CITY GOVERNMENT OF GENERAL TRIAS

CITIZEN'S CHARTER HANDBOOK

2025 (1st 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.

IV. Service Pledge:

At the City Government of General Trias, we are committed to serving every GenTriseño, transparency, and excellence. Focused on the well-being of our community, we pledge to:

1. Good Governance

Efficient, transparent, and accountable practices guide us. We Prioritize public interest, utilizing government resources responsibly. We Commit to open communication, regular performance evaluations, and continuous improvements for enhanced service efficiency.

2. Service Excellence

Our Commitment is to serve with utmost courtesy, respect, and professionalism. We Ensure timely service delivery, minimize wait times, and embrace innovation to streamline processes and stay at the forefront of public administration best practices.

3. Community Engagement

We Foster collaborations with community stakeholders to design responsive programs and policies that reflect the diverse needs and aspirations of our community.

All these we pledge to the best interest of every Gentriseño we serve, as we join forces for a more progressive City of General Trias.

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OFFICE OF THE CITY MAYOR

FRONTLINE SERVICES

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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.

Office or Division	Office of the City Mayor
Classification:	Complex (inter-departmental/involves appropriation)
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All Residents of the City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 – 3rd floor, City Hall Bldg. 3) CSWD – 3rd floor, City Hall Bldg. 4) City Civil Registrar – 1st floor, City Hall Bldg. 5) Funeral Services 6) Barangay hall where the claimant resides 7) Barangay hall where the claimant resides 8) COMELEC – 4th floor, City Hall Bldg. 9) OSCA – 4th floor, City Hall Bldg.

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide*
	1.2 Check and Validate requirements submitted	None	5 minutes	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide*
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Ruth L. Arcon *Administrative Aide*
	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	****	Ruth L. Arcon *Administrative Aide*

	1.5 Notify client of the release of burial assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide*
2. Present the Receiving copy and ID	2. Release burial assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide* **OTHER OFFICE STAFFS AS ASSIGNED DEPENDING ON VOLUME OF CLIENTS*
End of Process:	**Total**	**None**	**-**	

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2. Request for Medical Assistance

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

Office or Division	Office of the City Mayor
Classification:	Complex (interdepartmental and involves appropriation)
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All Residents of the City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 – 4th floor, City Hall Bldg. 10) CSWD – 3rd floor, City Hall Bldg. 11) CSWD – 3rd floor, City Hall Bldg.

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.2 Check and Validate requirements submitted	None	5 minutes	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide*
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Ruth L. Arcon *Administrative Aide*
	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	****	Ruth L. Arcon *Administrative Aide*

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	1.5 Notify client of the release of medical assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide*
2. Present the Receiving copy and ID	2. Release Medical Assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide* **OTHER OFFICE STAFFS AS ASSIGNED DEPENDING ON VOLUME OF CLIENTS*
End of Process:	**Total**	**None**	**-**	

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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.

Office or Division	Office of the City Mayor
Classification:	Complex (interdepartmental and involves appropriation)
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All Residents of the City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 – 4th floor, City Hall Bldg. 10) CSWD – 3rd floor, City Hall Bldg. 11) CSWD – 3rd floor, City Hall Bldg.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide*
	1.2 Check and Validate requirements submitted	None	5 minutes	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide*
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Ruth L. Arcon *Administrative Aide*
	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	****	Ruth L. Arcon *Administrative Aide*

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	1.5 Notify client of the release of financial assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide*
2. Present the Receiving copy and ID	2. Release of Financial Assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide* **OTHER OFFICE STAFFS AS ASSIGNED DEPENDING ON VOLUME OF CLIENTS*
End of Process:	**Total**	**None**	**-**	

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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.

Office or Division	Office of the City Mayor
• **Classification:**	Complex (interdepartmental and involves appropriation)
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All Residents of the City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Jena Evangelista *Administrative Aide*

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	1.2 Check and Validate requirements submitted	None	5 minutes	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Jena Evangelista *Administrative Aide*
	1.3 Hand-Over the personal letter and requirements to the City Mayor for approval	None	****	Ruth L. Arcon *Administrative Aide*
	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	****	Ruth L. Arcon *Administrative Aide*
	1.5 Notify client for the release of educational assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide*

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2. Present the Receiving copy and ID	2. Release Educational Assistance	None	****	Renee Joyce P. Tijones *Administrative Aide* Jinky Poniente *Administrative Aide* Kervin Delos Santos *Administrative Aide* **OTHER OFFICE STAFFS AS ASSIGNED DEPENDING ON VOLUME OF CLIENTS*
End of Process:	**Total**	**None**		

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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 solemnized. 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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail?	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Request Letter addressed to the Mayor (2 copies) 2) Marriage License	1) All person who will avail 2) City Civil Registrar's Office

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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*

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	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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.3 Notify client of the approval of the request	None	2 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
2. Conduct of civil wedding ceremony	2. The City Mayor will conduct the civil wedding ceremony	None	30 minutes	Luis A. Ferrer IV *City Mayor*
End of Process:	**Total**	**None**	**3 days and 35 Minutes**	

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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.

Office or Division	Office of the City Mayor
Classification:	Complex – Solicitations (interdepartmental and involves appropriation)
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail?	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.3 Notify client of the	None	5 minutes	Hero Colorado *Executive Assistant*

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	Approval/disapproval of the request			Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 days and 8 Minutes**	

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7. Reservation For Audio Visual Room (Avr, 3rd Floor, City Hall Bldg.)

Audio-Visual Room is located at the 3rd 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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2G – for government services whose client is a government employee or another government agency
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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/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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Check the schedule for availability	None	1 minute	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*

	1.3 Process the reservation of AVR with the approval by the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.4 Note / Block the reservation schedule for AVR when approved	None	3 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.5 Notify client of the Approval/disapproval of the request	None	4 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*

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	1.6 Notify and surrender a copy of reservation slip to the person in charge with the AVR	None	5 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 Days and 16 Minutes**	

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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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public G2G – for government services whose client is a government employee or another government agency
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1) Request Letter addressed to the City Mayor (2 copies) 2) Reservation Slip	1) All person who will avail 2) City Engineering's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 receiving copy to the client	None	3 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*

	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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	2.3 Notify client of the Approval/disapproval of the request	None	Up to 3 days maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
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	*Engineering Staff* *CPDC Staff*
4. Proceed at Treasurer's Office for payment and present	4. Receive assessment slip and Payment	None	5 minutes	*Treasurer's Office Staff*

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assessment slip.				
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	*Engineering Staff* *CPDC Staff*
End of Process:	**Total**	**None**	**6 Days and 20 Minutes**	

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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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.3 Notify client of the Approval of the request	None	3 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 Days & 6 Minutes**	

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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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail?	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

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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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.3 Notify client of the Approval of the request	None	3 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 Days & 6 Minutes**	

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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail?	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

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. Check the availability of Ambulance to CDRRM/CHO	None	3 minutes	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*

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	1.3 Notify client of the Approval/disapproval of the request	None	*****	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 Days & 3 Minutes**	

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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).

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
	1.2 Process the request with the approval of the City Mayor	None	Up to 3 days Maximum	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista

				Administrative Aide
	1.3 Notify client of the Approval/disapproval of the request	None	*****	Hero Colorado *Executive Assistant* Dhelaine Gomez *Community Affairs Officer* Jena Evangelista *Administrative Aide*
End of Process:	**Total**	**None**	**3 Days & 3 Minutes**	

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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.

Office or Division	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail?	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents for assessment	1.1 Receive all documents and assess.	None	3 minutes	Caryl Agustin *Administrative Assistant IV*
	1.2 Validate the documents	None	1 minute	Glenda Gonzales *Administrative Assistant IV*
	1.3 Release of the Assessment form	None	2 minutes	Caryl Agustin *Administrative Assistant IV* Jayson Sarte *Administrative Aide IV*
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	*Assigned PNP officer*
3. Proceed to Mayor's Office for Re-validate	3. Re-Validate all documents and release the payment form	None	2 minutes	Glenda Gonzales *Administrative Assistant IV*
4. Proceed to Treasurer's	4. Receive payment and	None	3 minutes	

Office for payment	release official Receipt			*Treasurer's Office Staff*
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 *Administrative Assistant IV* Jayson Sarte *Administrative Aide IV* Alona Evangelista *Bookbinder I*
	5.2 Release of Tricycle franchise documents and Sticker	None	5 minutes	Leonardo Delos Santos *Administrative Aide II* Ponciano Dumagat *Administrative Aide I*
End of Process:	**Total**	**None**	**26 Minutes**	

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OFFICE OF THE CITY SECURITY SERVICES DIVION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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.

Office or Division	City Security Services Division
Classification	Simple
Type of Transaction	Government to Citizen
Who may avail:	Constituent / General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	2 minutes	Charles Edward Cabase *Security Guard I* Maximo Colorina *Security Guard I* Ferdinand Dela Cruz *Audio Visual Technician I* Crispina Noche *Security Guard I* Judy Rimando *Security Guard I* Ricardo Delos Reyes *Utility Worker I*

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2. Present the requirements needed for the transaction.	1. Evaluate the requirements / documents presented.	None	3 minutes	Charles Edward Cabase *Security Guard I* Maximo Colorina *Security Guard I* Ferdinand Dela Cruz *Audio Visual Technician I* Crispina Noche *Security Guard I* Judy Rimando *Security Guard I* Ricardo Delos Reyes *Utility Worker I*
End of Process:	**Total**	**None**	**5 minutes**	

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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.

Office or Division	City Security Services Division
Classification	Simple
Type of Transaction	Government to Citizen
Who may avail:	Constituent / General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Assistance from the parking area.	1. Assist the client in parking their vehicle.	None	3 minutes	Jorge Abairo *Security Guard I* Rex Arnecillo *Security Guard I* Earl Clarito *Security Guard I* Arthur Lozares *Utility Worker II*

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				Christopher Parin *Security Guard I* Freddie Peñaflor *Security Guard I*
End of Process:	**Total**	**None**	**3 minutes**	

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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.

Office or Division	City Security Services Division
Classification	Simple
Type of Transaction	Government to Citizen, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Complaint. Documentary and Material evidences if there is any. 3. Personal appearance of complainant. 4. Letter request for Police Assistance.	CLIE NT

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Letter of Complaint.	1. Received Letter of Complaint.	None	2 minutes	Gregorio G. Evangelista Jr. *Security Officer IV* Michael L. Saliba *Security Guard III*
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 Jr. *Security Officer IV* Michael L. Saliba *Security Guard III*

3. Letter of endorsement address to the PNP to conduct full investigation.	3. Approval of LetterEndorsement.	None	15 minutes	Gregorio G. Evangelista Jr. *Security Officer IV* Michael L. Saliba *Security Guard III*
End of Process:	**Total**	**None**	**37 minutes**	

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GENERAL TRIAS MEDICARE HOSPITAL
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. 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.

Office or Division:	City of General Trias Medicare Hospital
Classification:	
Type of Transaction:	
Who may avail:	Everyone
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Hospital Number	CGTMH – OPD

CLIENT STEPS	AGENCY ACTIONS	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. *For pregnant patient that needs prenatal check-up, the schedule is every Tuesday, 1-4pm. Write*	1.1 Ask the patient if s/he have an existing record in the hospital: *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.* *6* *If patient have no record with us, ask patients information and record it in an index card.*	None	15 minutes	*OPD Nurse/Midwife/Clerk On-Duty*

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name in 'Palistahan ng Buntis' provided. Bring latest ultrasound and laboratory. *If patient is a child or toddler that needs a specialist, Pedia check-up schedule is every Thursday 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.	2.1 Record patient's vital sign and other necessary information in his/her index card. Fill out COVID-19 checklist depending on	None	15 Minutes	

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	the verbalized response of patient. *If patient do not have symptoms related to COVID-19, asked to wait to be called.* *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 transferred facility.*			*OPD Nurse/Midwife/Clerk On-Duty*
3. Wait to be called.	3.1 Call patient name.	None	30 Minutes	

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	Examine the patient and give necessary medical attention and advised. *Issue laboratory request if needed (follow laboratory process)* *Issue prescription if needed (follow pharmacy process)*			*Doctor On-Duty*
End of Process:	**Total**	**None**	**1 Hour**	

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2. 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.

Office or Division:	City of General Trias Medicare Hospital
Classification:	
Type of Transaction:	
Who may avail:	Everyone
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Laboratory request Hospital Number	CGTMH OPD, CHO and Barangay Health Center

CLIENT STEPS	AGENCY ACTIONS	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 *Medical Technologist*
2. Hand over the collected sample to the medical technologist on-duty not more than 1hour 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 *Medical Technologist* *OPD Nurse/Midwife/Clerk On-Duty*

	process and perform blood collection.			
3. Wait for the result	Examine sample and provide result	3.1 Urinalysis - 30minutes - 1hour 3.2 Fecalysis - 30minutes - 1hour 3.3 Complete Blood Counting - 1-2hours 3.4 Pregnancy Test - 15-30minutes 3.5 Dengue Duo NS1 - 15minutes	30 Minutes	Ollie Cueco/Raffy Lacorte *Medical Technologist*
4. Receive result. Provide authorization letter if receiver is not the patient.	4.1 MedTech to record result in the logbook and release result. *If patient is waiting in the OPD Area, endorse result to the OPD Nurse on duty for Physician's further*	None	15 Minutes	Ollie Cueco/Raffy Lacorte *Medical Technologist*

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	evaluation *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.*			
End of Process:	**Total**	**None**	**55 minutes – 2 Hours and 40 Minutes**	

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3. Pharmacy Services

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

Office or Division:		City of General Trias Medicare Hospital		
Classification:		Simple		
Type of Transaction:				
Who may avail:		CGTMH and In Patient		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Prescription		CGTMH OPD, CGTMH Inpatient		
CLIENT STEPS	**AGENCY ACTIONS**	**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 *Pharmacist*
End of Process:	**Total**	**None**	**10 Minutes**	

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4. 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.

Office or Division:	City of General Trias Medicare Hospital
Classification:	
Type of Transaction:	
Who may avail:	Everyone
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Admission Order	CGTMH Emergency Room

CLIENT STEPS	AGENCY ACTIONS	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	NONE (All fees covered by Philhealth)	50 minutes	*ER Nurse/Ward Nurse/Institutional Worker/Medical Technologist*

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	assignment and prepare supplies needed 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		*Physician, Nurse*
3. Secure discharge clearance and sign provided PhilHealth forms. Submit accomplished clearance to the guard on duty. Secure clearance from: a. Pharmacy b. Laboratory c. Billing/Cashier/Philhealth d. Laundry	3.1 Examines and evaluates patient. Indicates "May Go Home" order in patient chart. *If the patient requests discharge against medical advice (DAMA), the NOD refers the request to Attending Physician.*	None	2 and half hour	*Physician, Nurse, Philhealth/Billing Clerk, Guard*

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	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. 3.3 Prepare billing of patient and secure signatures. 3.4 Prepare clearance certificate and advised patient to secure clearance on needed departments. 3.5 Issue discharge slip 2 copies • Patients copy			

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	• Nurse Station copy 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			
End of Process: upon discharge – 2 hours	**Total**	**None**	**upon admission - 50 minutes;**	

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5. 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.

Office or Division:	City of General Trias Medicare Hospital
Classification:	
Type of Transaction:	
Who may avail:	CGTMH In-Patient
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Philhealth Member and Patient Data Form	Philhealth Clerk

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon advised for admission, patient needs to fill out the 'Philhealth Member and Patient Data Form' provided. If patient is a non-member adult, patient need to provide the following ASAP: a. Birth Certificate b. Valid ID c. Authorization Letter (provided by the philhealth clerk) d. Filled-out PMRF form e. IF patient is unable to pay the philhealth contribution, secure 'Certificate of Indigency' from Barangay and MSWDO. If patient is a child of a non-member	1.1 Secure 'Philhealth Member and Patient Data Form'. Check patient's eligibility. If patient is already a member or a dependent, provide eligibilty copy to Ward Nurse. If patient is not a member/dependent, secure the requirements and send request for registration and/or addition dependent to philhealth. Reply from philhealth is 1-3days upon submission of request.	NONE	15 minutes	Mark Felesario or Beverly Barrientos *Ward Nurse On-Duty, Philhealth Clerk*

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patient, secure above documents and bring the child birth certificate as additional requirement. If patient is for member's addition dependent, secure the following: a. Birth Certificate of child (aged 21 and below) b. Authorization Letter (provided by philhealth clerk) c. Filled-out PMRF form If patient is a legal husband/wife of a member, secure the following requirements: a. Birth Certificate of patient b. Valid ID of member and patient c. Authorization Letter (provided by the philhealth clerk)				

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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.	2.1 Encode patient information in iHomis upon attending physician advised to discharge. 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.	NONE	2 hours	Mark Felesario or Beverly Barrientos *Ward Nurse On-Duty, Philhealth Clerk*
End of Process: Total Upon discharge: 2 hours		**None**	**Upon admission: 15 Minutes**	

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6. Medico-Legal

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

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

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	information and record it in an index card. 1.2 Physician to give patient proper medical attention and advise 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.			
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: a. Police Report b. Valid ID	2.1 OPD Clerk to retrieved index card of patient. Call patient and get the necessary documents. 2.2 OPD Clerk to endorse record and documents to Admin Staff. 2.3 Admin Staff to encode	None	1 Hour	*OPD Nurse/Clerk, Admin Staff: Barrientos/ Felesario/Moral*

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c. Payment Receipt or Certificate of Indigency d. If patient is a minor, bring a copy of birth certificate and ID of guardian e. Authorization Letter and ID of both patient and receiver if patient will not be able to get his/her medico-legal f. Other documents requested by the physician such as: X-Ray, CT Scan, Ultrasound etc.	details of incident and secure signature of the attending physician.			
3. Receive medico-legal, inform the staff if there is a need for an additional examination.	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	None	5 Minutes	*Admin Staff: Barrientos/ Felesario/Moral*

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	the Police Station and photocopy for Barangay and MSWD if needed. *If patient still needs additional medical examination, admin staff to endorse record to OPD Clerk. (Follow OPD Process step 3)*			
End of Process:	**Total**	**P 800**	**1hour and 35 minute**	

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CITY BUILDING REGULATORY DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Issuance Of Building Permit (Simple Structures)

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.

Office or Division:	City Building and Regulatory Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1. Proof of Ownership		
a. Certificate True copy of the Transfer Certificate (TCT)	Two (2) Certified True Copies	Registry of Deeds (Trece Martires City)
b. True Copy of Tax Declaration	Two (2) Copies	Assessor's Office (City of General Trias)
c. Current Real Property Tax Official Receipt of Certificate of Non – Tax Delinquency	Two (2) Copies	Treasurer's Office (City of General Trias)
2. Lot Plan (duly prepared, signed and sealed each page by a duly licensed Geodetic Engineer)	Two (2) Copies	From Applicant (from a Licensed Geodetic Engineer)
• If the owner is NOT the applicant, provide any of the following: • Contract of Lease • Deed of Absolute Sale • Contract to Sell	Two (2) Copies	From Applicant
3. Proposed Plans: Architectural, Structural, Sanitary, Mechanical and Electrical Plans (Blueprint Size: 20 in x 30 in) Duly prepared, signed and sealed each page by licensed engineer and owner. • If the construction is located inside a subdivision: • Developer's approval on the Blueprint	Five (5) Sets	From Applicant and Licensed Architect and/or Engineers

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Photocopy of Architect's and/or Engineer's Updated Licenses and PTR	Two (2) Copies	
4. Notarized Unified Building Permit Application Forms and Ancillary Permit Forms (completely and legibly filled out, signed and sealed each page by Engineer/Architect and Owner)	Four (4) Copies	From Applicant (Forms available at Office of the Building Official)
5. Notarized Cost Estimates and Bill of Materials (signed and sealed each page by duly licensed Engineer)	Four (4) Copies	From Applicant (From Licensed Engineer)
6. Specifications (signed and sealed each page by duly licensed Engineer)	Four (4) Copies	From Applicant (From Licensed Engineer)
7. Permit to Construct		
Barangay Construction Clearance	One (1) Original Copy	Barangay Hall
• If the construction is located inside a subdivision: • Developer or HOA's Clearance	One (1) Original Copy	Developer / President of Homeowners Association
8. Road Right of Wat Clearance		
• If along National Road: Clearance from DPWH	One (1) Original Copy	Department of Public Works and Highways
• If along Provincial Road: Clearance from PEO	One (1) Original Copy	Provincial Engineer's Office
9. Construction Safety Health Program	One (1) Original Copy	Department of Labor and Employment
10. Additional Requirements for the Construction of COMMERCIAL Establishments:		
A. Electrical Design Analysis (signed and sealed each page by a Professional Electrical Engineer)	Two (2) Copies	From Applicant (From Professional Electrical Engineer)
B. SEC Registration	One (1) Original Copy	Security Exchange Commission
• If the applicant is a corporation or Incorporation, additional: • Secretary Certificate	One (1) Original Copy	Security Exchange Commission
11. Additional Requirement for Structure of One-Storey with Slab Roofing or Two-Storey or more: • Structural Design and Computation (signed and sealed each page by duly licensed Engineer)	Two (2) Copies	From Applicant (From Licensed Engineer)

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12. Additional Requirement for Structure of above 10 meters height or Three-Storey or more: • Soil Boring Test (duly prepared, signed and sealed by a licensed Engineer)	One (1) Original Copy	From Applicant (From Licensed Engineer)
13. Additional Requirements for the Construction of INDUSTRIAL Structures or any Environmentally Affecting Structure: ▪ DENR Certificate	One (1) Original Copy	Department of Environment and National Resources

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other requirements	1.1 Receive and Review submitted documents.	None	15 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Evaluation of Submitted documents: • City Planning And Development Coordinator • Assessor's Office • Office of the Building Official • Bureau of Fire and Protection	None	30 Minutes	*Document and Plan Evaluators:* • *City Planning and Development Coordinator'* • *Assessor's Office Evaluator* • *Office of the Building Official's Engineer* • *Bureau of Fire Protection's Evaluator*
	1.3 Inspection of Construction site: • Assessor's Office	None	3 days	*Site Inspectors:* • *Assessor's Office*

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	• Office of the Building Official • Bureau of Fire and Protection			*Site Inspector* • *Office of the Building Official's Site Engineer* • *Bureau of Fire Protection Site Inspector*
	1.4 Assessment of Fees:	None	30 Minutes	*Document and Plan Evaluators:*
	• Zoning Fee • Building Fee • Contractor's Tax • Fire Safety Evaluation Certificate (FSEC)			• *City Planning and Development Coordinator's Engineer* •*Office of the Building Official's Engineer* • *Bureau of Fire Protection's Evaluator*
2. Claiming of Order of Payment	Release of Order of Payment • Zoning Fee • Building Fee • Contractor's Tax • Fire Safety Evaluation Certificate (FSEC)	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt: • Zoning Fee • Building Fee • Contractor's Tax • Fire Safety Evaluation	See Assessment / Order of Payment	5 Minutes	*Cashier:* • *City Treasurer's Office Representative* • *Bureau of Fire Protection's*

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	Certificate (FSEC)			*Representative*
	3.2 Approval of building permit application.	None	1 Working Day	*Building Official (City Gov't. Department Head I)*
4. Claiming of approved building permit	Release approved building permit.	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**		**4 Working days, 1 hour and 30 minutes**	

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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.

Office or Division:	City Building and Regulatory Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1. Sketch Map of Structure's Location	One (1) Copy	From Applicant
2. Photos/Pictures of the Structure (front, right, left and rear view)	One (1) Copy	From Applicant
3. Notarized Unified Application Form for Certificate of Occupancy	Three (3) Copies	From Applicant (Forms available at the Office of the Building Official or download at: https://tinyurl.com/GTCCOCCForm)
4. Notarized Completion Form (signed and sealed by Architect and/or Engineer/s)	Three (3) Copies	From Applicant (Forms available at the Office of the Building Official or download at: https://tinyurl.com/GTCCOCCCompletion)
5. Updated PRC License and PTR of Architect and/or Engineers	Three (3) Copies	From Applicant and Architect and/or Engineer/s in-charge
6. Approved Plan, Building Permit, Ancillary Permits, and FSEC	One (1) Photocopy	From Applicant
7. Construction Logbook (Signed and sealed each page by the duly licensed Architect or Civil Engineer in-charge of Construction)	One (1) Copy	From Applicant and Architect and/or Engineer/s in-charge
Additional Requirements if the structure is located along National Road: 8. DPWH Road Right of Way Clearance	One (1) Original Copy	Department of Public Works and Highways
Additional Requirements for the Construction of INDUSTRIAL Structures or any Environmentally Affecting Structure:	One (1) Original Copy	Department of Environment and National Resources

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9. DENR Certificate				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application forms and other requirements	1.1 Receive and review submitted documents.	None	15 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Evaluation of submitted documents: City Planning and Development Coordinator Office of the Building Official	None	30 Minutes	*Document and Plan Evaluators:* *City Planning and Development Coordinator's Engineer* *Office of the Building Official's Engineer*
	Bureau of Fire and Protection			*Bureau of Fire Protection's Evaluator*
	1.3 Inspection of Construction site: Office of the Building Official Bureau of Fire and Protection	None	3 days	*Site Inspectors:* *Office of the Building Official's Engineer* *Bureau of Fire Protection Site Inspector*
	1.4 Assessment of Fees: Zoning Fee Building Fee	None	30 Minutes	*Document and Plan Evaluators:* • *City Planning and Development Coordinator's Engineer*

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	Contractor's Tax			• *Office of the Building Official's Engineer*
	Fire Safety Certificate of Final Inspection Fee			• *Bureau of Fire Protection's Evaluator*
2. Claiming of Order of Payment	Release of Order of Payment • Zoning Fee • Building Fee • Contractor's Tax • Fire Safety Certificate of Final Inspection Fee	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt: • Zoning Fee • Building Fee • Contractor's Tax • Fire Safety Certificate of Final Inspection Fee	See Assessment / Order of Payment	5 minutes	*Cashier:* • *City Treasurer's Office Representative* • *Bureau of Fire Protection's Representative*

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	3.2 Approval of building permit application.	None	1 Working Day	*Building Official (City Government Department Head)*
4. Claiming of approved certificate of occupancy	Release approved certificate of occupancy	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**	**Based on Tax Order of Payment**	**4 working days, 1 hour, and 30 minutes**	

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3. Issuance of Wiring Permit and Certificate of Electrical Inspection (CEI)

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

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.

Office or Division:	City Building and Regulatory Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
1. Yellow Card from Meralco	From Applicant (from Meralco)
2. Proof of Ownership	From Applicant
3. Valid ID	From Applicant
4. Approved Building Permit and Occupancy Permit	From Applicant (Issued by the Office of the Building Official)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other requirements	1.1 Receive, review, and Evaluate submitted documents.	None	10 minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Site Inspection a. Residential b. Commercial c. Industrial d. Institutional & others	None	1 Working Day	*Office of the Building Official's Electrical Engineer*
	1.3 Assessment of Fees a. Permanent Connection	None	25 Minutes	*Office of the Building Official's Electrical*

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	• Residential • Commercial • Industrial b. Temporary Connection			*Engineer*
2. Claiming of Order of Payment	Release of Order of Payment	None	25 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt.	See Assessment / Order of Payment	5 minutes	*Cashier:* *• City Treasurer's Office Representative*
	3.2 Approval of Wiring Permit	None	1 Working Day	*Building Official (City Government Department Head I)*
4. Claim the approved Wiring Permit	Release approved Wiring Permit	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**	**Based on Tax Order of Payment**	**2 working days and 50 minutes**	

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4. Issuance of Permit to Operate (Mechanical Equipment)

A Permit to Operate of a Mechanical Equipment is a document issued by the Office of the Building Official to the applicant in which the mechanical inspector had inspected and approved the proper installation and/or operation of the equipment compliant to the Philippine Mechanical Code.

Office or Division:	City Building and Regulatory Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1. Certificate of Completion / Operation (signed and sealed by a Professional Mechanical Engineer)	Three (3) Copies	From Applicant (Forms available at Office of the Building Official)
2. Updated PRC License and PTR of Professional Mechanical Engineer	One (1) Copy	From Applicant and Professional Mechanical Engineer
3. Technical Specifications (signed and sealed each page by a Professional Mechanical Engineer)	One (1) Copy	From Applicant and Professional Mechanical Engineer
4. Notarized Bill of Materials of Mechanical Works (signed and sealed each page by a Professional Mechanical Engineer)	One (1) Copy	From Applicant and Professional Mechanical Engineer
5. Approved Mechanical Permit	One (1) Copy	From Applicant
6. Approved Mechanical Plans	One (1) Copy	From Applicant
Supplementary Documents:		
7. Certificate of Testing	One (1) Original Copy	From Applicant and Professional Mechanical Engineer
8. Maintenance Report	One (1) Original Copy	One (1) Original Copy
9. Latest/previous “Permit to Operate”	One (1) Copy	From Applicant
10. Copy of Certificate of Occupancy	One (1) Copy	From Applicant

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive, review, and evaluate documents for records.	None	10 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Mechanical Equipment Inspection	None	1 Working Day	*Office of the Building Official's Mechanical and Electrical Engineer*
	1.3 Assessment of Fees	None	25 Minutes	*Office of the Building Official's Mechanical and Electrical Engineer*
2. Claiming of Order of Payment	Release of Order of Payment	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt.	See Assessment / Order of Payment	5 minutes	*Cashier:* • *City Treasurer's Office Representative*
	3.2 Approval of Permit to Operate	None	1 Working Day	*Building Official (City Government Department Head I)*
4. Claim the approved Permit to Operate	Release the approved Permit to Operate	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**	**Based on Tax Order of Payment**	**2 working days and 50 minutes**	

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5. Issuance Of Fencing Permit

A fencing permit is a document issued by the Office of the Building Official to the applicant to proceed with the construction and installation of fence for lot with no existing structures and for lot with existing structure but proposed fence is above 2 meters.

Office or Division:	City Building and Regulatory Division	
Classification:	Simple - Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1.Proof of Ownership a. Certified True Copy of the Transfer Certificate of Title (TCT)	Two (2) Certified True Copies	Registry of Deeds (Trece Martires City)
b. True Copy of Tax Declaration	Two (2) Copies	Assessor's Office (City of General Trias)
c. Current Real Property Tax Official Receipt or Certificate of Non-Tax Delinquency	Two (2) Copies	Treasurer's Office (City of General Trias)
2. Lot Plan (duly prepared, signed and sealed each page by a duly licensed Geodetic Engineer) ▪ If the owner is NOT the applicant, provide any of the following: ▪ Contract of Lease ▪ Deed of Absolute Sale Contract to Sell	Two (2) Copies	From Applicant
3. Proposed Fencing Plan (Blueprint Size: 20 in x 30 in) Duly prepared, signed and sealed each page by licensed engineer and owner. ▪ If the construction is located inside a subdivision: ▪ Developer's approval on the plan	Four (4) Copies	From Applicant and Licensed Architect and/or Engineer
Photocopy of Architect's and/or Engineer's Updated Licenses and PTR	Two (2) Copies	From Applicant and Licensed Architect and/or Engineer

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4. Notarized Unified Fencing Permit Application Forms and (Completely and legibly filled out, signed and sealed each page by Engineer/Architect and Owner)	Four (4) Copies	From Applicant and Licensed Architect and/or Engineer (Forma available at the Office of the Building Official)
5. Notarized Cost Estimates and Bill of Materials (signed and sealed each page by duly licensed Engineer)	Four (4) Copies	From Applicant (From Licensed Engineer)
6. Specifications (signed and sealed each page by duly licensed Engineer)	Four (4) Copies	From Applicant (From Licensed Engineer)
7. Permit to Construct: Barangay Construction Clearance ▪ If the construction is located inside a subdivision: Developer or HOA's Clearance	One (1) Original Copy One (1) Original Copy	Barangay Hall Developer / President of Homeowners Association
8. Road Right of Way Clearance ▪ If along National Road: Clearance from DPWH ▪ If along Provincial Road: Clearance from PEO	One (1) Original Copy One (1) Original Copy	Department of Public Works and Highways Provincial Engineer's Office
If fencing height is 3 meters and above: 9. Structural Design Analysis (Signed and sealed by Engineer)	One (1) Original Copy	From Applicant (From Licensed Engineer)
If Agricultural land, secure: 10. NIA Clearance	One (1) Original Copy	National Irrigation Administration (NIA)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review submitted documents.	None	10 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Evaluation of Submitted documents: • City Planning And Development Coordinator • Office of the Building Official	None	20 Minutes	*Document and Plan Evaluators:* • *City Planning And Development Coordinator's Engineer* • *Office of the Building Official's Engineer*
	1.3 Inspection of Construction site: • Office of the Building Official • Office of the Building Official	None	1 Working Day	*Site Inspectors:* • *Office of the Building Official's Site Engineer*
	1.4 Assessment of Fees: Zoning Fee Building Fee Contractor's Tax	None	25 Minutes	*Document and Plan Evaluators:* • *City Planning and Development Coordinator's Engineer* • *Office of the Building Official's Engineer*

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2. Claiming of Order of Payment	Release of Order of Payment	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt.	See Assessment / Order of Payment	5 minutes	*Cashier:* *• City Treasurer's Office Representative*
	3.2 Approval of Fencing Permit	None	1 Working Day	*Building Official (City Government Department Head I)*
4. Claim the approved Fencing Permit	Release the approved Fencing Permit	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**	**Based on Tax Order of Payment**	**2 working Days, 1 Hour and 10 minutes**	

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6. Issuance Of Ordinary Fencing Permit

An ordinary fencing permit is a document issued to the applicant by the Office of the Building Official to proceed with the construction and installation of fence for lot with existing structure/s with proposed fence height of 2 meters and below.

Office or Division:	City Building and Regulatory Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1.Proof of Ownership a. Certified True Copy of the Transfer Certificate of Title (TCT)	Two (2) Certified True Copies	Registry of Deeds (Trece Martires City)
b. True Copy of Tax Declaration	Two (2) Copies	Assessor's Office (City of General Trias)
c. Current Real Property Tax Official Receipt or Certificate of Non-Tax Delinquency	Two (2) Copies	Treasurer's Office (City of General Trias)
2. Lot Plan (duly prepared, signed and sealed each page by a duly licensed Geodetic Engineer)	Two (2) Copies	From Applicant
▪ If the owner is NOT the applicant, provide any of the following: ▪ Contract of Lease ▪ Deed of Absolute Sale ▪ Contract to Sell	Two (2) Copies	From Applicant
3. Proposed Fencing Plan (A3 Size) Duly prepared, signed and sealed each page by licensed engineer and owner. ▪ If the construction is located inside a subdivision: ▪ Developer's approval on the plan	Two (2) Copies	From Applicant and Licensed Architect and/or Engineer
4. Photocopy of Architect's and/or Engineer's Updated Licenses and PTR	One (1) Copy	

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5. Permit to Construct:		
Barangay Construction Clearance ▪ If the construction is located inside a subdivision: Developer or HOA's Clearance	One (1) Original Copy One (1) Original Copy	Barangay Hall Developer / President of Homeowners Association
6. Certificate of Occupancy	One (1) Photocopy	From Applicant

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review submitted documents.	None	10 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Evaluation of Submitted documents:	None	15 Minutes	*Document and Plan Evaluators:*
	• City Planning And Development Coordinator • Office of the Building Official			• *City Planning And Development Coordinator's Engineer* • *Office of the Building Official's Engineer*
	1.3 Inspection of Construction site: • Office of the Building Official • Office of the Building Official	None	1 Working Day	*Site Inspectors:* • *Office of the Building Official's Site Engineer*
	1.4 Assessment of Fees: Zoning Fee Building Fee	None	25 Minutes	*Document and Plan Evaluators:* • *City Planning And Development Coordinator's Engineer* • *Office of the Building*

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				Official's Engineer
2. Claiming of Order of Payment	Release of Order of Payment	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt.	See Assessment / Order of Payment	5 minutes	Cashier: • City Treasurer's Office Representative
	3.2 Approval of Fencing Permit	None	1 Working Day	Building Official (City Government Department Head I)
4. Claim the approved Fencing Permit	Release the approved Fencing Permit	None	5 Minutes	Office of the Building Official's Front desk (Administrative Aide)
End of Process:	**Total**	**Based on Tax Order of Payment**	**2 working Days, 1 Hour and 5 minutes**	

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7. Issuance Of Ordinary Extension Permit

An ordinary extension permit is a document issued by the Office of the Building Official to the applicant to proceed with the construction of simple extension of the existing structure with approved building permit and certificate of occupancy.

