCLAA)	NONE	22 Days	<i>Social Worker</i>
	g. Prepare documents of Adoptive Parents and the child.	NONE	20 Minutes	<i>Social Worker</i>
	h. Submit transmittal letter and documents of Adoptive	NONE	10 Minutes	<i>Social Worker</i>
		NONE	1 Hour	<i>Social Worker</i>
		NONE	30 Minutes	<i>Social Worker</i>
		NONE	22 Days	<i>Social Worker</i>



<p>c. Receive the documents.</p>	<p>Parents and the child to Regional Office for matching.</p> <p>i. Receive the schedule of the Matching Conference and prepare power point presentation.</p> <p>j. Attend the Matching Conference and present the case of the child and the prospective Adoptive parents.</p> <p>k. The child is matched to prospective Adoptive parents.</p> <p>l. Receive the pre-Adoption Placement Authority or (PAPA) and Affidavit of Consent to Adoption (ACA).</p>	<p>NONE</p>	<p>1 Day</p>	
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	m. Give the copy of ACA PAPA and R.A. 9523 to the prospective Adoptive Parents and advice them to give the documents to their legal counsel.			
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>224 Days, 6 Hours and 58 Minutes</b>

(Legal Adoption) is covered under R.A. 9523, 8552 & 11222.





## 4.2 LEGAL ADOPTION FOR ABANDONED, NEGLECTED AND DEPENDENT CHILDREN

<b>Office or Division:</b>	Women and Children Protection Unit (WCPU)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C -Government to Client G2G – Government to Government
<b>Who may avail:</b>	Individual / Couple who are: <ol style="list-style-type: none"> <li>1. Filipino Citizen of legal age</li> <li>2. In possession of full civil capacity and legal rights</li> <li>3. Good moral character</li> <li>4. Has not been convicted of any crime involving moral turpitude</li> <li>5. Emotionally and psychologically capable of caring for a child/children</li> <li>6. At least 16 year older than the adoptee</li> <li>7. In a position to support and care for the adopted child</li> <li>8. Any alien possessing the same qualifications</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Abandoned, Neglected and Dependent Children:</b>	
Transmittal Letter to the DSWD Secretary, Attention to PMB (2 Original)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Notarized Petition (4 Original)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite and Notary Public
Updated Social Case Study Report (with SW's PRC Licensed No. and Validity Date) (1 Original, 1 Photocopy)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite
Written Certification from Radio/T.V. Station that case was aired in 3 different dates (1 Original)	Radio/TV Station, Quezon City, Metro Manila
Newspaper Publication (1 original copy of the whole page of the newspaper where the case published or Affidavit of Publication if only photocopy or cut-out of newspaper is attached)	People's Monitor, Metro Manila
Either one of the following:	



Police Blotter Report (1 Original)	WCPD/PNP Station, City of General Trias, Cavite			
Barangay Blotter/Certification (1 Original)	Barangay Hall			
Return Registered Mail (if the address is available) (1 Original)	Post Office, Public Market, City of General Trias, Cavite			
Birth Certificate/Certificate of Foundling Certified True Copy (1 original from LCR or SECPA if the document is available, if not, Child's Profile 1 original, should be attached)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite			
Child's Original Recent Photograph (1 Original 3R size)	Client			
Original Photograph of the Child upon Abandonment/Admission to agency (ID Pictures, 2 pcs. 2"x2")	Client (old photograph)			
Certified Copy of the Notice of Petition (1 Original)	DSWD Region IV-A Field Office, Alabang, Muntinlupa City, Metro Manila			
Original Copy of the Certificate of Posting (2 Original)	WCPU, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite			
Other Attachment/s (if Applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	5 Minutes	<i>Social Worker</i>
2. Give necessary information to social worker.	2. Interview and assess the client.	NONE	1 Hour	<i>Social Worker</i>
3. Attend the seminar.  b. Confirm the schedule.	3.a. Inform the applicants to attend Foster Care/Legal Adoption Seminar at Regional Office every first Thursday of the month from 9:00a.m onwards.	NONE	1 Minute	<i>Social Worker</i>
		NONE	1 Minute	<i>Social Worker</i>



	b. Receive Referral Letter from Regional Office and inform the client to report in the office.			
5.a.Fill-up the Intake Sheet Form.	4.a.Provide, guide and receive Intake Sheet from the client and instruct them to go home.	NONE	5 Minutes	<i>Social Worker</i>
	b. Facilitate Police or Brgy. Blotter to the city or brgy. Where the child was given.	NONE	15 Days	<i>Social Worker</i>
	c. Facilitate the radio station for announcement with three different dates.	NONE	15 Days	<i>Social Worker</i>
	d. Follow-up the radio station thru phone call.	NONE	1 Minute	<i>Social Worker</i>
b. The Prospective Adoptive Parents shall pay the publication thru Palawan or Lhuillier Money Transfer Center	e. Receive the Radio Certification with signature of Radio Announcer.	NONE	15 Days	<i>Social Worker</i>
	f. Prepare Newspaper Format from the general circulation for publication of the information of the child and	600.00	15 Days	<i>Social Worker</i>
		NONE	10 Days	<i>Social Worker</i>



	<p>send it to email address of the Publication.</p> <p>Inform Prospective Adoptive Parents to pay the publication fee.</p> <p>g. After publishing the information, receive the whole copy of the newspaper.</p>			
5.a. Confirm the schedule.	5.a. Schedule the home visit.	NONE	1 Minute	<i>Social Worker</i>
b. Give detailed information to social worker.	b. Provide Intake Sheet Form and clarify information needed.	NONE	2 Hours	<i>Social Worker</i>
c. Submit the requirements.	c. Receive and check requirements.	NONE	30 Minutes	<i>Social Worker</i>
	c. Prepare Comprehensive Child Study Report (CCSR) and Petition.	NONE	3 Days	<i>Social Worker</i>
6. Pay the Notarial Fee.	6.a. Notarized the Petition.	250.00	30 Minutes	<i>Social Worker</i>
	b. Prepare the documents and transmittal letter to Regional Office.	NONE	1 Hour	<i>Social Worker</i>
7.a. Submit requirements.	7.a. Receive and check requirements.	NONE	30 Minutes	<i>Social Worker</i>
b. Give necessary details to social worker.	b. Prepare and print Comprehensive	NONE	3 Days	<i>Social Worker</i>



	Social Case Study Report (CSCSR) and instruct the client to go home.	NONE	1 Hour	<i>Social Worker</i>
	c. Prepare and submit the requirements together with transmittal letter to Regional Office.	NONE	44 Days	<i>Social Worker</i>
	d. Receive comments from Regional Office and give other necessary information to CSCSR and submitted it to Regional Office.	NONE	1 Minute	<i>Social Worker</i>
	e. Follow-up the status of the case and receive posting of the case from the Regional Office.	NONE	1 Day	<i>Social Worker</i>
	f. Photocopy the posting of the case.	NONE	5 Days	<i>Social Worker</i>
	g. Post the case to various conspicuous places.	NONE	30 Minutes	<i>Social Worker</i>
	h. Prepare and submit the Certificate of Posting signed by the Dept. Head to Regional Office.	NONE	1 Minute	<i>Social Worker</i>
		NONE	22 Days	<i>Social Worker</i>
		NONE	20 Minutes	<i>Social Worker</i>
		NONE	10 Minutes	



c. Receive the documents.	i. Receive the R.A. 9523 or Certification Declaring the Child Legally Available for Adoption (CDCLAA).	NONE	1 Hour	Social Worker
	j. Prepare documents of Adoptive Parents and the child.	NONE	30 Minutes	Social Worker
	k. Submit transmittal letter and documents of Adoptive Parents and the child to Regional Office.	NONE	22 Days	Social Worker
	l. Receive the schedule of the Matching Conference and prepare power point presentation.	NONE	1 Day	
	m. Attend the Matching Conference and present the case of the child and the prospective Adoptive parents.			
	n. The child is matched to prospective Adoptive parents.			
	o. Receive the pre-Adoption			



	<p>Placement Authority or (PAPA) and Affidavit of Consent to Adoption (ACA).</p> <p>p. Give the copy of ACA PAPA and R.A. 9523 to the prospective Adoptive Parents and advice them to give the documents to their legal counsel.</p>			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>171 Days, 9 Hours and 16 Minutes</b>	

(Legal Adoption for Abandoned, Neglected and Dependent Children) is covered under R.A. 9523, 8552 & 11222.



## 17. CHILDREN MEDIATION AND COUNSELING

Mediation is a kind of process conducted to resolve conflicts between two or more parties while counseling is a kind of process that involves trained councilor helping an individual to find ways to work through and understand their problems.

<b>Office or Division:</b>		Women and Children Protection Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C -Government to Client		
		G2G – Government to Government		
<b>Who may avail:</b>		Clients victims of different types of abuses		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>a.R.A. 9262 (Anti-Violence Against Women and Children) Client:</b>				
Intake Sheet (1 Original, 1 Photocopy)		Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
Invitation Letter to Respondent (1 Original, 1 Photocopy)		Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
<b>b.R.A. 7610 (Anti-Child Abuse Law) Client:</b>				
Endorsement Letter (1 Original, 1 Photocopy)		BWEDO, Barangay Hall		
Intake Sheet (1 Original, 1 Photocopy)		Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
Invitation Letter to Respondent (1 Original, 1 Photocopy)		Women and Children Protection Unit, 3 <sup>rd</sup> Floor, City Hall of General Trias, Cavite		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client's Logbook.	1. Give the Client's Logbook	NONE	5 Minutes	<i>Social Worker</i>
2. Give information or complaint to social worker.	2. Interview and assess client using Intake Sheet.	NONE	15 Minutes	<i>Social Worker</i>





3. Confirm schedule of mediation and counseling.	3. a. Make a schedule of mediation /counseling and prepare Invitation Letter to Respondent addressed to Brgy. Captain.	NONE	5 Minutes	<i>Social Worker</i>
	b. Endorse the Invitation Letter to Brgy. Women and Children Desk Officer.	NONE	10 Minutes	<i>Social Worker</i>
	c. BWCDO gives the Invitation Letter to Respondent.	NONE		<i>Barangay Women and Children Desk Officer</i>
4. Observe proper behavior during mediation/counseling and avoid too much offensive remarks to respondent.	4. Conduct mediation process and observe confidentiality.	NONE	2 Hours	<i>Social Worker</i>



5. Sign and receive the Agreement Letter.	5. After the mediation/ counseling: a. Prepare Agreement Letter and have it signed by both parties and countersigned it as witness. (If no cash payment for damages stated in the agreement)	NONE	1 Hour	Social Worker
b. Report the agreement to BCWDO, sign and receive it including cash payment for damages.	b. Endorse the clients to BCWDO to prepare Agreement Letter involving cash payment for damages.	NONE	10 Minutes	Social Worker
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>3 Hours and 45 Minutes</b>

(Mediation and Counseling) qualified for multi-stage processing.