Office or Division:	City Building and Regulatory Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**
1.Proof of Ownership a. Certified True Copy of the Transfer Certificate of Title (TCT)	Two (2) Certified True Copies	Registry of Deeds (Trece Martires City)
b. True Copy of Tax Declaration	Two (2) Copies	Assessor's Office (City of General Trias)
c. Current Real Property Tax Official Receipt or Certificate of Non-Tax Delinquency	Two (2) Copies	Treasurer's Office (City of General Trias)
2. Lot Plan (duly prepared, signed and sealed each page by a duly licensed Geodetic Engineer) ▪ If the owner is NOT the applicant, provide any of the following: ▪ Contract of Lease ▪ Deed of Absolute Sale ▪ Contract to Sell	Two (2) Copies	From Applicant
3. Proposed Fencing Plan (A3 Size) Duly prepared, signed and sealed each page by licensed engineer and owner. ▪ If the construction is located inside a subdivision: ▪ Developer's approval on the plan	Two (2) Copies	From Applicant and Licensed Architect and/or Engineer
4. Photocopy of Architect's and/or Engineer's Updated Licenses and PTR	One (1) Copy	
5. Permit to Construct:		

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Barangay Construction Clearance ▪ If the construction is located inside a subdivision: Developer or HOA's Clearance	One (1) Original Copy One (1) Original Copy	Barangay Hall Developer / President of Homeowners Association
6. Certificate of Occupancy	One (1) Photocopy	From Applicant

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review submitted documents.	None	10 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
	1.2 Evaluation of Submitted documents: • City Planning And Development Coordinator	None	30 Minutes	*Document and Plan Evaluators:* • *City Planning And Development Coordinator's Engineer*
	• Office of the Building Official			• *Office of the Building Official's Engineer*
	1.3 Inspection of Construction site: • Office of the Building Official	None	1 Working Day	*Site Inspectors:* • *Office of the Building Official's Site Engineer*
	1.4 Assessment of Fees: Zoning Fee Building Fee	None	25 Minutes	*Document and Plan Evaluators:* • *City Planning And Development Coordinator's Engineer* • *Office of the Building*

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				Official's Engineer
2. Claiming of Order of Payment	Release of Order of Payment	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
3. Payment of Fees	3.1 Receive payment and issue official receipt.	See Assessment / Order of Payment	5 minutes	*Cashier:* *• City Treasurer's Office Representative*
	3.2 Approval of Fencing Permit	None	1 Working Day	*Building Official (City Government Department Head I)*
4. Claim the approved Fencing Permit	Release of the approved Ordinary Extension Permit	None	5 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*
End of Process:	**Total**	**Based on Tax Order of Payment**	**2 working Days, 1 Hour and 20 minutes**	

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8. Interment Scheduling

Himlayan General Trias at Brgy. Pasong Camachile II and Himlayan General Trias-Annex at Brgy. Buenavista III are public cemeteries open for citizens of City of General Trias, Cavite. It is necessary to secure a gate pass for interment. A gate pass is issued after scheduling of interment at the Office of the Building Official.

Office or Division:	City Building and Regulatory Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
1. Proof of Ownership (Lot/Lawn, Apartment, or Niche) • Authorization letter of unit owner with valid I.D. (if not the owner of unit)	Local Economic Development and Investment Promotions Office (LEDIPO)
2. Death Certificate with Registry No.	City Civil Registry
3. Permit to open Niche (for second use)	City Health Office
4. Transfer of Cadaver (Certification issued by the City/Municipality source – when outside of City of General Trias)	City/Municipality's Health Office
5. Transfer of Bone (Certification to transfer bone)	City Health Office
6. Casket Measurement	From Applicant
7. Church/Mass Schedule	From Applicant
8. Certificate of Cremation (for cremated bodies)	Crematorium
9. Police Report (for those death that are NOT due to natural cause)	Philippine National Police (PNP)
10. Valid ID of Authorized Person	From Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure unit of Niche, Lawn Lot, Apartment or Mausoleum	Assess fees and issue units once fully paid.	To be computed by LEDIPO	15 minutes	*Local Economic Development and Investment Promotions Office (LEDIPO)*
2. Submit requirements (1 original copy and 1 photocopy)	2.1 Receive and review documents for records.	None	10 Minutes	*Office of the Building Official's Front desk (Administrative Aide)*

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	2.2 Assessment of Fees		2 minutes	*Office of the Building Official's Book Binder (Administrative Aide)*
	Interment fee: • Apartment	P2000.00		
	• Lawn Lot Standard & Premium	P9000.00		
	• Niche Excavated & Upper Portion	P9000.00		
	• Mausoleum	P9000.00		
	*Burial Fee	P100		
3. Payment of Fees	Receive Payment and issue official receipt	See assessment	5 minutes	*Cashier Treasurer's Office*
4. Submit official receipt	Approve gate pass for Scheduled interment	None	2 minutes	*Building Official (City Government Department Head I)*
5. Claim the approved gate pass	Release the approved gate pass	None	5 minutes	Office of the Building Official's Front desk (Administrative Aide)
End of Process:	**Total**	**Based on Tax Order of Payment**	**39 Minutes**	

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CITY TRAFFIC MANAGEMENT AND PUBLIC SAFETY SECTION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Citation And Violation Ticket

Traffic Management Office will compensate the violators confiscated driver's license once the procedure has been done.

Office or Division	City of General Trias Traffic Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Traffic Violators

CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
- Driver's License - OR/CR of Vehicles	Given by the Traffic Enforcer/ Traffic Personnel In-Charge

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present the citation ticket to CGTTMO/Treasurer's office.	TMO will advise and assist client in payment of violation ticket.	Depends on the Violation committed by the person. P500.00- Driving without license P500-Failure to surrender to show driver license P1500-Driving while under the influence of liquor or drugs P500/500- Expired driver license P500-Operation of MV with suspended revoked certificate registration	More or less than 15 minutes for the whole process until the releasing of Driver's license	Amy B. Manesca Traffic Aide II Gracelyn A. Valencia Traffic Aide I Patrick Eusebio Traffic Aide II Edwardo Moral Traffic Aide III
2. Pay violation fee at Treasurer's Office.	The Treasurer's Office will issue a receipt upon payment of the violation fee.			

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3. Present receipt and surrender copy of citation ticket CGTTMO. 4. Sign in the Client Log Book upon the release of the driver's license at CGTTMO.	TMO will get the citation ticket and release the Driver's license.	P500-MV plate not firmly attached and visible P500/500-License plate different form body number P500-Improper/ defective horn or signaling device P500-Use of unauthorized/improvised plates P500 -Unauthorized use of bell/siren or authorized whistle P1000-Out of line/colorum operation P500-Insolent/ arrogant drivers P500-Refussal to convey passenger/trip cutting P500 - Overcharging and without fare matrix P500- Overloading P1500/1000- Fake OR/CR plates tag or sticker P500- Illegal Parking P500 - Reckless Driving		

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		P500 - Driving in slipper P500- Driving a motorcycle without proper use of helmet and including back ride passenger P1000 – Truckban/TricycleBan P500 – Towing Motorcycle Light Vehicle- 1500 Meduim Vehicle – 3000 Heavy Vehicle – 4000 P500 - Clamping Motorcycle Light Vehicle – 2500 Meduim Vehicle – 3500 Heavy Vehicle - 4500 In case of failure to settle penalties within the prescribed period of 5 days, a 5% per day subcharge shall be added and appropriate court action shall be instituted for unredeemed licenses beyond 30 days.		
End of Process	**Total**	**Fees Depends on the Violation**	**15 Minutes to 30 Minutes**	

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.

Office or Division	City of General Trias Traffic Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Traffic Violators

CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
- Driver's License - OR/CR of Vehicles	Given by the Traffic Enforcer/ Traffic Personnel In-Charge

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present the citation ticket to CGTTMO/Treasurer's office.	TMO will advise and assist client in payment of violation ticket.	Impounded Motor = P500 shall be fined 100pesos per day in excess of the 3 days impoundment as storage fee from the date impounded	Less than 15 minutes for the whole process until the releasing of impounded motor.	Amy B. Manesca Traffic Aide II Gracelyn A. Valencia Traffic Aide I Patrick Eusebio Traffic Aide II Edwardo Moral Traffic Aide III
2. Pay violation fee at Treasurer's Office.	The Treasurer's Office will issue a receipt upon payment of the violation fee.			

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3. Present receipt and surrender copy of citation ticket CGTTMO. 4. Sign in the Client Log Book upon the release of the driver's license at CGTTMO.	TMO will check OR/CR get the citation ticket and release the Impounded Vehicle			
End of Process:	**TOTAL**	**Impound Fee or Impound fee + 100pesos per day in excess of the 3 days impoundment as storage fee**	**15 Minutes**	

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3. Issuance Of Truckban/Tricycle Notice

Traffic Management Office will give Truckban Notice for 6-wheeler and up vehicles and Tricycle Notice.

Office or Division	City of General Trias Traffic Management Office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Truck Drivers/ Tricycle Drivers

CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
NONE	NONE

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to CGTTMO	TMO assist the client in the issuance of Truckban/ Tricycle Notice	None	1 minute process	Amy B. Manesca Traffic Aide II Gracelyn A. Valencia Traffic Aide I Patrick Eusebio Traffic Aide II Edwardo Moral Traffic Aide III
End of Process:	**TOTAL**	**NONE**	**1 Minute**	

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4. Providing Assistance To Motorcades/Parades And Other Events

Traffic Management Office is willing to assist motorcades, parades, school events, group events being held within the vicinity of General Trias City.

Office or Division	City of General Trias Traffic Management Office			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen			
Who may Avail	All			
CHECKLIST REQUIREMENTS		**WHERE TO SECURE**		
Request Letter to be submitted to the Mayor's Office		Own request letter.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to CGTTMO. 2. Submit request letter at Mayor's Office	TMO advice and assist client in upcoming events,	None	No specific time. It is until approved by the Mayor	Amy B. Manesca Traffic Aide II Gracelyn A. Valencia Traffic Aide I
End of Process:	**TOTAL**	**NONE**	**No specific time. Until Approved by the Mayor**	

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CITY DISASTER AND RISK REDUCTION MANAGEMENT DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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 Drill and Disaster Awareness and Preparedness.

Office or Division	CDRRMO
Classification	Simple
Type of Transaction:	Government to Client; Government to Business
Who may avail:	General Trias Constituents / Other interested requesting parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter of Request	Mayor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the CDRRM Office to submit the approved request letter.	Receives the approved letter of request with approval from the Office of the City Mayor	None	**1 to 2 Days**	*Administrative and Training Unit*
	Check the schedule	None		*Administrative and Training Unit*
	Sets the date of the training / orientation	None		*Administrative and Training Unit*
End of Process:	**Total**	**None**	**1 – 2 Days**	

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2. Emergency Medical Services (24/7 Operation)

Emergency Medical Services Provided (24/7 Operation)

Office or Division	CDRRMO
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	General Trias Constituents / Other interested requesting parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients contacts the radio operator/ dispatcher through telephone, radio or appear personally to report the incident.	Alert the Emergency Response Team (ERT) of a possible emergency response.	None	3 to 5 minutes	*Operations & Warnings*
2. Client gives pertinent information regarding the incident	Dispatches the Emergency Response Team (ERT)	None	5 to10 minutes upon receipt of call	*Operations & Warnings*
End of Process:	**Total**	**None**	**8 – 10 Minutes**	

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3. Typhoon And / Or Other Calamity Assistance (24/7 Operation)

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

Office or Division	CDRRMO
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	General Trias Constituents / Other interested requesting parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Report / State of the Location	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for disaster response by calling the CDRRM Office Hotline 4097303 Or Proceed to CDRRM Office directly	Receive request/call from client and alert Operation's Unit for the equipment and Rescue Personnel to be dispatched	None	3 to 5 minutes	*Operations & Warnings*
	Dispatch available rescue personnel and/or equipment to the scene	None	2 minutes	*Operations & Warnings*
2. Wait for the rescue personnel to arrive at the scene	Proceed to the scene	None	5 to10 minutes upon dispatch	*Operations & Warnings*
End of Process:	**Total**	**None**	**10 – 15 Minutes**	

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4. Technical Assistance To Deploy Medics And / Or Ambulance

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

Office or Division	CDRRMO
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	General Trias Constituents / Other interested requesting parties
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the CDRRM Office to submit the approved request letter	Receive letter of request with approval from Office of the City Mayor	None	1 to 2 days	*Operations & Warnings*
	Inform and acknowledge the requesting party the status of their request	None		*Operations & Warnings*
	Set the date of the event/activity	None	1 to 2 days	*Operations & Warnings*
End of Process:	**Total**	**None**	**1 – 2 Days**	

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5. Issuance Of Certification For Disaster And Calamity Victims

Provision Issuance of Certification for Disaster and Calamity Victims.

Office or Division	CDRRMO
Classification	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Brgy. Certification on Length of Stay • Approved letter of request from the City Mayor's Office • Voter's ID • Proof of Damage from CSWDO (Pictures and Data)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed requirements	Receive and verify requirements	None	1 to 2 hours	*Research & Planning*
2. Claim the Certification	Release the certification	None	2 to 5 minutes	*Research & Planning*
End of Process:	**Total**	**None**	**2 Hours and 5 Minutes**	

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CITY BUSINESS PERMIT AND LICENSING OFFICE
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Application For New Lgu Integrated Permit (Mayor's Permit, Barangay Business Clearance, And Sanitary Permit) – Online Transaction

The issuance of permits is part of the regulatory and revenue generating function of Local Government Units pursuant to the provisions of Republic Act. No. 7160. A permit is necessary prior to any business activity. Recognizing the important contribution of the business/private sector to local economic development, the City of General Trias has instituted the streamlining and digitization of the process of securing an LGU Integrated Permit.

Office/Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Registration i.e. Certificate of Registration:	
i. Issued by the SEC for all kinds of corporations;	Securities and Exchange Commission
ii. Issued by the Cooperative Development Authority for cooperatives;	Cooperative Development Authority
iii. Issued by DTI for sole proprietor	Department of Trade and Industry (https://bnrs.dti.gov.ph)
2. Proof of right of applicant to use location as business address, which may include the following:	
i. If owned, proof of ownership – Transfer Certificate of Title or Tax Declaration	Client
ii. If not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner	Client
3. Location plan or sketch of the location, clearly showing where business premises is located	Client
4. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP)	Bureau of Fire Protection and Office of the Building Official

5. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP)	Bureau of Fire Protection
6. Clearances, permits, authorizations and certifications secured from Local and National Government Agencies in compliance to certain laws as listed below: (as per Joint Memorandum Circular No. 01 Series of 2021 – ARTA, DTI, DILG DICT)	
i. All establishments – Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
ii. Animal Facilities – Certificate of Registration	Bureau of Animal Industry
iii. Brokers/Merchants involved in the sale of commodities for future transactions – Future Commodity Merchant/ Brokers License	Security and Exchange Commission (SEC)
iv. Cell Sites – Refer to ARTA JMC 01–2020	
v. Customs Brokerage Business – License	Customs Brokers Commission
vi. Dealers of Rice and Corn and Wheat – License (depending on the type of activity)	National Food Authority
vii. Drugstores – License to Operate	Food and Drug Administration (FDA)
viii. Forwarders – Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau
ix. Funeral Homes/Parlors – Training Certificate and License of Undertaker and Embalmer	Department of Health

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x. General/Specialty and Engineering Contractor – Contractor's License	Philippine Contractors Accreditation Board
xi. Household/Urban Pesticides – License to Operate, Certificate of Product Registration	Food and Drug Administration (FDA)
xii. Lending Institutions – Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
xiii. LPG Dealer – Application to Supply Natural Gas	Department of Energy
xiv. Manning and Crewing Services – License for Recruitment Agency	Philippine Overseas Employment Administration
xv. Manpower Agencies with paid up capital of at least Php 5,000,000 – License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
xvi. Medical Devices – License to Operate	Food and Drug Administration (FDA)
xvii. Messengerial and Courier Services	Department of Transportation and Communication
xviii. Mining – Permits depend on the activity	Department of Environment and Natural Resources
xix. Pest Control Services – Pest Control License	Fertilizer and Pesticide Authority
xx. Processed Foods – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxi. Pre-School, Elementary and High School – Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
xxii. Real Estate Broker – License	Department of Trade and Industry OR Professional Regulatory Board

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xxiii. Rent-a-Car and Transportation Services – Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
xxiv. Security Agencies – National License	PCSUCIA
xxv. Spa/Massage Clinic – Certificate of Training of Therapist or Masseur/Masseuse; License of Therapist or Masseur/Masseuse	Department of Health; TESDA
xxvi. STL (Small Town Lottery) – Permit to Operate	Philippine Charity Sweepstakes Office
xxvii. Structures within the 10-km radius of Communication-Navigation Surveillance Facilities located off-airport – Height Clearance Permit	Civil Aviation Authority of the Philippines
xxviii. Telecommunications Firms – License to Operate	National Telecommunications Commission
xxix. Toys and Childcare Articles – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxx. Veterinary Products – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxxi. Video Rental Services – Registration for Optical Media Business	Optical Media Board
7. Post Registration Requirements	
i. Business located in subdivision (Residential) – Home Owner's Association or Developer's Clearance to Operate Business	Home Owner's Association or Developer
ii. Public Market Stall – Tax Clearance	City Treasurer's Office

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iii. Training School (TESDA related courses) – Registration Certificate	Technological Education and Skills Development Authority
iv. Assessment Center (TESDA related courses) – Accreditation Certificate	Technological Education and Skills Development Authority
v. Repair Shop (Electronics, Electrical, Aircon/Refrigerator, Office Machine, Data Processing Equipment, Medical/Dental) – Accreditation Certificate	Department of Trade and Industry
vi. Bank – Certificate of Authority	Bangko Sentral ng Pilipinas
vii. Pawnshop – Certificate of Authority	Bangko Sentral ng Pilipinas
viii. Money Service Business (Remittance, Money Changing and/or Foreign Exchange Dealing) – Certificate of Registration	Bangko Sentral ng Pilipinas
ix. Guns and Ammunitions – License to Operate	Firearms and Explosive Units (PNP)
x. All Business Establishments except Sari-Sari Store and Malls – Business signage indicating name of business, complete address, nature of business and/or contact number (Per Provincial Ordinance No. 209)	Client
xi. 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 – Installation of CCTV system (Per Municipal Ordinance	Client

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09-01 and Municipal Ordinance 13-09)	
xii. Gasoline Station – Fuel Dispenser Calibration (Per Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	City Treasurer's Office and/or its deputized agency
xiii. Business Establishments using Weighing Scale – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	City Treasurer's Office and/or its deputized agency
xiv. Financial Establishments – Posting of Security Guard (Per City Ordinance 17-07)	Client
xv. Carwash – Installation of Industrial Standard Septic Tank (Per Provincial Ordinance No. 129)	Client
xvi. Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations – Certified Lifeguard and Lifeguarding Equipment (Per Provincial Ordinance No. 197)	Client
xvii. Professional Services (Practice of Profession) – Professional Tax Receipt (Per DILG Opinion No. 59 S. 2018; Local Finance Circular No. 001-2019)	Treasurer's Office of the City/Municipality within Cavite
xviii. Environment Related Business – Equipment / Clearance / Permit	Client / City Environment and Natural Resources Office / D.E.N.R.
xix. Primary Tourism Enterprises – Accreditation Certificate (Per DILG MC 2019-17)	Department of Tourism
xx. Insurance Business – Certificate of Authority	Insurance Commission

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xxi. Entertainment/Amusement/Gaming Business – License/Certification	Philippine Amusement and Gaming Corporation
xxii. Gasoline Station, Funeral Services, Crematorium, Manufacturing, Water Service Provider, Treatment Storage and Disposal Facility, Cockpit Arena, Junkshop, Scrapper, Telecommunication Company, and others which may be required by the City Mayor – Letter of Intent; Sangguniang Panlungsod Resolution	Office of the Mayor; Sangguniang Panlungsod

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of application and requirements.	1. Review online application and requirements. Approve or deny application. Notify the client for any deficiencies/lacking requirement/s via the GenTri eBOSS system. Prepare computation of taxes, fees and charges. Send digital copy to client; and endorse to the City Treasurer's Office for payment thru the GenTri eBOSS system.	None	25 Minutes	1. CBPLO Staff, Gentri eBOSS Backroom Staff (OBO, BFP, CPDC, CHO, CENRO, LNB), CBPLO Staff
2. Online payment of taxes, fees and charges.	2. Accept online payment of taxes, fees and charges.	Local Tax Code (Annex 1)	10 Minutes	2. City Treasurer's Office Staff

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3. Printing of LGU Integrated Permit.	3. Send digital copy of LGU Integrated Permit to client thru the GenTri eBOSS system.	None	10 Minutes	3. CBPLO Staff
TOTAL		**Based on Tax Order of Payment**	**45 Minutes**	

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ANNEX 1

1. Business Tax

1a. New Business

For new businesses of printing and publication and those enjoying a franchise, the tax shall be one twentieth of one percent (1/20 of 1%) of the capital investment. Other natures of business are not liable for the payment of initial local business tax.

1b. Business Renewal and Retirement of Business

(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 Calendar Year in the amount of:	Tax per Annum
Less than 10,000.00	P 199.50
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
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	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

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6,500,000.00 or more	At a rate not exceeding Forty Five percent (45%) of One percent (1%)

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.

(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Preceding Calendar Year In the amount of:	Amount of Tax per Annum
Less than 1,000.00	P 21.50
1,000.00 or more but less than 2,000.00	34.00
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

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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	At a rate not exceeding sixty percent (60%) of one percent (1%)

The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.

(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;

(1) Rice and corn;

(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;

(3) Cooking oil and cooking gas;

(4) Laundry soap, detergents and medicine;

(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;

(6) Poultry feeds and other animal feeds;

(7) School supplies; and

(8) Cement

For purposes of this provision, the term *exporters* 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.

(d) On retailers.

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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).

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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.

(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):

Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than 5,000.00	P 33.00
5,000.00 or more but less than 10,000.00	74.00
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
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
2,000,000.00 or more	At a rate not exceeding sixty percent (60%) of one percent (1%)

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00

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(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 herein enumerated shall be excluded in the computation of the tax.

(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.

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.

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.

(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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 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.
3. Commission agents.
4. Lessors, dealers, brokers of real estate.
5. On boarding houses, pension houses, motels, apartments and condominiums.
6. Subdivision owners.
7. Privately owned markets.
8. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).

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9. Operators of Cable Network System.
10. Operators of computer services establishment.
11. Private Cemeteries/Memorial Parks
12. All other similar activities consisting essentially of the sales of goods and services for a fee.

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).

(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:

Air-conditioned buses	5,000	per unit
Buses without air-conditioning	4,000	per unit
Mini buses	3,000	per unit
Taxis/Fierras/Tamaraws	2,000	per unit
Jeepneys	1,000	per unit

Section 2A.03. Presumptive Income Level. For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to be ratified by the Sangguniang Bayan before adoption to approximate the gross receipt of each business classification.

Section 2A.04. **Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline and other petroleum products shall not be subject to any local tax imposed in this Article.

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CHAPTER IV. PERMIT AND REGULATORY FEES

New Business and Renewal of Business Permit

2. Mayor's Permit Fee on Business

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

For purpose of the Mayor's Permit Fee, the following categories of business are hereby adopted:

		Line of Business	Mayor's Permit Fee Per Annum
(1)	Heavy Industries		
		Tannery	Php12,000.00
		Chemical Manufacturing	12,000.00
		Electronics	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
(2)	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
(3)	Institutional Establishments		
		Dental/Optical/Veterinary/Other Clinics	1,440.00
		Hospitals	3,600.00
		Lying-In Clinics	1,800.00

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		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
(4)	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
(5)	Rentals		
		Apartments/Boarding 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
(6)	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.	3,600.00
		Canteen Concessionaires	2,400.00
		Food Manufacturing (small scale)	1,800.00

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		Other food and catering related establishments	1,200.00
(7)	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
(8)	Agricultural		
		Agri-supply/Poultry Feeds/Veterinary Supply/Flower Shop	1,200.00
		Poultry Farms/Piggery/Fish Pen	1,800.00
		Rice Mill	1,200.00
		Other farming and agricultural related establishments	1,800.00
(9)	Contractor		
		Consultancy and other similar offices	1,200.00
		Advertising Shop/Sign/ Artworks	1,200.00
		Beauty Parlor, Barber Shop, Massage/Fitness Center	1,200.00
		Brokerage	1,800.00
		Electronics/Garments and other sub-contractor	
		- Below 50 sq.m.	1,800.00
		- Above 50 sq.m.	3,600.00
		Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	1,440.00
		Funeral Services	2,400.00
		Furniture Shop/Woodworks	1,440.00
		General Engineering/general Building	1,800.00
		Heavy Equipment Contractor	2,400.00
		Machine Shop, Vulcanizing, Welding Car Care Services	1,200.00
		Manpower/Security Agency, General Services	1,440.00
		Parking Lot	1,800.00
		Photo Studio, Printing Press and Tarpaulin Shops	1,200.00
		Private Cemetery/Memorial Park	6,000.00
		Privately-Owned Market	6,000.00

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		Subdivision Operators/Developers, 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
(10)	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
		Other amusement places	2,400.00
(11)	Services		
		Cable TV Services	1,800.00
		Gasoline Station	3,600.00
		Hotels/Motels	6,000.00
		Internet Service Provider	1,800.00
		Telecommunications, Tower, Cell Site	6,000.00
		Telephone Service	2,400.00
		Water System/District	6,000.00
		Others	1,440.00
(12)	Trading/Retail/Wholesale		
		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

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		- Above 40 sq.m.	2,400.00
		Electronic/Electrical 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
		- above10 sq.m.	1,200.00
		Gift Shop/RTW/Shoes/Bags/ Garments	1,200.00
		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/Bathroom 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/Supply	
		- Below 40 sq.m.	1,200.00
		- Above 40 sq.m.	2,400.00
		Cooperative	600.00
		Association/Club	600.00
		Peddler	Php360.00

Section 4A.02. Time and Manner of Payment. The fee for the issuance of Mayor's Permit and Business Plate shall be paid to the Municipal Treasurer upon application before any business or undertaking can be lawfully begun or pursued and within the first twenty (20) days of January of each year in case of renewal thereof.

For a newly-started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. When the business or activity is abandoned, the fee shall not be exacted for a period longer than the end of the calendar quarter. If the fee has been paid for a period longer than the current quarter and the business activity is abandoned, no refund of the fee corresponding to the unexpired quarter or quarters shall be made.

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3. Sanitary Inspection Fee

Section 5E.01. Imposition of Fee. There shall be collected following annual fees from each business establishment in this municipality or house for rent, for the purpose of supervision and enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

		Amount of Fee
(a)	For house for rent	Php50.00
(b)	For each business, industrial, or agricultural establishment	
	With an area of 25 sq.m. or more but less than 50 sq.m.	50.00
	With an area of 50 sq.m. or more but less than 100 sq.m.	60.00
	With an area of 100 sq.m. or more but less than 200 sq.m.	150.00
	With an area of 200 sq.m. or more but less than 500 sq.m.	200.00
	With an area of 500 sq.m. or more but less than 1,000.00 sq.m.	250.00
	With an area of 1,000 sq.m. or more	Php400.00

4. Business Plate/Sticker

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

5. Environmental Protection Fee

Section 4W.01. Imposition of Fee. There shall be collected an Environmental Protection Fee for the different types of business applying for permit or renewal.

			Fee Per Annum
(1)	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/Paint	4,200.00

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		(h) Food Processing	6,000.00
		(i) Other heavy industry establishments	3,600.00
(2)	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
(3)	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/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
(4)	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
(5)	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

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		(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
(6)	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
(7)	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
(8)	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
(9)	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	4,800.00
		(i) Dwelling	

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		(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
(10)	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
(11)	Slaughterhouse		1,200.00
(12)	Junkshop		1,800.00
(13)	Gasoline Service and Filling Station including LPG		3,600.00
(14)	Golf Course		6,000.00
(15)	Golf Club, Tennis Club and Gun Club		600.00
(16)	Other Recreational Facilities		1,200.00
(17)	All other businesses not specifically enumerated		Php1,200.00

Section 4W.02. Time of Payment. The fee imposed in this Article shall be paid to the Municipal Treasurer upon application/renewal of Business Permit.

Section 4W.03. Surcharge for Late Payment. Failure to pay the fee prescribed in this Article within the time required should subject the taxpayer to a surcharge of ten percent (10%) of the original amount of fees due. Such surcharge shall be paid at the same time and in the same manner as the fee due.

Section 4W.04. Penalty. Any violation of the provisions of this Article shall be punished by a fine not less than One Thousand One Hundred Pesos (Php1,100.00) but not exceeding Five Thousand Five Hundred Pesos (Php5,500.00) or imprisonment at the discretion of the Court.

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6. Fire Safety Inspection Fee

- 15% of Regulatory Fees charged by the BPLO, with a minimum fee of P500.00 based on the 2019 Revised Implementing Rules and Regulations of Republic Act No. 9514 also known as The Fire Code of the Philippines.

7. Community Tax

Section3.01. Imposition of Tax. There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Section 3.02. Individuals Liable to Community Tax. Every resident of the municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand Pesos (Php1,000.00) or more, or who is required by law to file an Income Tax Return shall pay an annual Community Tax Certificate of Five Pesos (Php5.00) and an annual additional tax of One Peso (Php1.00) for every One Thousand Pesos (Php1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00).

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Section 3.03. Juridical Persons Liable to Community Tax. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in the municipality shall pay an annual Community Tax of Five Hundred Pesos (Php500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (Php10,000.00) in accordance with the following schedule:

(a) For every Five Thousand Pesos (Php5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws found in the assessment rolls of the municipality where the real property is situated – Two Pesos (Php2.00); and

(b) For every Five Thousand Pesos (Php5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year – Two Pesos (Php2.00).

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.

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Section 3.04. Exemptions. The following are exempted from the Community Tax:

(a) Diplomatic and consular representatives; and
(b) Transient visitors when their stay in the Philippines does not exceed three (3) months.

Section 3.05. Place of Payment. The Community Tax shall be paid in the Office of the Municipal Treasurer or to the deputized Barangay Treasurer.

Section 3.06. Time of Payment; Penalties for Delinquency:

(a) The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year.
(b) If a person reaches the age of eighteen (18) years or otherwise loses the benefit of exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.
(c) Persons who come to reside in General Trias or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.
(d) Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first (1st) day of July shall not be subject to the Community Tax for that year.
(e) If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty four percent (24%) per annum from the due date until it is paid.

Section 3.07. Community Tax Certificate. A Community Tax Certificate shall be issued to every person or corporation upon payment of the Community Tax. A Community Tax Certificate may also be issued to any person or corporation not subject to the Community Tax upon payment of One Peso (Php1.00).

8. Fee for Sealing and Licensing of Weights and Measures

Section 4J.01. Imposition of Fee. Every person before using instruments of weights and measures within the municipality shall first have them sealed and licensed annually and pay therefore to the Municipal Treasurer the following fees:

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		Amount of Fee (Per Annum)
(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
	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:	
	Weights and Measure instruments	20.00/unit
	Gasoline Pump	Php132.00/nozzle

Section 4J.02. Payment of Fees and Surcharges. The fees herein imposed shall be paid and collected by the Municipal Treasurer when the weights or measure instruments are sealed, before their use and thereafter, on or before the anniversary date thereof.

The official receipt for one (1) year from the date of sealing unless such instrument becomes defective before the expiration period. Failure to have the instrument retest and the corresponding fee paid there for within the prescribed period shall subject the owner or user to a surcharge of five hundred percent (500%) of the prescribed fees which shall no longer be subject to interest.

Section 4J.03. Place of Payment. The fees herein levied shall be paid in the municipality by persons conducting their business therein. A peddler or itinerant vendor using only one (1) instrument of weight or measure shall pay the fee in the municipality where he maintains his residence.

Section 4J.04. Exemptions.

(a) All instruments for weights and measures used in government work or maintained for public use by any instrumentality of the government shall be tested and sealed free.
(b) Dealers of weights and measure instruments intended for sale.

Section 4J.05. Administrative Provisions.

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(a) The official receipt for the fee issued for the sealing of a weight or measure shall serve as a license to use such instrument for one (1) year from the date of sealing, unless deterioration or damage renders the weight or measure inaccurate within that period. The license shall expire on the day and month of the year following its original issuance. Such license shall be preserved by the owner and together with the weight or measure covered by the license, shall be exhibited on demand by the Municipal Treasurer or his deputies.

(b) The Municipal Treasurer is hereby required to keep full sets of secondary standards which shall be compared with the fundamental standards in the Department of Science and Technology (DOST) annually. When found to be sufficiently accurate, the secondary standards shall be distinguished by label, tag or seal and shall be accompanied by a certificate showing the amount of its variation from the fundamental standards. If the variation is of sufficient magnitude to impair the utility of instrument, it shall be destroyed at the Department of Science and Technology (DOST).

(c) The Municipal Treasurer or his/her deputies shall conduct periodic physical inspection and test weights and measure instruments within the locality.

(d) Instruments of weights and measures found to be defective and such defect is beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her representative.

9. Barangay Business Clearance

PATAW SA SERBISYO AT BUTAW SA REHISTRASYON
Artikulo A. BARANGAY BUSINESS CLEARANCE O BUTAW SA SERTIPIKASYON

Seksyon 4A.01. Pagpapataw ng Butaw. Maniningil ng butaw para sa pagbibigay ng Barangay Business Clearance o sertipikasyon ng Punong Barangay o awtorisadong kinatawan, ayon sa sumusunod:

A. Barangay Clearance on Business:

Heavy Industries/Manufacturer/Assembler	
Tannery	- P600.00
Chemical Manufacturing	- P600.00
Electronics	- P600.00
Plastic/Vinyl Manufacturing	- P600.00
Aluminum Fabrication	- P600.00
Bulb Manufacturing	- P600.00
Rubber/Dye Paint	- P600.00
Food Processing	- P600.00
Food Manufacturing	- P500.00
Medium Industries	
Bottle Processing	- P480.00
Concrete Products	- P480.00
Gas/Chemical Refilling Plant	- P480.00
Paper Products	- P480.00
Refinery	- P480.00
Metal Fabrication	- P480.00

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Institutional Establishments	
Dental/Optical/Veterinary/Other Clinics	- P120.00
Hospitals	- P360.00
Lying-in Clinics	- P180.00
Private Schools (Non-Stock & Non-Profit)	
- Less than 100 enrollees	- P240.00
- 100 to 499 enrollees	- P300.00
- 500 or more enrollees	- P360.00
Private School (taxable)	
- Less than 100 enrollees	- P120.00
- 100 to 499 enrollees	- P180.00
- 500 or more enrollees	- P240.00
Public Market Stalls	
Wet Section/Tiles	- P120.00
Grocery, Dry Goods, Others	
- Small (5-6 sq. m.)	- P120.00
- Medium (7-11 sq. m.)	- P132.00
- Big (12-12.5 sq. m.)	- P144.00
Rentals	
Apartment/Boarding House	
- 8 rooms below	- P120.00
- 8 rooms above	- P180.00
Car Rentals	- P180.00
Commercial Spaces	
- Below 50 sq. m.	- P144.00
- Above 50 sq. m.	- P360.00
Real Estate Lessor/Realty	- P180.00
Video CD/Tape Rentals, Chairs/Tables	- P120.00
Computer Center, Internet Café & Similar Activities	
- Less than 10 computers	- P144.00
- 10 computers above	- P180.00
Food Industries	
Canteen, Eatery, Food Stand, Bakery, Catering Services	
- Less than 8 sq. m.	- P60.00
- 8 sq. m. above	- P120.00
Restaurant	
- less than 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Canteen Concessionaire	- P240.00
Food Manufacturing (Small Scale)	- P180.00
Others	- P120.00
Bank and Other Financial Institution	
Bank	- P480.00
Money Shops, Insurance Agencies	- P240.00
Pawnshop, Lending Investor, Investor Co.	- P240.00
Payment Center	- P144.00

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Agricultural

Agri Supply/Poultry Feed/ Veterinary Supply, Flower Shop	- P120.00
Poultry Farms/Piggery/Fish Pen	- P180.00
Rice Mill	- P120.00
Other Farming	- P180.00

Contractor

Administrative, Consultancy Office et al	- P120.00
Advertising Shop/Sign Art Works	- P120.00
Beauty Parlor, Barber Shop Massage, Fitness Center	- P120.00
Brokerage	- P180.00
Electronics/Garments and other Sub-Contractor	
- below 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	- P144.00
Funeral Services	- P240.00
Furniture Shop/Wood Works	- P144.00
General Engineering/General Building	- P180.00
Heavy Equipment Contractor	- P240.00
Machine Shop, Vulcanizing, Welding, Car Care Services	- P120.00
Manpower/Security Agency General Services	- P144.00
Parking Lot	- P180.00
Photo Studio, Printing Press and Tarpaulin Shops	- P120.00
Private Cemetery/Memorial Park	- P360.00
Privately-Owned Market	- P600.00
Subdivision Operator/Developers, Real Estate Developers	- P600.00
Scrapper	- P360.00
Tailoring, Dress Shop, Shoe Repair Shop, Upholstery, Laundry	- P120.00
Vehicle Construction	- P144.00
Vehicle Repair Shop/Services	- P144.00
Warehousing/Forwarding Establishment	- P240.00
Other Contractor not classified	- P120.00
Smal Contractor	- P60.00

Amusement Places

Billiard Hall	- P120.00
Disco House, Beer House, Videoke Bar, Night Clubs	- P180.00
Firing Range	- P180.00
Golf Courses	- P600.00
Movie Houses	- P360.00
Resort, Swimming Pool	- P240.00
Lottery/Bingo Hall	- P200.00
Cockpit Arena	- P600.00
Others	- P240.00

Services

Cable TV Services	- P180.00
Gasoline Station	- P360.00
Hotels/Motels	- P480.00
Internet Services Provider	- P180.00

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Telecommunications, Tower, Cell Site	- P360.00
Telephone Service	- P240.00
Water System/District	- P240.00
Others	- P144.00
Trading/Retail/Whole Sale	
Appliance Center	
- below 40 sq. m.	- P180.00
- above 40 sq. m.	- P360.00
Auto/Motorcycle Parts	- P180.00
Beer/Softdrinks Dealer	- P144.00
Cellphone Center	- P120.00
Department Store (Retail/Lessor)	- P600.00
Drugstore/Pharmacy	
- below 40 sq. m.	- P120.00
- above 40 sq. m.	- P240.00
Electronic/Electrical Store	- P120.00
Furniture Retailing	- P180.00
Gen. Merchandise, Grocery, Sari-Sari Store	
- 5 sq. below	- P60.00
- 5 to 9 sq. m.	- P90.00
- 10 above sq. m.	- P120.00
Giftshop/RTW/Shoes/Bags/Garments	- P120.00
Jewelry/Watch Retailing	- P120.00
Pet Shop and Accessories	- P120.00
Supermarket	- P600.00
Wine Store	- P144.00
Water Refilling Station	- P180.00
Junkshop	- P144.00
Ceramics/Bathroom Fixtures	- P180.00
Glass Aluminum, Iron Works	- P180.00
Hardware, Construction Supplies	- P180.00
Hollow Blocks Maker	- P180.00
Marble Works/Baluster and the like	- P120.00
Ready Mixed Concrete	- P180.00
Other Retail/Dealer/Supply	
- below 40 sq. m.	- P120.00
- Above 40 sq. m.	- P240.00
Cooperative	- P 60.00
Association/Club	- P 60.00
Others not specified herein	- P200.00

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2. Application for Renewal of Lgu Integrated Permit (Mayor's Permit, Barangay Business Clearance, And Sanitary Permit) – Online Transaction

The issuance of permits is part of the regulatory and revenue generating function of Local Government Units pursuant to the provisions of Republic Act. No. 7160. A permit is necessary prior to any business activity. Recognizing the important contribution of the business/private sector to local economic development, the City of General Trias has instituted the streamlining and digitization of the process of securing an LGU Integrated Permit.

Office/Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of annual gross receipts which may include: i. Audited financial statements ("AFS") or unaudited AFS for those who are not required to file AFS with the BIR or ii. Sworn declaration of gross sales or receipts; or iii. Income tax returns Note: If the business establishment is included in the Negative List of any local or national government regulatory office, please proceed the respective office to comply/rectify the deficiencies.	Client
2. Clearances, permits, authorizations and certifications secured from Local and National Government Agencies in compliance to certain laws as listed below: (as per Joint Memorandum	

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Circular No. 01 Series of 2021 – ARTA, DTI, DILG DICT)	
i. All establishments – Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
ii. Animal Facilities – Certificate of Registration	Bureau of Animal Industry
iii. Brokers/Merchants involved in the sale of commodities for future transactions – Future Commodity Merchant/ Brokers License	Security and Exchange Commission (SEC)
iv. Cell Sites – Refer to ARTA JMC 01–2020	
v. Customs Brokerage Business – License	Customs Brokers Commission
vi. Dealers of Rice and Corn and Wheat – License (depending on the type of activity)	National Food Authority
vii. Drugstores – License to Operate	Food and Drug Administration (FDA)
viii. Forwarders – Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau
ix. Funeral Homes/Parlors – Training Certificate and License of Undertaker and Embalmer	Department of Health
x. General/Specialty and Engineering Contractor – Contractor's License	Philippine Contractors Accreditation Board
xi. Household/Urban Pesticides – License to Operate, Certificate of Product Registration	Food and Drug Administration (FDA)
xii. Lending Institutions – Certificate of Authority to Operate	Bangko Sentral ng Pilipinas

xiii. LPG Dealer – Application to Supply Natural Gas	Department of Energy
xiv. Manning and Crewing Services – License for Recruitment Agency	Philippine Overseas Employment Administration
xv. Manpower Agencies with paid up capital of at least Php 5,000,000 – License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
xvi. Medical Devices – License to Operate	Food and Drug Administration (FDA)
xvii. Messengerial and Courier Services	Department of Transportation and Communication
xviii. Mining – Permits depend on the activity	Department of Environment and Natural Resources
xix. Pest Control Services – Pest Control License	Fertilizer and Pesticide Authority
xx. Processed Foods – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxi. Pre-School, Elementary and High School – Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
xxii. Real Estate Broker – License	Department of Trade and Industry OR Professional Regulatory Board
xxiii. Rent-a-Car and Transportation Services – Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
xxiv. Security Agencies – National License	PCSUCIA
xxv. Spa/Massage Clinic – Certificate of Training of Therapist or	Department of Health; TESDA

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Masseur/Masseuse; License of Therapist or Masseur/Masseuse	
xxvi. STL (Small Town Lottery) – Permit to Operate	Philippine Charity Sweepstakes Office
xxvii. Structures within the 10-km radius of Communication-Navigation Surveillance Facilities located off-airport – Height Clearance Permit	Civil Aviation Authority of the Philippines
xxviii. Telecommunications Firms – License to Operate	National Telecommunications Commission
xxix. Toys and Childcare Articles – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxx. Veterinary Products – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxxi. Video Rental Services – Registration for Optical Media Business	Optical Media Board
3. Post Registration Requirements	
i. Business located in subdivision (Residential) – Home Owner's Association or Developer's Clearance to Operate Business	Home Owner's Association or Developer
ii. Public Market Stall – Tax Clearance	City Treasurer's Office
iii. Training School (TESDA related courses) – Registration Certificate	Technological Education and Skills Development Authority
iv. Assessment Center (TESDA related courses) – Accreditation Certificate	Technological Education and Skills Development Authority

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v.	Repair Shop (Electronics, Electrical, Aircon/Refrigerator, Office Machine, Data Processing Equipment, Medical/Dental) – Accreditation Certificate	Department of Trade and Industry
vi.	Bank – Certificate of Authority	Bangko Sentral ng Pilipinas
vii.	Pawnshop – Certificate of Authority	Bangko Sentral ng Pilipinas
viii.	Money Service Business (Remittance, Money Changing and/or Foreign Exchange Dealing) – Certificate of Registration	Bangko Sentral ng Pilipinas
ix.	Guns and Ammunitions – License to Operate	Firearms and Explosive Units (PNP)
x.	All Business Establishments except Sari-Sari Store and Malls – Business signage indicating name of business, complete address, nature of business and/or contact number (Per Provincial Ordinance No. 209)	Client
xi.	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 – Installation of CCTV system (Per Municipal Ordinance 09-01 and Municipal Ordinance 13-09)	Client
xii.	Gasoline Station – Fuel Dispenser Calibration (Per	City Treasurer's Office and/or its deputized agency

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	Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	
xiii.	Business Establishments using Weighing Scale – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	City Treasurer's Office and/or its deputized agency
xiv.	Financial Establishments – Posting of Security Guard (Per City Ordinance 17-07)	Client
xv.	Carwash – Installation of Industrial Standard Septic Tank (Per Provincial Ordinance No. 129)	Client
xvi.	Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations – Certified Lifeguard and Lifeguarding Equipment (Per Provincial Ordinance No. 197)	Client
xvii.	Professional Services (Practice of Profession) – Professional Tax Receipt (Per DILG Opinion No. 59 S. 2018; Local Finance Circular No. 001-2019)	Treasurer's Office of the City/Municipality within Cavite
xviii.	Environment Related Business – Equipment / Clearance / Permit	Client / City Environment and Natural Resources Office / D.E.N.R.
xix.	Primary Tourism Enterprises – Accreditation Certificate (Per DILG MC 2019-17)	Department of Tourism
xx.	Insurance Business – Certificate of Authority	Insurance Commission
xxi.	Entertainment/Amusement/Gaming Business – License/Certification	Philippine Amusement and Gaming Corporation

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xxii.	Gasoline Station, Funeral Services, Crematorium, Manufacturing, Water Service Provider, Treatment Storage and Disposal Facility, Cockpit Arena, Junkshop, Scrapper, Telecommunication Company, and others which may be required by the City Mayor – Letter of Intent; Sangguniang Panlungsod Resolution	Office of the Mayor; Sangguniang Panlungsod
xxiii.	Bank – Notarized Joint Statement of Annual Income	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of application and requirements.	1. Review online application and requirements and check the applicant's inclusion in the Negative List. Approve or deny application. Notify the client for any deficiencies/lacking requirement/s via the GenTri eBOSS system. Prepare computation of taxes, fees and charges. Send digital copy to client; and endorse to the City Treasurer's Office for payment thru the GenTri eBOSS system.	None	10 Minutes	1. CBPLO Staff
2. Online payment of taxes, fees and charges.	2. Accept online payment of taxes, fees and charges.	Local Tax Code (Annex 1)	10 Minutes	2. City Treasurer's Office Staff

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3. Printing of LGU Integrated Permit.	3. Send digital copy of LGU Integrated Permit to client thru the GenTri eBOSS system.	None	10 Minutes	3. CBPLO Staff
TOTAL		**Based on Tax Order of Payment**	**30 Minutes**	

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ANNEX 1

1. Business Tax

1a. New Business

For new businesses of printing and publication and those enjoying a franchise, the tax shall be one twentieth of one percent (1/20 of 1%) of the capital investment. Other natures of business are not liable for the payment of initial local business tax.

1b. Business Renewal and Retirement of Business

(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 Calendar Year in the amount of:	Tax per Annum
Less than 10,000.00	P 199.50
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
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	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

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5,000,000.00 or more but less than 6,500,000.00	29,491.00
6,500,000.00 or more	At a rate not exceeding Forty Five percent (45%) of One percent (1%)

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.

(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Preceding Calendar Year In the amount of:	Amount of Tax per Annum
Less than 1,000.00	P 21.50
1,000.00 or more but less than 2,000.00	34.00
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

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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	At a rate not exceeding sixty percent (60%) of one percent (1%)

The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.

(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;

(1) Rice and corn;

(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;

(3) Cooking oil and cooking gas;

(4) Laundry soap, detergents and medicine;

(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;

(6) Poultry feeds and other animal feeds;

(7) School supplies; and

(8) Cement

For purposes of this provision, the term *exporters* 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.

(d) On retailers.

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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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).

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.

(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):

Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than 5,000.00	P 33.00
5,000.00 or more but less than 10,000.00	74.00
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
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
2,000,000.00 or more	At a rate not exceeding sixty percent (60%) of one percent (1%)

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Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00

(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 herein enumerated shall be excluded in the computation of the tax.

(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.

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.

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.

(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

13. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bards, carinderias or food caterers.
14. 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 other similar establishments.
15. Commission agents.
16. Lessors, dealers, brokers of real estate.
17. On boarding houses, pension houses, motels, apartments and condominiums.
18. Subdivision owners.

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19. Privately owned markets.
20. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).
21. Operators of Cable Network System.
22. Operators of computer services establishment.
23. Private Cemeteries/Memorial Parks
24. All other similar activities consisting essentially of the sales of goods and services for a fee.

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).

(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:

Air-conditioned buses	5,000	per unit
Buses without air-conditioning	4,000	per unit
Mini buses	3,000	per unit
Taxis/Fierras/Tamaraws	2,000	per unit
Jeepneys	1,000	per unit

Section 2A.03. Presumptive Income Level. For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to be ratified by the Sangguniang Bayan before adoption to approximate the gross receipt of each business classification.

Section 2A.04. **Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline and other petroleum products shall not be subject to any local tax imposed in this Article.

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CHAPTER IV. PERMIT AND REGULATORY FEES

New Business and Renewal of Business Permit

2. Mayor's Permit Fee on Business

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

For purpose of the Mayor's Permit Fee, the following categories of business are hereby adopted:

		Line of Business	Mayor's Permit Fee Per Annum
(1)	Heavy Industries		
		Tannery	Php12,000.00
		Chemical Manufacturing	12,000.00
		Electronics	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
(2)	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
(3)	Institutional Establishments		

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		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
(4)	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
(5)	Rentals		
		Apartments/Boarding 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
(6)	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.	3,600.00

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		Canteen Concessionaires	2,400.00
		Food Manufacturing (small scale)	1,800.00
		Other food and catering related establishments	1,200.00
(7)	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
(8)	Agricultural		
		Agri-supply/Poultry Feeds/Veterinary Supply/Flower Shop	1,200.00
		Poultry Farms/Piggery/Fish Pen	1,800.00
		Rice Mill	1,200.00
		Other farming and agricultural related establishments	1,800.00
(9)	Contractor		
		Consultancy and other similar offices	1,200.00
		Advertising Shop/Sign/ Artworks	1,200.00
		Beauty Parlor, Barber Shop, Massage/Fitness Center	1,200.00
		Brokerage	1,800.00
		Electronics/Garments and other sub-contractor	
		- Below 50 sq.m.	1,800.00
		- Above 50 sq.m.	3,600.00
		Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	1,440.00
		Funeral Services	2,400.00
		Furniture Shop/Woodworks	1,440.00
		General Engineering/general Building	1,800.00
		Heavy Equipment Contractor	2,400.00
		Machine Shop, Vulcanizing, Welding Car Care Services	1,200.00
		Manpower/Security Agency, General Services	1,440.00
		Parking Lot	1,800.00
		Photo Studio, Printing Press and Tarpaulin Shops	1,200.00

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		Private Cemetery/Memorial Park	6,000.00
		Privately-Owned Market	6,000.00
		Subdivision Operators/Developers, 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
(10)	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
		Other amusement places	2,400.00
(11)	Services		
		Cable TV Services	1,800.00
		Gasoline Station	3,600.00
		Hotels/Motels	6,000.00
		Internet Service Provider	1,800.00
		Telecommunications, Tower, Cell Site	6,000.00
		Telephone Service	2,400.00
		Water System/District	6,000.00
		Others	1,440.00
(12)	Trading/Retail/Wholesale		
		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

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		Drug Store/Pharmacy	
		- Below 40 sq.m.	1,200.00
		- Above 40 sq.m.	2,400.00
		Electronic/Electrical 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
		- above10 sq.m.	1,200.00
		Gift Shop/RTW/Shoes/Bags/ Garments	1,200.00
		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/Bathroom 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/Supply	
		- Below 40 sq.m.	1,200.00
		- Above 40 sq.m.	2,400.00
		Cooperative	600.00
		Association/Club	600.00
		Peddler	Php360.00

Section 4A.02. Time and Manner of Payment. The fee for the issuance of Mayor's Permit and Business Plate shall be paid to the Municipal Treasurer upon application before any business or undertaking can be lawfully begun or pursued and within the first twenty (20) days of January of each year in case of renewal thereof.

For a newly-started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. When the business or activity is abandoned, the fee shall not be exacted for a period longer than the end of the calendar quarter. If the fee has been paid for a period longer than the current quarter and the business activity is abandoned, no refund of the fee corresponding to the unexpired quarter or quarters shall be made.

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3. Sanitary Inspection Fee

Section 5E.01. Imposition of Fee. There shall be collected following annual fees from each business establishment in this municipality or house for rent, for the purpose of supervision and enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

		Amount of Fee
(a)	For house for rent	Php50.00
(b)	For each business, industrial, or agricultural establishment	
	With an area of 25 sq.m. or more but less than 50 sq.m.	50.00
	With an area of 50 sq.m. or more but less than 100 sq.m.	60.00
	With an area of 100 sq.m. or more but less than 200 sq.m.	150.00
	With an area of 200 sq.m. or more but less than 500 sq.m.	200.00
	With an area of 500 sq.m. or more but less than 1,000.00 sq.m.	250.00
	With an area of 1,000 sq.m. or more	Php400.00

4. Business Plate/Sticker

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

5. Environmental Protection Fee

Section 4W.01. Imposition of Fee. There shall be collected an Environmental Protection Fee for the different types of business applying for permit or renewal.

			Fee Per Annum
(1)	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

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		(f) Bulb Manufacturing	4,800.00
		(g) Rubber/Dye/Paint	4,200.00
		(h) Food Processing	6,000.00
		(i) Other heavy industry establishments	3,600.00
(2)	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
(3)	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/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
(4)	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
(5)	Trading/Merchandising	(a) Market Stall	
		(1) Wet Goods	240.00
		(2) Dry Goods	240.00
		(b) Grocery/Sari-Sari Store	120.00

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		(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
(6)	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
(7)	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
(8)	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
(9)	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

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		(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
(10)	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
(11)	Slaughterhouse		1,200.00
(12)	Junkshop		1,800.00
(13)	Gasoline Service and Filling Station including LPG		3,600.00
(14)	Golf Course		6,000.00
(15)	Golf Club, Tennis Club and Gun Club		600.00
(16)	Other Recreational Facilities		1,200.00
(17)	All other businesses not specifically enumerated		Php1,200.00

Section 4W.02. Time of Payment. The fee imposed in this Article shall be paid to the Municipal Treasurer upon application/renewal of Business Permit.

Section 4W.03. Surcharge for Late Payment. Failure to pay the fee prescribed in this Article within the time required should subject the taxpayer to a surcharge of ten percent (10%) of the original amount of fees due. Such surcharge shall be paid at the same time and in the same manner as the fee due.

Section 4W.04. Penalty. Any violation of the provisions of this Article shall be punished by a fine not less than One Thousand One Hundred Pesos (Php1,100.00) but not exceeding Five Thousand Five Hundred Pesos (Php5,500.00) or imprisonment at the discretion of the Court.

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6. Fire Safety Inspection Fee

- 15% of Regulatory Fees charged by the BPLO, with a minimum fee of P500.00 based on the 2019 Revised Implementing Rules and Regulations of Republic Act No. 9514 also known as The Fire Code of the Philippines.

7. Community Tax

Section3.01. Imposition of Tax. There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Section 3.02. Individuals Liable to Community Tax. Every resident of the municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand Pesos (Php1,000.00) or more, or who is required by law to file an Income Tax Return shall pay an annual Community Tax Certificate of Five Pesos (Php5.00) and an annual additional tax of One Peso (Php1.00) for every One Thousand Pesos (Php1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00).

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Section 3.03. Juridical Persons Liable to Community Tax. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in the municipality shall pay an annual Community Tax of Five Hundred Pesos (Php500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (Php10,000.00) in accordance with the following schedule:

(c) For every Five Thousand Pesos (Php5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws found in the assessment rolls of the municipality where the real property is situated – Two Pesos (Php2.00); and

(d) For every Five Thousand Pesos (Php5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year – Two Pesos (Php2.00).

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.

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Section 3.04. Exemptions. The following are exempted from the Community Tax:

(c) Diplomatic and consular representatives; and
(d) Transient visitors when their stay in the Philippines does not exceed three (3) months.

Section 3.05. Place of Payment. The Community Tax shall be paid in the Office of the Municipal Treasurer or to the deputized Barangay Treasurer.

Section 3.06. Time of Payment; Penalties for Delinquency:

(f) The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year.
(g) If a person reaches the age of eighteen (18) years or otherwise loses the benefit of exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.
(h) Persons who come to reside in General Trias or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.
(i) Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first (1st) day of July shall not be subject to the Community Tax for that year.
(j) If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty four percent (24%) per annum from the due date until it is paid.

Section 3.07. Community Tax Certificate. A Community Tax Certificate shall be issued to every person or corporation upon payment of the Community Tax. A Community Tax Certificate may also be issued to any person or corporation not subject to the Community Tax upon payment of One Peso (Php1.00).

8. Fee for Sealing and Licensing of Weights and Measures

Section 4J.01. Imposition of Fee. Every person before using instruments of weights and measures within the municipality shall first have them sealed and licensed annually and pay therefore to the Municipal Treasurer the following fees:

		Amount of Fee (Per Annum)

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(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
	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:	
	Weights and Measure instruments	20.00/unit
	Gasoline Pump	Php132.00/nozzle

Section 4J.02. Payment of Fees and Surcharges. The fees herein imposed shall be paid and collected by the Municipal Treasurer when the weights or measure instruments are sealed, before their use and thereafter, on or before the anniversary date thereof.

The official receipt for one (1) year from the date of sealing unless such instrument becomes defective before the expiration period. Failure to have the instrument retest and the corresponding fee paid there for within the prescribed period shall subject the owner or user to a surcharge of five hundred percent (500%) of the prescribed fees which shall no longer be subject to interest.

Section 4J.03. Place of Payment. The fees herein levied shall be paid in the municipality by persons conducting their business therein. A peddler or itinerant vendor using only one (1) instrument of weight or measure shall pay the fee in the municipality where he maintains his residence.

Section 4J.04. Exemptions.

(c) All instruments for weights and measures used in government work or maintained for public use by any instrumentality of the government shall be tested and sealed free.
(d) Dealers of weights and measure instruments intended for sale.

Section 4J.05. Administrative Provisions.

(e) The official receipt for the fee issued for the sealing of a weight or measure shall serve as a license to use such instrument for one (1) year from the date of sealing, unless

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deterioration or damage renders the weight or measure inaccurate within that period. The license shall expire on the day and month of the year following its original issuance. Such license shall be preserved by the owner and together with the weight or measure covered by the license, shall be exhibited on demand by the Municipal Treasurer or his deputies.

(f) The Municipal Treasurer is hereby required to keep full sets of secondary standards which shall be compared with the fundamental standards in the Department of Science and Technology (DOST) annually. When found to be sufficiently accurate, the secondary standards shall be distinguished by label, tag or seal and shall be accompanied by a certificate showing the amount of its variation from the fundamental standards. If the variation is of sufficient magnitude to impair the utility of instrument, it shall be destroyed at the Department of Science and Technology (DOST).

(g) The Municipal Treasurer or his/her deputies shall conduct periodic physical inspection and test weights and measure instruments within the locality.

(h) Instruments of weights and measures found to be defective and such defect is beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her representative.

9. Barangay Business Clearance

PATAW SA SERBISYO AT BUTAW SA REHISTRASYON
Artikulo A. BARANGAY BUSINESS CLEARANCE O BUTAW SA SERTIPIKASYON

Seksyon 4A.01. Pagpapataw ng Butaw. Maniningil ng butaw para sa pagbibigay ng Barangay Business Clearance o sertipikasyon ng Punong Barangay o awtorisadong kinatawan, ayon sa sumusunod:

A. Barangay Clearance on Business:

Heavy Industries/Manufacturer/Assembler	
Tannery	- P600.00
Chemical Manufacturing	- P600.00
Electronics	- P600.00
Plastic/Vinyl Manufacturing	- P600.00
Aluminum Fabrication	- P600.00
Bulb Manufacturing	- P600.00
Rubber/Dye Paint	- P600.00
Food Processing	- P600.00
Food Manufacturing	- P500.00
Medium Industries	
Bottle Processing	- P480.00
Concrete Products	- P480.00
Gas/Chemical Refilling Plant	- P480.00
Paper Products	- P480.00
Refinery	- P480.00
Metal Fabrication	- P480.00
Institutional Establishments	

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Dental/Optical/Veterinary/Other Clinics	- P120.00
Hospitals	- P360.00
Lying-in Clinics	- P180.00
Private Schools (Non-Stock & Non-Profit)	
- Less than 100 enrollees	- P240.00
- 100 to 499 enrollees	- P300.00
- 500 or more enrollees	- P360.00
Private School (taxable)	
- Less than 100 enrollees	- P120.00
- 100 to 499 enrollees	- P180.00
- 500 or more enrollees	- P240.00
Public Market Stalls	
Wet Section/Tiles	- P120.00
Grocery, Dry Goods, Others	
- Small (5-6 sq. m.)	- P120.00
- Medium (7-11 sq. m.)	- P132.00
- Big (12-12.5 sq. m.)	- P144.00
Rentals	
Apartment/Boarding House	
- 8 rooms below	- P120.00
- 8 rooms above	- P180.00
Car Rentals	- P180.00
Commercial Spaces	
- Below 50 sq. m.	- P144.00
- Above 50 sq. m.	- P360.00
Real Estate Lessor/Realty	- P180.00
Video CD/Tape Rentals, Chairs/Tables	- P120.00
Computer Center, Internet Café & Similar Activities	
- Less than 10 computers	- P144.00
- 10 computers above	- P180.00
Food Industries	
Canteen, Eatery, Food Stand, Bakery, Catering Services	
- Less than 8 sq. m.	- P60.00
- 8 sq. m. above	- P120.00
Restaurant	
- less than 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Canteen Concessionaire	- P240.00
Food Manufacturing (Small Scale)	- P180.00
Others	- P120.00
Bank and Other Financial Institution	
Bank	- P480.00
Money Shops, Insurance Agencies	- P240.00
Pawnshop, Lending Investor, Investor Co.	- P240.00
Payment Center	- P144.00
Agricultural	

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Agri Supply/Poultry Feed/ Veterinary Supply, Flower Shop	- P120.00
Poultry Farms/Piggery/Fish Pen	- P180.00
Rice Mill	- P120.00
Other Farming	- P180.00

Contractor

Administrative, Consultancy Office et al	- P120.00
Advertising Shop/Sign Art Works	- P120.00
Beauty Parlor, Barber Shop Massage, Fitness Center	- P120.00
Brokerage	- P180.00
Electronics/Garments and other Sub-Contractor	
- below 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	- P144.00
Funeral Services	- P240.00
Furniture Shop/Wood Works	- P144.00
General Engineering/General Building	- P180.00
Heavy Equipment Contractor	- P240.00
Machine Shop, Vulcanizing, Welding, Car Care Services	- P120.00
Manpower/Security Agency General Services	- P144.00
Parking Lot	- P180.00
Photo Studio, Printing Press and Tarpaulin Shops	- P120.00
Private Cemetery/Memorial Park	- P360.00
Privately-Owned Market	- P600.00
Subdivision Operator/Developers, Real Estate Developers	- P600.00
Scrapper	- P360.00
Tailoring, Dress Shop, Shoe Repair Shop, Upholstery, Laundry	- P120.00
Vehicle Construction	- P144.00
Vehicle Repair Shop/Services	- P144.00
Warehousing/Forwarding Establishment	- P240.00
Other Contractor not classified	- P120.00
Smal Contractor	- P60.00

Amusement Places

Billiard Hall	- P120.00
Disco House, Beer House, Videoke Bar, Night Clubs	- P180.00
Firing Range	- P180.00
Golf Courses	- P600.00
Movie Houses	- P360.00
Resort, Swimming Pool	- P240.00
Lottery/Bingo Hall	- P200.00
Cockpit Arena	- P600.00
Others	- P240.00

Services

Cable TV Services	- P180.00
Gasoline Station	- P360.00
Hotels/Motels	- P480.00
Internet Services Provider	- P180.00
Telecommunications, Tower, Cell Site	- P360.00
Telephone Service	- P240.00

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Water System/District	- P240.00
Others	- P144.00
Trading/Retail/Whole Sale	
Appliance Center	
- below 40 sq. m.	- P180.00
- above 40 sq. m.	- P360.00
Auto/Motorcycle Parts	- P180.00
Beer/Softdrinks Dealer	- P144.00
Cellphone Center	- P120.00
Department Store (Retail/Lessor)	- P600.00
Drugstore/Pharmacy	
- below 40 sq. m.	- P120.00
- above 40 sq. m.	- P240.00
Electronic/Electrical Store	- P120.00
Furniture Retailing	- P180.00
Gen. Merchandise, Grocery, Sari-Sari Store	
- 5 sq. below	- P60.00
- 5 to 9 sq. m.	- P90.00
- 10 above sq. m.	- P120.00
Giftshop/RTW/Shoes/Bags/Garments	- P120.00
Jewelry/Watch Retailing	- P120.00
Pet Shop and Accessories	- P120.00
Supermarket	- P600.00
Wine Store	- P144.00
Water Refilling Station	- P180.00
Junkshop	- P144.00
Ceramics/Bathroom Fixtures	- P180.00
Glass Aluminum, Iron Works	- P180.00
Hardware, Construction Supplies	- P180.00
Hollow Blocks Maker	- P180.00
Marble Works/Baluster and the like	- P120.00
Ready Mixed Concrete	- P180.00
Other Retail/Dealer/Supply	
- below 40 sq. m.	- P120.00
- Above 40 sq. m.	- P240.00
Cooperative	- P 60.00
Association/Club	- P 60.00
Others not specified herein	- P200.00

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3. Application For New Lgu Integrated Permit (Mayor's Permit, Barangay Business Clearance, And Sanitary Permit) – Hybrid (Online With Face-To-Face Transaction)

The issuance of permits is part of the regulatory and revenue generating function of Local Government Units pursuant to the provisions of Republic Act. No. 7160. A permit is necessary prior to any business activity. Recognizing the important contribution of the business/private sector to local economic development, the City of General Trias has instituted the streamlining and digitization of the process of securing an LGU Integrated Permit.

Office/Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Registration i.e. Certificate of Registration:	
i. Issued by the SEC for all kinds of corporations;	Securities and Exchange Commission
ii. Issued by the Cooperative Development Authority for cooperatives;	Cooperative Development Authority
iii. Issued by DTI for sole proprietor	Department of Trade and Industry (https://bnrs.dti.gov.ph)
2. Proof of right of applicant to use location as business address, which may include the following:	
i. If owned, proof of ownership – Transfer Certificate of Title or Tax Declaration	Client
ii. If not owned by the applicant – Contract of Lease, Memorandum of Agreement, or written consent of property owner	Client
3. Location plan or sketch of the location, clearly showing where business premises is located	Client

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4. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months (requirement of BFP)	Bureau of Fire Protection and Office of the Building Official
5. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC (requirement of BFP)	Bureau of Fire Protection
6. Clearances, permits, authorizations and certifications secured from Local and National Government Agencies in compliance to certain laws as listed below: (as per Joint Memorandum Circular No. 01 Series of 2021 – ARTA, DTI, DILG DICT)	
i. All establishments – Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
ii. Animal Facilities – Certificate of Registration	Bureau of Animal Industry
iii. Brokers/Merchants involved in the sale of commodities for future transactions – Future Commodity Merchant/ Brokers License	Security and Exchange Commission (SEC)
iv. Cell Sites – Refer to ARTA JMC 01–2020	
v. Customs Brokerage Business – License	Customs Brokers Commission
vi. Dealers of Rice and Corn and Wheat – License (depending on the type of activity)	National Food Authority
vii. Drugstores – License to Operate	Food and Drug Administration (FDA)
viii. Forwarders – Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau

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ix. Funeral Homes/Parlors – Training Certificate and License of Undertaker and Embalmer	Department of Health
x. General/Specialty and Engineering Contractor – Contractor's License	Philippine Contractors Accreditation Board
xi. Household/Urban Pesticides – License to Operate, Certificate of Product Registration	Food and Drug Administration (FDA)
xii. Lending Institutions – Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
xiii. LPG Dealer – Application to Supply Natural Gas	Department of Energy
xiv. Manning and Crewing Services – License for Recruitment Agency	Philippine Overseas Employment Administration
xv. Manpower Agencies with paid up capital of at least Php 5,000,000 – License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
xvi. Medical Devices – License to Operate	Food and Drug Administration (FDA)
xvii. Messengerial and Courier Services	Department of Transportation and Communication
xviii. Mining – Permits depend on the activity	Department of Environment and Natural Resources
xix. Pest Control Services – Pest Control License	Fertilizer and Pesticide Authority
xx. Processed Foods – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxi. Pre-School, Elementary and High School – Permit to Operate	Department of Education (DepEd) Division Office and Regional Office

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xxii. Real Estate Broker – License	Department of Trade and Industry OR Professional Regulatory Board
xxiii. Rent-a-Car and Transportation Services – Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
xxiv. Security Agencies – National License	PCSUCIA
xxv. Spa/Massage Clinic – Certificate of Training of Therapist or Masseur/Masseuse; License of Therapist or Masseur/Masseuse	Department of Health; TESDA
xxvi. STL (Small Town Lottery) – Permit to Operate	Philippine Charity Sweepstakes Office
xxvii. Structures within the 10-km radius of Communication-Navigation Surveillance Facilities located off-airport – Height Clearance Permit	Civil Aviation Authority of the Philippines
xxviii. Telecommunications Firms – License to Operate	National Telecommunications Commission
xxix. Toys and Childcare Articles – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxx. Veterinary Products – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxxi. Video Rental Services – Registration for Optical Media Business	Optical Media Board
7. Post Registration Requirements	
i. Business located in subdivision (Residential) – Home Owner's Association or Developer's Clearance to Operate Business	Home Owner's Association or Developer

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ii. Public Market Stall – Tax Clearance	City Treasurer's Office
iii. Training School (TESDA related courses) – Registration Certificate	Technological Education and Skills Development Authority
iv. Assessment Center (TESDA related courses) – Accreditation Certificate	Technological Education and Skills Development Authority
v. Repair Shop (Electronics, Electrical, Aircon/Refrigerator, Office Machine, Data Processing Equipment, Medical/Dental) – Accreditation Certificate	Department of Trade and Industry
vi. Bank – Certificate of Authority	Bangko Sentral ng Pilipinas
vii. Pawnshop – Certificate of Authority	Bangko Sentral ng Pilipinas
viii. Money Service Business (Remittance, Money Changing and/or Foreign Exchange Dealing) – Certificate of Registration	Bangko Sentral ng Pilipinas
ix. Guns and Ammunitions – License to Operate	Firearms and Explosive Units (PNP)
x. All Business Establishments except Sari-Sari Store and Malls – Business signage indicating name of business, complete address, nature of business and/or contact number (Per Provincial Ordinance No. 209)	Client
xi. 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	Client

Business Establishment with a daily average gross sales of P50,000 – Installation of CCTV system (Per Municipal Ordinance 09-01 and Municipal Ordinance 13-09)	
xii. Gasoline Station – Fuel Dispenser Calibration (Per Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	City Treasurer's Office and/or its deputized agency
xiii. Business Establishments using Weighing Scale – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	City Treasurer's Office and/or its deputized agency
xiv. Financial Establishments – Posting of Security Guard (Per City Ordinance 17-07)	Client
xv. Carwash – Installation of Industrial Standard Septic Tank (Per Provincial Ordinance No. 129)	Client
xvi. Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations – Certified Lifeguard and Lifeguarding Equipment (Per Provincial Ordinance No. 197)	Client
xvii. Professional Services (Practice of Profession) – Professional Tax Receipt (Per DILG Opinion No. 59 S. 2018; Local Finance Circular No. 001-2019)	Treasurer's Office of the City/Municipality within Cavite
xviii. Environment Related Business – Equipment / Clearance / Permit	Client / City Environment and Natural Resources Office / D.E.N.R.
xix. Primary Tourism Enterprises – Accreditation Certificate (Per DILG MC 2019-17)	Department of Tourism

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xx. Insurance Business – Certificate of Authority	Insurance Commission
xxi. Entertainment/Amusement/Gaming Business – License/Certification	Philippine Amusement and Gaming Corporation
xxii. Gasoline Station, Funeral Services, Crematorium, Manufacturing, Water Service Provider, Treatment Storage and Disposal Facility, Cockpit Arena, Junkshop, Scrapper, Telecommunication Company, and others which may be required by the City Mayor – Letter of Intent; Sangguniang Panlungsod Resolution	Office of the Mayor; Sangguniang Panlungsod

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of application and requirements.	1. Review online application and requirements. Approve or deny application. Notify the client for any deficiencies/lacking requirement/s via the GenTri eBOSS system. Prepare computation of taxes, fees and charges. Send digital copy to client; and endorse to the City Treasurer's Office for payment thru the GenTri eBOSS system.	None	25 Minutes	1. CBPLO Staff, Gentri eBOSS Backroom Staff (OBO, BFP, CPDC, CHO, CENRO, LNB), CBPLO Staff
2. Over-the-counter payment of taxes, fees and charges.	2. Accept over-the-counter payment of taxes, fees and	Local Tax Code	10 Minutes	2. City Treasurer's Office Staff

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	charges.	(Annex 1)		
3. Printing/Claiming of LGU Integrated Permit.	3. Print and release LGU Integrated Permit; or send digital copy of LGU Integrated Permit to client.	None	10 Minutes	3. CBPLO Staff
TOTAL		**Based on Tax Order of Payment**	**45 Minutes**	

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ANNEX 1

1. Business Tax

1a. New Business

For new businesses of printing and publication and those enjoying a franchise, the tax shall be one twentieth of one percent (1/20 of 1%) of the capital investment. Other natures of business are not liable for the payment of initial local business tax.