## 18. MONITORING OF THE FUNCTIONALITY OF BARANGAY COUNCIL FOR THE PROTECTION OF CHILDREN

Monitoring of the Functionality of BCPC is a type service given to all barangays to ensure the effectiveness of the formulation of the policies and implementation for the welfare and the rights of the children ages below 18 in their respective localities.

<b>Office or Division:</b>		Women and Children Protection Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G -Government to Government		
<b>Who may avail:</b>		Barangays of General Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Organization (1 Original)		Barangay Hall		
Meetings (1 Original)		Barangay Hall		
Policies and Plans (1 Original)		Barangay Hall		
Accomplishments (1 Original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements.	1. Receive and check the requirements.	NONE	20 Minutes	<i>Social Worker</i>
2.Confirm the schedule	2.a.Make a schedule for monitoring.	NONE	5 Minutes	<i>Social Worker</i>
	b.Prepare documents needed for monitoring.	NONE	15 Minutes	<i>Social Worker</i>
3.a Give information to social worker.  b.Give necessary explanation and queries about the remarks and suggestions.	3.a Validate the details of submitted documents and checklist.	NONE	30 Minutes	<i>Social Worker</i>
	b.Give remarks and recommendation and discuss lacking documents, suggestions, etc.	NONE	1 Hour	<i>Social Worker</i>



4. Submit additional documents to comply on or before the date of submission.	Instruct the BCPC to submit documents at the office to comply and set the deadline.	NONE	10 Minutes	<i>Social Worker</i>
<b>End of Process:</b> <b>Total</b> <b>None</b> <b>2 Hours</b> <b>and 20 Minutes</b>				

(Monitoring of the Functionality of Barangay Council for the Protection of Children) qualified for multi-stage processing.



## 19. MONITORING OF THE FUNCTIONALITY OF BARANGAY ANTI-VIOLENCE AGAINST WOMEN (VAW) DESK

Monitoring of the Functionality of VAW Desk is a type service given to all barangays to ensure the effectiveness of protecting the rights of women and their welfare against any form of violence.

<b>Office or Division:</b>	Women and Children Protection Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G -Government to Government
<b>Who may avail:</b>	Barangays of General Trias City
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A.Establishment of VAW Desk:</b>	
<b>For Brgy. Desk Officer needs to have:</b>	
1. Brgy. Ordinance (1 Original)	Barangay Hall
2. Executive Order (1 Original)	Barangay Hall
3. Attended the Orientation on R.A. 9262, 9208 and other related laws (1 photocopy of each Certificate of Attendance)	VAW Desk Officer/Photo Printing Center
4. Gender Sensitivity Training ( 1 photocopy of Certificate of Attendance)	VAW Desk Officer/Photo Printing Center
5. Basic Crisis Intervention (1 Photocopy of Certificate of Attendance)	VAW Desk Officer/Photo Printing Center
<b>For VAW Desk:</b>	
1. Location is at Brgy. Hall or near the Office of Punong Barangay (1 Photo)	Barangay Hall/Photo Printing Center
2. Has a separate room (1 Photo)	Barangay Hall/Photo Printing Center
<b>B. Resources:</b>	
<b>For Furniture and Vehicle: (1 Photo of the following items)</b>	Barangay Hall/Photo Printing Center
1. Table and Chair	
2. Filing cabinet and Storage Area	
3. Sofa bed, folding bed or mat	
4. Availability of vehicle and or transportation expenses to convey victim-survivors	
<b>For Equipment and Supplies: (1 Photo of the following items)</b>	
1. Landline or mobile phone	
2. Computer or typewriter	



3. Camera for documentation	
4. Tape or Voice Recorder	
5. First Aid Kits and other Medicines	
<b>For Monitoring Tools:</b>	Barangay Hall
1.1 Logbooks:	
Logbook 1: R.A. 9262 Cases ( 1 Original) Logbook 2: Other related Cases (1 Original)	
1.2. Forms: (1 Folder for each item)	
VAW Docs Intake Form Referral Form Feedback Form BPO Application Form	
<b>For References: (1 Photo of each item)</b>	Barangay Hall/Photo Printing Center
1. Directory of Service Providers picture	
2. VAW Desk Handbook	
3. VAW Related-Reference Books/brochures	
4. Flowchart on BPO issuance	
5. Flowchart on Handling VAW Cases, to include VAW Hotline	
<b>C. Policies, Plans and Budget</b>	Barangay Hall
1. Annual Investment Program (AIP) reflecting the Approved Barangay Plan and Budget ( 1 Original)	
2. Gender-Responsive Programs and Activities to addressed Gender Based Violence indicated in the Approved Brgy. GAD Plan and Budget ( 1 Original)	
3. Gender-Responsive Programs and activities to addressed GBV indicated in the Approved Barangay Devt. Plan (1 Original)	
<b>D. Accomplishments:</b>	Barangay Hall
1. Annual Accomplishment Report based on the Approved Brgy. GAD and Budget 1( Original)	



2. Quarterly Accomplishment Reports (1 Original copy for CSWD and CLGOO must contain:
  - No. of VAW victims-survivor
  - No. of other VAW related victims-survivors
  - No. of forms of VAWC and other related cases handled
  - No. of referred VAWC and other VAW related cases
  - No. of VAW victims-survivors applied for BPO
  - No. of BPOs issued
3. Updated database/records of all VAW cases reported in the barangay (1 Original)
4. Accomplishments of VAW Desk is included in the State of Barangay Address (SOBA) which is held twice a year (1 Original)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required documents.	1. Receive and check the required documents.	NONE	20 Minutes	<i>Social Worker</i>
2.Confirm the schedule	2.a.Make a schedule for monitoring.	NONE	5 Minutes	<i>Social Worker</i>
	b. Prepare documents for monitoring.	NONE	15 Minutes	<i>Social Worker</i>
3.a.Give information to social worker.  b. Give necessary explanation and queries about the remarks and suggestions.	3.a. Validate the details of submitted documents and checklist.	NONE	30 Minutes	<i>Social Worker</i>
	b. Give remarks and recommendation and discuss lacking documents, suggestions, etc.	NONE	1 Hour	<i>Social Worker</i>
4.Submit additional documents to comply on or before the date of submission.	4. Instruct the VAW Desk Officer to submit documents at the office to comply and set the deadline.	NONE	10 Minutes	<i>Social Worker</i>
<b>End of Process: Total</b>		<b>None</b>	<b>2 Hours and 20 Minutes</b>	

(Monitoring of the Functionality of Barangay Anti-Violence Against Women (VAW) Desk) qualified for multi-stage processing.





## 20. PSYCHOLOGICAL EVALUATION

Psychological Evaluation is a test given to abused women or minor clients to know the degree of emotional violence suffered by the person. This tool can be used in filing criminal case to the competent court against their perpetrator.

<b>Office or Division:</b>		Women and Children Protection Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>		Barangays of General Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Letter addressed to the City Mayor (1 Original, 1 Photocopy)		Client/Copier		
Barangay Clearance of Claimant or Guardian of Abused Minor (1 Original)		Barangay Hall		
Price Quotation (1 Original )		A-Max Psychological Services, Sitio Mandaluyong, Brgy. Biclantan, General Trias City, Cavite		
Voter's ID / Certificate of Voter's Registration (1 Photocopy)		Client/If not secured, COMELEC, 4 <sup>th</sup> Floor, City Hall of General Trias, Cavite		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements.	1. Receive and check the requirements.	NONE	1 Minute	<i>Social Worker</i>
2.a. Give information needed by the social worker. b. Sign the GIS Form. Receive other instructions.	2.a.Interview and assess client using General Intake Sheet Form.	NONE	5 Minutes	<i>Social Worker</i>
	b. Ask to sign the GIS Form and instruct the client to go home and make follow-up.	NONE	1 Minute	<i>Social Worker</i>
	c. The Department Head signs the GISF.	NONE	10 Seconds	<i>Department Head</i>



	d. Process the GISF to Accounting and Treasurer's Office.	NONE	5 Minutes	<i>Social Worker</i>
	e. Receive the check and voucher from the Treasurer's Office.	NONE	1 Minute	<i>Social Worker</i>
3. Confirm the schedule.	3. Inform the Psychological Testing Center and the client for the schedule of actual test.	NONE	5 Minutes	<i>Social Worker</i>
4. Take the Psychological Evaluation.	Conduct Psychological Evaluation Test.	NONE	3 Hours	<i>A-Max Psychological Services Staff</i>
5. Receive the result of Psychological Evaluation Test.	Receive the result of the psychological evaluation and inform the client. Pay the center.	NONE	10 Days	<i>Social Worker</i>
<b>End of Process:                      Total                      None                      10 Days, 3 Hours, 18 Minutes and 10 Seconds</b>				

(Psychological Evaluation) qualified for multi-stage processing.