1b. Business Renewal and Retirement of Business

(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 Calendar Year in the amount of:	Tax per Annum
Less than 10,000.00	P 199.50
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
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	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

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6,500,000.00 or more	At a rate not exceeding Forty Five percent (45%) of One percent (1%)

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.

(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Preceding Calendar Year In the amount of:	Amount of Tax per Annum
Less than 1,000.00	P 21.50
1,000.00 or more but less than 2,000.00	34.00
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

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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	At a rate not exceeding sixty percent (60%) of one percent (1%)

The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.

(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;

(1) Rice and corn;

(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;

(3) Cooking oil and cooking gas;

(4) Laundry soap, detergents and medicine;

(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;

(6) Poultry feeds and other animal feeds;

(7) School supplies; and

(8) Cement

For purposes of this provision, the term *exporters* 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.

(d) On retailers.

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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).

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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.

(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):

Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than 5,000.00	P 33.00
5,000.00 or more but less than 10,000.00	74.00
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
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
2,000,000.00 or more	At a rate not exceeding sixty percent (60%) of one percent (1%)

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00

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(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 herein enumerated shall be excluded in the computation of the tax.

(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.

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.

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.

(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

25. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bards, carinderias or food caterers.
26. 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 other similar establishments.
27. Commission agents.
28. Lessors, dealers, brokers of real estate.
29. On boarding houses, pension houses, motels, apartments and condominiums.
30. Subdivision owners.
31. Privately owned markets.
32. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).

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33. Operators of Cable Network System.
34. Operators of computer services establishment.
35. Private Cemeteries/Memorial Parks
36. All other similar activities consisting essentially of the sales of goods and services for a fee.

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).

(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:

Air-conditioned buses	5,000	per unit
Buses without air-conditioning	4,000	per unit
Mini buses	3,000	per unit
Taxis/Fierras/Tamaraws	2,000	per unit
Jeepneys	1,000	per unit

Section 2A.03. Presumptive Income Level. For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to be ratified by the Sangguniang Bayan before adoption to approximate the gross receipt of each business classification.

Section 2A.04. **Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline and other petroleum products shall not be subject to any local tax imposed in this Article.

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CHAPTER IV. PERMIT AND REGULATORY FEES

New Business and Renewal of Business Permit

2. Mayor's Permit Fee on Business

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

For purpose of the Mayor's Permit Fee, the following categories of business are hereby adopted:

		Line of Business	Mayor's Permit Fee Per Annum
(1)	Heavy Industries		
		Tannery	Php12,000.00
		Chemical Manufacturing	12,000.00
		Electronics	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
(2)	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
(3)	Institutional Establishments		
		Dental/Optical/Veterinary/Other Clinics	1,440.00
		Hospitals	3,600.00
		Lying-In Clinics	1,800.00

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		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
(4)	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
(5)	Rentals		
		Apartments/Boarding 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
(6)	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.	3,600.00
		Canteen Concessionaires	2,400.00
		Food Manufacturing (small scale)	1,800.00

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		Other food and catering related establishments	1,200.00
(7)	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
(8)	Agricultural		
		Agri-supply/Poultry Feeds/Veterinary Supply/Flower Shop	1,200.00
		Poultry Farms/Piggery/Fish Pen	1,800.00
		Rice Mill	1,200.00
		Other farming and agricultural related establishments	1,800.00
(9)	Contractor		
		Consultancy and other similar offices	1,200.00
		Advertising Shop/Sign/ Artworks	1,200.00
		Beauty Parlor, Barber Shop, Massage/Fitness Center	1,200.00
		Brokerage	1,800.00
		Electronics/Garments and other sub-contractor	
		- Below 50 sq.m.	1,800.00
		- Above 50 sq.m.	3,600.00
		Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	1,440.00
		Funeral Services	2,400.00
		Furniture Shop/Woodworks	1,440.00
		General Engineering/general Building	1,800.00
		Heavy Equipment Contractor	2,400.00
		Machine Shop, Vulcanizing, Welding Car Care Services	1,200.00
		Manpower/Security Agency, General Services	1,440.00
		Parking Lot	1,800.00
		Photo Studio, Printing Press and Tarpaulin Shops	1,200.00
		Private Cemetery/Memorial Park	6,000.00
		Privately-Owned Market	6,000.00

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		Subdivision Operators/Developers, 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
(10)	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
		Other amusement places	2,400.00
(11)	Services		
		Cable TV Services	1,800.00
		Gasoline Station	3,600.00
		Hotels/Motels	6,000.00
		Internet Service Provider	1,800.00
		Telecommunications, Tower, Cell Site	6,000.00
		Telephone Service	2,400.00
		Water System/District	6,000.00
		Others	1,440.00
(12)	Trading/Retail/Wholesale		
		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

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		- Above 40 sq.m.	2,400.00
		Electronic/Electrical 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
		- above10 sq.m.	1,200.00
		Gift Shop/RTW/Shoes/Bags/ Garments	1,200.00
		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/Bathroom 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/Supply	
		- Below 40 sq.m.	1,200.00
		- Above 40 sq.m.	2,400.00
		Cooperative	600.00
		Association/Club	600.00
		Peddler	Php360.00

Section 4A.02. Time and Manner of Payment. The fee for the issuance of Mayor's Permit and Business Plate shall be paid to the Municipal Treasurer upon application before any business or undertaking can be lawfully begun or pursued and within the first twenty (20) days of January of each year in case of renewal thereof.

For a newly-started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. When the business or activity is abandoned, the fee shall not be exacted for a period longer than the end of the calendar quarter. If the fee has been paid for a period longer than the current quarter and the business activity is abandoned, no refund of the fee corresponding to the unexpired quarter or quarters shall be made.

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3. Sanitary Inspection Fee

Section 5E.01. Imposition of Fee. There shall be collected following annual fees from each business establishment in this municipality or house for rent, for the purpose of supervision and enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

		Amount of Fee
(a)	For house for rent	Php50.00
(b)	For each business, industrial, or agricultural establishment	
	With an area of 25 sq.m. or more but less than 50 sq.m.	50.00
	With an area of 50 sq.m. or more but less than 100 sq.m.	60.00
	With an area of 100 sq.m. or more but less than 200 sq.m.	150.00
	With an area of 200 sq.m. or more but less than 500 sq.m.	200.00
	With an area of 500 sq.m. or more but less than 1,000.00 sq.m.	250.00
	With an area of 1,000 sq.m. or more	Php400.00

4. Business Plate/Sticker

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

5. Environmental Protection Fee

Section 4W.01. Imposition of Fee. There shall be collected an Environmental Protection Fee for the different types of business applying for permit or renewal.

			Fee Per Annum
(1)	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

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		(f) Bulb Manufacturing	4,800.00
		(g) Rubber/Dye/Paint	4,200.00
		(h) Food Processing	6,000.00
		(i) Other heavy industry establishments	3,600.00
(2)	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
(3)	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/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
(4)	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
(5)	Trading/Merchandising	(a) Market Stall	
		(1) Wet Goods	240.00
		(2) Dry Goods	240.00
		(b) Grocery/Sari-Sari Store	120.00

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		(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
(6)	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
(7)	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
(8)	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
(9)	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

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		(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
(10)	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
(11)	Slaughterhouse		1,200.00
(12)	Junkshop		1,800.00
(13)	Gasoline Service and Filling Station including LPG		3,600.00
(14)	Golf Course		6,000.00
(15)	Golf Club, Tennis Club and Gun Club		600.00
(16)	Other Recreational Facilities		1,200.00
(17)	All other businesses not specifically enumerated		Php1,200.00

Section 4W.02. Time of Payment. The fee imposed in this Article shall be paid to the Municipal Treasurer upon application/renewal of Business Permit.

Section 4W.03. Surcharge for Late Payment. Failure to pay the fee prescribed in this Article within the time required should subject the taxpayer to a surcharge of ten percent (10%) of the original amount of fees due. Such surcharge shall be paid at the same time and in the same manner as the fee due.

Section 4W.04. Penalty. Any violation of the provisions of this Article shall be punished by a fine not less than One Thousand One Hundred Pesos (Php1,100.00) but not exceeding Five Thousand Five Hundred Pesos (Php5,500.00) or imprisonment at the discretion of the Court.

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6. Fire Safety Inspection Fee

- 15% of Regulatory Fees charged by the BPLO, with a minimum fee of P500.00 based on the 2019 Revised Implementing Rules and Regulations of Republic Act No. 9514 also known as The Fire Code of the Philippines.

7. Community Tax

Section3.01. Imposition of Tax. There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Section 3.02. Individuals Liable to Community Tax. Every resident of the municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand Pesos (Php1,000.00) or more, or who is required by law to file an Income Tax Return shall pay an annual Community Tax Certificate of Five Pesos (Php5.00) and an annual additional tax of One Peso (Php1.00) for every One Thousand Pesos (Php1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00).

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Section 3.03. Juridical Persons Liable to Community Tax. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in the municipality shall pay an annual Community Tax of Five Hundred Pesos (Php500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (Php10,000.00) in accordance with the following schedule:

(e) For every Five Thousand Pesos (Php5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws found in the assessment rolls of the municipality where the real property is situated – Two Pesos (Php2.00); and

(f) For every Five Thousand Pesos (Php5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year – Two Pesos (Php2.00).

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.

Section 3.04. Exemptions. The following are exempted from the Community Tax:

(e) Diplomatic and consular representatives; and

(f) Transient visitors when their stay in the Philippines does not exceed three (3) months.

Section 3.05. Place of Payment. The Community Tax shall be paid in the Office of the Municipal Treasurer or to the deputized Barangay Treasurer.

Section 3.06. Time of Payment; Penalties for Delinquency:

(k) The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year.

(l) If a person reaches the age of eighteen (18) years or otherwise loses the benefit of exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.

(m) Persons who come to reside in General Trias or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.

(n) Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first (1st) day of July shall not be subject to the Community Tax for that year.

(o) If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty four percent (24%) per annum from the due date until it is paid.

Section 3.07. Community Tax Certificate. A Community Tax Certificate shall be issued to every person or corporation upon payment of the Community Tax. A Community Tax Certificate may also be issued to any person or corporation not subject to the Community Tax upon payment of One Peso (Php1.00).

8. Fee for Sealing and Licensing of Weights and Measures

Section 4J.01. Imposition of Fee. Every person before using instruments of weights and measures within the municipality shall first have them sealed and licensed annually and pay therefore to the Municipal Treasurer the following fees:

		Amount of Fee (Per Annum)
(a)	For sealing linear metric measures:	
	Not over one (1) meter	Php132.00/unit

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	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 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

Section 4J.02. Payment of Fees and Surcharges. The fees herein imposed shall be paid and collected by the Municipal Treasurer when the weights or measure instruments are sealed, before their use and thereafter, on or before the anniversary date thereof.

The official receipt for one (1) year from the date of sealing unless such instrument becomes defective before the expiration period. Failure to have the instrument retest and the corresponding fee paid there for within the prescribed period shall subject the owner or user to a surcharge of five hundred percent (500%) of the prescribed fees which shall no longer be subject to interest.

Section 4J.03. Place of Payment. The fees herein levied shall be paid in the municipality by persons conducting their business therein. A peddler or itinerant vendor using only one (1) instrument of weight or measure shall pay the fee in the municipality where he maintains his residence.

Section 4J.04. Exemptions.

(e) All instruments for weights and measures used in government work or maintained for public use by any instrumentality of the government shall be tested and sealed free.
(f) Dealers of weights and measure instruments intended for sale.

Section 4J.05. Administrative Provisions.

(i) The official receipt for the fee issued for the sealing of a weight or measure shall serve as a license to use such instrument for one (1) year from the date of sealing, unless deterioration or damage renders the weight or measure inaccurate within that period. The license shall expire on the day and month of the year following its original issuance. Such

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license shall be preserved by the owner and together with the weight or measure covered by the license, shall be exhibited on demand by the Municipal Treasurer or his deputies.

(j) The Municipal Treasurer is hereby required to keep full sets of secondary standards which shall be compared with the fundamental standards in the Department of Science and Technology (DOST) annually. When found to be sufficiently accurate, the secondary standards shall be distinguished by label, tag or seal and shall be accompanied by a certificate showing the amount of its variation from the fundamental standards. If the variation is of sufficient magnitude to impair the utility of instrument, it shall be destroyed at the Department of Science and Technology (DOST).

(k) The Municipal Treasurer or his/her deputies shall conduct periodic physical inspection and test weights and measure instruments within the locality.

(l) Instruments of weights and measures found to be defective and such defect is beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her representative.

9. Barangay Business Clearance

PATAW SA SERBISYO AT BUTAW SA REHISTRASYON
Artikulo A. BARANGAY BUSINESS CLEARANCE O BUTAW SA SERTIPIKASYON

Seksyon 4A.01. Pagpapataw ng Butaw. Maniningil ng butaw para sa pagbibigay ng Barangay Business Clearance o sertipikasyon ng Punong Barangay o awtorisadong kinatawan, ayon sa sumusunod:

A. Barangay Clearance on Business:

Heavy Industries/Manufacturer/Assembler	
Tannery	- P600.00
Chemical Manufacturing	- P600.00
Electronics	- P600.00
Plastic/Vinyl Manufacturing	- P600.00
Aluminum Fabrication	- P600.00
Bulb Manufacturing	- P600.00
Rubber/Dye Paint	- P600.00
Food Processing	- P600.00
Food Manufacturing	- P500.00
Medium Industries	
Bottle Processing	- P480.00
Concrete Products	- P480.00
Gas/Chemical Refilling Plant	- P480.00
Paper Products	- P480.00
Refinery	- P480.00
Metal Fabrication	- P480.00
Institutional Establishments	
Dental/Optical/Veterinary/Other Clinics	- P120.00

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Hospitals	- P360.00
Lying-in Clinics	- P180.00
Private Schools (Non-Stock & Non-Profit)	
- Less than 100 enrollees	- P240.00
- 100 to 499 enrollees	- P300.00
- 500 or more enrollees	- P360.00
Private School (taxable)	
- Less than 100 enrollees	- P120.00
- 100 to 499 enrollees	- P180.00
- 500 or more enrollees	- P240.00
Public Market Stalls	
Wet Section/Tiles	- P120.00
Grocery, Dry Goods, Others	
- Small (5-6 sq. m.)	- P120.00
- Medium (7-11 sq. m.)	- P132.00
- Big (12-12.5 sq. m.)	- P144.00
Rentals	
Apartment/Boarding House	
- 8 rooms below	- P120.00
- 8 rooms above	- P180.00
Car Rentals	- P180.00
Commercial Spaces	
- Below 50 sq. m.	- P144.00
- Above 50 sq. m.	- P360.00
Real Estate Lessor/Realty	- P180.00
Video CD/Tape Rentals, Chairs/Tables	- P120.00
Computer Center, Internet Café & Similar Activities	
- Less than 10 computers	- P144.00
- 10 computers above	- P180.00
Food Industries	
Canteen, Eatery, Food Stand, Bakery, Catering Services	
- Less than 8 sq. m.	- P60.00
- 8 sq. m. above	- P120.00
Restaurant	
- less than 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Canteen Concessionaire	- P240.00
Food Manufacturing (Small Scale)	- P180.00
Others	- P120.00
Bank and Other Financial Institution	
Bank	- P480.00
Money Shops, Insurance Agencies	- P240.00
Pawnshop, Lending Investor, Investor Co.	- P240.00
Payment Center	- P144.00
Agricultural	
Agri Supply/Poultry Feed/ Veterinary Supply, Flower Shop	- P120.00

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Poultry Farms/Piggery/Fish Pen	- P180.00
Rice Mill	- P120.00
Other Farming	- P180.00

Contractor

Administrative, Consultancy Office et al	- P120.00
Advertising Shop/Sign Art Works	- P120.00
Beauty Parlor, Barber Shop Massage, Fitness Center	- P120.00
Brokerage	- P180.00
Electronics/Garments and other Sub-Contractor	
- below 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	- P144.00
Funeral Services	- P240.00
Furniture Shop/Wood Works	- P144.00
General Engineering/General Building	- P180.00
Heavy Equipment Contractor	- P240.00
Machine Shop, Vulcanizing, Welding, Car Care Services	- P120.00
Manpower/Security Agency General Services	- P144.00
Parking Lot	- P180.00
Photo Studio, Printing Press and Tarpaulin Shops	- P120.00
Private Cemetery/Memorial Park	- P360.00
Privately-Owned Market	- P600.00
Subdivision Operator/Developers, Real Estate Developers	- P600.00
Scrapper	- P360.00
Tailoring, Dress Shop, Shoe Repair Shop, Upholstery, Laundry	- P120.00
Vehicle Construction	- P144.00
Vehicle Repair Shop/Services	- P144.00
Warehousing/Forwarding Establishment	- P240.00
Other Contractor not classified	- P120.00
Smal Contractor	- P60.00

Amusement Places

Billiard Hall	- P120.00
Disco House, Beer House, Videoke Bar, Night Clubs	- P180.00
Firing Range	- P180.00
Golf Courses	- P600.00
Movie Houses	- P360.00
Resort, Swimming Pool	- P240.00
Lottery/Bingo Hall	- P200.00
Cockpit Arena	- P600.00
Others	- P240.00

Services

Cable TV Services	- P180.00
Gasoline Station	- P360.00
Hotels/Motels	- P480.00
Internet Services Provider	- P180.00
Telecommunications, Tower, Cell Site	- P360.00
Telephone Service	- P240.00
Water System/District	- P240.00

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Others	- P144.00
Trading/Retail/Whole Sale	
Appliance Center	
- below 40 sq. m.	- P180.00
- above 40 sq. m.	- P360.00
Auto/Motorcycle Parts	- P180.00
Beer/Softdrinks Dealer	- P144.00
Cellphone Center	- P120.00
Department Store (Retail/Lessor)	- P600.00
Drugstore/Pharmacy	
- below 40 sq. m.	- P120.00
- above 40 sq. m.	- P240.00
Electronic/Electrical Store	- P120.00
Furniture Retailing	- P180.00
Gen. Merchandise, Grocery, Sari-Sari Store	
- 5 sq. below	- P60.00
- 5 to 9 sq. m.	- P90.00
- 10 above sq. m.	- P120.00
Giftshop/RTW/Shoes/Bags/Garments	- P120.00
Jewelry/Watch Retailing	- P120.00
Pet Shop and Accessories	- P120.00
Supermarket	- P600.00
Wine Store	- P144.00
Water Refilling Station	- P180.00
Junkshop	- P144.00
Ceramics/Bathroom Fixtures	- P180.00
Glass Aluminum, Iron Works	- P180.00
Hardware, Construction Supplies	- P180.00
Hollow Blocks Maker	- P180.00
Marble Works/Baluster and the like	- P120.00
Ready Mixed Concrete	- P180.00
Other Retail/Dealer/Supply	
- below 40 sq. m.	- P120.00
- Above 40 sq. m.	- P240.00
Cooperative	- P 60.00
Association/Club	- P 60.00
Others not specified herein	- P200.00

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4. Application For Renewal Of Lgu Integrated Permit (Mayor's Permit, Barangay Business Clearance, And Sanitary Permit) – Hybrid (Online With Face-To-Face Transaction)

The issuance of permits is part of the regulatory and revenue generating function of Local Government Units pursuant to the provisions of Republic Act. No. 7160. A permit is necessary prior to any business activity. Recognizing the important contribution of the business/private sector to local economic development, the City of General Trias has instituted the streamlining and digitization of the process of securing an LGU Integrated Permit.

Office/Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of annual gross receipts which may include: i. Audited financial statements ("AFS") or unaudited AFS for those who are not required to file AFS with the BIR or ii. Sworn declaration of gross sales or receipts; or iii. Income tax returns Note: If the business establishment is included in the Negative List of any local or national government regulatory office, please proceed the respective office to comply/rectify the deficiencies.	Client
2. Clearances, permits, authorizations and certifications secured from Local and National Government Agencies in compliance to certain laws as listed below: (as per Joint Memorandum	

Circular No. 01 Series of 2021 – ARTA, DTI, DILG DICT)	
i. All establishments – Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
ii. Animal Facilities – Certificate of Registration	Bureau of Animal Industry
iii. Brokers/Merchants involved in the sale of commodities for future transactions – Future Commodity Merchant/ Brokers License	Security and Exchange Commission (SEC)
iv. Cell Sites – Refer to ARTA JMC 01–2020	
v. Customs Brokerage Business – License	Customs Brokers Commission
vi. Dealers of Rice and Corn and Wheat – License (depending on the type of activity)	National Food Authority
vii. Drugstores – License to Operate	Food and Drug Administration (FDA)
viii. Forwarders – Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau
ix. Funeral Homes/Parlors – Training Certificate and License of Undertaker and Embalmer	Department of Health
x. General/Specialty and Engineering Contractor – Contractor's License	Philippine Contractors Accreditation Board
xi. Household/Urban Pesticides – License to Operate, Certificate of Product Registration	Food and Drug Administration (FDA)
xii. Lending Institutions – Certificate of Authority to Operate	Bangko Sentral ng Pilipinas

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xiii.	LPG Dealer – Application to Supply Natural Gas	Department of Energy
xiv.	Manning and Crewing Services – License for Recruitment Agency	Philippine Overseas Employment Administration
xv.	Manpower Agencies with paid up capital of at least Php 5,000,000 – License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
xvi.	Medical Devices – License to Operate	Food and Drug Administration (FDA)
xvii.	Messengerial and Courier Services	Department of Transportation and Communication
xviii.	Mining – Permits depend on the activity	Department of Environment and Natural Resources
xix.	Pest Control Services – Pest Control License	Fertilizer and Pesticide Authority
xx.	Processed Foods – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxi.	Pre-School, Elementary and High School – Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
xxii.	Real Estate Broker – License	Department of Trade and Industry OR Professional Regulatory Board
xxiii.	Rent-a-Car and Transportation Services – Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
xxiv.	Security Agencies – National License	PCSUCIA

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xxv. Spa/Massage Clinic – Certificate of Training of Therapist or Masseur/Masseuse; License of Therapist or Masseur/Masseuse	Department of Health; TESDA
xxvi. STL (Small Town Lottery) – Permit to Operate	Philippine Charity Sweepstakes Office
xxvii. Structures within the 10-km radius of Communication-Navigation Surveillance Facilities located off-airport – Height Clearance Permit	Civil Aviation Authority of the Philippines
xxviii. Telecommunications Firms – License to Operate	National Telecommunications Commission
xxix. Toys and Childcare Articles – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxx. Veterinary Products – License to Operate; Certificate of Product Registration	Food and Drug Administration (FDA)
xxxi. Video Rental Services – Registration for Optical Media Business	Optical Media Board
3. Post Registration Requirements	
i. Business located in subdivision (Residential) – Home Owner's Association or Developer's Clearance to Operate Business	Home Owner's Association or Developer
ii. Public Market Stall – Tax Clearance	City Treasurer's Office
iii. Training School (TESDA related courses) – Registration Certificate	Technological Education and Skills Development Authority

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iv.	Assessment Center (TESDA related courses) – Accreditation Certificate	Technological Education and Skills Development Authority
v.	Repair Shop (Electronics, Electrical, Aircon/Refrigerator, Office Machine, Data Processing Equipment, Medical/Dental) – Accreditation Certificate	Department of Trade and Industry
vi.	Bank – Certificate of Authority	Bangko Sentral ng Pilipinas
vii.	Pawnshop – Certificate of Authority	Bangko Sentral ng Pilipinas
viii.	Money Service Business (Remittance, Money Changing and/or Foreign Exchange Dealing) – Certificate of Registration	Bangko Sentral ng Pilipinas
ix.	Guns and Ammunitions – License to Operate	Firearms and Explosive Units (PNP)
x.	All Business Establishments except Sari-Sari Store and Malls – Business signage indicating name of business, complete address, nature of business and/or contact number (Per Provincial Ordinance No. 209)	Client
xi.	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 – Installation of CCTV system (Per Municipal Ordinance 09-01 and Municipal Ordinance 13-09)	Client

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xii.	Gasoline Station – Fuel Dispenser Calibration (Per Municipal Ordinance No. 15-05 and DOE DC 2017-11-0011)	City Treasurer's Office and/or its deputized agency
xiii.	Business Establishments using Weighing Scale – Weighing Scale Calibration (Per Municipal Ordinance No. 15-05)	City Treasurer's Office and/or its deputized agency
xiv.	Financial Establishments – Posting of Security Guard (Per City Ordinance 17-07)	Client
xv.	Carwash – Installation of Industrial Standard Septic Tank (Per Provincial Ordinance No. 129)	Client
xvi.	Swimming Pool, Subdivision Pool, Resort, Water Park, Wading Pool and all other similar structures and accommodations – Certified Lifeguard and Lifeguarding Equipment (Per Provincial Ordinance No. 197)	Client
xvii.	Professional Services (Practice of Profession) – Professional Tax Receipt (Per DILG Opinion No. 59 S. 2018; Local Finance Circular No. 001-2019)	Treasurer's Office of the City/Municipality within Cavite
xviii.	Environment Related Business – Equipment / Clearance / Permit	Client / City Environment and Natural Resources Office / D.E.N.R.
xix.	Primary Tourism Enterprises – Accreditation Certificate (Per DILG MC 2019-17)	Department of Tourism
xx.	Insurance Business – Certificate of Authority	Insurance Commission

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xxi. Entertainment/Amusement/Gaming Business – License/Certification	Philippine Amusement and Gaming Corporation
xxii. Gasoline Station, Funeral Services, Crematorium, Manufacturing, Water Service Provider, Treatment Storage and Disposal Facility, Cockpit Arena, Junkshop, Scrapper, Telecommunication Company, and others which may be required by the City Mayor – Letter of Intent; Sangguniang Panlungsod Resolution	Office of the Mayor; Sangguniang Panlungsod
xxiii. Bank – Notarized Joint Statement of Annual Income	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of application and requirements.	1. Review online application and requirements and check the applicant's inclusion in the Negative List. Approve or deny application. Notify the client for any deficiencies/lacking requirement/s via the GenTri eBOSS system. Prepare computation of taxes, fees and charges. send digital copy to client; and endorse to the City Treasurer's Office for payment thru the GenTri eBOSS system.	None	10 Minutes	1. CBPLO Staff
2. Over-the-counter payment of taxes, fees and charges.	2. Accept over-the-counter payment of clients.	Local Tax Code	10 Minutes	2. City Treasurer's Office Staff

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		(Annex 1)		
3. Printing/Claiming of LGU Integrated Permit.	3. Print and release LGU Integrated Permit; or send digital copy of LGU Integrated Permit to client.	None	10 Minutes	3. CBPLO Staff
TOTAL		**Based on Tax Order of Payment**	**30 Minutes**	

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ANNEX 1

1. Business Tax

1a. New Business

For new businesses of printing and publication and those enjoying a franchise, the tax shall be one twentieth of one percent (1/20 of 1%) of the capital investment. Other natures of business are not liable for the payment of initial local business tax.

1b. Business Renewal and Retirement of Business

(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 Calendar Year in the amount of:	Tax per Annum
Less than 10,000.00	P 199.50
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
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	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

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6,500,000.00 or more	At a rate not exceeding Forty Five percent (45%) of One percent (1%)

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.

(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Preceding Calendar Year In the amount of:	Amount of Tax per Annum
Less than 1,000.00	P 21.50
1,000.00 or more but less than 2,000.00	34.00
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

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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	At a rate not exceeding sixty percent (60%) of one percent (1%)

The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.

(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;

(1) Rice and corn;

(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;

(3) Cooking oil and cooking gas;

(4) Laundry soap, detergents and medicine;

(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;

(6) Poultry feeds and other animal feeds;

(7) School supplies; and

(8) Cement

For purposes of this provision, the term *exporters* 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.

(d) On retailers.

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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).

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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.

(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):

Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than 5,000.00	P 33.00
5,000.00 or more but less than 10,000.00	74.00
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
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
2,000,000.00 or more	At a rate not exceeding sixty percent (60%) of one percent (1%)

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00

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(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 herein enumerated shall be excluded in the computation of the tax.

(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.

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.

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.

(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

37. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bards, carinderias or food caterers.
38. 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 other similar establishments.
39. Commission agents.
40. Lessors, dealers, brokers of real estate.
41. On boarding houses, pension houses, motels, apartments and condominiums.
42. Subdivision owners.
43. Privately owned markets.
44. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).

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45. Operators of Cable Network System.
46. Operators of computer services establishment.
47. Private Cemeteries/Memorial Parks
48. All other similar activities consisting essentially of the sales of goods and services for a fee.

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).

(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:

Air-conditioned buses	5,000	per unit
Buses without air-conditioning	4,000	per unit
Mini buses	3,000	per unit
Taxis/Fierras/Tamaraws	2,000	per unit
Jeepneys	1,000	per unit

Section 2A.03. Presumptive Income Level. For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to be ratified by the Sangguniang Bayan before adoption to approximate the gross receipt of each business classification.

Section 2A.04. **Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline and other petroleum products shall not be subject to any local tax imposed in this Article.

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CHAPTER IV. PERMIT AND REGULATORY FEES

New Business and Renewal of Business Permit

2. Mayor's Permit Fee on Business

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

For purpose of the Mayor's Permit Fee, the following categories of business are hereby adopted:

		Line of Business	Mayor's Permit Fee Per Annum
(1)	Heavy Industries		
		Tannery	Php12,000.00
		Chemical Manufacturing	12,000.00
		Electronics	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
(2)	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
(3)	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)	

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		- 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
(4)	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
(5)	Rentals		
		Apartments/Boarding 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
(6)	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.	3,600.00
		Canteen Concessionaires	2,400.00
		Food Manufacturing (small scale)	1,800.00
		Other food and catering related establishments	1,200.00

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(7)	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
(8)	Agricultural		
		Agri-supply/Poultry Feeds/Veterinary Supply/Flower Shop	1,200.00
		Poultry Farms/Piggery/Fish Pen	1,800.00
		Rice Mill	1,200.00
		Other farming and agricultural related establishments	1,800.00
(9)	Contractor		
		Consultancy and other similar offices	1,200.00
		Advertising Shop/Sign/ Artworks	1,200.00
		Beauty Parlor, Barber Shop, Massage/Fitness Center	1,200.00
		Brokerage	1,800.00
		Electronics/Garments and other sub-contractor	
		- Below 50 sq.m.	1,800.00
		- Above 50 sq.m.	3,600.00
		Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	1,440.00
		Funeral Services	2,400.00
		Furniture Shop/Woodworks	1,440.00
		General Engineering/general Building	1,800.00
		Heavy Equipment Contractor	2,400.00
		Machine Shop, Vulcanizing, Welding Car Care Services	1,200.00
		Manpower/Security Agency, General Services	1,440.00
		Parking Lot	1,800.00
		Photo Studio, Printing Press and Tarpaulin Shops	1,200.00
		Private Cemetery/Memorial Park	6,000.00
		Privately-Owned Market	6,000.00
		Subdivision Operators/Developers, Real Estate Developers	12,000.00

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		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
(10)	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
		Other amusement places	2,400.00
(11)	Services		
		Cable TV Services	1,800.00
		Gasoline Station	3,600.00
		Hotels/Motels	6,000.00
		Internet Service Provider	1,800.00
		Telecommunications, Tower, Cell Site	6,000.00
		Telephone Service	2,400.00
		Water System/District	6,000.00
		Others	1,440.00
(12)	Trading/Retail/Wholesale		
		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/Electrical Store	1,200.00

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		Furniture Retailing	1,800.00
		General Merchandise, Grocery, Sari-Sari Store	
		- below 5 sq.m.	300.00
		- 5-9 sq.m.	600.00
		- above10 sq.m.	1,200.00
		Gift Shop/RTW/Shoes/Bags/ Garments	1,200.00
		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/Bathroom 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/Supply	
		- Below 40 sq.m.	1,200.00
		- Above 40 sq.m.	2,400.00
		Cooperative	600.00
		Association/Club	600.00
		Peddler	Php360.00

Section 4A.02. Time and Manner of Payment. The fee for the issuance of Mayor's Permit and Business Plate shall be paid to the Municipal Treasurer upon application before any business or undertaking can be lawfully begun or pursued and within the first twenty (20) days of January of each year in case of renewal thereof.

For a newly-started business or activity that starts to operate after January 20, the fee shall be reckoned from the beginning of the calendar quarter. When the business or activity is abandoned, the fee shall not be exacted for a period longer than the end of the calendar quarter. If the fee has been paid for a period longer than the current quarter and the business activity is abandoned, no refund of the fee corresponding to the unexpired quarter or quarters shall be made.

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3. Sanitary Inspection Fee

Section 5E.01. Imposition of Fee. There shall be collected following annual fees from each business establishment in this municipality or house for rent, for the purpose of supervision and enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

		Amount of Fee
(a)	For house for rent	Php50.00
(b)	For each business, industrial, or agricultural establishment	
	With an area of 25 sq.m. or more but less than 50 sq.m.	50.00
	With an area of 50 sq.m. or more but less than 100 sq.m.	60.00
	With an area of 100 sq.m. or more but less than 200 sq.m.	150.00
	With an area of 200 sq.m. or more but less than 500 sq.m.	200.00
	With an area of 500 sq.m. or more but less than 1,000.00 sq.m.	250.00
	With an area of 1,000 sq.m. or more	Php400.00

4. Business Plate/Sticker

Section 4A.01. Imposition of Fee. There shall be collected an annual fee for the issuance of Mayor's Permit and Business Plate to operate a business, pursue an occupation or calling, or undertake an activity within the municipality. The permit fee and business plate are payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for. The cost of business plate shall be determined by the Business Permit and Licensing Office (BPLO) from year to year provided that the amount shall not exceed the cost of acquisition.

5. Environmental Protection Fee

Section 4W.01. Imposition of Fee. There shall be collected an Environmental Protection Fee for the different types of business applying for permit or renewal.

			Fee Per Annum
(1)	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/Paint	4,200.00
		(h) Food Processing	6,000.00
		(i) Other heavy industry establishments	3,600.00
(2)	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
(3)	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/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
(4)	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
(5)	Trading/Merchandising	(a) Market Stall	
		(1) Wet Goods	240.00
		(2) Dry Goods	240.00
		(b) Grocery/Sari-Sari Store	120.00

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		(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
(6)	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
(7)	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
(8)	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
(9)	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

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		(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
(10)	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
(11)	Slaughterhouse		1,200.00
(12)	Junkshop		1,800.00
(13)	Gasoline Service and Filling Station including LPG		3,600.00
(14)	Golf Course		6,000.00
(15)	Golf Club, Tennis Club and Gun Club		600.00
(16)	Other Recreational Facilities		1,200.00
(17)	All other businesses not specifically enumerated		Php1,200.00

Section 4W.02. Time of Payment. The fee imposed in this Article shall be paid to the Municipal Treasurer upon application/renewal of Business Permit.

Section 4W.03. Surcharge for Late Payment. Failure to pay the fee prescribed in this Article within the time required should subject the taxpayer to a surcharge of ten percent (10%) of the original amount of fees due. Such surcharge shall be paid at the same time and in the same manner as the fee due.

Section 4W.04. Penalty. Any violation of the provisions of this Article shall be punished by a fine not less than One Thousand One Hundred Pesos (Php1,100.00) but not exceeding Five Thousand Five Hundred Pesos (Php5,500.00) or imprisonment at the discretion of the Court.

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6. Fire Safety Inspection Fee

- 15% of Regulatory Fees charged by the BPLO, with a minimum fee of P500.00 based on the 2019 Revised Implementing Rules and Regulations of Republic Act No. 9514 also known as The Fire Code of the Philippines.

7. Community Tax

Section3.01. Imposition of Tax. There shall be imposed a community tax on persons, natural or juridical, residing in the municipality.

Section 3.02. Individuals Liable to Community Tax. Every resident of the municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand Pesos (Php1,000.00) or more, or who is required by law to file an Income Tax Return shall pay an annual Community Tax Certificate of Five Pesos (Php5.00) and an annual additional tax of One Peso (Php1.00) for every One Thousand Pesos (Php1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00).

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Section 3.03. Juridical Persons Liable to Community Tax. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in the municipality shall pay an annual Community Tax of Five Hundred Pesos (Php500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (Php10,000.00) in accordance with the following schedule:

(g) For every Five Thousand Pesos (Php5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws found in the assessment rolls of the municipality where the real property is situated – Two Pesos (Php2.00); and

(h) For every Five Thousand Pesos (Php5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year – Two Pesos (Php2.00).

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.

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Section 3.04. Exemptions. The following are exempted from the Community Tax:

(g) Diplomatic and consular representatives; and
(h) Transient visitors when their stay in the Philippines does not exceed three (3) months.

Section 3.05. Place of Payment. The Community Tax shall be paid in the Office of the Municipal Treasurer or to the deputized Barangay Treasurer.

Section 3.06. Time of Payment; Penalties for Delinquency:

(p) The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year.
(q) If a person reaches the age of eighteen (18) years or otherwise loses the benefit of exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.
(r) Persons who come to reside in General Trias or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.
(s) Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first (1st) day of July shall not be subject to the Community Tax for that year.
(t) If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty four percent (24%) per annum from the due date until it is paid.

Section 3.07. Community Tax Certificate. A Community Tax Certificate shall be issued to every person or corporation upon payment of the Community Tax. A Community Tax Certificate may also be issued to any person or corporation not subject to the Community Tax upon payment of One Peso (Php1.00).

8. Fee for Sealing and Licensing of Weights and Measures

Section 4J.01. Imposition of Fee. Every person before using instruments of weights and measures within the municipality shall first have them sealed and licensed annually and pay therefore to the Municipal Treasurer the following fees:

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		Amount of Fee (Per Annum)
(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
	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:	
	Weights and Measure instruments	20.00/unit
	Gasoline Pump	Php132.00/nozzle

Section 4J.02. Payment of Fees and Surcharges. The fees herein imposed shall be paid and collected by the Municipal Treasurer when the weights or measure instruments are sealed, before their use and thereafter, on or before the anniversary date thereof.

The official receipt for one (1) year from the date of sealing unless such instrument becomes defective before the expiration period. Failure to have the instrument retest and the corresponding fee paid there for within the prescribed period shall subject the owner or user to a surcharge of five hundred percent (500%) of the prescribed fees which shall no longer be subject to interest.

Section 4J.03. Place of Payment. The fees herein levied shall be paid in the municipality by persons conducting their business therein. A peddler or itinerant vendor using only one (1) instrument of weight or measure shall pay the fee in the municipality where he maintains his residence.

Section 4J.04. Exemptions.

(g) All instruments for weights and measures used in government work or maintained for public use by any instrumentality of the government shall be tested and sealed free.
(h) Dealers of weights and measure instruments intended for sale.

Section 4J.05. Administrative Provisions.

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(m) The official receipt for the fee issued for the sealing of a weight or measure shall serve as a license to use such instrument for one (1) year from the date of sealing, unless deterioration or damage renders the weight or measure inaccurate within that period. The license shall expire on the day and month of the year following its original issuance. Such license shall be preserved by the owner and together with the weight or measure covered by the license, shall be exhibited on demand by the Municipal Treasurer or his deputies.

(n) The Municipal Treasurer is hereby required to keep full sets of secondary standards which shall be compared with the fundamental standards in the Department of Science and Technology (DOST) annually. When found to be sufficiently accurate, the secondary standards shall be distinguished by label, tag or seal and shall be accompanied by a certificate showing the amount of its variation from the fundamental standards. If the variation is of sufficient magnitude to impair the utility of instrument, it shall be destroyed at the Department of Science and Technology (DOST).

(o) The Municipal Treasurer or his/her deputies shall conduct periodic physical inspection and test weights and measure instruments within the locality.

(p) Instruments of weights and measures found to be defective and such defect is beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her representative.

9. Barangay Business Clearance

PATAW SA SERBISYO AT BUTAW SA REHISTRASYON
Artikulo A. BARANGAY BUSINESS CLEARANCE O BUTAW SA SERTIPIKASYON

Seksyon 4A.01. Pagpapataw ng Butaw. Maniningil ng butaw para sa pagbibigay ng Barangay Business Clearance o sertipikasyon ng Punong Barangay o awtorisadong kinatawan, ayon sa sumusunod:

A. Barangay Clearance on Business:

Heavy Industries/Manufacturer/Assembler	
Tannery	- P600.00
Chemical Manufacturing	- P600.00
Electronics	- P600.00
Plastic/Vinyl Manufacturing	- P600.00
Aluminum Fabrication	- P600.00
Bulb Manufacturing	- P600.00
Rubber/Dye Paint	- P600.00
Food Processing	- P600.00
Food Manufacturing	- P500.00
Medium Industries	
Bottle Processing	- P480.00
Concrete Products	- P480.00
Gas/Chemical Refilling Plant	- P480.00
Paper Products	- P480.00
Refinery	- P480.00
Metal Fabrication	- P480.00

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Institutional Establishments	
Dental/Optical/Veterinary/Other Clinics	- P120.00
Hospitals	- P360.00
Lying-in Clinics	- P180.00
Private Schools (Non-Stock & Non-Profit)	
- Less than 100 enrollees	- P240.00
- 100 to 499 enrollees	- P300.00
- 500 or more enrollees	- P360.00
Private School (taxable)	
- Less than 100 enrollees	- P120.00
- 100 to 499 enrollees	- P180.00
- 500 or more enrollees	- P240.00
Public Market Stalls	
Wet Section/Tiles	- P120.00
Grocery, Dry Goods, Others	
- Small (5-6 sq. m.)	- P120.00
- Medium (7-11 sq. m.)	- P132.00
- Big (12-12.5 sq. m.)	- P144.00
Rentals	
Apartment/Boarding House	
- 8 rooms below	- P120.00
- 8 rooms above	- P180.00
Car Rentals	- P180.00
Commercial Spaces	
- Below 50 sq. m.	- P144.00
- Above 50 sq. m.	- P360.00
Real Estate Lessor/Realty	- P180.00
Video CD/Tape Rentals, Chairs/Tables	- P120.00
Computer Center, Internet Café & Similar Activities	
- Less than 10 computers	- P144.00
- 10 computers above	- P180.00
Food Industries	
Canteen, Eatery, Food Stand, Bakery, Catering Services	
- Less than 8 sq. m.	- P60.00
- 8 sq. m. above	- P120.00
Restaurant	
- less than 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Canteen Concessionaire	- P240.00
Food Manufacturing (Small Scale)	- P180.00
Others	- P120.00
Bank and Other Financial Institution	
Bank	- P480.00
Money Shops, Insurance Agencies	- P240.00
Pawnshop, Lending Investor, Investor Co.	- P240.00
Payment Center	- P144.00

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Agricultural	
Agri Supply/Poultry Feed/ Veterinary Supply, Flower Shop	- P120.00
Poultry Farms/Piggery/Fish Pen	- P180.00
Rice Mill	- P120.00
Other Farming	- P180.00
Contractor	
Administrative, Consultancy Office et al	- P120.00
Advertising Shop/Sign Art Works	- P120.00
Beauty Parlor, Barber Shop Massage, Fitness Center	- P120.00
Brokerage	- P180.00
Electronics/Garments and other Sub-Contractor	
- below 50 sq. m.	- P180.00
- above 50 sq. m.	- P360.00
Mechanical, Electrical, Electronic Repair Shop, Plumbing, Smith	- P144.00
Funeral Services	- P240.00
Furniture Shop/Wood Works	- P144.00
General Engineering/General Building	- P180.00
Heavy Equipment Contractor	- P240.00
Machine Shop, Vulcanizing, Welding, Car Care Services	- P120.00
Manpower/Security Agency General Services	- P144.00
Parking Lot	- P180.00
Photo Studio, Printing Press and Tarpaulin Shops	- P120.00
Private Cemetery/Memorial Park	- P360.00
Privately-Owned Market	- P600.00
Subdivision Operator/Developers, Real Estate Developers	- P600.00
Scrapper	- P360.00
Tailoring, Dress Shop, Shoe Repair Shop, Upholstery, Laundry	- P120.00
Vehicle Construction	- P144.00
Vehicle Repair Shop/Services	- P144.00
Warehousing/Forwarding Establishment	- P240.00
Other Contractor not classified	- P120.00
Smal Contractor	- P60.00
Amusement Places	
Billiard Hall	- P120.00
Disco House, Beer House, Videoke Bar, Night Clubs	- P180.00
Firing Range	- P180.00
Golf Courses	- P600.00
Movie Houses	- P360.00
Resort, Swimming Pool	- P240.00
Lottery/Bingo Hall	- P200.00
Cockpit Arena	- P600.00
Others	- P240.00
Services	
Cable TV Services	- P180.00
Gasoline Station	- P360.00
Hotels/Motels	- P480.00
Internet Services Provider	- P180.00

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Telecommunications, Tower, Cell Site	- P360.00
Telephone Service	- P240.00
Water System/District	- P240.00
Others	- P144.00
Trading/Retail/Whole Sale	
Appliance Center	
- below 40 sq. m.	- P180.00
- above 40 sq. m.	- P360.00
Auto/Motorcycle Parts	- P180.00
Beer/Softdrinks Dealer	- P144.00
Cellphone Center	- P120.00
Department Store (Retail/Lessor)	- P600.00
Drugstore/Pharmacy	
- below 40 sq. m.	- P120.00
- above 40 sq. m.	- P240.00
Electronic/Electrical Store	- P120.00
Furniture Retailing	- P180.00
Gen. Merchandise, Grocery, Sari-Sari Store	
- 5 sq. below	- P60.00
- 5 to 9 sq. m.	- P90.00
- 10 above sq. m.	- P120.00
Giftshop/RTW/Shoes/Bags/Garments	- P120.00
Jewelry/Watch Retailing	- P120.00
Pet Shop and Accessories	- P120.00
Supermarket	- P600.00
Wine Store	- P144.00
Water Refilling Station	- P180.00
Junkshop	- P144.00
Ceramics/Bathroom Fixtures	- P180.00
Glass Aluminum, Iron Works	- P180.00
Hardware, Construction Supplies	- P180.00
Hollow Blocks Maker	- P180.00
Marble Works/Baluster and the like	- P120.00
Ready Mixed Concrete	- P180.00
Other Retail/Dealer/Supply	
- below 40 sq. m.	- P120.00
- Above 40 sq. m.	- P240.00
Cooperative	- P 60.00
Association/Club	- P 60.00
Others not specified herein	- P200.00

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5. Application For Retirement Of Business

The processing of business retirement is required upon termination/closure of business operation pursuant to the provisions of Republic Act. No. 7160.

Office or Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Retirement of Business	Downloadable form online or at the City Business Permit and Licensing Office
2. Original Business Permit and Business Sticker if the permit is still valid.	Applicant
3. Barangay Certification of Closure (indicating the date of closure)	Office of the Sangguniang Barangay
4. Sworn statement of gross sales or receipts / B.I.R. Tax Returns of unpaid taxes (with breakdown if consolidated or with branches)	Notary Public / B.I.R.
5.1a Board Resolution authorizing closure (For Corporation or Cooperative)	Applicant
5.1b Partnership Agreement authorizing closure (For Partnership)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and requirements for business retirement.	1. Review the application and requirements. Approve or deny application. Notify the client of any deficiencies/lacking requirement/s by issuing a reply	None	5 Minutes	1. CBPLO Staff

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	form. Prepare computation of taxes, fees and charges. Print Tax Order of Payment; and endorse to the City Treasurer's Office for payment.			
2. Payment of taxes, fees and charges.	2. Accept payment of client.	Local Tax Code (Annex 1) Documentary Stamp Tax P30	10 Minutes	2. City Treasurer's Office Staff
3. Claiming of Business Retirement Certificate.	3. Print Business Retirement Certificate and endorse to BPLO Chief and City Treasurer for signing. Release Business Retirement Certificate to client.	None	15 Minutes	3. CBPLO Staff, CBPLO Chief and City Treasurer
TOTAL		**Based on Tax Order of Payment**	**30 Minutes**	

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ANNEX 1

1. Business Tax

1a. New Business

For new businesses of printing and publication and those enjoying a franchise, the tax shall be one twentieth of one percent (1/20 of 1%) of the capital investment. Other natures of business are not liable for the payment of initial local business tax.

1b. Business Renewal and Retirement of Business

(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 Calendar Year in the amount of:	Tax per Annum
Less than 10,000.00	P 199.50
10,000.00 or more but less than 15,000.00	266.00
15,000.00 or more but less than 20,000.00	365.00
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	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

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6,500,000.00 or more	At a rate not exceeding Forty Five percent (45%) of One percent (1%)

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.

(b) On wholesalers, distributors or dealers in any article of commerce of whatever kind or nature in accordance with the following schedules:

Gross Sales/Receipts for the Preceding Preceding Calendar Year In the amount of:	Amount of Tax per Annum
Less than 1,000.00	P 21.50
1,000.00 or more but less than 2,000.00	34.00
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

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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	At a rate not exceeding sixty percent (60%) of one percent (1%)

The businesses enumerated in Paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors or dealers herein provided for.

(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;

(1) Rice and corn;

(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;

(3) Cooking oil and cooking gas;

(4) Laundry soap, detergents and medicine;

(5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;

(6) Poultry feeds and other animal feeds;

(7) School supplies; and

(8) Cement

For purposes of this provision, the term *exporters* 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.

(d) On retailers.

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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).

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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.

(e) On contractors and other independent contractors in accordance with the following schedule (Real Estate, Cable, Hotel/Motel) Paragraph (h):

Gross Sales/Receipts for the Preceding Calendar Year in the amount of:	Amount of Tax per Annum
Less than 5,000.00	P 33.00
5,000.00 or more but less than 10,000.00	74.00
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
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
2,000,000.00 or more	At a rate not exceeding sixty percent (60%) of one percent (1%)

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P13,915.00

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(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 herein enumerated shall be excluded in the computation of the tax.

(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.

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.

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.

(h) There is hereby imposed the following graduated taxes on the businesses not otherwise specified on the preceding paragraph at the rate of:

Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
400,000.00 or less	2.2%
More than 400,000.00	1.1%

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 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.
3. Commission agents.
4. Lessors, dealers, brokers of real estate.
5. On boarding houses, pension houses, motels, apartments and condominiums.
6. Subdivision owners.
7. Privately owned markets.
8. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories and cockpit operators (to include placid and cockpit rentals).

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9. Operators of Cable Network System.
10. Operators of computer services establishment.
11. Private Cemeteries/Memorial Parks
12. All other similar activities consisting essentially of the sales of goods and services for a fee.

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).

(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:

Air-conditioned buses	5,000	per unit
Buses without air-conditioning	4,000	per unit
Mini buses	3,000	per unit
Taxis/Fierras/Tamaraws	2,000	per unit
Jeepneys	1,000	per unit

Section 2A.03. Presumptive Income Level. For every tax period, the Treasurer's Office shall prepare a stratified schedule of "presumptive income level" to be ratified by the Sangguniang Bayan before adoption to approximate the gross receipt of each business classification.

Section 2A.04. **Exemption.** Business engaged in the production, manufacture, refining, distribution or sale of oil, gasoline and other petroleum products shall not be subject to any local tax imposed in this Article.

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6. Application For Special Permit (Streamer, Motorcade, Promotional And Other Activities)

Any person, corporation or entity except those specifically exempted by law, who shall conduct any special activity and/or event within the jurisdiction of the City of General Trias must secure a special permit.

Office or Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter approved by the City Mayor	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter approved by the Office of the City Mayor, with complete details.	1. Receive the approved request letter. Prepare Tax Order of Payment and endorse to the City Treasurer's Office for payment.	None	5 Minutes	1. CBPLO Staff
2. Payment of taxes, fees and charges.	2. Accept payment of client.	Promotional/ Motorcade – P200/day Streamer – P25 per square yard for 15 days	5 Minutes	2. City Treasurer's Office Staff
3. Claiming of Special Permit.	3. Print Special Permit and endorse for signing to the BPLO Chief and affix digital signature of the City Mayor. Release Special Permit to client.	None	10 Minutes	3. CBPLO Staff and CBPLO Chief
	TOTAL	**Based on Tax Order of Payment**	**20 Minutes**	

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7. Application For Certification Of Business Record

A certification is issued to attest the veracity of a business record/s.

Office or Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form/Letter	Applicant
2. Photocopy of ID of the requestor	Applicant
3. Authorization Letter / Special Power of Attorney / Secretary's Certificate / Consent Letter from the owner of business if through a representative.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished request form/letter and all requirements.	1. Receive the accomplished request form/letter. Prepare Tax Order of payment; and endorse to the City Treasurer's Office for payment.	None	8 Minutes	1. CBPLO Staff
2. Payment of taxes, fees and charges.	2. Accept payment of client.	Certification P60 Documentary Stamp Tax P30	10 Minutes	2. City Treasurer's Office Staff
3. Claiming of Certification of Business Record.	3. Print Certification and endorse to BPLO Chief for signing. Release Certification to client.	None	12 Minutes	3. CBPLO Staff and CBPLO Chief 3.2 CBPLO Staff
	TOTAL	**P90**	**30 Minutes**	

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8. Request For Certified True Copy Of Business Permit

This service facilitates issuance of Certified True Copy of Integrated LGU Permit to affirm the validity and authenticity of information based on records of a particular business entity.

Office or Division:	City Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individual Business Owners, Corporations, Cooperatives, Associations and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and Photocopy of the Integrated LGU Permit to be certified 1.1a Notarized Affidavit of Loss in case of loss of Integrated LGU Permit	Applicant
2. Photocopy of ID of the requesting owner, manager and/or President of the establishment – In case of representatives: ID of the person giving authorities and ID of the authorized representative.	Applicant
3. For Corporation – Proof of Incorporator (i.e. SEC General Information Sheet/GIS)	Applicant
4. Authorization Letter / Special Power of Attorney / Secretary's Certificate if through a representative.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of all requirements.	1. Receive all requirements. Prepare Tax Order of Payment; and endorse to the City Treasurer's Office for payment.	None	5 Minutes	1. CBPLO Staff
2. Payment of taxes, fees and charges.	2. Accept payment of client.	P60 per document Documentary Stamp Tax P30 per copy	10 Minutes	2. City Treasurer's Office Staff
3. Claiming of Certified True Copy of document/s.	3. Prepare certified true copy documents and endorse to BPLO Chief for signing. Issue Certified True Copy of document/s to the client.	None	10 Minutes	3. CBPLO Staff and CBPLO Chief
	TOTAL	**P90 per document**	**25 Minutes**	

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9. Filing Of Business Complaint

This service facilitates the verification and conduct of inspection on complaints received or endorsed in the City Business Permit and Licensing Office of the City of General Trias to regulate all business establishments with respect to compliance of permits and licenses requirements.

Office or Division:	City Business Permit and Licensing Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Complaint / Endorsement Letter of Complaint	Complainant / Government agency endorsing the complaint

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of letter of complaint.	1. Receive letter of complaint. Verify the status of business with complaint based on records in the database.	None	10 Minutes	1. CBPLO Staff
2. Receiving a copy of Complaint Action Report or Inspection Report.	2. Conduct inspection, verification and coordinate with local and national government agencies concerned. Issue Notice of Violation, Cease and Desist Order, and/or Closure Order, whichever is applicable. Prepare Action Report or Inspection Report and provide/send copy to complainant.	None	3 days	2. CBPLO Staff
TOTAL		**None**	**3 Days and 10 Minutes**	

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CITY PUBLIC MARKET DEVELOPMENT AND ADMINISTRATION DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Issuance Of Cash Ticket

Collect tax from ambulant vendors, transients and hawker.

Office or Division:	City Public Market Development Administration Division Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen, G2B Government to Business			
Who may avail:	Ambulant, transient, and hawker.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Volume of goods.		gentricitymarket@gmail.com		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Payment of fees a. Ambulant vendor, transient, hawker.	1.1 Receive payment	Depends on the volume of goods	1 minute	*Rodante P. dela Cruz* *Revenue Collection II* *City Public Market Development Administration Division Marcelino C. Bautista* *Revenue Collection I/* *City Public Market Development Administration Divisio*
2. Claim cash ticket	2.1 Issue cash ticket		1 minute	
3.Present the cash ticket.	3.1 Inspection and counter sign		1 minute	*Angelo D. Alfaro* *Market Security* *City Public Market Development Administration Division*
End of Process	**Total:**	**The fee is depends on the volume of goods.**	**3 minutes**	

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2. Meat Inspection

Inspection of livestock to ensure that the meat sold at the City Market are safe for human consumption and free from African Swine Fever.

Office or Division:	City Public Market Development and Administration Division Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen, G2B Government to Business
Who may avail:	Meat Vendors

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Livestock	https://www.nmis.gov.ph
2. Meat Inspection Certificate	gentriagricultureoffice@gmail.com

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Meat Inspection Certificate from slaughter house	1.1 Authentication of the documents.	None	1 minute	*Marcelo S. Saliba Meat Inspector / City Public Market Development and Administration Division*
2. Present the meat for inspection	2.1 Inspection and approval.	None	10 minutes	*Marcelo S. Saliba Meat Inspector / City Public Market Development and Administration Division*
3. Receives inspection report.	3.1 Sign and submit report to City Public Market Development Administration Division Office and Provincial Office.		5 minutes	*Ferloumar M. Presa OIC-Market Supervisor* *Marcelo S. Saliba Meat Inspector / City Public Market Development and Administration Division*
End of Process	**Total:**	**None**	**16 minutes**	

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3. Sealing And Inspection Of Weighing Scale

To ensure all weighing scale is accurate.

Office or Division:	City Public Market Development and Administration Division Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen, G2B Government to Business
Who may avail:	All vendors using weighing scale.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service request form	gentricitymarket@gmail.com
2. Payment order	www.generaltrias. gov.ph/bplo
3. Weighing scale	
4. Official Receipt	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for calibration and sealing of weighing scale.	1.1 Issue receiving form and endorse the client to CBPLO for calibration and sealing and to City Treasurer's Office for payment.	None	2 minutes	*Evangeline Asahan Market Inspector/ City Public Market Development and Administration Division*
2. Payment of fees	2.1 Receive payment and issue official receipt for payment of fees.	₱100.00/ 10kg.	2 minutes	*Cashier Window 5 or 6 City Treasurer's Office*
3. Present official receipt	3.1 Calibrate, adjustment and sealing of weighing scale.	None	5 minute	*City Business Permit and Licensing Office*

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4. Claim weighing scale	4.1 Release of weighing scale.		1 minute	
End of Process	**Total**	**₱100.00/ 10 KG**	**10 Minutes**	

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4. Reception/ Issuance

Prepare and distribute all inquiries and request of client's/ stall owner.

Office or Division:	City Public Market Development and Administration Division Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen, G2B Government to Business			
Who may avail:	Stall Owner and Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Service request		gentricitymarket@gmail.com		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquiry a. Stall Fees b. Electric bills c. Rules and regulation d. Others Fees	1.1 Receives inquiry and provides information as per client's inquiry.	None	10 minutes	*Keysee A. Perez* *Bookbinder III* *Public Market Development Administration Division*
2. Issuance of Certification a. Rights/ Ownership b. Updated records of fees c. Employment	2.1 Receive and issue certification request.	None	10 minutes	*Keysee A. Perez* *Bookbinder III* *Public Market Development Administration Division*
3. Claim of certification/ rights/ records.	3.1 Sign and release of the request.	None	5 minutes	*Ferloumar M. Presa* *OIC-Market Supervisor* *Public Market Development Administration Division*
End of Process:	**Total**	**None**	**25 minutes**	

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5. Promotion Activities, Product Sampling And Advertisement

Accommodates of promotion, product sampling and advertisement.

Office or Division:	City Public Market Development Administration Division Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen, G2B Government to Business
Who may avail:	Product Distributor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	gentricitymarket@gmail.com
2. re-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 Activities b. Tarpaulin advertisement	1.1 Receive letter of request for approval.	None	2 minutes	*City Mayor's Office*
2. Submit pre-approve letter.	2.1 For assessment and once it is approve, for endorsement at the City Treasurer's Office for payment of fees.	None	1 minute	*City Business Permit and Licensing Office*
3. Payment of fees.	3.1 Receive payment and issue official receipt	a.₱200.00 b. ₱25.00/ yard	2 minutes	*Cashier Window 5 or 6 City Treasurer's Office*

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4. Present official receipt.	4.1 Approval of request and issue permit/ clearance for promotion and/ or product sampling	None	2 minutes	*Keysee A. Perez Bookbinder III Public Market Development and Administration Division*
5. Claim the permit/ clearance.	5.1 Release and counter sign of the request.	None	1 minute	*Ferloumar M. Presa OIC-Market Supervisor Public Market Development and Administration Division*
End of Process:	**Total**	**a.₱200.00 b.₱25.00/ yard**	**8 Minutes**	

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6. Repairs And Maintenance

Maintenance and rehabilitation of Market Building.

Office or Division:	City Public Market Development Administration Division Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen, G2B Government to Business			
Who may avail:	Stall Owner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job order form		gentricitymarket@gmail.com		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for repair and/ or maintenance	1.1 Receive a request or letter request and issue job order form.	None	1 minute	*Michael A. Oracion Utility Worker Market Aid and Maintenance*
2. Fill out job order form and submit to City Public Market Development Admin. Division Office	2.1 Receive and respond to job order to conduct repair and/or maintenance.	None	15 minutes	*Michael A. Oracion Utility Worker Market Aid and Maintenance*
3. Counter sign job order form upon completion of the repair and/ or maintenance.	3.1 Receive, sign and filing of job order.	None	1 minute	*Ferloumar M. Presa OIC-Market Supervisor Public Market Development and Administration Division*
End of Process	**Total:**	**None**	**17 minutes**	

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7. Peace And Order

Provide peace and order in the public market.

Office or Division:	City Public Market Development and Administration Division Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen, G2B Government to Business			
Who may avail:	Stall Owner and Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Incident and complaint report		gentricitymarket@gmail.com		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report incident/ complaint.	Provide immediate assistance.	None	15 minutes	*Fernando F. Sarangilo* *Angelo D. Alfaro* *Gilbert F. Clarito* *Security Aide* *Public Market Development and Administration Division*
2. Acknowledge assistance	Fill-out Incidence or Complaint Report (Depending on the issue/s)	None	5 minutes	*Fernando F. Sarangilo* *Angelo D. Alfaro* *Gilbert F. Clarito* *Security Aide* *Public Market Development and Administration Division*
3. Counter sign of Incidence/ Complaint form.	Receive, sign and filing of job order.	None	1 minute	*Ferloumar M. Presa* *OIC- Market Supervisor* *Public Market Development and Administration Division*
End of Process	**Total:**	**None**	**21 minutes**	

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COMMUNITY AFFAIRS DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. 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.

Office or Division:	Community Affairs Division			
Classification:	Simple			
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		1 Week **Processing time depends on the case/s to be resolved*	Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III* Xian Lerry G. Lozares *Housing and Homesite Regulation Officer III*
	1.2 Evaluate the circumstances/disputes and take minutes			Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III* Xian Lerry G. Lozares *Housing and Homesite Regulation Officer III*

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	1.3 Make Proper recommendations and issue endorsement letter			Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III* Xian Lerry G. Lozares *Housing and Homesite Regulation Officer III*
2. Claim copy of minutes and/or recommendation / endorsement letter (if necessary	2.1 Release Documents		5 minutes	Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III*
End of Process:	**TOTAL**	**None**	***Processing time depends on the case/s to be resolved***	

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2. 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.

Office or Division:	Community Affairs Division
Classification:	Simple
Type of Transaction:	
Who may avail:	Patients in Need of Blood
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements needed	1.1 Review documents submitted, if in order, call/contact Cavite Blood Council		10 minutes	Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III* Xian Lerry G. Lozares *Housing and Homesite Regulation Officer III* Evangeline D.R. Asahan Bookbinder I Nancy B. Vergara Bookbinder I
	1.2 Release of Donor Card		5 minutes	Lea G. Tagalog *Community Affairs Officer III* Jesuscito D. Eslabon *Community Affairs Officer III*

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				Xian Lerry G. Lozares *Housing and Homesite Regulation Officer III* Evangeline D.R. Asahan Bookbinder I Nancy B. Vergara Bookbinder I
End of Process:	**Total**	**None**	**15 Minutes**	

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LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT PROMOTION OFFICE (OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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.

Office or Division:	Local Economic Development and Investment Promotions Office (LEDIPO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Bonafide and Registered Voters of General Trias
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
Photocopy of birth certificate, marriage contract (for married clients), Voters ID or Voter's Certificate Government- issued identification card (i.e Passport, SSS, UMID, Voter's ID, Driver's License, PRC, etc.) registered death certificate, transfer permit (if applicable), bone transfer permit (if applicable), certificate of cremation (if applicable), police report (if applicable), barangay indigency, certificate of indigency from CSWD, and casket measurement	Office of the Local Economic Development and Investment Promotions Officer (LEDIPO) (4th Floor)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the checklist of requirements.	1. Interview client, explain, and issue the checklist of requirements	None	5 minutes	*LEDIPO Staff (Rachel Vizmanos/Rizza Mugol)*

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2. Payment & sign contracts, and scheduling of interment.	2.1 Explains content of contracts. 2.2 Assist clients in paying and/or scheduling	None Apartment P9,200.00	15 minutes	*LEDIPO Staff (Rachel Vizmanos/Rizza Mugol)*
End of Process:	**Total**		**20 Minutes**	

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2. DTI Business Name Registration Assistance

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

Office or Division:	Local Economic Development and Investment Promotions Office (LEDIPO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Single Proprietorship Business Owners
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
Mobile Phone with internet or data connection, online payment applications (Gcash/PayMaya)	DTI BNRS Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on the process of DTI Business Name Registration	1. Explain the requirement and online process	None	2 minutes	*LEDIPO Staff (Armie Rose Mel Manuel)*
1. Request assistance for online registration of Business Name 2. Register Online	2. Assist client	Barangay - P200.00 City/Municipality -P500.00 Regional - P1,000.00 National - P2,000.00 Documentary Stamp - P30.00	10 minutes	*Client and LEDIPO Staff (Armie Rose Mel Manuel)*
End of Process:	**Total**			**12 Minutes**

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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.

Office or Division:		Local Economic Development and Investment Promotions Office (LEDIPO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Business Owners		
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Details to be included in the layout and pictures (if necessary)		Office of the Local Economic Development and Investment Promotions Officer (LEDIPO) (4th Floor)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit request for product label layout and tarpaulin layout	1.1 Designs the product label or tarpaulin 1.2 Have the layout approved	None	1 day 1 hour	*LEDIPO Staff (Jonathan Presa)*
End of Process:	**Total**		**1 Day and 1 Hour**	

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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.

Office or Division:			Local Economic Development and Investment Promotions Office (LEDIPO)	
Classification:			Simple	
Type of Transaction:			G2C – Government to Citizen G2G – Government to Government	
Who May Avail:			Companies, business establishment and organizations	
CHECKLIST OF REQUIREMENT			**WHERE TO SECURE**	
Request Letter			Office of the Local Development and Investment Promotions Officer (LEDIPO) (4th Floor)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submits request	1. Receives request and photocopy requested information	None	20 minutes	*LEIPO Staff (Rachel Vizmanos/ Armie Rose Mel Manuel)*
End of Process:	**Total**		**20 minutes**	

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5. Registration For Local Tax Incentives

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

Office or Division:	Local Economic Development and Investment Promotions Office (LEDIPO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	MSMEs
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
a) Single Proprietorship - Copy of Business Name Registration issued by the Department of Trade and Industry (DTI); - Copy of Audited Financial Statements; - Copy of completed application form for registration under the LIIC; - Project Feasibility Study and - Such other documents that may be required by the LGU. b) For Partnership/Corporation - Copy of the Articles of Partnership or Incorporation or By-Laws; - Certified true copy of its Certificate of Registration issued by the Securities and Exchange Commission (SEC) for Corporation/Partnership; - Certificate of Good Standing from SEC, if the business is already existing; - Resolution authorizing the filing of application by the Board of Directors or duly authorized representatives; - Copy of Audited Financial Statement (if existing); - Environmental Compliance Certificate (ECC) or Non -Compliance Certificate (NCC), if applicable; -Copy of completed registration form for registration under the LIIC; -Project Feasibility Study; and -Such other documents that the LGU may require.	Office of the Local Economic Development and Investment Promotions Officer (LEDIPO) (4th Floor)

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c) For Enterprises registered under an existing incentives law - Certified True Copy of the BOI Certificate of Registration, and -Copy of documents submitted to the appropriate registration Agency pertaining to their registration	

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	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*

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2.Payment of Filing Fee	2.1 Prepare Order of Payment	None	5 minutes	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*
	2.2 Posting of Notice of Application	None	Within 10 days	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*
	2.3 Conduct Ocular Inspection of Company Premises/Project Site	None	Within 2 weeks	*LEDIPO, BPLO, CHO, CENRO, CPDC, and ENGINEERING OFFICE STAFF* *LEDIPO Staff (Romel Olimpo)*
	2.4 Prepare Evaluation Report to be submitted to the Board	None	3 days	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*
	2.5 Set Board Meeting	None	Within 30 days	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*
	2.6 Issue Certificate of Registration	None	1 day	*LEDIPO Staff (Rachel Vizmanos/Armie Rose Mel Manuel)*
End of process:	**Total**		**58 days and 15 minutes**	

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INTERNAL AUDIT AND MANAGEMENT INFORMATION DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Assurance Services

Management, Compliance, Operations, and Information Systems Audit are conducted at the office level based on City Government risk management to provide reasonable assurance to the Management that the internal controls are working effectively and efficiently.

Office or Division	Office of the Internal Audit
Classification:	Complex
Type of Transaction:	G2G - for government services whose client is an office within the City Government
Who may avail:	LCE and Auditable Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Reports / Auditable documents, records, processes, system	Auditable Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LCE issues directive to conduct Assurance service based on Annual work plan Risk Assessment submitted by Internal Audit Office.	Accept directive from LCE as regards conduct of Assurance Service	None	1 Hour	*Head of Internal Audit*
	Survey and Preliminary Review Gathers relevant information about the unit in order to obtain a general overview of the office and its operations.	None	3 Working days	*Head of internal Audit & Internal Audit Team*
	• Define the audit's scope, objectives, and specific areas to be examined.			

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	• Identify the risks and controls related to the audit subject.			
	• Develop an audit plan, including a timeline and available resources.			
	• Assemble the audit team and assign roles and responsibilities.			
	Internal Audit prepares and issue Notification Letter to the auditee – this communicates the scope and objectives of the Audit, the auditors assigned to the project and other relevant information.	None	4 Hours	*Head of Internal Audit*
Auditee receives notification letter from Internal Audit		None	30 Minutes	*Internal Audit Team*
Auditee attends Opening Meeting, Entry Conference / Notification of Audit Fieldwork	**Opening Meeting** The Audit team will describe the process they will undertake	None	4 Hours	*Head of Internal Audit & Internal Audit Team*
	FIELDWORK Review and evaluation of:			
Auditee Submit/provide all documents needed by the Audit Team	• Operational efficiencies and effectiveness; • Reliability of financial and operational systems; • Adequacy and clarity of policies and procedures;	None	31 Working days	*Head of Internal Audit & Internal Audit Team*

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	• Compliance with laws, rules, regulation and policy: • Safeguarding of assets; • Accomplishment of objectives and goals; Other agreed-upon procedures. • Interviewing key staff. • Onsite observation / inspection. • Prepare and issue preliminary report on noted exceptions/observation and recommendation			
Auditee accepts preliminary Audit report and respond to audit observations	Internal Audit Evaluates the response of the audited offices regarding the audit observations.	None	5 Working days	*Head of Internal Audit & Internal Audit Team*
Auditee or the LCE's representative attends Closing Meeting	**Closing Meeting** The audit findings and management responses will be reviewed and discussed. This is the time to resolve questions and clarifications. Results of other audit procedures not addressed in the		2 Hours	*Head of Internal Audit & Internal Audit Team*

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	preliminary report will be discussed at this meeting.			
	Internal Audit prepare and issue Final Audit Report.	None	5 Working days	*Head of Internal Audit & Internal Audit Team*
LCE and Auditee receives Final Audit Report / Take appropriate action to improve the system/process	Monitoring of action taken on recommendations / Validate compliance regarding preventive and corrective measures	None	4 Hours	*Head of Internal Audit & Internal Audit Team*
End of Process:	**Total**	**None**	**45 Working Days, 7 hours and 30 minutes**	

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2. Advisory And Consulting Services

Service 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

2.1. Advisory services during the development of IT projects of the City Government;
2.2. As observer on various committee and special projects of the City Government.
2.3. As a resource person on internal controls and risk management
2.4. As resource person to various meeting to provide advice/inputs
2.5. As resource speaker on trainings, seminar and workshops.