## **Office of the City Environmental and Natural Resources Officer**

### **Frontline Services**



## 1. ISSUANCE OF NO OBJECTION FOR TREE CUTTING PERMIT

The City Government of General Trias issuance of Tree Cutting No Objection Certificate is very vital and pre – requisite in securing Tree Cutting Permit from the Department of Environment and Natural Resources – PENRO Cavite.

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to submit Letter of Request (Attachment: Brgy. No Objection Certificate and Proof of Land Ownership)	1.1 Client to submit Letter of Request (Attachment: Brgy. No Objection Certificate and Proof of Land Ownership)	None	10 Minutes	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)
	1.2 CENRO to conduct Site Inspection (Attachment: Client's Location Map and Inspection Report/Inventory of Trees to be cut)	None	1 Day	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)



	1.3 Claiming/Release of No Objection Certificate	None	10 Minutes	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)  Dr. Renato L. Escurel (CENRO I)
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>1 Day and 20 Minutes</b>



## 2. ISSUANCE OF LEVELLING / DESILTING PERMIT

This Frontline Service is not being implemented in the City of General Trias Cavite

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Issuance of Levelling / Desilting Permit	1.1 Client to submit letter of request (Attachment: Barangay Permit and Proof of Land Ownership)	None	10 Minutes	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)
	1.2 CENRO to conduct Site Inspection (Attachment: Client's Location Map)	None	1 Day	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)  Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)  Dr. Renato L. Escurel (CENRO I)



	1.3 Claiming/Release of Levelling / Desilting Permit	None	10 Minutes	<p>Mr. Benigno M. Fernando (Senior Environmental Management Specialist)</p> <p>Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)</p> <p>Dr. Renato L. Escurel (CENRO I)</p>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Day and 20 Minutes</b>	



### 3. SETTLEMENT OF ENVIRONMENTAL COMPLAINT/S

Received complaints are being acted upon the submission of client's letter of complaints with attached photo documentation to be inspected by the Task Force Bantay Kalikasan and to check if there would be violations as stipulated in Philippine Environmental Laws and City Environmental Ordinances.

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Client to submit formal letter of complaints (Attachment: Complaint Letter signed by the complainant/s and Photo/Video of complaints (if applicable))	None	10 Minutes	Mr. Benigno M. Fernando ( <i>Senior Environmental Management Specialist</i> )  Engr. Sherwin B. Valeroso, EnP. ( <i>Environmental Management Specialist II</i> )  <i>Task Force Bantay Kalikasan</i>
	1.2 CENRO to conduct Site Inspection (Attachment: Client's Location Map, Complaint Letter, Travel	None	1 Day	Mr. Benigno M. Fernando ( <i>Senior Environmental Management Specialist</i> )





	Order – if applicable)			<p>Engr. Sherwin B. Valeroso, EnP. (<i>Environmental Management Specialist II</i>)</p> <p><i>Task Force Bantay Kalikasan</i></p> <p>Dr. Renato L. Escurel (<i>CENRO I</i>)</p>
1. Settlement of Environmental Complaint/s	1.3. CENRO to schedule Technical Conference (Attachment: CENRO General Trias Inspection Report)	None	1 Day	<p>Mr. Benigno M. Fernando (<i>Senior Environmental Management Specialist</i>)</p> <p>Engr. Sherwin B. Valeroso, EnP. (<i>Environmental Management Specialist II</i>)</p> <p><i>Task Force Bantay Kalikasan</i></p> <p>Dr. Renato L. Escurel (<i>CENRO I</i>)</p>
	1.4 Accomplishment of the CENRO General Trias Action Report Form to be filled-up by CENRO Inspector and the offender	None	1 Day	<p>Mr. Benigno M. Fernando (<i>Senior Environmental Management Specialist</i>)</p> <p>Engr. Sherwin B. Valeroso, EnP. (<i>Environmental Management Specialist II</i>)</p> <p><i>Task Force Bantay Kalikasan</i></p> <p>Dr. Renato L. Escurel</p>



				(CENRO I)
	1.5. Closure of Complaint (Complainant to received copy of CENRO General Trias Action Report)	None	1 Hour	<i>Mr. Benigno M. Fernando (Senior Environmental Management Specialist)</i>  <i>Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)</i>  <i>Task Force Bantay Kalikasan</i>  <i>Dr. Renato L. Escurel (CENRO I)</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>3 Days, 1 Hour and 10 Minutes</b>	



#### 4. ENVIRONMENTAL CLEARANCES AND COMPLIANCES OF COMMERCIAL ESTABLISHMENTS / INDUSTRIES / FACTORIES AS A REQUIREMENT IN THE ACQUISITION OF BUSINESS / MAYOR'S PERMIT

The CENRO Environmental Clearances and Compliance is issued to commercial establishments and industrial factories needing this document that states that they have complied all applicable Philippine environmental laws and City Environmental ordinances prior to acquisition of Business / Mayor's Permit.

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Environmental Clearances and Compliances of commercial establishments / industries / factories as a requirement in the acquisition of Business/Mayor's Permit	1.1 Submission of Environmental Requirements such as and not limited to the following:  a. Barangay Resolution for Junkshop and Scrapper b. HOA Clearance for Junkshop and Scrapper c. Cert. Of Non-Coverage (CNC) d. Environmental Compliance	None	10 Minutes	Mr. Benigno M. Fernando (Senior Environmental Management Specialist)  Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)  Ms. Chierlita M. Marzan (Admin Aide IV)  Mr. Ruel B. Rios (Admin Aide III)  Mr. Efren S. Beltran



	Certificate (ECC) e. Wastewater Discharge Permit f. Hazardous Waste Generator's ID Number g. Permit to Operate for air pollution source & control Equipment h. Installation of Grease Trap w/ picture i. Solid waste segregation bins w/ labels j. Closure of unresolved Environmental Complaints			(Admin Aide III)  Mr. William Donsao (Admin Aide I)
	1.2 Evaluation of Submitted Environmental Requirements	None	30 Minutes	Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)
	1.3 Issuance of Environmental Clearance for those commercial establishments / industries / factories with complete environmental requirements	None	10 Minutes	Engr. Sherwin B. Valeroso, EnP. (Environmental Management Specialist II)  Dr. Renato L. Escurel (CENRO I)
<b>End of Process: Total</b>		<b>None</b>	<b>50 Minutes</b>	



## 5. RECEIVING OF BARANGAY REPORTS RELATED TO ENVIRONMENTAL MANAGEMENT

This is the weekly and quarterly submission of reports on Manila Bay Clean-up, Rehabilitation and Preservation Program Implementation Program Implementation and Environmental Management Implementation of the 33 Barangays in compliance with the DILG's directives and memorandum on Manila Bay.

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving of Barangay Reports related to Environmental Management	1. Submission of Barangay Reports	None	10 Minutes	Mr. Benigno M. Fernando ( <i>Senior Environmental Management Specialist</i> )  Engr. Sherwin B. Valeroso, EnP. ( <i>Environmental Management Specialist II</i> )  Ms. Chierlita M. Marzan ( <i>Admin Aide IV</i> )



				Mr. Ruel B. Rios <i>(Admin Aide III)</i>  Mr. Efren S. Beltran <i>(Admin Aide III)</i>  Mr. William Donsao <i>(Admin Aide I)</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 6. ANNUAL ASSESSMENT OF BARANGAYS ON THE IMPLEMENTATION OF ENVIRONMENTAL MANAGEMENT PROGRAMS

This is the annual validation and assessment on Manila Bay Clean-up, Rehabilitation and Preservation Program Implementation and Environmental Management Implementation of the 33 Barangays in compliance with the DILG's Annual LGU Compliance Assessment.

<b>Office or Division:</b>		Complex		
<b>Classification:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Type of Transaction:</b>		Complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of individual and commercial establishments, industries, and factories		Office of the City Environment and Natural Resources Officer (4 <sup>th</sup> Floor)		
<b>FRONTLINE SERVICE</b>	<b>CLIENT REQUIREMENTS AND AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Annual Assessment of Barangays on the Implementation of Environmental Management Programs	1. Assessment and Validation of 33 Barangays (Documents and Physical Assessment)	None	1 to 2 Barangays per Day	Engr. Sherwin B. Valeroso, EnP. ( <i>Environmental Management Specialist II</i> )  Mr. Ruel B. Rios ( <i>Admin Aide III</i> )
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>1 Day</b>	



# **Office of the City General Services Officer**

## **Frontline Services**





## 1. TRANSPORTATION SERVICES

Provide available transportation services for the use of the City Government and the community.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City, Government Officials/Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter-Request with the approval of the Local Chief Executive (LCE)	1. Check schedule and subsequently approve the request, reminding the requesting party to exercise due diligence in using the city vehicle and to take care of the driver and his assistant/s, if any.	None	5 to 7 minutes	Marichris Delos Santos Eleonor Galamgam Winifred R. Jarin  <i>Drivers:</i> Alfredo Trinidad Ernesto Gonzales Jr. Christopher Echenique Patricio Mañago Roger Lacorte Rico Alvarez
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>7 Minutes</b>
Note: The requesting party shall shoulder any and all expenses necessary for food and lodging needs of the employees, as well as, toll charges/fees and other miscellaneous expenses.				



## 2. PUBLIC CEMETERY

To provide interment services to the relatives/families of the deceased.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements for interment.	1. Assist the relative to secure the clearance of excavation, if needed, and in the preparation of the interment site.	None	10 minutes	Darwin Figueroa
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>10 Minutes</b>
Note: The OCGSO is currently administering the Vibora Cemetery which is one (1) of the three (3) Public Cemeteries of the City.				