Office or Division	Office of the Internal Audit
Classification:	Complex
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
LCE call upon the Internal Audit to provide inputs to further improve operations and internal control systems.	Meeting with the LCE and / or Head of Office to obtain instructions and information	None	1 Working Day	*Head of Internal Audit & Internal Audit Team*
	Evaluate / analyze thoroughly the subject matter.		3 working days	*Head of Internal Audit & Internal Audit Team*
	Advisory services during development of IT projects of the City Government		1-5 working days	
	As observer on the various committee and special projects		1-5 working days	

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	of the City Government			
	As a subject matter expert of internal controls relative to the review of new policies and procedures		1-5 working days	
	As a resource person to various meetings to provide advice / inputs			
	As resource speaker on trainings, seminar and workshops			
	Prepare and Submit report to LCE and Head of Office.			
LCE or requesting Office initiates and conducts the meeting	Provide inputs on the areas of concern.	None	1 working day	*Head of Internal Audit & Internal Audit Team*
	Advisory services during the development of IT projects of the City Government			
	As observer on the various committee and special projects of the City Government			
	As a resource person on			

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	internal controls relative to the review of new policies and procedures			
	As a resource person to carious meeting to provide advice/inputs			
	As resource speaker on trainings, seminar and workshops			
End of Process:		**Total**	**None**	**8-19 Working Days**

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3. 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.

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
LCE issues directive to conduct Special Audit	Receive Order from LCE and take appropriate action	None	1 Working Day	*Head of Internal Audit & Internal Audit Team*
	• Determine the timeline and available resources. • Designate the audit team and assign roles and responsibilities.	None	1 Working Day	*Head of Internal Audit*
	• Evaluate discovered or allegations of fraudulent practices and/or misconduct involving financial or operational matters to determine if	None	15 Working days	*Internal Audit Team*

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	allegations are substantiated and to prevent future occurrences. • Identify the risks and controls related to the subject. • Gather information/facts/evidences related to incident report/complaint. • Evaluate and validate factual information. • If there is a factual basis, develop a case theory based on the Fraud Examinations Methodology and determine the extent of accountability.			
	Prepare and issue Special Audit Report.	None	10 Working days	*Head of Internal Audit & Internal Audit Team*
LCE and Auditee receives Final Audit Report / Take appropriate action to improve the system/process		None	4 Hours	*Head of Internal Audit & Internal Audit Team*
End of Process:	**Total**	**None**	**27 Working days, 4 hours**	

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CITY YOUTH AND DEVELOPMENT UNIT
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. 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.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	General Trias City Residents
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Nominee must be a resident City of General Trias of not less than 2 years	Nomination Form (School) Medal and Certificate (CYDS)
Nominee must be enrolled in any public or private elementary and senior high schools.	
Nominee must have completed the Academic Year	
Nominee should have a minimum Grade Point Average (GPA) of 85%.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acceptance of Nomination Form.	1. Distribution of nomination form and letter.	None	10 Minutes/school	Jay-Ar I. Simpan/ *Driver I* Belle Kenneth S. Peyra *Bookbinder I*
2. Submission of Nominees	2.1 Acceptance of nomination form	None	3 Minutes	Glen Mark A. Gomez *Job Order Personnel*
	2.2 Encoding of awardees	None	10 minutes	Glen Mark A. Gomez *Job Order Personnel*
	2.3 Printing of certificate 2.4 Prepare medals and certificate	None None	15 minutes 10 Minutes	Glen Mark A. Gomez *Job Order Personnel*

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3. Acceptance of Medals and Certificates	Issuance of Medals and Certificate	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Ralph Edron Dangue *Bookbinder II*
End of Process:	**Total**	**None**	**45 Minutes**	

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2. Review Of Sangguniang Kabataan Comprehensive Barangay Youth Development Plan (CBYDP) Via Electronic Mail

Review of SK three (3) year Comprehensive Plan.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly-signed **Comprehensive Barangay Youth Development Plan (CBYDP)**	Respective SK Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP signed by SK Officials/Members and SK Federation President (In consultation and with the concurrence of the Katipunan ng Kabataan)	1.1 Receive the signed CBYDP	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	1.2 Review and endorsement to the Sanggunian	None	4 Working Days	Baby Lyn M. Kempiz *Youth Dev. Officer III*
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 Working days	*Secretary to the Sanggunian*
2.1 Provide log-sheet/monitoring Sheet.	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
	a. File and	None	5 Minutes	Belle Kenneth S. Peyra

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	bind the CBYDP			*Bookbinder I* Karen L. Luna *Job Order Personnel*
End of Process: Minutes	**Total**	**None**	**14 Working days and 15**	

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3. Review Of Sangguniang Kabataan Comprehensive Barangay Youth Development Plan (CBYDP)

Review of SK three (3) year Comprehensive Plan.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly-signed **Comprehensive Barangay Youth Development Plan (CBYDP)**	Respective SK Barangay

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 Receive the signed CBYDP	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	1.2 Review and endorsement to the Sanggunian	None	4 Working Days	Baby Lyn M. Kempiz *Youth Dev. Officer III*
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 Working days	*Secretary to the Sanggunian*
	1.4 Log in monitoring sheet, file and bind.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
End of Process: Total Minutes		**None**	**14 Working days and 40**	

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4. Review Of Sangguniang Kabataan Annual Barangay Youth Investment Program (ABYIP)

Review of SK Annual Investment Program.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly-approved **Comprehensive Barangay Youth Development Plan (CBYDP)**	Respective SK Barangay
Duly-signed **Annual Barangay Youth Investment Program (ABYIP)**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP signed by SK Officials and Members	1.1 Receive the signed ABYIP	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	1.2 Review and endorsement to the Sanggunian	None	4 Working Days	Baby Lyn M. Kempiz *Youth Dev. Officer III*
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 Working days	*Secretary to the Sanggunian*
2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*

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	2.2 File and bind the ABYIP	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
End of Process: Minutes	**Total**	**None**	**14 Working days and 15**	

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5. Review Of Sannguniang Bataan Annual Budget

Review of SK Annual Budget.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly-signed Annual Barangay Youth Investment Program (ABYIP)	Respective SK Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SK Annual Budget	1.1 Receive the SK Annual Budget	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	1.2 Review and endorsement to the Sangguniang	None	2 Working Days	Baby Lyn M. Kempiz *Youth Dev. Officer III*
	1.3 For approval and adoption to the Sangguniang Panlungsod Secretariat.	None	10 Working days	*Secretary to the Sanggunian*
2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*

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	2.2 File and bind the ABYIP	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
End of Process: Total Minutes		**None**	**12 Working days and 15**	

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6. Review Of Sannguniang Kabataan Resolution

Review and monitor SK Resolutions.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
SK Resolution Approving ABYIP	Respective SK Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SK Annual Budget	1.1 Receive the SK Annual Budget	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	1.2 Review the SK Resolution	None	2 Working Days	Baby Lyn M. Kempiz *Youth Dev. Officer III*
2. Sign in the Log-sheet/Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
	2.2 File and bind the SK Resolution	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
End of Process: Total Minutes		**None**	**2 Working days and 15**	

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7. Submission Of Katipunan Ng Kabataan Assembly Report (KK)

Submit, file and review KK Assembly Report.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Katipunan ng Kabataan (Barangay Youth Assembly) Attendance Sheet	Respective SK Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Katipunan ng Kabataan Assembly Report	1.1 Receive the Katipunan ng Kabataan Assembly Report	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Karen L. Luna *Job Order Personnel*
2. Sign in the Log sheet/ Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
	2.2 File and bind the KK Report	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I*
End of Process: Total		**None**	**15 Minutes**	

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8. Submission Of Clean-Up Drive / Environmental Report

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

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Program of barangay participate in cleaning their environment	Respective SK Barangay, SK Federation Office, DILG Office and City Youth Development Section Office
Weekly and at the end of the month to observed cleanliness in their community	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the **Clean**-Up Drive Report	1.1 Receive the Katipunan ng Kabataan Assembly Report	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Ma. Cecilyn A. Clarito *Job Order Personnel*
	1.2 Review the Clean-Up Drive Report	None	15 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Ma. Cecilyn A. Clarito *Job Order Personnel*
2. Sign in the Log sheet/ Monitoring Sheet	2.1 Provide log-sheet/monitoring Sheet.	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Ma. Cecilyn A. Clarito *Job Order Personnel*

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	2.2 File and bind the clean-up drive Report	None	5 Minutes	Belle Kenneth S. Peyra *Bookbinder I* Ma. Cecilyn A. Clarito *Job Order Personnel*
End of Process:	**Total**	**None**	**30 Minutes**	

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9. General Trias Computer Clubhouse Membership Application

Assess and trained Clubhouse Members. **Designed** to empower youth from all backgrounds to become more capable, creative, and confident learners.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Residents of General Trias City Ages 9-18 Years Old
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Membership Form	General Trias Computer Clubhouse (CYDS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	Provide application form	None	3 Minutes	Ralph Edron B. Dangue/ *Bookbinder II* Kurt Laurence Comiso *Job Order Personnel*
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. Dangue/ *Bookbinder II* Kurt Laurence Comiso *Job Order Personnel*
3. Attend orientation	3.1 Set orientation schedule 3.2 Do orientation	None	15 Minutes	Ralph Edron B. Dangue/ *Bookbinder II* Kurt Laurence Comiso *Job Order Personnel*

4. Request log-in and village account	Provide log-in account and village account	None	10 Minutes	Ralph Edron B. Dangue/ *Bookbinder II* Kurt Laurence Comiso *Job Order Personnel*
5. Access village account	Monitor and supervise access	None	5 Minutes	Ralph Edron B. Dangue/ *Bookbinder II* Kurt Laurence Comiso *Job Order Personnel*
End of Process:	**Total**	**None**	**38 Minutes**	

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10. General Trias Clubhouse – Computer Literacy Training And Workshop

Improved skills and talent of youth that highlight youth participation.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	General Trias Computer Clubhouse Members
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished training form with waiver signed by parent/guardian.	General Trias Compute Clubhouse (Mentor-on-Duty)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Query on training/workshop	1.1 Reply in query	None	10 Minutes	Ralph Edron B. Dangue
	1.2 Release Training Form	None	3 Minutes	*Bookbinder II*
2. Submit training form	Receive and review submitted form	None	30 Minutes	Ralph Edron B. Dangue *Bookbinder II*
3. Attend schedule training	Set training/workshop schedule	None	30 Minutes	Ralph Edron B. Dangue *Bookbinder II*
4. Complete training	Conduct training/workshop (5days)	None	1 hour/day (5)	Ralph Edron B. Dangue *Bookbinder II*

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5. Request certificate of completion	5.1 Print and release certificate upon completion of training/workshop	None	10 Minutes	Ralph Edron B. Dangue *Bookbinder II*
	5.2 Sign certificate	None	3 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III*
End of Process:	**Total**	**None**	**6 Hours and 26 Minutes**	

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11. Conduct Of The City Youth Leader's 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.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Residents of General Trias City Ages 15-30 Years Old
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Pre-Registration Form	School / Organization represented
School / Organization's Endorsement	School / Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pre-registration form	1.1 Receive and review pre-registration form	None	5 Minutes	*ALL CYDS Staff*
	1.2 Record, log and encode participant's data	None	5 Minutes	Glen Mark A. Gomez *Job Order Personnel*
	1.3 Notify pre-registered participants before the event	None	3 Minutes	*ALL CYDS Staff*
2. Attend and register on-site	2.1 Distribute event's kit .	None	1 Working Day	*All CYDS Staff*
	2.2 Do roll call or acknowledge participants	None		*Host/MC*

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3.Request certificate of attendance/participation	Provide certificate for participant	None	3 Minutes	*All CYDS Staff*
End of Process:	**Total**	**None**	**1 Working Day and 16 Minutes**	

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12. Observe Of Youth Week (Linggo Ng Kabataan) / Little Youth Officials

In compliance with RA 10742 Chapter VI.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	Residents of General Trias City Ages 13-17 Years Old
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
School Endorsement	School Represented

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend and register on-site	1.1 Send out invites to schools	None	5 Minutes / school 5 minutes	*ALL CYDS Staff*
	1.2 Accept, register and distribute kit	None	5 Minutes	Glen Mark A. Gomez *Job Order Personnel*
2. Introduce self, nominate and elect little youth officials	2.1 Do roll call or acknowledge participants .	None	1 Working Day	*Belle Kenneth G. Saulog Bookbinder I*
	2.2 Conduct election and orientation	None		Baby Lyn M. Kempiz *Youth Dev. Officer III*
3. Meet counterpart and hold office	3.1 Acknowledged, hold office and conduct photo opportunity with counterpart	None	1 working day	*ALL CYDS Staff*
4.Request certificate of attendance/participation	4.1 Provide certificate for	None	10 minutes	Ralph Edron B. Dangue

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	little youth officials			*Bookbinder II/* Glen Mark A. Gomez *Job Order Personnel*
End of Process:	**Total**	**None**	**2 Working Day and 20 Minutes**	

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13. Conduct Of Inter-Barangay And Other Spots League / Tournament / Clinic

Encourage and promote camaraderie among players/athlete.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2G – Government to Government
Who May Avail	Residents of General Trias City Ages 30 Below
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Official Entry Form	CYDS / SK / Organizer
Uniform	Participants
Valid ID / Birth Certificate	PSA / Local Civil Registrar
Brgy. Clearance / Proof of Residency	Barangay of Residency
COMELEC Registration	Local COMELEC Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure entry form	1.1 Provide entry form	None	5 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
2. Submit accomplished entry form with complete line-up and documentary requirements	2.1 Receive form	None	5 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
	2.2 Review and assess submitted documents.	None	30 Minutes	
3. Attend orientation/clinic	3.1 Set orientation schedule	None	5 Minutes	Baby Lyn M. Kempiz
	3.2 Do orientation/clinic	None	15 Minutes	

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				Youth Dev. Officer III Rodolfo Comandante Jr.
	3.3 Discuss by-laws/general house rules	None	1 Hour	
4.Confirm official list	4.1 Certify official list upon completion and validation of documents	None	10 minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
5. Attend opening and schedule game	5.1 Set schedule	None	15 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
	5.2 Required attendance and official uniform	None	1 Working Day	
End of Process: Minutes	**Total**	**None**	**1 Working Day and 2 Hours 25**	

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14. Participantion To The Local / National And International Invitational Sports Tournament / Competition

Participation of youth towards skills development and develop camaraderie among others. Showcased and improved skills in different sports through active participation to national and international competition.

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2G – Government to Government
Who May Avail	Elementary and Senior Highschool Graduating Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of invitation from the host organization/agency	Local/National/International Host Organization/Agency
List of Participants	Affiliated/Accredited Club Coordinator/Coaches
Budget Allocation	CYDS (Local Youth Development Fund)
Certificate of Attendance/participation	Host Organization/Agency
Valid ID	Participant/Attendee
Passport and visa (if applicable for international competition)	DFA and Embassy (participant)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present letter of invitation	1.1 Verify and assess letter of invitation	None	10 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.

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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	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
	2.2 Endorsed to the office of the mayor for record and stamping with control number	None	10 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
	2.3 For LCE's comment and approval	None	1 Working Day	*Office of the Mayor*
	2.4 Once approved, notify the participants via SMS or call.	None	20 Minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
3. Prepare pre-departure documents/orientation	3.1 Review documents and facilitate pre-departure orientation	None	20 minutes	Baby Lyn M. Kempiz *Youth Dev. Officer III* Rodolfo Comandante Jr.
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 *Youth Dev. Officer III* Rodolfo Comandante Jr.

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	4.2 Submit attachment to the City Treasurer's Office for liquidation/reimbursement if needed.	None	10 Minutes	
End of Process: and 45 Minutes	**Total**	**None**	**1 Working Day and 1 Hour**	

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15. City Youth Development (CYDC) – Youth Organization Registration Application

Monitored and registered youth and youth serving organization to the Youth Organization Registration Program (YORP) on National Youth Commission (NYC).

Office/Division	City Youth Development Section (CYDS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who May Avail	General Trias City Residents
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Registration Form	City Youth Development Office
Directory of Officers and Advisers	Secretary of the Organization
List of Active Members in Good Standing	Secretary of the Organization
Copy of Constitution and By-Laws/SEC Registration/School Certification	Security and Exchange Commission
Valid Government Issued ID of President/Head of Organization	Head of Organization
Accomplishment Report of last 2 years (for existing organization)	Secretary of the Organization
Plan of Action (new)	*Presid*ent/Secretary of the Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	Provide application form	None	5 Minutes	Jay-Ar I. Simpan *Driver I*
2. Submit accomplished form and other documentary requirements	Received and review requirements	None	20 Minutes	Jay-Ar I. Simpan *Driver I*
3. Register in the logbook	Once completed. Set schedule on issuance.	None	5 Minutes	Jay-Ar I. Simpan *Driver I*

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4. Receive LYDC Certificate of Registration	. Issuance and release of Certificate of Registration	None	10 Working days	Jay-Ar I. Simpan *Driver I*
End of Process:	**Total**	**None**	**10 Working Day and 30 Minutes**	

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CITY COOPERATIVE DEVELOPMENT SECTION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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).

Office or Division:	City Cooperative Development Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Groups of at least fifteen (15) persons
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
Personal appearance of the group's representative/s	Office of the City Mayor – City Cooperative Development Section (4th 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	*Receiving Clerk*
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	*Section Head*
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	*Section Head*
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	2 Minutes	*Section Head*

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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	1 Minute	*Filing Clerk*
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	1 Day	*Section Head and CDA-assigned officer*
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	*Section Head and CDA-assigned officer*
8. Prepare venue and provide seminar paraphernalia (table/s, chairs, projector screen), USB, and meals for all participants on the day of PRS 8.1 Sign Section Head's	8. Bring attendance sheet, laptop, LCD projector and assist the CDA-assigned officer in the conduct of PRS at client's location 8.1 Give soft copy of documentary requirements	None	1 Day	*Section Head and CDA-assigned officer*

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Certificate of Attendance	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			
End of Process:	**Total**	**None**	**2 Days, 1 Hour and 19 Minutes**	

"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)"

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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.

Office or Division:	City Cooperative Development Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Groups of at least fifteen (15) persons who have attended the Pre-Registration Seminar of the Cooperative Development Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Office of the City Mayor – City Cooperative Development Section (4th 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	*Receiving Clerk*
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	1.5 Hours	*Section Head*
3. Receive copy of registration documents with	3. File hard copy of registration	None	5 Minutes	*Filing Clerk*

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corrections / comments to be re-printed for personal submission to the CDA in Calamba, Laguna	documents with comments / corrections			
End of Process:	**Total**	**None**	**1.5 Hours and 6 Minutes**	

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

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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.

Office or Division:	City Cooperative Development Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Officer assigned by the Cooperative Development Authority
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
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*

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3.1 Sign Section Head's Certificate of Attendance				
End of Process:	**Total**	**None**	**1 Day and 20 Minutes**	

"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)"

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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.

Office or Division:	City Cooperative Development Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Officer assigned by the Cooperative Development Authority
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
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 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. Coordinate with all registered cooperatives for schedule of monitoring / inspection 2.1 E-mail, call, and send SMS or via social media to all cooperatives to prepare documents on	None	1 Hour	*Section Head and CDA-assigned officer*

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

"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)"

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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.

Office or Division:	City Cooperative Development Section
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government
Who may avail:	Cooperatives within the City of General Trias Government Agencies Non-Government Organizations
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
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 (4th 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	*Receiving Clerk*
2. Submit letter of request to Section Head	2. Discuss need / concern for assistance	None	30 Minutes	*Section Head*
3. Receive letter of referral	3. Issue letter of referral to concerned agency / cooperative	None	15 Minutes	*Section Head*
End of Process:	**Total**	**None**	**46 Minutes**	

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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.

Office or Division:	City Cooperative Development Section
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government
Who may avail:	Officers and members of the City of General Trias Cooperative Development Council
CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
1. Letter of request sent via e-mail	Office of the City Mayor – City Cooperative Development Section (4th Floor / generaltriasccdc@yahoo.com.ph / +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*

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	1.3 Coordinate within the agency for reservation of venue for meeting			
End of Process:	**Total**	**None**	**1 Hour**	

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

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CITY URBAN POOR AFFAIRS SECTION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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.

Office or Division:	City Urban Poor Affairs Section
Classification:	
Type of Transaction:	
Who may avail:	All Informal Settler Families that are living in the Danger Zones and/or affected by Government Projects

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request or Inquiry	Personal

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1: Submit the letter of request or inquiry.	Receive and record submitted request/inquiry of the client	None	5 minutes	*UPAO Staff*
Step 2: Pre-assessment	Interview and assist client regarding the request/inquiry. Evaluate documents presented.		5-10 minutes	*UPAO Staff*
	Prepare recommendation letter endorsed to the Office of the City Mayor.		5 minutes	*UPAO Staff*

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

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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.

Office or Division:	City Urban Poor Affairs Section			
Classification:				
Type of Transaction:				
Who may avail:	Urban Poor with concerns/complaints			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Complaint Letter/Documents		Personal /		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Step 1: Receive and record	Receive and record submitted request letter of clients on urban poor concerns/complains and disputes	None	5 minutes	*UPAO Staff*
Step 2: Evaluation / Assessment	Evaluate the circumstances/disputes and take minutes		1 Week **Processing time depends on the case/s to be resolved*	*UPAO Staff*
	Make proper recommendations and provide client with documents /guidelines needed for the queries.			*UPAO Staff*
Step 3: Claim copy of minutes and/or recommendation / endorsement letter (if necessary	Release Documents		5 minutes	*UPAO Staff*
End of Process:	**TOTAL:**	**None**	****Processing time depends on the case/s to be resolved***	

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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.

Office or Division:	City Urban Poor Affairs Section
Classification:	Simple
Type of Transaction:	
Who may avail:	Urban Poor with land disputes/complaints

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complaint Letter	Personal

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	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.		5-15 minutes	*UPAO Staff*
Step 3: Wait for an invitation for a dialogue	Prepare and send invitation to the second party for a dialogue with the complainant.		1 Week	*UPAO Staff*

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Step 4: Dialogue Proper	Conduct dialogue between two parties presided by the office head or any authorized person. After dialogue, Include complaint/issue in the agenda for deliberation in the regular meeting of the Local Housing Board.		*Ttime depends on the case/s to be resolved*	*UPAO Staff*
Step 5: Issuance of minutes and/or recommendation / endorsement letter (if necessary	Release Documents		5 Minutes	*UPAO Staff*
End of Process:	**TOTAL:**		***Processing time depends on the case/s to be resolved***	

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OFFICE OF THE CITY ADMINISTRATOR

FRONTLINE SERVICES

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1. Mayor's Occupational Permit

Issued to employed individuals in General Trias with no criminal records or pending case filed.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Tax Certificate (Original Copy)	Window 4 / Ground floor - City Treasurer's Office, City Hall
Barangay Clearance (Original Copy)	Barangay Hall
Police Clerance 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to window no. 4 for initial assessment and verification -make sure to secure the order of payment	1. Receive required documents, Interview and check completeness of documents 1.1 Issue Order of Payment if all required documents were given 1.2 Start processing the request	PHP 75.00	3 minutes	*Office of the City Administrator Staff*
2. Pay the required fees at the City Treasurer's Office, (Ground Floor, window no. 4) by showing the	2.1 Accept the payment based on the Order of Payment		4 minutes	*Office of the City Treasurer Staff*

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order of Payment. -make sure to secure Official Receipt that will be issued upon payment	2.2 Issue the Official Receipt			
3. Return to City Administrator's office for the processing and release of Mayor's Occupational Permit.	3. Check the Official Receipt 3.1 Ask the client to double check the details/information 3.2 Approval of Mayor's Occupational Permit 3.3 Fill up details in Log Book for Mayor's Permit 3.4 Releasing of Mayor's Occupational Permit or Mayor's clearance to the client		3 minutes	*Office of the City Administrator Staff* Atty. Donna Mae Tiongson-Jordan *City Administrator* *Office of the City Administrator Staff*
End of Process:	**Total**	**Php 75.00**	**10 Minutes**	

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2. Mayor's Clearance

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

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Community Tax Certificate (Original Copy)	City Treasurer's Office, Ground Floor – Window 4 City Hall
Barangay Clearance (Original Copy)	Barangay Hall
Police Clerance or NBI	Local Police Station / NBI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to window 4 for initial assessment and verification -make sure to secure the order of payment	1. Receive the required documents, Interview and check completeness of documents 1.1 Issue the Order of Payment if all required documents were given 1.2 Start processing the request	PHP 75.00	3 minutes	*Office of the City Administrator Staff*
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	2. Accept the payment based on the Order of Payment 2.1 Issue the Official Receipt		4 minutes	*Office of the CityTreasurer*

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Receipt that will be issued upon payment				
3. Return to City Administrator's Office for the processing and release of Mayor's Clearance.	3. Check the Official Receipt 3.1 Ask the client to double check the details/information 3.2 Approval of Mayor's Occupational Permit 3.3 Fill up details in Log Book for Mayor's Permit 3.4 Releasing of Mayor's Occupational Permit or Mayor's clearance 3.5 Issue Certified true copies for different AFP Divisions (Military Forces of the Philippines) PNP / BFP / PHILIPPINE AIR FORCE / PHILIPPINE COAST GUARD / PHILIPPINE ARMY		3 minutes	*Office of the City Administrator Staff* Atty. Donna Mae Tiongson-Jordan *City Administrator* *Office of the City Administrator Staff*
End of Process:	**Total**	**Php 75.00**	**10 Minutes**	

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3. Endorsement / Recommendation Letter

Issued to job seekers & employed individuals outside General Trias.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 1.1 Start processing the request 1.2 Ask the client to double check the details/information 1.3 Approval of Endorsement Letter 1.4 Fill up details in Log Book for Mayor's Permit 1.5 Releasing of Recommendation Letter.	None	7 minutes	*Office of the City Administrator Staff* Atty. Donna Mae Tiongson-Jordan *City Administrator* *Office of the City Administrator Staff*
End of Process:	**Total**	**NONE**	**7 Minutes**	

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4. Affidavit Of Loss For (Senior Citizen, PWD & Solo Parent ID)

Issued to Senior Citizen & PWD residents of General Trias who lost their ID's.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 – General Trias City Park
PWD form from CSWDO	City Social Welfare Development Office – Outside Building besides the City Library Office.

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 1.1 Start processing the request 1.2 Ask the client to double check the details/information 1.3 Approval of Affidavit of Loss 1.4 Fill up details in Log Book for Mayor's Permit 1.5 Releasing of Affidavit of Loss.	None	7 minutes	*Office of the City Administrator Staff* Atty. Donna Mae Tiongson-Jordan *City Administrator* *Office of the City Administrator Staff*
End of Process:	**Total**	**NONE**	**7 Minutes**	

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5. Special Permit

A limited time license that allows a business to operate a specific event.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request / Approval to Office of the City Administrator for Business Permit Application.	Submitted by the applicant/client
Copy of signed contract with robinson's Place	Submitted by the applicant/client
Certificate of Business Registration	Submitted by the applicant/client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request for the event	1.1 Receive letter of request for the approval of the City Administrator	None	2-3 Minutes	*Office of the City Administrator Staff*
2.For approved request, submit complete requirements as per checklist	2.1 Verification and checking of the completeness & validity of requirements. 2.2. Approval & releasing of special permit	None	2-5 Minutes	Atty. Donna Mae Tiongson-Jordan *City Administrator*
3. Proceed to Business Permit and Licensing Office (BPLO)	3.1 For review and processing of Special Permit	None	2-5 Minutes	*Business Permit and Licensing Office (BPLO)*
End of Process:	**Total**	**NONE**	**13 Minutes**	

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6. CCTV FOOTAGE REVIEW

Often for the purpose of investigating an incident or verifying details.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Accomplished Request Form	Office of the City Administrator
2 Valid Government ID's (for viewing)	Submitted by the client
Police report (to secure CCTV Footage)	City of General Trias Police Station

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain CCTV Review Request Form from window no. 6 and duly accomplished the form 1.1 Submit duly accomplished CCTV Review Request Form and present two (2) Valid ID's to window no. 6 for initial assessment and verification.	1.1 Provide the CCTV Review Request Form. 1.2 Receive the required documents; interview the client/s; and check the entirety and validity of documents	None	5-10 minutes	*Office of the City Administrator Staff*
2. None	2.1 Assess the CCTV Review Request Form, particularly the reason for the request. 2.2 Once approved, affix signature to the CCTV Review	None	2-4 minutes	Atty. Donna Mae Tiongson-Jordan *City Administrator*

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3. Claim the approved CCTV Review Request Form form windows no. 6	3.1 Release the approved CCTV Review Request Form to the Client.	None	1 Minute	*Office of the City Administrator Staff*
4. With the approved CCTV Review Request Form, proceed to the City of General Trias Command Center in Pasong Kawayan II to view the CCTV Footage requested for.		None		*City of General Trias Command Center; City Disaster Risk Reduction Management Building, Sotuhsquare Village, Pasong Kawayan II, City of General Trias*
End of Process:	**Total**	**NONE**	**15 Minutes**	

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7. Certification (Apostille)

Issued to residents of General Trias who request to certified documents from their barangay.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate from barangay that needs to be certified	
Letter of issuance from Barangay Captain	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to window 1	1. Review the required documents, interview and check the completeness of documents	None	5 Working Days	*Office of the City Administrators Staff*
	1.1 Start processing of request			
	1.2 For checking and verifying of documents			*Atty. Donna Mae Tiongson – Jordan City Administrator*
	1.3 Approval of Certification			
	1.4 Releasing of Certification			*Office of the City Administrator Staff*
End of Process:	**Total**	**NONE**	**5 Working Days**	

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OFFICE OF THE CITY TOURISM, CULTURE AND THE ARTS OFFICE

FRONTLINE SERVICES

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1. Implementation Of Programs/Activities/Projects

The City Government of General Trias implements/coordinates events related to tourism, historical, culture and arts programs, activities and other projects in partnership with the City Tourism, Culture and the Arts Office (CTCAO).

Office or Division:	General Trias CTCAO
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business Entity G2G - Government to Government
Who may avail:	Government Agencies/Organizations Non-Government Organization/Association Civil Organizations All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication/Letter from concerned party (1 original copy/ e-copy) either letter/transmittal/endorsement/ referral	Provided by concerned party/requesting party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward the communication/letter to the CTCAO Receiving desk or email through gentritoursim@gmail.com or tourism.generaltrias@gmail.com	1.1 Welcome the client and receives/ evaluates the document 1.2 Acknowledge the receipt of the email	None	5 minutes	Michelle Pozas *Bookbinder III* Bryan Louie Arbues *Admin Aide I*

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			5 minutes	Krizel Anne Manalo *Tourism Operations Officer I*
2. Leave the office / Wait for action on the request	2. Forward the received document to the Head of Office/Action Officer	None	1 minute	Michelle Pozas *Bookbinder III* Bryan Louie Arbues *Admin Aide I* Krizel Anne Manalo *Tourism Operations Officer I*
3. None	3. Refer the matter to the concerned division head/s	None	30 minutes	*Krizel Anne Manalo* *Tourism Operations Officer I*
4. Attend to the queries or coordination meetings	4.1 Process the request/referral etc. (which may include communicating with the requesting party)	None	2 days	Krizel Anne Manalo *Tourism Operations Officer I*

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	4.2 Give evaluation/ recommendation to the Head of Office			
5. None	5. Head of Office/ Action Officer act on the recommendation and inform the concerned division head	None	1 day	Dr. Dennise R. Columna *City Tourism Officer*
6. Wait for coordination/ feedback	6. Inform the requesting party of the action taken	None		Dr. Dennise R. Columna *City Tourism Officer*
7. Participate in preparation of event/activity/project	7.1 Start preparation of the event/activity/ project 7.2 Coordinate with concerned agencies/offices/individuals 7.3 Hold meetings	None	Not more than 3 days (simple) Note more than 5 days (complex) Note more than 15	Dr. Dennise R. Columna *City Tourism Officer* Krizel Anne Manalo *Tourism Operations Officer I* Grace Solis *Photographer III*

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	7.4 Conduct dry-runs/rehearsals etc.		days (highly complex)	
8. Participates / implements in the event	8.Implementation/ Execution of Event/ Activity/ Project	None	2 days	Dr. Dennise R. Columna *City* Tourism Officer
9. None	9. Conduct Post-event tasks	None	1 day	Dr. Dennise R. Columna *City Tourism Officer* Krizel Anne Manalo *Tourism Operations Officer I*
End of Process:	**TOTAL**		**Not more than 6 days and 40 min. (Complex)** **Not more than 18 days and 40 min. (Highly Complex)**	

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2. Provision Of Relevant Information And Materials (Photographs, Textbooks, And Documents)

This service provides clients that conduct research on the City's culture and history with relevant information they need.

Office or Division:	General Trias CTCAO
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Original Letter Request (physical or virtual)	Client
Identification Card (ID) Photocopy	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter or inquire directly.	1.1Assess request and consult the Department Head (if necessary)	None	2 minutes	Dennis Batitis *Admin. Aide III*
	1.2 Check the availability of research materials needed by the client	None	3 minute	Dennis Batitis *Admin. Aide III*

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2. Get Necessary data	2.1 Provide the necessary materials and information to the client; *(Refer to other concerned departments if necessary)*	None	10 minutes	Krizel Anne Manalo *Tourism Operations Officer I* Grace Solis *Photographer III*
End of Process:	**TOTAL**	**NONE**	**15 minutes**	

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3. Assistance On Tourism Accredtation

Assist businesses in the preparation of Department of Tourism Accreditation.

Office or Division:	General Trias CTCAO
Classification:	Simple
Type of Transaction:	G2B-Government to Business
Who may avail:	All tourism related businesses/establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Business Permit	Business On-Stop Shop (Ground flr, City Hall)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire and present business permit for DOT Accreditation.	1.1 Explain the importance of DOT Accreditation for Businesses 1.2 Assist business owners on the documents needed for the accreditation	None None	5 minutes 10 minutes	Dr. Dennise R. Columna *City Tourism Officer* Krizel Anne Manalo *Tourism Operations Officer I* Jeffrey Palompo *Driver*
End of Process:	**TOTAL**	**None**	**15 minutes**	

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4. Inquiries On City Tourism / Culture And The Arts Activities

Provide relevant information regarding the schedule of CTCAO activities.

Office or Division:	General Trias CTCAO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter/E-mail Request		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the CTCAO activities	1.1 Accommodate inquiries and concerns and provide information needed	None	10 minutes	Krizel Anne Manalo *Tourism Operations* *Officer I* Michelle Pozas *Bookbinder III*
End of Process:	**TOTAL**	**None**	**10 minutes**	

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5. Releasing Of Photo Documentation And Layout

Request soft copies of photos and videos of various events in the city.

Office or Division:	General Trias CTCAO
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter /E-mail Request	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire on the status of the photos/lay-outs	1. Check if photos/lay-outs are ready for release	None	5 minutes	Grace Solis *Photographer III* Dennis Batitis *Admin. Aide III*
2. Provide storage for the files (physical or digital)	2. Provide the copies of the requested files	None	15 minutes	Grace Solis *Photographer III* Dennis Batitis *Admin. Aide III*
3.Get the copies of the files	3. Release the copy of the requested files	None	5 minutes	Grace Solis *Photographer III* Dennis Batitis *Admin. Aide III*
End of Process:	**TOTAL:**	**None**	**20 minutes**	

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OFFICE OF THE CITY INFORMATION OFFICE

FRONTLINE SERVICES

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1. Client Information And Public Assistance Services

The Information Help Desk provides the walk-in client with basic information of the services offered by the City Government of General Trias for convenient business transactions. Moreover, other public assistance services are rendered through client queries and requests in letters, emails, and phone calls such as feedback, complaints and other.

Office or Division:	City Information Office
Classification:	Simple/Complex
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government
Who may avail:	General Public; Government Institution; other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance/ phone calls of the transacting client	Requesting party
Personal letter/ emails	Requesting party

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the help Desk Assistance Counter or make phone calls for the inquiries; and attend to the information/ instruction provided Or Send in an email message to generaltriasinformationoffice@gmail.com; and via official facebook account to General Trias Public Information Office.	1.1 Instruct the client for the basic information service such as requirements, office location etc. Acknowledge the receipt of email and/or messages.	None None	2 minutes within 1 hour	*Officer of the Day* *Designated Information Officer for Social Media*

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2. Ask further assistance *(for emails/ FB messages, wait or monitor responses)*	2. Provide additional assistance as requested like accommodating them up to their destination. Endorse complaints to the City Mayor/ Reply to an email or via FB message *(answer to inquiries or instructions).*	None None	8 minutes Simple transaction- not more than 3 days / Complex Transactions - not more than 7 days	*Officer of the Day* *Designated Information Officer for Social Media*
End of Process:	**TOTAL:**	**None**	**Walk-in/ basic -2-10 minutes/ Simple- not more than 3 days/ Complex- not more than 7 days**	

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2. Request For Posting (Bulletin Board)

The public posting is provided through the request from the government entities and various organizations to post documents in a conspicuous/noticeable place for general public viewing. Among the entities mentioned are Manila Electric Company (Meralco), National Water Resources Board (NWRB), Department of Social Welfare and Development (DSWD), Department of Agrarian Reform (DAR), Offices of the City Government of General Trias and other institutions.

Office or Division:	City Information Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C-Government to Citizen
Who may avail:	Government Institution
	Other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of the transacting client /request letter (if any)	Requesting party
Documents for posting	Requesting party

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Information Office and fill-out the log sheet stating the purpose then submit a request letter (if any).	1.1 Inform the client to fill-out the log sheet stating his/her purpose. 1.2 Receive documents requested for public posting	None None	1 minute 1 minute	John Eisley Parian *Admin. Aide III /* *Staff in-charge* John Eisley Parian *Admin. Aide III /* *Staff in-charge*
2. Claim the receiving copy of the documents for public posting	2.1 Return the receiving copy of documents and advise the client that the documents will be posted within 24 hours	None	2 minutes	John Eisley Parian *Admin. Aide III /* *Staff in-charge*
End of Process:	**TOTAL:**	**None**	**4 minutes**	

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3. Posting (Social Media)

The posting via official social media platforms of the City Information Office is rendered through the request of different offices of the City Government of General Trias, various organizations, and other government /business entities to display announcements/ advisories/ programs /events /noticeable accomplishments and awards for general public viewing.

Office or Division:	City Information Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C-Government to Citizen, G2B-Government to Business
Who may avail:	Government Institution
	Business organizations
	Non-Governmental Organization (NGO)
	Other requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of the transacting client /request letter (if any)	Requesting party
Documents for posting	Requesting Party
Proposed designs/layouts	Requesting Party

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Information Office and fill-out log sheet stating the purpose then present the preferred pattern/layout. (*In case, the notification/request are through messenger, email and other the responsible person will record the request into the log sheet)*	1.1 Inform the client to fill-out the log sheet stating his/her purpose. 1.2 Receive documents and discussed the content for posting	None None	1 minute 10 minutes	John Eisley Parian *Admin. Aide III) / Staff in-charge* John Eisley Parian *(Admin. Aide III) –for design/layouts* Maria Paulina Inocencio *Administrative Officer IV –for narration*
2. Claim the receiving copy and/or acknowledge the message received from the person responsible *(if through email messenger etc.)*	2.1 Return the receiving copy of documents and instruct the client that the request will be posted within 1-3 days	None	2 Minute	Maria Paulina Inocencio *Administrative Officer IV*
End of Process:	**TOTAL**	**None**	**13 minutes**	

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4. Posting Certification

The posting certification is provided after the posting period of the document(s) requested for a public posting/notice.

Office or Division:	City Information Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C-Government to Citizen
Who may avail:	Government Institution
	Other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of the transacting client /request letter (if any)	Requesting party

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Information Office and fill-out the log sheet stating the purpose then submit a request letter (if any).	1.1 Inform the client to fill-out the log sheet stating his/her purpose or receive the request letter *(if any)* 1.2 Examine the details of the request.	None None	1 minute 10 minutes	John Eisley Parian *Admin. Aide III) /* *Staff in-charge* John Eisley Parian *Admin. Aide III /* *Staff in-charge*
2. Receive the posting certification	2.1 Prepare the posting certification 2.2 Approval/dry sealing of the posting certification	None None	7 minutes 7 minutes	Marco F. Malipol *Admin. Officer II* Dennise R. Columna *City Govt. Dept. Head I*
End of Process:	**TOTAL:**	**None**	**25 minutes**	

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5. Request For Announcement (Flag Ceremony)

Requests for the announcement during flag ceremony are delivered to inform the government employees of the City Government of General Trias regarding its plans and program; achievements; recognition; policies and guidelines; and other relevant notices enabling awareness and knowledge.

Office or Division:	City Information Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Institution

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Personal appearance of the transacting client /request letter (if any)	Requesting party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the City Information Office and submit the thorough request for announcement. (Client may send request via official FB messenger of email)	1.1 Receive/ acknowledge the request.	None	2 minutes	

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2. Attend instruction and/ or messages.	2.2 Examine/clarify the details of the request. *(Reply to emails /notify if any)* 2.2 Approval of the request	None None	11 minutes 2 minutes	*Information Office Staff* Dennise R. Columna *City Govt. Dept. Head I*
End of Process:	**TOTAL:**	**None**	**15 minutes**	

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OFFICE OF THE CITY VICE MAYOR

FRONTLINE SERVICES

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1. Incoming Documents, Correspondences, Requests And Personal Queries

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

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	Government to Public
Who may avail:	Constituent/ General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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, correspondences, requests and personal queries	1.1 Receive and scan all letter requests, correspondences, documents, entertain clients and answer queries 1.2 Receive and scan all letters of request, correspondence, and documents.	NONE	1/2 DAY	Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II* Nicole J. Llabres *Job Order Personnel*

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				Chrishelle Mae T. Guyamin *Job Order Personnel* Jinky P. Baylen *Job Order Personnel* Sheena M. Fortin *Job Order Personnel*
	1.3 Write letters (as required/requester by the City Vice Mayor or Clients).	NONE	1/2 DAY	Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II*
	1.4 Forward the corresponding letters and documents to the City Vice Mayor for signature and/or approval.			Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II*

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				Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II*
	1.5 Log and scan the corresponding letters and documents signed, noted and approved by the City Vice Mayor.			Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*

	1.6 Forward letters and documents that were noted or referred to by the City Vice Mayor to the different offices, department and division.			Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
2. Claiming of response to correspondences/ documents and requests	2.1 Release and file all official documents, letters and correspondences for reference purposes	None	5 minutes	Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido

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				Executive Assistant I Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
End of Process:	**Total:**	**None**	**1/2 Day and 5 Minutes**	

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2. Issuance Of Endorsement/ Recommendation Letter

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

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	Government to Public
Who may avail:	Constituent/ General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 attachments: * Valid ID with Photo	1.1 Review documents, interview clients and process letter	None	1/2 day	Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Norman S. Endozo *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
	1.2 Compose the endorsement/ recommendation letter			

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* Barangay Clearance or Certification	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	Glenda P. Herrera *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
End of Process:	**Total:**	**None**	**1/2 Day and 5 Minutes**	

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3. Financial And Medical Assistance

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

Office or Division:	Office of the City Vice Mayor
Classification:	Simple
Type of Transaction:	Government to Public
Who may avail:	Constituent/ General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 attachments: * Valid ID with Photo *Barangay Clearance or Certification	1.1 Review documents, interview clients and process letter 1.2 Compose the endorsement/ recommendation letter	None	1 day	Ronald C. Estores *Executive Assistant III* Glenda P. Herrera *Executive Assistant II* Elenita C. Pulido *Executive Assistant I* Roland B. Alcantara *Executive Assistant I* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
* Certificate of Indigency/ Medical Abstract * Death Certification	1.3 Review and sign the approve letter			*City Vice Mayor*

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* Other documents whichever is applicable				
2. Claiming of the financial and medical assistance	2. Release the signed endorsement/ recommendation letter	None	3 minutes	Glenda P. Herrera *Executive Assistant II* Nicole J. Llabres *Job Order Personnel* Chrishelle Mae T. Guyamin *Job Order Personnel*
End of Process:	**Total:**	**None**	**1 Day and 3 Minutes**	

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OFFICE OF THE SANGGUNIANG PANLUNGSOD
(OFFICE OF THE CITY VICE MAYOR)

FRONTLINE SERVICES

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1. Acceptance Of Applications And Requests (Personal)

The Sangguniang Panlungsod Office issues Secretary's certificate such as copies of resolutions, ordinances, committee reports, development/alteration permits, certificate of postings, orders or decisions, and other certifications of Sangguniang Panlungsod documents as requested.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request	Applicant seeking request

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit letter of request in the office	Receive letter of request, search, and approve the requested documents	None	3 Minutes	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
2. Wait for the advise and provide client with payment stub regarding the corresponding fee	Assess payment/s. Produce photocopy of documents		5 Minutes	*Marissa J. Manalo* *Elizabeth V. Gimenez* *Nelia R. Monsalud* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
3. Settle payments	Issue of Official Receipt	See Table of Assess-ment	3 minutes	*Cashier* *Window 4* Treasurer's Office Ground Floor, City Hall

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4.a. Secure copy of document in the office	Issue of certified copy of document		1 Minute	*Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
End of Process:	**TOTAL:**		**12 Minutes (approx. time)**	

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2. Acceptance Of Applications And Requests (Online)

The Sangguniang Panlungsod Office issues Secretary's certificate such as copies of resolutions, ordinances, committee reports, development/alteration permits, certificate of postings, orders or decisions, and other certifications of Sangguniang Panlungsod documents as requested.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request	Applicant seeking request

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit letter of request online	Receive letter of request, search, and approve the requested documents	None	4 Minutes	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Ronnel L. Tactac* *Dana Marie G. Asahan* *Christian D. Gravador* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
2. Secure copy of document online	Send e-copy of document	None	1 Minute	*Ernan C. Colocado* *Ronnel L. Tactac* *Dana Marie G. Asahan* *Christian D. Gravador* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
End of Process:	**TOTAL**		**5 Minutes (approx. time)**	

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3. Receiving Of Complaints Concerning Administrative Cases And Other Legislative Matters Related To Functions (Personal)

As mandated by the Local Government Code of 1991, an administrative Complaint against an erring Barangay Officials shall be filed at the Office of the Sangguniang Panlungsod whose decision is final and executory.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Signed letter of complaint Pertinent documents to the complaint	Complainant seeking request

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit verified letter of complaint in the office	Receive letter of complaint, evaluate letter, interviews client, and endorse complaint to the Sangguniang Panlungsod for study and investigation	None	1 Day	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
2. Follow-up on the status of complaint	Give schedule for investigation inspection/ inclusion of letter of complaint to calendar of business agenda	None	2 Minutes	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
3. Participate in the scheduled meetings and	Conduct meetings and hearings on		1 Hour to Half Day (for	*SP Members* *Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo*

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hearings on administrative case.	administrative case.		preparation of documents)	*Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
4. Receive decision	Release of copies of decision		2 Minutes	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
End of Process: TOTAL			**2 Days (approx. time)**	

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4. Receiving Of Complaints Concerning Administrative Cases And Other Legislative Matters Related To Functions (Online)

As mandated by the Local Government Code of 1991, an administrative Complaint against an erring Barangay Officials shall be filed at the Office of the Sangguniang Panlungsod whose decision is final and executory.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Signed letter of complaint Pertinent documents to the complaint	Complainant seeking request

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit letter of complaint online	Evaluate letter. Endorse complaint to the Sangguniang Panlungsod for study and investigation	None	1 Day	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
2. Follow-up on the status of complaint	Give schedule for investigation inspection/ inclusion of letter of complaint to calendar of business agenda	None	2 Minutes	*Wenceslao P. Camingay* *Carmina T. Manatad* *Marissa J. Manalo* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
3. Participate in the scheduled meetings and hearings on	Conduct meetings and hearings on administrative case.		1 Hour to Half Day (for preparation of documents)	*SP Members* *Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay*

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administrative case.				Office of the Sangguniang Panlungsod 2nd Floor, City Hall
4. Receive decision	Release of copies of decision		2 Minutes	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
End of Process: TOTAL			**2 Days (approx. time)**	

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5. Accreditation Of Civil Society Organizations (CSOs)

In accordance with Section 34 of the Local Government Code of 1991 and Article 64 of its Implementing Rules and Regulations, the Sangguniang Panlungsod shall accredit People's Organizations, Nongovernmental Organizations and Private Sectors Organizations based on a certain criteria to promote bond with these organizations as partners of the LGU.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All Civil Society Organizations (CSOs) which include Non-Government Organizations (NGOs), People's Organizations (POs) and Private Sectors Organizations (PSOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application	Applicant seeking accreditation
2. Duly accomplished Application Form for Accreditation	Sangguniang Panlungsod Office
3. Duly approved Board Resolution signifying intent for accreditation	Applicant seeking accreditation
4. Certificate of Registration issued by SEC, DOLE, CDA or other applicable agencies	From the registering agencies
5. List of Current Officers	Applicant seeking accreditation
6. Minutes of the Annual Meeting	Applicant seeking accreditation
7. Annual Accomplishment Report	Applicant seeking accreditation
8. Financial Statements	Applicant seeking accreditation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application	Receive letter of request Provide the Application Form for Accreditation	None	1 minute	*Ernan P. Colocado* *Carmina T. Manatad* *Marissa J. Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall

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2. Duly accomplished Application Form for Accreditation	Provide the list of documents required to accomplish	None	2 minutes	*Kriszzelle V. Ayos* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
3. Submit necessary requirements	Verify the completeness of submitted documents	None	2 minutes	*Kriszzelle V. Ayos* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
	Refer to the Committee on Rules and Accreditation Include in the SP Calendar of Business		1 Session day	*Marissa Manalo* *Janice D. Jocson* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
	Finalization of the approved and signed copies of resolution		2-3 days depending on the availability of signatories	*Marissa Manalo* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
4. Upon notification, client should proceed to the SP Office to secure a copy of the approved Resolution and Certificate of Accreditation	Prepare copy of resolution and the duly signed certificate of accreditation		2 minutes	*Kriszzelle V. Ayos* *Christian D. Gravador* *Wenceslao P. Camingay* Office of the Sangguniang Panlungsod 2nd Floor, City Hall
End of Process:	**TOTAL**		**3 Days (approx. time)**	

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OFFICE OF THE CITY TREASURER

FRONTLINE SERVICES

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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.

Division:	Real Property Tax
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	All real property owners whose properties are located within the city
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Any of the following: Current Tax Declaration Number Copy of old official receipt	Assessor's Office Payor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the number to be called on window 6, 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 *Administrative Aide II* Angelle Christine Dionisio *Record Officer I* Carmielyn Lucero *Utility Worker I* Jiselle Kristine Bicodo

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				Local Revenue Collection Officer I
1.2. Wait for the name to be called on window 10 or 11 for payment and receive the official receipt.	1.2. Receives payment and issue official receipt	AV x 1% x 2 (Basic & SEF) or based on the computation presented in the assessment window	5 minutes per official receipt	Josefina Taglinao *Supervising Administrative Officer* Imelda F. Parot *Administrative Aide II*
End of Process: Total		**AV x 1% x 2 (Basic & SEF)**	**10 Minutes**	

- 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.

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2. Real Property Tax Online Assessment And Collection

Real Property Taxes (RPT) for all lands, buildings and machineries maybe paid annually or in quarterly 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.

Division:	Real Property Tax
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	All real property owners whose properties are located within the city
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Any of the following: Current Tax Declaration Number Copy of old official receipt	Assessor's Office Payor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting for the real property tax billing statement	1. Print and send a scanned copy of real property tax billing statement with online payment control number though email	None	5 minutes per TDN	Jovelle Pabalan *Administrative Officer V* Quincy Fae Rodil *Revenue Collection Clerk III*

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1.2. Pay online thru the Land Bank link.biz portal and send proof of payment through email.	1.2. Verifies payment and print official receipt. 1.3 Send scanned copy of official receipt through email and send the original receipt through registered mail (upon request)	AV x 1% x 2 (Basic & SEF) or based on the computation presented in the assessment window	10 minutes per official receipt	Glicelle Delos Reyes *Local Treasury Operations Officer III* Jovelle Pabalan *Administrative Officer V*
End of Process: Total		**AV x 1% x 2 (Basic & SEF)**	**15 Minutes**	

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3. Business Tax 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.

Division:	Business Tax
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	All business owners whose businesses located within the city
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Business Tax Order of Payment	Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the name to be called on window 2 or 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 *Administrative Assistant II* Leonora Macabando *Revenue Collection Clerk III*
End of Process:	**Total**		**15 Minutes**	

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- 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

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4. 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.

Division:	Community Tax Certificate
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	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.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Filled up personal data form	Lobby
2. Income Tax Return or Certification of Gross Sales (if applicable)	Employer

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Fill up personal data form, submit and pay at window 5 or 6	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	Myra Santiaguel *Administrative Aide V* Adelina Leuterio *Revenue Collection Clerk II*
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 *Administrative Aide II* Myra Santiaguel *Administrative Aide V*
End of Process:	**Total**		**13 Minutes**	

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5. Transfer Tax Assessment And Collection

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

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

Division:	Transfer Tax
Classification:	Simple
Type of Transaction:	Citizen to Government
Who may avail:	All individuals transferring real property ownership of title
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original and Copy of Certificate Authorizing Registration (CAR) from BIR or proof of payment	BIR
2. Original and Copy of Deed of Sale/Donation/Extra Judicial Settlement (whichever is applicable)	Payor
3. Original and Copy of Tax Clearance for the current year	City Treasurer's Office
4. Tax Declaration (Certified Xerox or owner's copy)	City Assessor's Office
5. Original and Copy of Transfer Certificate of Title	

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 6 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 *Local Revenue Collection Officer IV* Ruffa Mae Moya *Administrative Assistant IV* Edward Clarito *Administrative Aide I*
1.2 Pay for transfer tax.	1.2 Accept payment and issue official receipt.	50% of 1% of Selling price or Market value whichever is higher	5 minutes	Lilibeth Casal *Local Revenue Collection Officer IV* Ruffa Mae Moya *Administrative Assistant IV* Edward Clarito *Administrative Aide I*
End of Process:	**Total**		**13 Minutes**	

- 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.

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6. Amusement Tax On Admission Collection

Taxes levied on admission fees to theaters, cinemas, cockpits, concert halls, carnivals, boxing stadia and other sports gymnasia 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

Division:	Other Local Taxes
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Proprietors, lessees or operators of said places above
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly certified monthly amusement tax returns indicating the gross receipts and the number of tickets sold	Amusement places' records

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 *Local Revenue Collection Officer IV*
End of Process:	**Total**		**10 Minutes**	

- 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.

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7. Local Franchise Tax Collection

Taxes levied on business enjoying a franchise except the operation on motorized tricycles. The term business enjoying franchises shall not include holders of certificates of public convenience for the operation of public vehicles. Payable in quarterly installments within the first twenty (20) days following each quarter.

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

Division:	Other Local Taxes
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Businesses under franchise
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly certified gross receipts realized during the preceding calendar year within the territorial jurisdiction of the city.	Payor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 6 for assessment and pay for the local franchise 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.	50% of 1% of the gross annual receipts 1/20 of 1% of the capital investment for newly-established business	10 minutes	Lilibeth Casal *Local Revenue Collection Officer IV* Ruffa Mae Moya *Administrative Assistant IV*
End of Process:	**Total**		**10 Minutes**	

- 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.

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8. 2% Special Tax Lgu Share Collection

Taxes levied on business registered under Philippine Economic Zone Authority (PEZA) in lieu of all taxes (except real property tax). Every ECOZONE registered enterprise subject herein shall file a quarterly income tax return within sixty (60) days after the close of each of the first three (3) quarters and a final adjustment income tax return covering the entire taxable year, not later than fifteenth (15th) day of the fourth (4th) month following the close of its taxable year, whether a calendar or fiscal year accounting period.

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

Division:	Other Local Taxes
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	ECOZONE registered enterprises
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Quarterly or annual income tax return stamped received by the Bureau of Internal Revenue	Payor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 6 for assessment and pay for the local franchise 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.	2% of Gross Income earned	10 minutes	Lilibeth Casal *Local Revenue Collection Officer IV* Ruffa Mae Moya *Administrative Assistant IV*
End of Process:	**Total**		**10 Minutes**	

- 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.

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9. 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.

Division:			Miscellaneous Income Division	
Classification:			Simple	
Type of Transaction:			Government to Citizen	
Who may avail:			Anyone who needs to secure permits, certifications, clearances and others	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Order of payment			Issuing offices	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to window 4 or 5	1. Validate the order of payment and other necessary requirements.	None	3 minutes	Catherine Comiso *Admin Aide II* Vener Viray *Admin Aide II* Heminiana Saria *Admin Aide I*
1.2. Wait for the name to be called at window 1 and pay	1.2. Receive payment and issue official receipt.	As indicated in order of payment	3 minutes	Concepcion Jolbe *LRCO II*
End of Process:	**Total**		**6 Minutes**	

- 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.

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10. 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.

Division:	Real Property Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Real property owner with updated payment of real property tax
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Carmielyn Lucero *Admin Aide I* Angelle Dionisio *Record Officer* Jiselle Bicodo *LRCO 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 *Admin Aide II* Vener Viray *Admin Aide II*
1.3 Pay for the tax clearance and receive official receipt.	Receive payment and issue official receipt..	P85.00	3 minutes	Concepcion Jolbe *LRCO II*

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1.4 Return to window 7, 8 or 9 and surrender the information sheet and official receipt.	Accept the other requirements provided and prepare the tax clearance.	None	5 minutes	Quincy Fae Rodil *Revenue Collection Clerk III*
1.5 Wait for the name to be called and receive tax clearance, official receipt and requirement presented prior to issuance of clearance.	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 *Revenue Collection Clerk III* Norma Jimenez *Admin Aide III*
End of Process:	**Total**		**16 Minutes**	

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11. Payment For Ordinance Violation Receipt

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

Division:	Miscellaneous Income Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Anyone who violated a City ordinance and whose driver's license or plate was confiscated
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Ordinance Violation Receipt (OVR)	Issued by the enforcing office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Vener Viray *Admin Aide II* Mariano Barrion *Admin Aide I*
End of Process:	**Total**		**5 Minutes**	

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12. Payment For Himlayang Bayan

Himlayang Bayan 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.

Division:			Miscellaneous Income Division	
Classification:			Simple	
Type of Transaction:			Government to Citizen	
Who may avail:			Owners of lot in Himlayang Bayan cemetery	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Order of payment			Investment and Promotion Office (4th floor)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 *Disbursing Officer II*
End of Process:	**Total**		**10 Minutes**	

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13. Disburement 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.

Division:	Disbursement Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Job Order employees under the city government
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Virgie Jose *Administrative Assistant IV* Adora Clarito *Administrative Aide IV* Regina Viray *Administrative Aide II*
End of Process:	**Total**		**7 Minutes**	

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14. Professional Tax Receipt

Imposed on 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.

Division:		Cash Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Professionals who passed the bar examinations, or any board, or other examinations conducted by the Professional Regulation Commission (PRC) and other government agencies		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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*
End of Process:	**Total**		**5 Minutes**	

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15. 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.

Division:		Market Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All stall owners of City Public Market		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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 *Admin Aide III* Louie Andrew Dolorito *Revenue Collection Clerk I* Michelle Saliba *Admin Aide I*
End of Process:	**Total**		**5 Minutes**	

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16. Claiming Of Disbursement Checks

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

Division:	Cash Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Person/(s) who have approved check for payment and authorized to receive such check/s
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 11 and present valid ID 1.2 Issue official receipt, sign the acknowledgement 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 *LRCO III* Melissa Mugol *LRCO IV*
End of Process: Total			**10 Minutes**	

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OFFICE OF THE CITY ASSESSOR

FRONTLINE SERVICES

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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.

Office or Division:	**Office of the City Assessor**
Classification:	Certified True Copy of Tax Declaration (CTC) ; Certificate of No Property (CNP); Certificate of Non-Improvement (CNI); other Certifications
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any of the following:	
- Tax Declaration	Windows 1 to 3 Office of the City Assessor
Tax Clearance or Real property Tax Receipt (updated)	
- Title	
- 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	

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reply on Query	Office of the City Assessor	P60.00 for Cert. Fee and P30 for Doc Stamp Fees	2 Minutes	Michael B. Dela Peña *Security Guard I* Jasmin Genuino *Utility Worker I* Cynthia Ochoa *Utility Worker I* Patrick James Ronquillo *Utility Worker I*
2. Verify record			3 Minutes	Engr. Adamsom Magsino, REA *City Gov't. Assistant Dept. Head I* Enrique Pantoja *Bookbinder IV* Ruelito Sarimento *Bookbinder IV* Benjamin Perez *Driver I* Nicanor Francia *Security Guard I* Randy Montoya *Utility Worker* Patrick Ronquillo *Utility Worker I* Michael Dela Peña *Security Guard I* Kris Jerome Ignaco *Utility Worker I* Angelito Evangelista *Security Guard I* Warren Barrientos *Driver I*
3. Conduct Ocular Inspection (for CNI)			1 to 3 Hours or As per Schedule	
4. Process and encode receipt			3 Minutes	

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				Kaysey Harry Moral *Clerk II*
5. Print and review certification			2 Minutes	Leana C. Mencias *L.A.O.O. II* Sheryl L. Nayve *L.A.O.O. I* Ma. Victoria T. Delos Santos *L.A.O.O. I* Ronalyn Ala *Tax Mapper I* Norlita Descalso *Assessment Clerk III* Ana Sheryl Bautista *Assessment Clerk III* Hazel M. Colada Assessment Clerk III Dannrei Loren Assessment Clerk I
6. Sign and approve certification			5 Minutes	Nelda S. Moral, REA *City Assessor* (NOTE: In absence of the City Assessor, Engr. Adamson Magsino, REA and Leana C. Mencias will sign and approve.)
7. Release and receive copy				*Front Liners*
End of Process:	**TOTAL:**		**15 Minutes to 3 Hours (if Ocular inspection)**	

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2. Issuance Of Certificate Of Total Landholdings

Office or Division:	**Office of the City Assessor**
Classification:	Certificate of Total Landholdings
Type of Transaction:	Issuance of Certification
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of Titles	Windows 1 to 3 Office of the City Assessor
Death Certificate	
Request Letter	
Special Power of Attorney (SPA), Request / Authorization Letter if representative	
- Identification Cards	
Tax Clearance (updated)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Requirments	Office of the City Assessor	P60.00 for Cert. Fee and P30 for Doc Stamp Fees (@ Window 3 and 4, City Treasurers Office)	2 Minutes	Norlita Descalso *Assessment Clerk III* Dannrei Loren *Assessment Clerk I*
2. Trace back and photocopy of record of tax declaration			Minimum of 1 day	Norlita Descalso *Assessment Clerk III* Dannrei Loren *Assessment Clerk I* Randy Montoya *Utility Worker I* Angelito Evangelista *Security Guard I*

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				Warren Barrientos *Driver I*
3. Process and encode reciept			15 Minutes	Norlita Descalso *Assessment Clerk III* Dannrei Loren *Assessment Clerk I*
4. Print and review certification			2 minutes	
5. Sign and approve certification			5 Minutes	Nelda S. Moral, REA *City Assessor* (NOTE: In absence of the City Assessor, Engr. Adamson Magsino, REA and Leana C. Mencias will sign and approve.)
6. Release and receive copy				Norlita Descalso *Assessment Clerk III* Dannrei Loren *Assessment Clerk I*
End of Process:	**TOTAL:**		**1 day upon completion of required documents**	

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3. 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.

Office or Division:	**Office of the City Assessor**
Classification:	New Declaration of Building and Other Improvements
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Sworn Statement of Ownership	Window 1 to 3 Office of the City Assessor
Any of the Following:	
- Occupancy Permit	
- Certificate of Completion	
- Building Permit	
- Floor Plan	
- Itemized List of Machineries	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reply to Query	**Office of the City Assessor**	**No Fees to be collected**	2 Minutes	Personnel assigned at windows 1 to 3
2. Receive and Review documents			**5 Minutes**	Sheryl Nayve *L.A.O.O. I*
3. Conduct ocular inspection on property			**As per schedule**	Engr. Adamson Magsino, REA *City Gov't. Assistant Dept. Head I*
4. Issue claim slip			**1 Minute**	
5. Request for tax dec. number			**10 Minutes**	Leana C. Mencias *L.A.O.O. III*
6. Compute Assessment			**10 Minutes**	
7 Prepare field Assessment and Appraisal Sheet (FAAS)			**10 Minutes**	Enrique Pantoja *Bookbinder IV*
8. Prepare Tax Declartion (TD)			**10 Minutes**	Ruelito Sarmiento *Bookbinder IV*
9. Prepare Notice of Assessment			**2 Minutes**	Benjamin Perez

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10. Print and Review			**1 Day**	*Driver I* Jhun Guyamin *Draftsman I* Nicanor Francia *Security Guard I* Randy Montonya *Utility Worker I* Patrick James Ronqillo *Utility Worker I* Michael Dela Peña *Security Guard I* Kris Jerome Ignaco *Utility Worker I* Angelito Evangelista *Security Guard I* Warren Barrientos *Driver I* Kaysey Harry Moral *Clerk II*
11. Sign and Approve			**1 to 2 Working days**	Nelda S. Moral, REA *City Assessor*
12. Release and Receive Copy			**3 to 5 Working days**	Jervy Martinez *Bookbinder I*
End of Process:	**TOTAL:**		**3 to 5 Working days**	

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4. 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.

Office or Division:	**Office of the City Assessor**
Classification:	**Transfer of Ownership**
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Certified Electronic copy of Title	Front Liner: Dannrei Loren
- Certified Electronic copy of Cancelled Title	
- Deed of Instrument (Donation, Sale, Extra-Judicial)	
- Tax Clearance (updated)	
- Transfer Tax Receipt	
- Certificate Authorizing Registration / CAR	
- Processing Fee	
- DAR Clearance /Affidavit of Non-Tenancy	
- Partition / Subdivision Agreement and Approved Plan wth technical Description	
- sPA / Authorization Letter if representative	
- Identification Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue List of requirements	Office of the City Assessor	P 35.00 Processing Fee per TD @Window 3 and 4, City Treasurers Office)	1 Minute	*Frontliners*
2. Check necessary documents			15 Minutes per docs.	Dannrei Loren *Assessment Clerk I*
3. Request reserve number			5 Minutes	Ligaya J. Sarique *Utility Worker I*
4. Prepare Tax Declaration (TD)			15 Mins per docs.	Rochelle P. Pantoja

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5. Prepare (FAAS)			2 Minutes	*Tax Mapping Aide*
6. Prepare Notice of Assessment (NOA)			2 Minutes	Lilibeth Comiso *Tax Mapping Aide* Milleth C. Culapan *Utility Worker I* Leo Martizon *Bookbinder I* Venus Calle *Bookbinder I* Gladys Leaño *Bookbinder I* Cynthia Ochoa *Utility Worker I* Angelito Evangelista *Security Guard I* Elmira Clamosa *Utility Worker I* Kris Jerome Ignaco *Utility Worker I* Warren Barrientos *Driver I* Mylene Dinglasan *Bookbinder I* Kaysey Harry Moral *Clerk II*
7. Print and review			1 day	Engr. Adamson L.

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				Magsino, REA *City Gov't.* *Assistant Dept.* *Head I* Leana C. Mencias L*.A.O.O. III* Sheryl L. Nayve L*.A.O.O. I* Ma. Victoria T. Delos Santos L*.A.O.O. I* Ronalyn Ala *Tax Mapper I* Norlita Descalso *Assessment* *Clerk III* Ana Sheryll Bautista *Assessment* *Clerk III* Hazel M. Colada *Assessment* *Clerk III* Dannrei Loren *Assessment* *Clerk I*
8. Sign and approve tax dec.			2 days	Nelda S. Moral, REA *City Assessor*
9. Release and receive Copy			3 to 5 working days	Jervy Martinez *Bookbinder I*
End of Process:	**TOTAL:**		**3 to 5 Working days after inspection**	

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RECLASSIFICATION OF PROPERTY

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents			5 minutes	*Frontliners* and Sheryl L. Nayve *L.A.O.O. I*
2. Verify payments			3 minutes	
3. Conduct Ocular Inspection			1 day or as per schedule	
4. Prepare Ocular Inspection Report			5 minutes	Engr. Adamson L. Magsino, REA City Govt. Assistant Dept. Head I Sheryl L. Nayve *L.A.O.O. I* Enrique Pantoja *Bookbinder IV* Ruelito Sarmiento
5. Request reserve number			2 minutes	
6. Prepare Tax Declaration (TD)			3 minutes	
7. Prepare (FAAS)			2 minutes	

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				Bookbinder IV Nicanor Francia *Security Guard I* Randy Montoya *Utlity Worker I* Kris Jerome Palugod Ignaco *Utility Worker I* Michael Dela Peña *Security Guard I*
8. Prepare Notice of Assessment (NOA)			2 minutes	Engr. Adasom L. Magsino, REA *City Govt. Assistant Dept. Head I* Sheryl L. Nayve *L.A.O.O. I*
9. Print and Review			5 minutes	
10. Sign and approve tax dec.			2 working days	Nelda S. Moral, REA *City Assessor*
11. Release and Receive Copy			3 to 5 working days	Jervy Martinez *Bookbinder I*
End of Process:	**TOTAL:**		**3 to 5 working days**	

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Subdivision/Segregation/Consolidation Of Land

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 Certified Electronic copy of Cancelled Title Deed of Instrument (Donation, Sale, Extra-Judicial) Tax Clearance (updated) Transfer Tax Receipt Certificate Authorizing Registration / CAR Processing Fee DAR Clearance /Affidavit of Non-Tenancy SPA / Authorization Letter if representative Approved Plan with Technical Description Partition/Subdivision Agreement	Windows 1 to 3 Office of the City Assessor Lower Ground Floor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents	Office of the City Assessor	P 35 PF per TD @ Windows 3 and 4, City Treasurers Office	5 minutes	*Frontliners* and Dannrei Loren *Assessment Clerk I*
2. Verify payments			10 minutes	Dannrei Loren *Assessment Clerk I* Angelito Evangelista *Security Guard I* Randy Montoya *Utility Worker I* Warren Barrientos *Driver I*
3. Request reserve number			5 minutes	Venus Calle *Bookbinder II*

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				Milleth Culapan *Utility Worker I*
4. Prepare Tax Declaration (TD)			2 minutes	Engr. Adamson L. Magsino, REA *City Govt. Assistant Dept. I* Leana C. Mencias *L.A.O.O. III* Sheryl L. Nayve *L.A.O.O. I* Ma. Victoria T. Delos Santos *L.A.O.O. I* Ronalyn Ala Tax Mapper I Norlita Descalso *Assessment Clerk III* Ana Sheryll Bautista *Assessment Clerk Iii* Hazel M. Colada *Assessment Clerk Iii* Dannrei Loren *Assessment Clerk I*
5. Prepare (FAAS)			3 minutes	
6. Prepare Notice of Assessment (NOA)			2 minutes	
7. Print and review			2 minutes	
8. Sign and approve tax dec.			2 working days	Nelda S. Moral, REA *City Assessor*
9. Release and Receive Copy			3 to 5 working days	Jervy Martinez *Bookbinder I*
End of Process:	**TOTAL:**		**3 to 5 working days**	

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Correction/Revision Of Tax Declaration

Office or Division:	**Office of the City Assessor**
Classification:	**Correction/Revision of Tax Declaration**
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Certified Electronic copy of Title - Tax Clearance (updated) - Request Letter - Processing Fee - Identification Card - SPA / Authorization Letter if representative	Windows 1 to 3 Office of the City Assessor Lower Ground Floor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents	Office of the City Assessor	P 35 PF per TD	5 minutes	*Frontliners* and Dannrei Loren *Assessment Clerk I*
2. Trace Back Verify records			10 minutes	Dannrei Loren *Assessment Clerk I* Angelito Evangelista *Security Guard I*

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				Randy Montoya *Utility Worker I* Warren Barrientos *Driver I*
3. Request reserve number			5 minutes	Venus Calle *Bookbinder II* Milleth Culapan *Utility Worker I*
4. Prepare Tax Declaration (TD)			2 minutes	Engr. Adamson L. Magsino, REA *City Govt. Assistant Dept. I* Leana C. Mencias *L.A.O.O. III*
5. Prepare (FAAS)			3 minutes	
6. Prepare Notice of Assessment (NOA)			2 minutes	
7. Print and review		@ Windows 3 and 4, City Treasurers Office	2 minutes	Sheryl L. Nayve *L.A.O.O. I* Ma. Victoria T. Delos Santos *L.A.O.O. I* Ronalyn Ala Tax Mapper I Norlita Descalso *Assessment Clerk III* Ana Sheryll Bautista *Assessment Clerk Iii* Hazel M. Colada *Assessment Clerk Iii* Dannrei Loren

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				Assessment Clerk I
8. Sign and approve tax dec.			2 working days	Nelda S. Moral, REA *City Assessor*
9. Release and Receive copy			3 to 5 working days	Jervy Martinez *Bookbinder I*
End of Process:	**TOTAL:**		**3 to 5 working days**	

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5. Cancellation Of Tax Declaration (Notice Of Cancellation)

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.