### 3. EVENTS/ACTIVITIES/OUTDOOR EXTENSION OF CERTAIN OFFICES

To provide sound system, chairs, tables, tents and steel barricades; installation of tarpaulins, posters and/or signages; cleaning activities in Barangay Roads, City Roads, Provincial Roads or National Roads, as may be instructed by the City Mayor; grass cutting and trimming of trees; and assisting residents/clients in other related activities as may be requested, with the approval of the Local Chief Executive (LCE).

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City/Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter-Request with the Approval of the LCE.	1. Check availability or schedule and the subsequent approval of the request.	None	10 minutes	Marichris Delos Santos Eleonor Galamgam Engr. Aquilino V. Vistan Jr. Dante Salgado Patricio Maniago Alex Bautista Rommel delos Santos Nicole Prudente Winifred R. Jarin
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 4. PROCUREMENT

Provide the requested supplies/ equipment of the different Departments or Offices (e.g. office equipment, furniture, office supplies, and others), as well as, processing of the proper documents to secure payments to the suppliers.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City/Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Receiving of Approved Request Letter	1. Record and forward the same to responsible personnel.	None	5 minutes	Marichris Arellano Eleonor Galamgam
2. Submission of Purchase Request (PR).	2. Posting to Oversight Committee, initialing, Checking and Recording of the PR.	None	10 minutes	Chatlene J. Soriano Ara Jean C. Dayday Mellany Noche
3. Canvass/request for quotation of the requested items.	3. Evaluate quotations, pick which is most advantageous to the government.	None	10 minutes	Jason A. Loren Ronald Fortuno Chatlene J. Soriano
4.Purchase Order	4. Prepare purchase order	None	5 minutes	Jason A. Loren Chatlene J. Soriano
5. Process for payment	5. Bring documents to be signed by the designated signatories.	None	1 – 3 Days	Chatlene J. Soriano



6. Items to be delivered.	6. Wait for the delivery	None	3 – 5 Days	Jason A. Loren Ronald Fortuno
7. Items to be picked up	7. Pick-up items if supplier is located at the mall or nearby locations.	None	1 Days	Ronald Fortuno Jason A. Loren
8. Delivered items to be inspected	8. Receive and inspect delivered items.	None	10-15 minutes	Amalia T. Lopez Ara Jean C. Dayday
9. Purchased items inspected	9. Receive and inspect delivered items.	None	3-5 minutes	Jason A. Loren Ronald Fortuno Chatlene J. Soriano
10. Preparation of AREto be signed by the CGSO		None	3-5 minutes	Mellany Noche Chatlene J. Soriano Jason A. Loren
11. Release purchased item	11. Inform end users to pick up their requested items.	None	3-5 minutes	Winifred R. Jarin  Jason A. Loren Ronald Fortuno
<b>End of Process: Total</b>		<b>None</b>	<b>9 Days and 1 Hour</b>	



## 5. RECORDING OF VEHICLE REPAIRS

To provide assistance to various Departments or Offices in the maintenance of their respective motor vehicles.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City/Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Repair of Government Vehicle by Filling-up the <i>Vehicle Job Order Request Form</i> .	1. Initialing, Checking and Recording of PR and scheduling of Motorpool Pre-Inspection of the subject vehicle.	None	5 minutes	Marichris Arellano Chatlene J. Soriano Ara Jean C. Dayday Aquilino V. Vistan, Jr. Winifred R. Jarin
2. Preparation of the Pre-Inspection of the subject Vehicle.	2. Determining the extent of the repair required and/or the auto parts to be replaced.	None	10 - 15 minutes	Ernesto Gonzales, Jr. Winifred R. Jarin
3. Preparation of the Requisition Slip	3. Determining the itemized auto parts to be purchased and the name of the supplier depending on the auto parts' availability and price.	None	10 minutes	Ara Jean C. Dayday Winifred R. Jarin
4. Preparation of the Post-	4. Certifying that the request had been made and	None	5 minutes	Ernesto Gonzales, Jr. Winifred R. Jarin



Inspection of the subject Vehicle.	that the vehicle is in good running condition.			
5. Waste Material Report	5. Certifying that the parts which were replaced was stored, destroyed or sold at public auction	None	2 minutes	Ernesto Gonzales, Jr. Winifred R. Jarin
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>37 Minutes</b>



## 6. RECORDING OF FACILITY REPAIRS AND MAINTENANCE

Provide assistance to various Departments or Offices in the maintenance of their respective facilities and equipment.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		Residents of General Trias City/Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter Request for Repair/maintenance of Government Facilities or Fill-up <i>Maintenance Work Order Request form</i> .	1.1 Initialing, Checking and scheduling of visual site inspection, if needed.			
	1.2 Pre-checking of availability of maintenance materials.			
	1.3 Preparing for Requisition slip for materials needed .			
	1.4 Upon arrival checking of purchased materials scheduling for accomplishing maintenance work order request. Record/file the report.	None	10 minutes	Marichris Arellano Nicole Prudente Aquilino V. Vistan, Jr. Winifred R. Jarin





	1.5 Out sources maintenance – Visual site/equipment should be done, if necessary. Preparing / fill-up Requisition slip for such <i>Maintenance work order request form.</i>			
	1.6 Follow up/verify work accomplishment for such request. Record/file the report.			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 7. COLLECTION OF RESIDUAL WASTE

Provide a more resilient and timely collection of residual waste within the City of General Trias.

<b>Office/Division</b>			Office of the City General Services Officer	
<b>Classification</b>			Simple	
<b>Type of Transaction</b>			G2C -Government to Client G2G – Government to Government	
<b>Who May Avail</b>			Residents of General Trias City/Government Offices	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Maintaining a Collection Schedule for all Barangays; and ensuring a responsive method in addressing various complaints as to the collection or non-collection of residual waste in the City.	1.1 Utilization of various means of communication in order to receive complaints or recommendations from residents, as well as, City Government Officials/Employees, or entities, 24/7.			
	1.2 Strict compliance of the Collection Schedule;	None	5-10 minutes	Michael Potente Marichris Arellano Winifred R. Jarin
	1.3 Conduct of preventive maintenance measures to all Garbage Trucks to maximize their usage.			



	1.4 Preparation and signing of the Inspection and Acceptance Report.			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>37 Minutes</b>	



## 8. ANTI-COVID19 RELATED TASKS

Render services and assisting the City Government in its Anti-COVID19 Programs and other related activities.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		City Government of General Trias/Residents of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Providing manpower in assisting various offices, such as, but not limited to, the Office of the City Mayor, the City Health Office and the CSWD.	1.1 Maintaining a clean and sanitized working area for the benefit, not only for all City Government Officials and Employees, but also for visitors and clients of the City Government.			
	1.2 Regular disinfestation activity within the City Hall, City Plaza and in offices found therein.	None	5-10 minutes	Winifred R. Jarin Engr. Aquilino V. Vistan, Jr. Elmer Cruz Arthur Lozares



	1.3 Actively participating in the City Government's <i>Ayuda Program</i> .			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	



## 9. RECORDING/BOOKKEEPING

To ensure that the records and/or files of the OCGSO are properly kept and monitored.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C -Government to Client G2G – Government to Government		
<b>Who May Avail</b>		City Government of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Compiling records of the OCGSO	1. Preparing/updating of property cards, Stock Cards, Vehicle Records, Acknowledgement Receipt of Equipment (ARE), Property Return Slip, Issue Slip, Requisition & Issue Slip (RIS) and Report of Supplies and Materials Issued (RSMI).	None	5-10 minutes	Luzviminda P. Monton Mellany Noche Estelita Jandoc Jason Loren Winifred R. Jarin
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>10 Minutes</b>



## 10. REPRODUCTION OF INFORMATION PARAPHERNALIA

To provide reproduced papers/documents for the use of the different Departments of the City.

<b>Office/Division</b>		Office of the City General Services Officer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who May Avail</b>		City Government of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reproduction of information leaflets, forms and other documents	1. Perform reproduction of leaflets, forms, and other documents using the RISO high volume copying machine.	None	30 minutes	Estelita Jandoc
<b>End of Process: Total</b>		<b>None</b>	<b>30 Minutes</b>	



# **Office of the City Human Resource Development and Management Officer**

## **Frontline Services**





## 1. APPLICATION FOR LEAVE

The application for leave is provided to employees for preferred, incurred and unexpected leave of absences whether due to sickness, pregnancy, vacation etc. Management leave application reduces work disruption due to unacceptable absences and absenteeism.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Form with control number		OCHRDMO- Officer of the Day		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application for Leave Form	1.1 Record the date of request/name of employee in the logbook and issue leave form.	None	1 minute	Juan Carlo Panganiban (Admin. Aide III)
2. Return the duly filled-out form with signed recommendation from the immediate supervisor.	2.1 Update leave credits in leave form and record data in the System (MySG). <i>(Affix signature or initial by staff in-charge in preparation of request)</i>	None	4 minutes	Curvy F. Concio (Administrative Asst. I)
	2.2 Certify the leave application form with leave credits by the OCHRDMO Head	None	1 minute	Dennise R. Columna (City Govt. Dept. Head I)



	2.3 Forward application form to the Mayor's Office, City Vice Mayor's Office, City Administrator for the Approval of leave forms.	None	3 minutes	Curvy F. Concio (Administrative Asst. I)/ Juan Carlo Panganiban (Administrative Aide III)
3. Receive the personal copy of approved Leave application	3.1 Record the date of receipt in the logbook, issue the duplicate copy and file the HR Copy of approved leave.	None	1 minute	Juan Carlo Panganiban (Administrative Aide III)
<b>End of Process: Total</b>		<b>None</b>	<b>10 Minutes</b>	



## 2. APPLICATION FOR LEAVE (ABROAD)

The application for leave (Abroad) is provided to employees preferred to leave travel abroad whether for vacation or other reasonable purpose given that the employee is cleared from work-related, money and property accountability; and has no pending administrative case from the agency.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Form with control number (Abroad)		OCHRDMO- Officer of the Day		
Clearance Form (CS Form No. 7)		OCHRDMO- Staff in-charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application for leave form (Abroad)	1.1 Record the date of request/name of employee in the logbook and issue leave form.	None	1 minute	Juan Carlo Panganiban (Administrative Aide III)
2. Return duly Filled-out form (abroad) with signed recommendation from immediate supervisor.	2.1 Update leave credits in leave form and record data in the System (MySG). <i>(Affix signature or initial by staff in-charge in preparation of request)</i>	None	5 minutes	Curvy F. Concio (Administrative Asst. I)
	2.2 Certify the leave form application and	None	1 minute	Dennise R. Columna (City Govt. Dept. Head I)



	clearance by the HRMO Head.  2.3 Return leave application form with attach clearance form and instruct the employee to forward the clearance form to different signatories representing clearance to work-related, money and property accountability; and has no pending administrative case from the agency.	None	1 minutes	Curvy F. Concio (Administrative Asst. I)
3. Returned the approved application form and clearance form.	3.1 Check to verify the completion of document submitted.  3.2 Receive the duplicate copy approved leave application (Abroad), record the date receive in the logbook and file the document received.	None  None	1 minute  1 minute	Curvy F. Concio (Administrative Asst. I)  Curvy F. Concio (Administrative Asst. I)/ Juan Carlo Panganiban (Administrative Aide III)
<b>End of Process:                      Total                      None                      10 Minutes</b>				



### 3. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS

Certificate of Leave Credits is issued to requesting party for its' purpose to monitor their leave balances and earnings; and as requirement on processing payments for terminal leave benefits.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
		Authorized representative		
		Retired/ separated employees of City Government of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client request form		OCHRDMO- Officer of the Day		
Authorization letter and one (1) valid ID for the request filed through representative		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the client request form and submit after filling-out the form.	1.1 Receive client request form then record in the log book the date/time of request and the name of requesting party and forward the request to the staff in-charge.	None	1 minute	Juan Carlo Panganiban (Administrative Aide III)
	1.2 Prepare, update and print the Certificate of Leave Credits. (Affix signature or initial by staff in-charge in	None	6 minutes	Curvy F. Concio (Administrative Asst. I)



	<i>preparation of request)</i>  1.3 Approve the Certificate of Leave Credits  1.4 Issue the approved Certificate of Leave Credits.	None  None	1 minute  1 minute	Dennise R. Columna <i>(City Govt. Dept. Head I)</i>  Curvy F. Concio <i>(Administrative Asst. I)</i>
2. Acknowledge receipt of document requested by signing in the logbook provided by the Staff in-charge	2.1 Instruct to sign in the logbook after release of the document requested	None	1 Minute	Curvy F. Concio <i>(Administrative Asst. I)</i> / Juan Carlo Panganiban <i>(Administrative Aide III)</i>
<b>End of Process: Total</b>		<b>None</b>	<b>10 Minutes</b>	



#### 4. APPLICATION FOR MONETIZATION OF LEAVE CREDITS

Application for Monetization of Leave Credits is granted to employees with valid and justifiable reason like for health and hospitalization needs; financial assistance due to calamities and fortuitous events; for educational assistance and any acceptable reasons. The monetization of leave credits shall be upon the favorable recommendation of the City Mayor and subject to availability of fund.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved letter of request for monetization of leave credits by City Mayor/ Vice Mayor		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Coordinate to OCHRDMO Staff in-charge regarding the total number of accumulated leave credits and the number of days allowable for monetization.	1. Check the employee's leave records and provide the employee with printed application form for leave monetization with employee's information and computation allowable for monetization. <i>(Affix signature or initial by staff in-charge in preparation of request).</i>	None	8 minutes	Curvy F. Concio <i>(Administrative Asst. I)</i>
2. Submit the signed	2.1 Check the submitted	None	2 minutes	Curvy F. Concio <i>(Administrative Asst. I)</i>



application form together with the approved letter of request for monetization of leave credits from City Mayor/ Vice Mayor	documents and forward to OCHRDMO Head to certify the application for leave monetization of credits  2.2 Return the certified application for leave monetization of credits and instruct the employees for the following procedure to be done.			- as Checker/ Dennise R. Columna (City Govt. Dept. Head I)
3. Forward the certified application for leave monetization to the following:  a. Office of the City Budget Officer	3.1 Check the availability of fund and issue obligation request certified by the Budget Officer	None	-	Dennis A. Leaño (Admin. Officer IV) / Conrado M. Cabrera (City Budget Officer I)
b. Office of the City Accountant	3.2 Prepare the disbursement voucher after receipt of obligation request certified by the City Accountant	None	-	Emmanuel Magsino (City Accountant) / Maybelle A. Clerigo (Admin. Officer V)





c. Office of the City Treasurer	3.3 Prepare check for signature of authorized signatories			Office of the City Treasurer (Staff in-charge)
4. Receive the check payment	4.1 Issue the check payment to the employee.	None	-	Office of the City Treasurer (Staff in-charge)
5. Submit the duplicate copy of approved application for monetization of leave credits	5.1 Receive and file the duplicate copy of approved application for monetization of leave credits.	None	1 minute	Curvy F. Concio (Administrative Asst. I)
<b>End of Process: Total</b>		<b>None</b>	<b>11 Minutes</b>	



## 5. ISSUANCE OF SERVICE RECORD

Service Record is issued to requesting party either incumbent or former city employee; beneficiaries and authorized representative as one requirement and any legal purpose it may serve.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
		Authorized representative		
		Retired/ separated employees of City Government of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Request Form		OCHRDMO- Officer of the Day		
Authorization letter and one (1) valid ID for the request filed through representative		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure client request form and submit the duly filled-out form.	1.1 Receive client request form then record in the log book the date/time of request and the name of requesting party and forward the request to the staff in-charge.	None	1 minutes	Juan Carlo Panganiban (Administrative Aide III)
	1.2 Prepare, update and print the Service Record (Affix signature or initial by staff in-charge in preparation of request)	None	7 minutes	Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide )
	1.3 Approve the Service Record			



	1.4 Monitor the progress of request	None	1 minute	Dennise R. Columna (City Govt. Dept. Head I)
		None	2 minutes	Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide )
2. Acknowledge the receipt of document requested	2.1 Issue the approved Service Record and instruct to sign in the logbook after release of the document requested	None	1 Minute	Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide )
<b>End of Process: Total</b>		<b>None</b>	<b>12 Minutes</b>	



## 6. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Certificate of Employment (COE) is issued to requesting party either incumbent or former city employee pertaining his/her personal records; and to authorized representative as requirement for loan application, job application, for securing the retirement and separation benefits and any legal purpose it may serve.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
		Authorized representative		
		Retired/ separated employees of City Government of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Request Form		OCHRDMO- Officer of the Day		
Authorization letter and one (1) valid ID for the request filed through representative		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure client request form and submit the duly filled-out form.	1.1 Receive client request form then record in the log book the date/time of request and the name of requesting party and forward the request to the staff in-charge.	None	1 minute	Juan Carlo Panganiban (Administrative Aide III)
	1.2 Prepare, update and print the COE (Affix signature or initial by staff in-charge in	None	7 minutes	Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide)



	<i>preparation of request)</i>  1.3 Approve the COE  1.4 Monitor the progress of request	None  None	1 minute  2 minutes	-permanent position; Ma. Estrellita Clamor (Admin. Asst. IV) -Job Order Personnel  Dennise R. Columna (City Govt. Dept. Head I)  Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide)  -permanent position; Ma. Estrellita Clamor (Admin. Asst. IV) -Job Order Personnel
2. Acknowledge the receipt of document requested	2.1 Issue the approved COE and instruct to sign in the logbook after release of the document requested	None	1 minute	Carissa C. Culanding (HRM Aide )
<b>End of Process: Total</b>		<b>None</b>	<b>12 Minutes</b>	



## 7. ISSUANCE OF CERTIFICATE AND OTHER PERSONAL RECORDS

Other Personal records and certificates are issued to the requesting party for any legal purpose it may serve such as certificate of contribution, certificate of last of service, Income Tax Return (ITR) and other employees records as certified by the HRMO Head.

<b>Office or Division:</b>	Office of the City Human Resource Development Management Officer (OCHRDMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)			
	Elective Officials			
	Authorized representative			
	Retired/ separated employees of City Government of General Trias			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Request Form		OCHRDMO- Officer of the Day		
Authorization letter and one (1) valid ID for the request filed through representative		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure client request form and submit the duly filled-out form.	1.1 Receive client request form then record in the log book the date/time of request and the name of requesting party and forward the request to the staff in-charge.	None	1 minute	Juan Carlo Panganiban (Administrative Aide III)
	1.2 Prepare, update and print document requested (Affix signature or initial by staff in-charge in preparation of request)	None	15 minutes	Violeta V. Prudente (Admin. Officer V) - personal records relative to position;  Maria Ronelyn Rusit (Admin. Asst. I) - HDMF/Phil-Health/BIR;



	<p>1.3 Certify the document requested</p> <p>1.4 Monitor the progress of request</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>2 minutes</p>	<p>Felita C. Acosta (Admin. Asst VI) - GSIS Contribution;</p> <p>Juan Carlo Panganiban (Administrative Aide III) -Payslip;</p> <p>Marco F. Malipol (Admin. Officer IV)/ Curvy F. Concio (Admin. Asst. I) - OPCR/IPCR; Maria Paulina Inocencio (Admin Officer IV) - Learning &amp; Dev't. certificates; and Janice T. Lozares (SALN/NOSI/NOSA)</p> <p>Dennise R. Columna (City Govt. Dept. Head I)</p> <p><i>Same as personnel responsible in entry no. 1.2</i></p>
2. Acknowledge the receipt of document requested	2.1 Issue the duly certified documents and instruct to sign in the logbook after release of the document requested	None	1 minute	<i>Same as personnel responsible in entry no. 1.2</i>
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>12 Minutes</b>	



## 8. RECEIVING OF APPLICATION FOR EMPLOYMENT

Application for employment is received if the applicant meets the qualification standards of the vacant position as indicator to proceed with the Recruitment and Selection Process.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2G – Government to Government		
<b>Who may avail:</b>		Qualified applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Applicant		
Notarized Personal Data Sheet (PDS) with latest passport-sized photo		Applicant		
Photocopy of Transcript of Records		Applicant		
Photocopy of Certificate of Eligibility (if applicable)		Applicant		
Copy of Individual Performance Commitment Review for the last rating period (if applicable)		Applicant (currently/previously work in the government agency).		
Other pertinent documents as required to position		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter stating the position applied for and plantilla item number together with the other requirements	1.1 Check the completeness of documents. Check also whether the applicant meets the Qualifications Standards (QS) of the position or not.  ❖ <i>If complete and meets the QS, receive the documents and indicate</i>	None	5 minutes	Violeta V. Prudente <i>(Admin. Officer V)/</i> Carissa C. Culanding <i>(HRM Aide)</i>





	<p><i>the name of receiver and the date of receipt.</i></p> <p>❖ <i>If incomplete, inform the applicant of lacking requirements and the last day of application.</i></p> <p>❖ <i>If the applicant does not meet the QS, inform the applicant as to where.</i></p>			
2. Wait for the feedback regarding the next step of recruitment, selection and placement.	<p>2.1 Double check the qualifications of applicants.</p> <p>2.2 Feedback mechanism to applicants' status of application.</p> <p>❖ <i>Send an e-mail to those applicants who do not meet the QS.</i></p> <p>❖ <i>Send a text message regarding the behavioral event interview</i></p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p>	<p>Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide)</p> <p>Violeta V. Prudente (Admin. Officer V)/ Carissa C. Culanding (HRM Aide)</p>



	<i>schedule with the Human Resource Merit Promotion and Selection Board (HRMPSB).</i>			
3. Attend the behavioral event interview with the HRMPSB.	<p>3.1 Act as secretariat to the HRMPSB during the deliberation of applicants.</p> <ul style="list-style-type: none"> <li>○ <i>Document the meeting and prepare for the composition of Deliberation Results .</i></li> </ul>	None	1 day	<p>Violeta V. Prudente (<i>Admin. Officer V</i>)/ Dianne Mae Barbuco (<i>Admin. Officer IV</i>)/ Carissa C. Culanding (<i>HRM Aide</i>)</p>
4. Wait for the feedback regarding the result of the deliberation	<p>4.1 Finalize the Deliberation Results and Minutes of the Meeting</p> <p>4.2 Feedback mechanism to applicants' status of application after examination and interview.</p> <ul style="list-style-type: none"> <li>❖ <i>Send an e-mail to the applicants who were not selected by the</i></li> </ul>	<p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p>	<p>Violeta V. Prudente (<i>Admin. Officer V</i>)/ Carissa C. Culanding (<i>HRM Aide</i>)</p> <p>Violeta V. Prudente (<i>Admin. Officer V</i>)/ Carissa C. Culanding (<i>HRM Aide</i>)</p>



	<i>Appointing Authority</i>  ❖ <i>Send a congratulatory message to the successful candidates and ask them to report to the HR to comply with their pre-employment/ promotion requirements</i>			
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>3 Days and</b>	<b>20 Minutes</b>



## 9. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) LOAN CONFIRMATION

Process of approving GSIS loans such as Multi-purpose Loan (MPL), Consolidated Loan (CNL), Regular Policy Loan (RPL), Optional Policy Loan (OPT), Educational Assistance Loan (EAL), and Computer Loan (CPL).

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
GSIS-UMID Card		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate to GSIS- Authorized Agency Officer (AAO)	1.1 Verification of eligibility such as active service in the agency; has no pending administrative and/or criminal case; shall not on leave without pay; and shall within the minimum net take-home pay.	None	5 minutes	Marco F. Malipol (Admin. Officer IV)/ Ma. Estrellita Clamor (Admin. Asst. IV)
	1.2 Instruct eligible borrower to proceed loan application via Kiosk Machine using their GSIS-UMID Card. (Provide feedback for the	None	5 minutes	Marco F. Malipol (Admin. Officer IV)/ Ma. Estrellita Clamor (Admin. Asst. IV)



	ineligible employee).			
2. Apply loans via GSIS Kiosk Machine	2.1 Approve loan application	None	3 minutes	Marco F. Malipol (Admin. Officer IV) Ma. Estrellita Clamor (Admin. Asst. IV)
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>13 Minutes</b>



## 10. CERTIFICATION OF LOAN APPLICATION (Pag-IBIG Loan/ DBP Salary Loan)

Certification of loan application such as Pag-IBIG Loans and DBP Salary Loans whom met within the minimum net take-home pay as prescribed by the law.

<b>Office or Division:</b>		Office of the City Human Resource Development Management Officer (OCHRDMO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)		
		Elective Officials		
		Job- Order Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Loan Form		OCHRDMO		
Photocopy of two(2) valid IDs with three(3) signatures		Employee		
1x1 picture (for DBP Loans only)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate to the staff in-charge for application of loans	1.1 Verification of eligibility such as active service in the agency; has no pending administrative and/or criminal case; shall not on leave without pay; and shall within the minimum net take-home pay.	None	5 minutes	Dianne Mae Barbuco ( <i>Admin. Officer IV</i> ) /Maria Ronelyn Rusit ( <i>Admin. Asst. I</i> ) - Pag-IBIG Loans; & Maria Mheliza Poblete ( <i>Admin. Aide IV</i> ) - DBP Loans
	1.2 Instruct eligible borrower to fill-out application for loan form (Provide feedback for the	None	5 minutes	Dianne Mae Barbuco ( <i>Admin. Officer IV</i> ) /Maria Ronelyn Rusit ( <i>Admin. Asst. I</i> ) - Pag-IBIG Loans; & Maria Mheliza Poblete ( <i>Admin.</i>



	ineligible employee).			<i>Aide IV)</i> - <i>DBP Loans</i>
2. Submit the duly filled-out Loan application form together with the complete requirements.	2.1 Check the form if properly filled-out and the completeness of the requirements needed  2.2 Approve loan application of the verified eligible borrower	None  None	5 minutes  3 minutes	Dianne Mae Barbuco (Admin. Officer IV) / Maria Ronelyn Rusit (Admin. Asst. I) -Pag-IBIG Loans; & Maria Mheliza Poblete (Admin. Aide IV) -DBP Loans  Dennise R. Columna (City Govt. Dept. Head I)
<b>End of Process:</b>	<b>Total</b>	<b>None</b>	<b>18 Minutes</b>	



## **Office of the City Veterinarian**

### **Frontline Services**





## 1. RABIES VACCINATION

The office conducts Rabies vaccination for dogs and cats. Clinic hours are Monday, Wednesday and Friday, 10am-3pm.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid ID showing General Trias address</li> <li>Dog/cat should be 3 months old. In cases where owners wish their pet be vaccinated below 3 months, revaccination will be at 4 months of age, then vaccinated every year thereafter.</li> <li>The dog/cat should be in good physical condition.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accept walk-in clients with their dog/cat. Clients should wear face mask and face shield before entering.	1.1 Record client and pet information	FREE		
	1.2 Veterinarian physically examines dog/cat.		Depends on cooperation of dog/cat	
	1.3 Dog/cat is vaccinated.		Depends on cooperation of dog/cat	
	1.4 Issue Rabies Vaccination Card		10 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>None</b>	<b>10 Minutes</b>



## 2. REGISTRATION OF DOGS

Pet owners must register their dogs at the office.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid ID showing General Trias address</li> <li>Dog/cat should be 3 months old and above.</li> <li>4R picture of owner with dog/cat.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accept walk-in clients with their dog/cat. Clients should wear face mask and face shield before entering.		20.00/dog		
2. Fill up Registration Form			3 minutes	
3. Submit Registration Form with 4R picture	3.Receive filled-up Registration Form and 4R picture		10 minutes	
4. Pay Registration Fee	4.Issue Payment Form  4.1.Issue Acknowledgment Receipt		10 minutes	
5. Present dog for vaccination	5.Administer Rabies vaccine  5.1.Issue Rabies Vaccination Card		Depends on cooperation of dog/cat  10 minutes	



	5.2. Issue Rabies Registration Certificate		10 minutes	
6. Pick-up Official Receipt	6. Give Official Receipt		1 minute	
<b>End of Process:                  Total                  Php. 20.00                  44 Minutes</b>				



### 3. REGISTRATION OF LIVESTOCK

The office conducts survey of livestock in the various barangays of the City.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> <li>• 2x2 picture of livestock owner</li> </ul>		- Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure livestock registration form			3 minutes	
2. Submit filled-up registration form, with 2x2 picture of livestock owner	2. Receive filled-up Registration Form with 2x2 picture		1 minute	
3. Pay registration fee	3. Issue payment form	70.00/head	1 minute	
	3.1. Issue Acknowledgment Receipt		1 minute	
	3.2. Issue Registration Certificate		10 minutes	
4. Pick-up Official Receipt	4. Give Official Receipt		1 minute	



#### 4. REDEEMING IMPOUNDED DOG/CAT

Pet owners may redeem their impounded dog/cat.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> </ul>		- Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of dog/cat in the City pound				
2. Secure impounding form  2.a. Secure dog registration form (if applicable)  2.b. Secure sterilization form (if applicable)			15 minutes	
3. Submit filled-up forms	3. Receive filled-up forms		1 minute	
4. Pay corresponding fees: a. Impounding fee b. Registration fee c. Sterilization fee d. Owner's penalty	4. Issue payment forms  a. Impounding fee b. Registration fee c. Sterilization fee: castration/spay	4.1. Impounding Fee PHP200.00/day  4.2. Registration Fee PHP20.00/dog	10 minutes	



		<p>4.3. Sterilization Fee</p> <p>Castration:</p> <p>Dog – 1,500.00</p> <p>Cat – 1,000.00</p> <p>Spay:</p> <p>Dog – 1,000.00</p> <p>Cat – 500.00</p> <p>4.4. Owner's penalty – 500.00</p>		
5. Present receipts to Veterinarian	<p>5. Schedule surgery for spay or castration.</p> <p>5.1. Mandatory surgery for spay or castration on third impounding offense.</p>		10 minutes	
6. Present dog to Veterinarian for rabies vaccination	<p>6. Veterinarian will administer Rabies Vaccine</p> <p>6.1. Issue rabies vaccination certificate</p> <p>6.2. Issue registration certificate</p>	<p>FREE</p> <p>6.2. Registration certificate fee – PHP20.00</p>	<p>1 minute</p> <p>1 minute</p> <p>1 minute</p>	
7. Present dog to Veterinarian on date of surgery (when applicable)	<p>7. Issue Sterilization Certificate (when applicable)</p> <p>7.1. Issue Release form</p>		1 hour	
<p><b>End of Process:                      Total                      -                      1 Hour and 39 Minutes</b></p>				



## 5. REDEEMING IMPOUNDED LIVESTOCK

Impounded livestock may be redeemed at the City Pound.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proof of Ownership</li> <li>• Barangay Clearance</li> </ul>		- Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of livestock in the City pound				
2. Present proof of ownership  2.a. Present Barangay clearance  2.b. Present written agreement	2. Receive required documents			
3. Present above documents approved by the City Legal Office or BPLO	3. Receive documents  3.1. Issue payment form		5 minutes	
4. Pay Impounding fee at Cashier's (City Treasurer's Office)		4.1. Impounding Fee PHP200.00/head/day  4.2. Branding Fee		



		PHP50.00  4.3. Registration Fee PHP70.00  4.4. Owner's penalty – 2500.00		
5. Present Official receipts, Acknowledgement receipt, Written agreement to Veterinarian	5. Receive required documents  5.1. Issue Release form		15 minutes	
6. Submit copy of above documents and Release form to following offices:  a. City Veterinarian's Office b. City Legal Office or BPLO c. Barangay concerned/ HOA concerned	6. Receive documents  6.1. Upon receipt of Release form and other documents, impounded livestock may be released to owner.			a. City Veterinarian's Office  b. HOA official concerned (when applicable)
<b>End of Process:</b>		<b>Total</b>	-	<b>20 Minutes</b>





## 6. AUCTION OF UNCLAIMED IMPOUNDED LIVESTOCK

Unclaimed impounded Livestock shall be subject for auction.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of City of General Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request</li> <li>Barangay Clearance</li> </ul>		- Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.Post notice for public auction in at least 3 conspicuous places (including public market place)		3 days	City Treasurer's Office
	Sell to highest bidder		2 days after auction sale	City Treasurer's Office
3. Highest bidder pays poundage fees, cost of advertisement and conduct of sale				
4. Pay poundage fee	4. Issue Payment form	4.Poundage Fee PHP200.00/head/day	5 minutes	
5. Pay other required fees	5. Issue Official receipts			City Treasurer's Office



6. Present Official Receipts	6. Receive Official receipts 6.1. Issue Livestock Certificate  6.2. Issue Release Form  6.3. Upon receipt of Release papers, release livestock to auction winner		15 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>5 days and 20 Minutes</b>



## 7. ADOPTION OF IMPOUNDED DOG/CAT

Impounded dogs/cats not claimed within 3 days will be put for adoption for 10 days.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid ID</li> </ul> (Person to adopt should be of legal age. In case person is a minor, a written consent from parent/guardian is needed.)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose dog/cat to be adopted.				
2. Secure and fill up the following forms:  a. Adoption Form b. Registration Form c. Sterilization Form (if applicable)			15 minutes	
3. Submit filled up forms	3. Receive filled up forms		1 minute	
4. Pay required fees	4. Issue Payment form  4.1. Issue Acknowledgement receipt	4.1. Adoption Fee – PHP300.00  4.2. Registration Fee – PHP20.00  4.3. Sterilization Fee: Castration: Dog – 1,500.00 Cat – 1,000.00	15 minutes	



		Spay: Dog – 1,000.00 Cat – 500.00		
5. Present dog to Veterinarian on date of surgery (when applicable)	5. Issue Sterilization Certificate (when applicable)			
6. Receive Official Receipts	6. Give Official receipts and Issue the following Certificates:  a. Certificate of Adoption b. Certificate of Registration c. Rabies Vaccination Certificate d. Release Form		15 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>46 Minutes</b>



## 8. DEWORMING

Dogs and cats are dewormed against intestinal worms.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Puppies: 2 weeks old and above/ adult dogs</li> <li>Kittens: 1 month old and above/ adult cats</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up Deworming form			5 minutes	
2. Submit filled up Deworming form	2. Receive Deworming form 2.1. Issue Payment Form		10 minutes	
3. Pay Deworming fee	3. Receive Payment 3.1. Issue Acknowledgement Receipt	3. Deworming Fee: PHP150.00/10kgs BW	10 minutes	
4. Present dog/cat for deworming	4. Administer Dewormer 4.1. Issue Deworming Certificate		15 minutes	
5. Receive Official Receipts	5. Give Official receipts		5 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>45 Minutes</b>



## 9. IMMUNIZATION (5-in-1 VACCINE)

The office also services vaccination against common infectious diseases in dogs namely: Parvovirus, Distemper, Parainfluenza, Hepatitis, and Leptospirosis.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Puppies: 6 weeks old and above</li> <li>Adult dogs</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Immunization form			5 minutes	
2. Submit filled up Immunization form	2. Receive Immunization form 2.1. Issue Payment Form		10 minutes	
3. Pay Immunization fee	3. Receive Payment 3.1. Issue Acknowledgement Receipt	3. Vaccination Fee: PHP500.00/(5in 1 vaccine)	10 minutes	
4. Present dog/cat for vaccination	4. Administer vaccine 4.1. Issue Vaccination Certificate		10 minutes	
5. Receive Official Receipts	5. Give Official receipts		10 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>45 Minutes</b>



## 10. STERILIZATION OF DOGS AND CATS

(City Ordinance No.19 Series of 2012 Section 9 & 10)

As part of the dog and cat population control program, the City Veterinary Services Office offers Castration and Spaying services to pet owners for a minimal fee.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• <b>CASTRATION</b> <ul style="list-style-type: none"> <li>- Dog: 6 months old</li> <li>- Cat: 6 months old</li> </ul> </li> <li>• <b>SPAYING</b> <ul style="list-style-type: none"> <li>- Dog: 6 months old</li> <li>- Cat: 6 months old</li> </ul> </li> </ul> <p>(Dogs/cats should be in good health. Older dogs and cats may be sterilized. The age listed above is the recommended age to perform surgery.)</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Sterilization Consent form			10 minutes	
2. Submit filled up Sterilization Consent form	2. Receive Sterilization Consent form  2.1. Issue Payment Form		10 minutes	
3. Pay Sterilization fee	3. Receive Payment  3.1. Issue Acknowledgement Receipt  3.2. Schedule date of surgery	3. Sterilization Fee:  <b>Castration:</b> Dog – 1,500.00 Cat – 1,000.00  <b>Spaying:</b> Dog – 1,000.00 Cat – 500.00	10 minutes	



4. Bring animal on date of scheduled surgery	4. Perform Surgery  4.1. Issue Certificate of Sterilization  4.2. Issue Prescription  4.3. Issue Release Papers		1 hour	
5. Receive Official Receipts	5. Give Official receipts		10 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>1 Hour and 40 Minutes</b>





## 11. EUTHANASIA SERVICE

(City Ordinance No.19 Series 2012 Section 9 & 11)

Pet owners may have their pets euthanized at the City Veterinary Services Office. Euthanasia, however, will be permitted only under the supervision by a duly licensed veterinarian. Pet owners have the option of having their pet buried at the City Pound Compound for an additional fee.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request</li> <li>Barangay Clearance</li> </ul> (Conditions listed under Section 11 of City Ordinance No. 19)		- Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Euthanasia Consent form			5 minutes	
2. Submit filled up Euthanasia Consent form	2. Receive Euthanasia consent form  2.1. Issue Payment Form		10 minutes	
3. Pay Euthanasia fee	3. Receive Payment  3.1. Issue Acknowledgement Receipt  3.2. Schedule Euthanasia procedure	3. Euthanasia Fee: PHP 1,000.00	15 minutes	
4. Bring animal to be euthanized on scheduled date	4. Perform Euthanasia  4.1. Issue Euthanasia Certificate		30 minutes	



	4.2. Release Carcass to Owner			
5. Receive Official Receipts	5. Give Official receipts		10 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>1 Hour and 10 Minutes</b>



## 12. BURIAL SERVICE

(City Ordinance No. 19 Series 2012 Section 9)

The carcass of animals euthanized with the consent of its owners may have their pets buried at the burial plot of the City Pound Compound. A simple marker shall be placed on the grave of the animal.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Pet owners must sign a written agreement allowing the exhumation of their pet's bones on the third year after burial to be donated to Medical or Veterinary School for study</li> <li>A written consent from the City Veterinarian or City Mayor stating the same</li> </ul> <p>NOTE: Refusal to sign written agreement shall bar the burial of their pet within the City Pound Compound</p>		- City Veterinarian's Office or City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Burial Consent form			5 minutes	
2. Submit filled up Burial Consent form	2. Receive form 2.1. Issue Payment Form		10 minutes	
3. Pay Burial fee	3. Receive Payment  3.1. Issue Acknowledgement Receipt  3.2. Issue Burial Certificate	3. Burial Fee:  a. small sized animals PHP 150.00 b. medium sized animals PHP 350.00 c. large sized animals PHP 500.00	15 minutes	
4. Bring animal to be buried on scheduled date	4. Burial of Animal		30 minutes	
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>1 Hour</b>



### 13. TRAVEL PERMITS FOR DOGS AND CATS

Pet owners who wish to travel with their pets may request for travel permits.

<b>Office or Division:</b>		City Veterinary Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Residents of Gen. Trias		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Dogs should be 4 months old and above.</li> <li>• Cats should be 4 months old and above.</li> <li>• Pets should be vaccinated against rabies.</li> <li>• Pets should be in good health.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up Information sheet			5 minutes	
2. Submit filled up Information sheet	2. Receive Information sheet		10 minutes	
3. Submit Vaccination certificate (if applicable)	3. Issue Veterinary Health Certificate (if vaccination certificate is current)		10 minutes	
4. If Vaccination certificate is not available	4. Veterinarian administers Rabies vaccine  4.1. Issuance of Veterinary Health Certificate will be 14 days after vaccination		10 minutes	



5. Apply online for Shipping Permit from National Veterinary Quarantine Services Division: <a href="mailto:baiquarantineph@gmail.com">baiquarantineph@gmail.com</a> 09183963807 09154794649				<i>Personnel in-charge at National Veterinary Quarantine Services Division, Bureau of Animal Industry</i>
<b>End of Process:</b>	<b>Total</b>	<b>-</b>	<b>35 Minutes</b>	



# **Office of the City Information and Communication Technology Officer**

## **Frontline Services**



## 1. APPLICATION VIDEO CONFERENCE / ONLINE WEBINAR

Information and Communication Technology Department has the platform for Video Conferencing, in applying for Video Conferencing we provided an online and Printed application form, ICT act as host to all Video Conference meetings between internal department and outside organizations. All recordings and Attendance are kept with the ICT Records and handed to requesting office as needed.

<b>Office or Division</b>		CICT		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Other offices, Employee, Official		
<b>Who may avail?</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		All person who will avail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online application for Video Conference/ Webinar thru the General Trias official Website or thru application forms issued by the ICT office	1. Receive application from the concern offices	None	5 Minutes	<i>Job Order Personnel</i>
2. Wait for the approval of the application	2. Verify the availability of the schedule conference on the applied date	None	10 Minutes	<i>Job Order Personnel</i>
3. Received Notification from ICT for the availability of the said schedule	3. Create the Video Conference appointment schedule and make a link and QR code for the easy access of participants	None	10 Minutes	<i>Job Order Personnel</i>



4. Received QR code and link of the Scheduled Online Video Conference	5. Associate the created Online conference with the official website of the City of General Trias	None	10 minutes	<i>Job Order Personnel</i>
<b>End of Process:</b>		<b>Total</b>	<b>-</b>	<b>4 Hours</b>





## FEEDBACK AND REDRESS MECHANISM

Feedback can also be transacted at:

- Official Facebook Account: - City Government of General Trias  
<https://www.facebook.com/GenTriOfficial>
- Official Website: - [feedback@generaltrias.gov.ph](mailto:feedback@generaltrias.gov.ph)
- Hotline Nos: - 09190664270; 09228884363
- ARTAwag Center: - <https://arta.gov.ph/contact-us/>  
09692577242 ; 0928-690-4080
- Presidential Complaint Center (PCC) - <https://osetc.gov.ph/agency/presidential-complaint-center-pcc/>  
+63(2) 8736-8645/ 8736-8603
- CSC Contact Center ng Bayan (CCB) [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)  
0908-8816565 ; 1-6565 accessible via PLDT  
and Smart landlines nationwide

If you are not satisfied with our services your written/verbal complaint shall immediately be acted upon by our Information Assistant at the Public Assistant Counter/Complaint Desk.

Thank you for helping us improve our services.



## CLIENT FEEDBACK FORM (FRONT)



### CITY GOVERNMENT OF GENERAL TRIAS

*Aksyon Agad Para sa GenTriseño*

#### CLIENT FEEDBACK FORM

Date (Petsa) \_\_\_\_\_

What office in the City Government of Gen. Trias did you visit today?:  
\_\_\_\_\_

Please check (✓) the box with the comment you agree with:

#### 1.) Service

	Poor	Average	Good	Excellent
Speedy/Prompt service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment with official receipt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### 2.) Employees

	Poor	Average	Good	Excellent
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serves with a smile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing proper uniform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing proper ID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Way of speaking				
- Volume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Clarity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### 3.) City Hall Environment

	Poor	Average	Good	Excellent
Floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directional Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambiance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## CLIENT FEEDBACK FORM (BACK)

### Other comments and suggestions:

- Name of Employee/s for Commendation (papuri)

\_\_\_\_\_

Please give us details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Areas for improvement/Complaint:

\_\_\_\_\_

Please give us details:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Client Information (Optional):

Name \_\_\_\_\_

Address \_\_\_\_\_

Office/Company \_\_\_\_\_

Contact No. \_\_\_\_\_ Email Address: \_\_\_\_\_

Please drop this form in the **Client Feedback Box** located  
at the *Public Assistance and Complaint Desk*

*Thank You!!*



## List of Offices

Office	Address	Contact Information
<b>AMBULANCE</b>		(046) 409-7303 / (0919) 066 4269
<b>Business Permit and Licensing Office</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-5296 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 105
<b>Treasurer's Office</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-0458/(046) 419-8380 to 89 / (02) 8779-5980 loc. 106
<b>Assessor's Office</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 418-9176 / 419-8380 to 89 loc. 107
<b>City Registrar's Office</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-5014 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 108
<b>City Information &amp; Communication Technology (I.T. Office)</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 101
<b>Engineering Office</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	046) 419-8380 to 89 / (02) 8779-5980 loc. 102
<b>City Planning and Devt. Council</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-4425 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 103
<b>Bureau of Internal Revenue</b>	1 <sup>st</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-5260 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 104
<b>Office of the Mayor</b>	2 <sup>nd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 201
<b>Administrator's Office</b>	2 <sup>nd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 205
<b>Office of the Vice - Mayor</b>	2 <sup>nd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 205
<b>Sangguniang Panlungsod Office</b>	2 <sup>nd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 203
<b>Public Employment Services Office</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046)509-5009 / 4(046) 419-8380 to 89 / (02) 8779-5980 loc. 304
<b>Human Resource Management Office</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-2662 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 305



Office	Address	Contact Information
<b>Budget Office</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-0619 / (046) 419-8380 to 89 / (02) 8779-5980 loc.306
<b>Accounting Office</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 302
<b>City Agriculture Office</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-0922 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 301
<b>Trial Court</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 303
<b>Association of Barangay Captains</b>	3 <sup>rd</sup> Floor City Hall Building General Trias City, Cavite	
<b>Commission on Audit</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	419-8380-89 loc. 406
<b>Community Affairs Office</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046) 484-5373 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 409
<b>Local Economic and Investment Promotion Office</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-5053 / (046) 419-8380 to 89/ (02) 8779-5980 loc. 407
<b>City Environment &amp; Natural Resources Office</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046)509-2191 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 408
<b>Commission on Elections</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046) 509-4483 / (046) 419-8380 to 89/ (02) 8779-5980 loc. 401
<b>Information and Tourism Office</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. local 404
<b>City Information Office</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 404
<b>Office of the Senior Citizen Affairs</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	(0919) 066 4279
<b>COOP Development Unit</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	509 – 4540
<b>Womens Devt. Council</b>	4 <sup>th</sup> Floor City Hall Building General Trias City, Cavite	0919 066 4280
<b>General Service Office</b>	General Services Bld. City Hall Building General Trias City, Cavite	(046)509-4181 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 501



<b>Department of Interior &amp; Local Government Office</b>	General Services Bld. City Hall Building General Trias City, Cavite	
<b>City Social Welfare and Development Office</b>  <b>CSWD Training Center</b>	Poblacion General Trias City, Cavite	(046) 509-4539 / (046) 419-8380 to 89 / (02) 8779-5980 loc.307
<b>City Health Office</b>	Pinagtipunan General Trias City, Cavite	(046) 509-5289
<b>Philippine National Police – Main Station</b>	Poblacion General Trias City, Cavite	(0917) 684-2008 / (046) 437-7306
<b>PNP – Substation (Manggahan)</b>	Manggahan General Trias City, Cavite	(0919) 066 4283
<b>PNP – Substation (San Francisco)</b>	San Francisco General Trias City, Cavite	(0919) 066 4284
<b>PNP – Substation (Pasong Kawayan 2)</b>	Pasong Kawayan 2 General Trias City, Cavite	(0919) 066 4272
<b>PNP – Substation (PEZA)</b>	PEZA Industrial General Trias City, Cavite	(0919) 066 4272
<b>Bureau of Fire Protection - Main</b>	Poblacion General Trias City, Cavite	(0919) 066 4275
<b>Bureau of Fire Protection – Manggahan</b>	Manggahan General Trias City, Cavite	(0919) 066 4274
<b>Bureau of Jail Management and Penology</b>	Poblacion General Trias City, Cavite	(0919) 774 0365
<b>City Disaster Risk Reduction and Management Council</b>	Pasong Kawayan 2 General Trias City, Cavite	(046) 409-7303 / (0919) 066 4269
<b>General Trias Sports Center</b>	San Juan I General Trias City, Cavite	(046) 513-7975
<b>Post Office</b>		(0919) 066 4286
<b>Youth Center</b>	Pasong Kawayan 2 General Trias City, Cavite	(046) 509-4253
<b>Traffic Management Office</b>	Poblacion General Trias City, Cavite	(046) 509-5068
<b>Youth Center</b>	Pasong Kawayan 2 General Trias City, Cavite	(046) 509-4253
<b>Trunkline Number</b>		(046) 419-8380 to 89 / (02) 8779-5980
<b>Hotline Number</b>		(0919) 066 4270