Office or Division:	**Office of the City Assessor**
Classification:	Cancellation of Tax Declaration
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Tax Declaration - Tax Clearance (updated) - Request Letter - Identification Card - SPA / Authorization Letter if representative	Windows 1 to 3 Office of the City Assessor Lower Ground Floor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check necessary documents	Office of the City Assessor	None	3 minutes	Frontliners and Sheryl Nayve *L.A.O.O. I*
2. Verify payments			3 minutes	
3. Conduct Ocular Inspection			3 hours or as per schedule	Engr. Adamson L. Magsino, REA *City Govt. Assistant Dept. Head I*
4. Prepare Endorsement / Inspection Report			60 minutes	
5. Process and print NOC			10 minutes	Sheryl L. Nayve *L.A.O.O. I*
6. Review Notice of Cancellation			3 minutes	Enrique Pantoja *Bookbinder IV* Ruelito Sarmiento *Bookbinder IV* Nicanor Francia *Security Guard I* Kris Jerome Palugod Ignaco

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				Utility Worker I Michael Dela Peña *Security Guard I*
7. Approve and sign Notice of Cancellation			2 days	Nelda S. Moral REA *City Assessor*
8. Cancel subject tax declaration from the assessment roll			1 day	Sheryl Nayve *L.A.O.O. I*
9. Send copy to City Treasurers Office			5 minutes	
10. Release and Receive Copy			5 minutes	
End of Process:	**TOTAL:**		**Preparation of NOC is every end of the month**	

6. 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.

Office or Division:	**Office of the City Assessor**
Classification:	Annotation and Cancellation of Mortgage
Type of Transaction:	Simple Transaction
Who may avail:	Taxpayers/Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Tax Declaration - Tax clearance (updated) - Photocopy of Title - Release of Mortgage and Mortgage Agreement - Identification Cards - SPA / Authorization Letter if representative - Secretary's certificate	Windows 1 to 3 Office of the City Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Review documents	Office of the City Assessor	1/8 of 1% of amount in conside-ration	10 minutes	Norlita P. Descalso *Assessment Clerk III*
2. Issue order of payment			2 minutes	Norlita P. Descalso *Assessment Clerk III*
3. Encode Annotation		for annotation fee	10 minutes	Norlita P. Descalso *Assessment Clerk III*
4. Review Tax Dec with Annotation		P60.00 for cancellation of mortgage	5 minutes	Norlita P. Descalso *Assessment Clerk III*
5. Approve and Sign tax declaration with annotation			15 minutes	Nelda S. Moral REA *City Assessor*

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6. Release Owner's Copy of Notice of Cancellation and transmit the same to Treasurer's Office			5 minutes	Norlita P. Descalso *Assessment Clerk III*
End of Process:	**TOTAL:**		**45 Minutes**	

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OFFICE OF THE CITY ACCOUNTANT

FRONTLINE SERVICES

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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.

Office or Division:	Office of the City Accountant
Classification:	Complex Transaction
Type of Transaction :	G2G - Government to Government
Who May Avail :	Suppliers, Contractors & Employee's

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
Purchase of Supplies	
Obligation Request (original & duplicate copy)	Budget Office
Inspection & Acceptance Report (original & duplicate copy)	By Office/Department
Delivery Receipt (original & duplicate copy)	Supplier/Contractor
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
Cash Advances	
Obligation Request (original & duplicate copy)	Budget Office
Travel Order (original & duplicate copy)	Human Resource Office
Letter of Invitation (original copy)	by Office/Department
Payment of Honorarium	
Obligation Request (original & duplicate copy)	Budget Office
Approved Office Order (1 photo copy)	Human Resource Office
Acknowledgement Receipt (original & duplicate copy)	by Office/Department
Purchase of Services	

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Obligation Request (original & duplicate copy)	Budget Office
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
Public Bidding	
Publication (original & duplicate copy)	Bids and Awards Committee Office
Notice of bid (original & duplicate copy)	Bids and Awards Committee Office
Abstract of Bid (original & duplicate copy)	Bids and Awards Committee Office
Bidders Bond (original & duplicate copy)	Surety Company
Letter of Award / Acceptance of Bid Proposal (original & duplicate copy)	Bids and Awards Committee Office
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

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Report of Accomplishment Certificate (original & duplicate copy)	by Office/Department
Inspection Report (original & duplicate copy)	by Office/Department
Performance Bond (original & duplicate copy)	Surety Company
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)	Supplier/Contractor
Report of Local Inspectorate Team / PMC (original & duplicate copy)	by Office/Department
Contractors Accreditation (1 photocopy)	Supplier/Contractor
Agency's Detailed Estimate and Bill of Materials (original & duplicate copy)	Engineering Office
Evidence that Contractor is Duly License & Register (1 photo copy)	Supplier/Contractor
Statement of Time Lapse & Work Accomplishment (original & duplicate copy)	Engineering Office
Payment of First Salary	
Obligation Request (original & duplicate copy)	Budget Office
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

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Payment of Deferential	
Obligation Request (original & duplicate copy)	Budget Office
Certified True Copy of Appointed or Salary Adjustment Notice (original & duplicate copy)	Human Resource Office
Certificate of Service or Property Accomplishment / DTR (original & duplicate copy)	by Office/Department
Certificate of Assumption in New Office (2 duplicate copies)	Human Resource Office
Payment of Maternity Leave	
Obligation Request (original & duplicate copy)	Budget Office
Approved Maternity Leave Absence (original & duplicate copy)	Human Resource Office
Certificate of Status of Appointment & Length of Services in Government for First Claims (original & duplicate copy)	Human Resource Office
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
Payment of Terminal Leave	
Approved Terminal Leave (original & duplicate copy)	Human Resource Office
Complete Services Record (original & duplicate copy)	Human Resource Office
Clearance From Money & Property Accountability (original & duplicate copy)	by Office/Department
Statement of Assets & Liabilities (2 photo copies)	by Office/Department

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit supporting documents together with Obligation Request from Budget Office	1. Check completeness/validity & Legality of Documents attached	None	7 minutes	Mario B. Anacan *Executive Assistant*
	2. Prepared and print disbursement voucher	None	5 minutes	Ryan M. Colina *Bookbinder I*
	3. Sign Box A of Disbursement voucher	None	2 minutes	Dr. Emmanuel D. Magsino *City Accountant*
End of Process:	**TOTAL :**	**None**	**14 minutes**	

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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.

Office or Division:	Office of the City Accountant
Classification:	Complex Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All suppliers and contractors of City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
▪ Photo Copy of Disbursement Voucher ▪ B.I.R. Form (Certificate of Registration)	Hand Carried by the Suppliers and Contractors

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure tax certificate	1.1 Check if tax was withheld and remitted	None	7 minutes	Sheryll Anne E. Nocon *Accounting Clerk II*
	1.2 Prepare and print the requested tax certificate	None	4 minutes	Sheryll Anne E. Nocon *Accounting Clerk II*
End of Process:	**Total**	**None**	**11 Minutes**	

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3. Approval Of Accountant's Advice

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

Office or Division:	Office of the City Accountant
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Treasurer's Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Vouchers and Checks	Hand Carried by Treasurer's Office Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Bring the approved vouchers and checks	1. Check the correctness of advice and checks	None	4 minutes	Maybelle A. Clerigo *Mgt. & Audit Analyst III*
	2. Signed the Accountant's Advice	None	2 minutes	Dr. Emmanuel D. Magsino *City Accountant*
	3. Electronic Approval of Advice	None	5 minutes	Maybelle A. Clerigo *Mgt.& Audit Analyst III* Glaiza V. Clerigo *Mgt.& Audit Analyst I*
End of Process:	**Total**	**None**	**11 Minutes**	

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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.

Office or Division	Office of the City Accountant
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Employee's

CHECK LIST OF REQUIREMENTS	**WHERE TO SECURE**
All accountable form	Office of the City Treasurer
Journal Entry Voucher	Office of the City Accountant

Client Steps	**Agency Action**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Forward collections, deposits, payrolls, and disbursement vouchers	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 II* Glaiza V. Clerigo *Mgt. & Audit Analyst I* Sheryll Anne E. Nocon *Acctg. Clerk II*
	2. Pre-audit, encode and preparation of Journal Entry Voucher	None	5 minutes	*Maybelle A. Clerigo* *Mgt. & Audit Analys III* *Cherith A. Bucal* *Mgt. & Audit Analyst II* *Glaiza C. Nave* *Mgt. & Audit Analyst I*
	3. Approved of JEV	None	1 minute	*Dr. Emmnauel D. Magsino* *City Accountant*

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	1.4. Filing of receipts, payrolls & vouchers for submission to COA Office	None	5 minutes	*Roderick G. Dante* *Driver*
End of Process:	**TOTAL:**	**None**	**16 minutes**	

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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.

Office or Division	Office of the City Accountant
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Employee's

CHECK LIST OF REQUIREMENTS	**WHERE TO SECURE**
Liquidation of Cash Advances	
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. 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*
	1.1. Verify status of cash advance	None	5 minutes	Theresa Mae Q. Tagle-*Accounting Clerk IV*
	1.2. Prepare Journal Entry vouchers-post in the subsidiary ledgers	None	5 minutes	Maybelle A. Clerigo-*Mgt. & Audit Analyst III*
	1.3. Approval of Journal Entries	None	1 minute	Dr. Emmanuel D. Magsino-*City Accountant*
	1.4. Segregation of documents for submission to COA	None	4 minutes	Roderick G. Dante-*Driver*
End of Process:	**TOTAL:**	**None**	**17 minutes**	

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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.

Office or Division	Office of the City Accountant
Classification	High Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Employee's

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
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

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Cash Advance of Payment for Barangay Officials Honorarium	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Approved Payroll (original & duplicate copy)	by barangay
Cash Advance of Payment for Barangay Officials Loan Remittance	
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
Cash Advance of Payment for Barangay Workers	
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
Cash Advance for Payment Rendered	
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
Cash Advance of Payment for Supplies	
Photocopy of Check (1 copy)	by barangay
Disbursement Vouchers (original & duplicate copy)	by barangay
Purchase Request (original & duplicate copy)	by barangay

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Purchase Order (original & duplicate copy)	by barangay
Certificate of Delivery (original & duplicate copy)	by barangay
Inspection and Acceptance (original & duplicate copy)	by barangay
Cash Advance of Payment of Labor Payroll	
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
Cash Advance of Payment for Traveling Expenses	
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
Payment of Office and Other Supplies	
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

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Sealed Canvass (original copy)	by barangay
Purchase Request (original & duplicate copy)	by barangay
Program of Works (original & duplicate copy)	by barangay
Remittance of Tax/Vat	
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
Payment of Utilization	
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
Liquidation of Cash Advance for Traveling Expenses	
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

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Forward PPSAS Report	1. Receive and record Barangay reports for transaction number	None	2 minutes	Glaiza C. Nave *Mgt. & Audit Analyst I* Sheryll Anne E. Nocon *Adm. Aide VI* Manilyn S. dela Rea *Adm. Aide III* Chelsie M. Bayan *Job Order* Jovilyn David *Job Order* Princess Joy Llido *Job Order* Bianca Cajayon *Job Order*
	1.1. Check & review posting of transaction in the registries	None	5 minutes	Carmela C. San Juan *Accountant IV* Glaiza C. Nave *Mgt. & Audit Analyst I* Sheryll Anne E. Nocon *Adm. Aide VI* Manilyn S. dela Rea *Adm. Aide III* Chelsie M. Bayan *Job Order* Jovilyn David *Job Order* Princess Joy Llido *Job Order*

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				Bianca Cajayon *Job Order*
	1.2. Approval of the City Accountant	None	1 minute	Dr. Emmanuel D. Magsino *City Accountant*
	1.3. Submit to the Barangay Bookkeeper for recording of transaction and preparation of Journal Entry Vouchers	None	5 minutes	Carmela C. San Juan *Accountant IV* Glaiza C. Nave *Adm. Officer II* Sheryll Anne E. Nocon *Adm. Aide VI* Manilyn S. dela Rea *Adm. Aide III* Chelsie M. Bayan *Job Order* Jovilyn David *Job Order* Princess Joy Llido *Job Order* Bianca Cajayon *Job Order*
	1.4. Approval of Journal Entry Vouchers by the City Accountant	None	2 minutes	Dr. Emmanuel D. Magsino *City Accountant*
End of Process:	**TOTAL:**	**None**	**15 minutes**	

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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.

Office or Division	Office of the City Accountant
Classification	High Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Commission on Audit

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
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

Client Steps	Agency Action	o be Paid	Processing Time	Person Responsible
	1.Prepare financial reports by funds detailed and condense, Pre and Post Closing for finalization	None	30 days	Carmela B. San Juan *Accountant IV* Maybelle A. Clerigo *Mgt. & Audit Analyst III* Cherith A. Bucal *Mgt. & Audit Analyst II* Glaiza V. Clerigo *Mgt. & Audit Analyst I* Sheryll Anne E. Nocon

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				Adm. Aide III
	1. 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*
End of Process:	**TOTAL:**	**None**	**30 days & 35 minutes**	

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OFFICE OF THE CITY BUDGET OFFICER

FRONTLINE SERVICES

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1. Preparation Of Obligation Request For Financial Assistance

Process Obligation Request Form (ObR).

1. Burial assistance
2. Financial / Medical Assistance

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Residents of City Government
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request duly approved by the City Mayor	Office of the City Mayor
Certified True Copy of Death Certificate	City Civil Registrar Office
Medical Certificate	Client
Barangay Certificate of Claimant	Respective Barangay
Photocopy of claimant's ID	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive requirements	None	2 Minutes	Josefina V. Peji *Supervising Admin. Officer* Office of the City Budget Officer
	1.2 Prepare Obligation Request form (OBR)	None	5 Minutes	Saireen R. Compasibo *Admin. Ass't III* Dennis A. Leaño *Admin. Officer IV* Office of the City Budget Officer

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	1.3 Record the coded Obligation Request (ObR) to book of account	None	5 Minutes	Edeliza B. Alvarez *Admin. Officer II* Ferrizel A. Madlangbayan *Admin Aide I* Office of the City Budget Officer
	1.4 Approve and sign the Obligation Request	None	2 Minutes	Ronilo P. Nepomuceno *City Budget Officer - OIC* *Office of the City Budget Officer*
	1.5 Forward and process to Office of the City Accountant and City Treasurer	None	3 Days	Ronilo P. Nepomuceno *City Budget Officer - OIC* *Office of the City Budget Officer*
2. Claim Checks	2. Release Checks	None		*City Treasurer's Office*
End of Process:	**Total**	**None**	**22 Minutes Days**	

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2. 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.

Office or Division:	Office of the City Budget Officer
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All Departments / Offices in the City Government
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Annual Budget Proposal. .	1. Receive Budget Proposals of different department /offices	None	July 1 to July 15 Annually	Josefina V. Peji *Supervising Admin. Officer* *Office of the City Budget Officer*
	1.2 Review and consolidate budget proposals	None	July 16 to October 16, annually	Ronilo P. Nepomuceno *City Budget Officer- OIC* *Office of the City Budget Officer*

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	1.3 Finalize the budget for budget hearing	None		Ronilo P. Nepomuceno *City Budget Officer- OIC* *Office of the City Budget Officer*
	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		Ronilo P. Nepomuceno *City Budget Officer- OIC* *Office of the City Budget Officer*
2. Submit Letter Request for Supplemental Budget	2.Review and consolidate proposals for Supplemental Budget	None	3 Days	Ronilo P. Nepomuceno *City Budget Officer-OIC* *Office of the City Budget Officer*
	2.1 Prepare and submit proposed Supplemental Budget	None	3 Days	Ronilo P. Nepomuceno *City Budget Officer-OIC* *Office of the Budget Officer*
End of Process:	**Total**	**None**	**4 months and 21 Days**	

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3. 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.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Who may avail:	LGU of City Government of Gen. Trias Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Obligation Request and Complete Supporting Documents (1 original, 2 photocopies)	Office of the City Budget Officer
For General Procurement	
Purchase Request duly signed and approved by the requesting official and approving authority .	Respective department / offices
For Employees Salaries and /wages	
Payroll	City Human Resources Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive the Purchase Request and Obligation Request Form	None	3 minutes	Josefina V. Peji *Supervising Admin. Officer* Office of the City Budget Officer
	1.1 Review and check the availability of appropriations.	None	5 Minutes	Josefina V. Peji *Supervising Admin. Officer* Nenita F. Villarente *Admin. Officer V* Office of the City Budget Officer

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	1.2 Prepare Obligation Request (ObR)	None	5 Minutes	Saireen R. Compasibo *Admin. Asst. III* Dennis A. Leaño Admin *Officer IV* Office of the City Budget Officer
	1.3 Record the coded Obligation Request (ObR) Form to book of accounts	None	5 Minutes	Edeliza B. Alvarez *Admin. Officer II* Ferrizell Madlangbayan *Admin Aide I* *Office of the City Budget Officer*
	1.4 Aprrove and Sign the Obligation Request	None	2 Minutes	Ronilo P. Nepomuceno *City Budget Officer-OIC* *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*
End of Process:	**Total**	**None**	**22 Minutes**	

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4. Review The Annual And 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.

Office or Division:	Office of the City Budget Officer
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	LGU of City Government of Gen. Trias Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complete Plans and Programs	Office of the City Budget Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Annual Barangay Budget and Annual Investment Plan	1. Receive and evaluate submitted Annual and Supplemental Budget of Barangays	None	5 days	Nenita F. Villarente *Admin. Officer V* Roselyn S. Mutuc *Supervising Admin. Officer* *Office of the City Budget Officer*
	1.2 Review compliance with the requirements set forth in the Local Government Code	None		Ronilo P. Nepomuceno *City Budget Officer-OIC* *Office of the City Budget Officer*
	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* *Office of the City Budget Officer*

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	budget in its regular session.			
	1.4 Signed Endorsement Letter to the Office of the Sangguniang Panlungsod	None		Ronilo p Nepomuceno *City Budget Officer-OIC* *Office of the City Budget Oficer*
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 *Admin. Officer V* *Office of the City Budget Officer*
End of Process:	**Total**	**None**	**27 Days**	

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OFFICE OF THE CITY ENGINEER

FRONTLINE SERVICES

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1. Infrastructure Projects

Preparation of Plans and Program of Works.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Annual Investment Program (AIP) 2. Letter Request or Barangay Resolution approved by City Mayor	City Planning and Dev't. Office and Budget Office Applicant/Barangay Council

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and record request. Submit request to the personnel	1.1 Staff receives and records request	None	3 minutes	Engr. Shae-ann Francisco *(Engineer I)* Engr. Paul Arnold Laurel *(Engineer II)* *and* Ms. Ma. Kriselda Magallano *(Admin. Aide IV/ BAC Secretariat)*
2. Notation of the City Engineer - endorse to the assigned Project Engineer	2.1 Schedule for site inspection	None	3 minutes	Engr. Gemini P. Mancilla *(OIC- City Engineer)*
3. Site Inspection and Investigation. Project Engineers survey the site and coordinate to the concerned individuals about the project.	3.1 Receive and review of documents submitted for records	None	4 hours	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Francis Michael G. Osis *(Engineer III)*

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				Engr. Paul Arnold P. Laurel *(Engineer II),* Arch. Reymart Del Rosario *(Architect I)* Engr. Shae-ann Francisco *(Engineer I)* Allan Kenneth Sallutan *(Draftsman JO)*
4. Prepare Project Plans and Designs	4.1 Project Engineers prepare the detailed plans and specifications	None	5 days	Engr. Gemini P. Mancilla (OIC- City Engineer) Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II),* Arch. Reymark Del Rosario *(Architect I)* Engr. Denver Colorado *(Engineer -JO)* Joemarie Culapan *(Architect JO)*
5. Prepare Program of Works	Preparation of work schedule and project costs.	None	3 days	Engr. Gemini P. Mancilla *(OIC- City Engineer)*

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				Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II),* Arch. Reymark Del Rosario *(Architect I)* Engr. Arwin F. Vidal *(Engineer JO)* Engr. Denver Colorado *(Engineer JO)*
6. Recommendation and approval	6.1 The City Engineer evaluates and approves the plans and program of works. 6.2 Recommends to the City Mayor for approval the total estimated cost of the project	None	1 day	Engr. Gemini P. Mancilla *(OIC- City Engineer)*
7. Release of approved Program	7.1 Submit to Budget Office for Certificate of funds Availability 7.2 Prepares pre-bid documents for posting in Philgeps website, Government portal/ newspaper	None None	10 minutes 20 minutes	Engr. Gemini Mancilla *(OIC- City Engineer)* *and* Ms. Ma. Kriselda Magallano *(BAC Secretary)* Ms. Ma. Kriselda Magallano *(BAC Secretary)*

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	and conspicuous place within the vicinity of government building			
END OF PROCESS:	**Total**	**NONE**	**9 days, 4 hours and 36 minutes (approx. time)**	

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2. Implementation And Monitoring Of Infrastructure Projects

Monitoring of Projects.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Procurement process (Mode of procurement)	BAC Secretariat
2. Notice of awards and Contract Agreement	Office of the City Mayor
3. Notice of Proceed	Office of the City Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse to the assigned project Engineer and Architect	1.1 Schedule of site inspection	None	5 minutes	Engr. Gemini P. Mancilla *(OIC- City Engineer)*
2. Pre-Construction	2.1 Site construction meeting	None	1 day	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II)* *Arch. Reymark A. Del Rosario (Architect I)*

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3. Project Monitoring (On going projects)	3.1 Site inspection	None	5 days (Minimum duration of 30 calendar days)	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II)* Arch. Reymark A. Del Rosario *(Architect I)* Engr. Shae-ann Francisco *(Engineer I)* Allan Kenneth Sallutan *(Draftsman JO)*
4. Preliminary (95% Accomplishment) Inspection Report	4.1 Site inspection	None	2 days	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II)* Ms. Ma. Kriselda Magallano *(Admin. Aide IV)*

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5. Project Completion and Acceptance	5.1. Final site inspection 5.2 Prepares Accomplishment/Completion documents 5.3 Submit to City Mayor	None	5 days	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Francis Michael G. Osis *(Engineer III)* Engr. Paul Arnold P. Laurel *(Engineer II)* Arch. Reymart Del Rosario *(Architect I)* Ms. Ma. Kriselda Magallano *(Admin. Aide IV)*
6. Endorse to payment	6.1 Obligation Request 6.2 Voucher 6.3 Check payment	None	3 days	*Office of the City Budget* *Office of the City Accounting* *Office of the City Treasurer*
END OF PROCESS: TOTAL		**NONE**	**16 days and 5 minutes (Excluding construction days)**	

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3. 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.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
1. Reservation form/Order of payment and Contract	Engineering Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Verify available dates on calendar schedule	Present calendar, check availability of facilities and advice client on schedules, rules and fees	None	2 minutes	Ms. Ma. Kriselda Magallano *(Administrative Aide IV)*
2. Upon confirming the chosen date. Client must fill up the reservation form	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 *(Administrative Aide IV)*
3. Submit reservation/Order of payment to O.I.C of Convention/Cultural Center and Mayor for signature	Receive and approve the said reservation. Ready for payment.	None	8 minutes	Ms. Ma. Kriselda Magallano *(Administrative Aide IV),* Engr. Gemini P. Mancilla *(OIC- City Engineer)*

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				Atty. Donna Mae Tiongson-Jordan *(City Administrator)* Mayor Luis A. Ferrer IV *(City Mayor)*
4. Pay the fees	Accept payment and issue official receipt		5 minutes	*Cashier/ Treasurer's Office*
5. Present Official Receipt	1.1 Read and sign Contract Agreement 1.2 Duly signed by client, O.I.C Convention Center & City Mayor	None	5 minutes	*Ms. Ma. Kriselda Magallano (Administrative Aide IV)* *Engr. Gemini P. Mancilla (OIC-City Engineer)* Ms. Ma. Kriselda Magallano *(Administrative Aide IV)*
6. Submit Photo copy of OR and signed Contract agreement	Verify by Convention Center personnel	None	2 minutes	Mr. Elmer Sangria *(Engineering Aide/OIC Convention Center)*
END OF PROCESS:	**TOTAL**	**NONE**	**27 MINUTES (APPROX. TIME)**	

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4. Road And Bridge Maintenance

Conducts Repair/Maintenance of roads and bridges.

Office or Division:	Office of the City Engineer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
1. Letter request	Office of the City Mayor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive and record request.	Staff receives and records request	None	3 minutes	Engr. Shae-ann Francisco *(Engineer I)*
2. Notation of the City Engineer - endorse to the assigned Engineer	Schedule for site inspection	None	3 minutes	Engr. Gemini P. Mancilla *(OIC- City Engineer)*
3. Site Inspection and Investigation. Coordinate to the concerned individuals about the repair.	Schedule for the repair	None	2 days	Engr. Gemini P. Mancilla *(OIC- City Engineer)* Engr. Arwin F. Vidal *(Engineer JO)*
4.Mobilization of team		None	5 days	Engr. Arwin F. Vidal *(Engineer JO)* *Maintenance Team*
END OF PROCESS:	**TOTAL**	**NONE**	**7 days and 6 minutes (approx. time)**	

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OFFICE OF THE CITY PLANNING & DEVELOPMENT COORDINATOR

FRONTLINE SERVICES

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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.

Office or Division:	Office of the CPDC
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Project owners, house owners, prospect locators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Locational Clearance: **RESIDENTIAL** 1. Duly accomplished and notarized LC Application Form 2. Lot Plan (duly signed & sealed by a duly licensed GEODETIC ENGINEER 3. Proof of ownership “Certified True Copy of Land Title” (Please attached duly notarized copy of Contract to Sell or Deed of Absolute Sale or Contract of Lease, in case the applicant is not the owner of Lot 4. Tax Declaration (Residential) 5. Current real property tax official receipt or certificate of non-tax delinquency 6. Five (5) sets of plans with proper building set back (Architectural, Structural, Electrical, Plumbing) duly signed & sealed by engineers, with approval of developer and/or HOA if inside the subdivision 7. Cost Estimates & Bill of Materials 8. Specification 9. Barangay Permit to Construct 10. Permit to Construct from HOA and or developer if inside the subdivision 11. Clearance from DPWH (if along National Road) 12. Clearance from PEO (if along Provincial Road)	Hand carried by the applicants/ Turn over by the Office of the Building Official (OBO)/ One-stop Shop for Construction Permit per DILG JMC 2018-01

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INSTITUTIONAL, COMMERCIAL and INDUSTRIAL 1. Duly accomplished and notarized LC Application Form 2. Lot Plan (duly signed & sealed by a duly licensed GEODETIC ENGINEER 3. Proof of ownership “Certified True Copy of Land Title” (Please attached duly notarized copy of Contract to Sell or Deed of Absolute Sale or Contract of Lease, in case the applicant is not the owner of Lot. 4. Tax Declaration (Institutional/Commercial/Industrial) 5. Current real property tax official receipt or certificate of non-tax delinquency 6. Five (5) sets of plans that conformed with the National Building Code of the Philippines (Architectural, Structural, Mechanical, Electrical, Plumbing, etc.) duly signed & sealed by engineers, with approval of developer and/or HOA/ADMIN if inside the commercial or industrial subdivision 7. Cost Estimates & Bill of Materials 8. Specifications 9. Barangay Permit to Construct 10. Permit to Construct from HOA and or developer if inside the subdivision. 11. Clearance from DPWH (if along National Road) 12. Clearance from PEO (if along Provincial Road) 13. S.E.C. Registration 14. **ECC or CNC Clearance from DENR** (if the project is covered according to their standards/classification), or Proof of Application and photocopy of submitted documents	

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15. **Socio Economic Impact Assessment** (for Major facilities as industrial estates, industrial establishments, shopping centers and/or similar facilities that require 50 or more employees during operations) 16. **Traffic Impact Assessment** (for major-high intensity facilities such as commercial-residential buildings, shopping centers, schools/universities, industrial estates, and or other similar developments that are required to provide minimum number of parking slots as per National Building Code of the Philippines. Parking slot, parking area, loading/unloading space requirement, that exceed to more than 30 vehicular parking slot). 17. **For Manufacturing Project** (small, medium, large industry) a) Types & volume of raw materials used. b) Products manufactured or stored. c) Average production output/capacity per day/week/month. d) Industrial waste & plans for pollution control. e) Description & flow of manufacturing process. f) Man power requirements for professional, technical, skilled & laborers. g) Investments cost and project life span. h) Future plans. **CONSTRUCTION OF TELECOMMUNICATIONS AND INTERNET INFRASTRUCTURE** 1. Duly accomplished and notarized LC Application Form	

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2. Lot Plan (duly signed & sealed by a duly licensed GEODETIC ENGINEER 3. Proof of ownership “Certified True Copy of Land Title” (Please attached duly notarized copy of Contract to Sell or Deed of Absolute Sale or Contract of Lease, in case the applicant is not the owner of Lot. 4. Tax Declaration (Commercial) 5. Current real property tax official receipt or certificate of non-tax delinquency 6. Five (5) sets of plans with proper building set back (Architectural, Structural, Electrical, Plumbing) duly signed & sealed by engineers, with approval of developer and/or HOA if inside the subdivision. 7. Cost Estimates & Bill of Materials 8. Specifications 9. Barangay Clearance 10. Homeowners and other Community Clearance from HOA and or developer if inside the subdivision. 11. Clearance from DPWH (if along National Road) 12. Clearance from PEO (if along Provincial Road) **WATER TANK APPLICATION** 1. Duly accomplished and notarized LC Application Form 2. Lot Plan (duly signed & sealed by a duly licensed GEODETIC ENGINEER 3. Proof of ownership “Certified True Copy of Land Title” (Please attached duly notarized copy of Contract to Sell or Deed of Absolute Sale or Contract of Lease, in case the applicant is not the owner of Lot. 4. Tax Declaration (open space-community facility area) if inside subdivision	

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5. Current real property tax official receipt or certificate of non-tax delinquency 6. Five (5) sets of plans with proper Site development layout and building set back (Architectural, Structural, Electrical, Plumbing) duly signed & sealed by engineers. 7. Cost Estimates & Bill of Materials 8. Specifications 9. Barangay Permit to Construct 10. Well Log Test & Well Details 11. NWRB water Permit For Zoning Clearance: 1. Request Letter 2. Proof of Ownership/ Certified Land Title 3. Lot Plan duly signed by Geodetic Engineer 4. Tax Declaration *(latest)*	

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For LOCATIONAL CLEARANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other requirements from One-stop Shop for Construction Permit (DILG JMC 2018-01)	1.1. Receive documents	None	1 minute	Engr. Michael Santander *Project Development Officer II*
	1.2. Evaluate documents: - Residential - Apartment - Dormitories - Commercial/ Industrial/ Agro-industrial - Special Project/ Uses	None	15 minutes (maximum) 2 minutes 2 minutes 2 minutes 15 minutes 15 minutes	and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
	1.3. Inspection of Site *(Optional)*	None	60 minutes	Technical Staff
	1.4. Assessment of Fee	Minimum	2 minutes	Engr. Michael Santander *Project Development Officer II*

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	Residential Apartment Dormitories Commercial/ Industrial/ Agro-industrial Special Project/ Uses	Php 240.00 - Php 240.00 Php 3,000.00 Php 1,200.00 Php 6,000.00		and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
2. Receive order payment	2. Issue order of payment	None	1 minute	Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt	None	*(Subject to number of clients)*	Cashier, Window 3 and/or 4
4. Receive Locational Clearance	4.1. Encode and print the Locational Clearance	None	3 minutes	Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
	4.2. Approval of Locational Clearance	None	2 minutes	Engr. Jemie P. Cubillo, EnP *CPDC* or Engr. Maximina Poblete

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				Project Development Officer IV
	4.3 Release of Locational Clearance	None	1 minute	Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
End of Process:	**Total:**	**None**	**12 to 25 minutes/ 90± minutes (maximum)**	

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For ZONING CLEARANCE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and evaluate documents	None	1 Minute	Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Tyrone Benedict Yambot *Zoning Officer I*
	1.2. Inspection of Site *(Optional)* / with the use of Google Earth	None	60 minutes/ 20 minutes	
	1.3. Assessment of Fees based on the latest Tax Declaration	½ of 1% of the Market Value	2 minutes	
2. Receive order payment	2. Issue order of payment	None	1 Minute	Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Tyrone Benedict Yambot *Zoning Officer I*
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt	None	*(Subject to number of clients)*	Cashier, Window 3 and/or 4

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3. Submit the photocopy of Official Receipt at the Office of the CPDC	3.1. Encode and print the Zoning Clearance	None	3 Minutes	Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Tyrone Benedict Yambot *Zoning Officer I*
	3.2. Approval of Zoning Clearance	None	2 Minutes	Engr. Jemie P. Cubillo, EnP *CPDC* or Engr. Maximina Poblete *Project Development Officer IV*
4. Receive Zoning Clearance	4.1. Encode and print the Zoning Clearance	None	3 Minutes	Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Tyrone Benedict Yambot *Zoning Officer I*
	4.2. Approval of Zoning Clearance	None	2 Minutes	Engr. Jemie P. Cubillo, EnP *CPDC* or Engr. Maximina Poblete *Project Development Officer IV*

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	4.3. Release of Zoning Clearance	None	1 Minute	Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Tyrone Benedict Yambot *Zoning Officer I*
End of Process:	**Total:**	**15 minutes/ 80± minutes (maximum)**		

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2. Issuance Of Subdivision Permit

All owner 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.

Office or Division:	Office of the CPDC
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All owners and developers of subdivision project
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Sangguniang Panlungsod (SP) Reclassification Approval	Office of the Sangguniang Panlungsod 2/F City Hall Barangay Bagumbayan, City of General Trias, Cavite
Technical Plans Certified Title Tax Declaration SEC Registration Business Permit Previous ITR	Hand carried by the applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Secure Application Form	1.1. Issue forms	None	3 Minutes	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I* and
1.2. Submit application forms and prepare checklist of other requirements	1.2.1. Receive submitted documents	None	10 Minutes	
	1.2.2. Evaluate documents	None		
	Subdivision with an area of 1ha. and below		120 minutes	

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	Subdivision with an area of 1-5has.		240 minutes	Engr. Jemie P. Cubillo, EnP *CPDC*
	Subdivision with an area of 5-10has.		480 minutes	
	Subdivision with an area of 10has. & above		960 minutes	
2. Ocular inspection	2.1. Joint inspection with client	Refer to Revenue Code for complete rates		Engr. Jay-Ar Tagalog *Planning Officer II* and/or Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I* and Engr. Jemie P. Cubillo, EnP *CPDC*
	Subdivision with an area of 1-10has.	180 minutes		
	Subdivision with an area of 10has. & above	360 minutes		
	2.2. Transmit recommendation reports/ supporting documents to SP	None	120 minutes	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer*

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	2.3. Assessment of fees under PALC		12 minutes	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
	Socialized Housing	Php 100.00 (First 10has.)		
	Economic Housing	Php 132.00 (First 5has.)		
	Under PD 957 Subdivision	Php 350.00 (First 5has.)		
	Under PD 957 Condominium	Php 800.00 (First 2has.)		
	Under EO 648 Commercial/ Industrial Subdivision	Php 800.00 (First 2has.)		
	Farmlot	Php 300.00		
	2.4. Receive SP Resolution and signed permits from the SP	None	2 Minutes	
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt	None	*(Subject to number of clients)*	Cashier, Window 3 and/or 4
4. Claiming of signed permits and plans	4.1. Receive the photocopy of Official Receipt	None	1 Minute	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Engr. Michael Santander *Project Development Officer II* and/or Engr. Genesis Anne Rodriguez *Planning Officer I*
	4.2. Sign and release of plans and permits	None		
	Subdivision with an area of 1ha. and below		5 minutes	
	Subdivision with an area of 1-5has.		30 minutes	

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	Subdivision with an area of 5has. & above		60 minutes	Engr. Jemie P. Cubillo, EnP *CPDC*
End of Process:	**Total:**	**1.0± to 2.5± working days**		

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3. Issuance Of Survey File And Other Maps

Provided to clients for their research needs.

Office or Division:	Office of the CPDC
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, researchers, various stakeholders, prospect investors
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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. Accept letter of request	None	1 Minute	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Mr. Ferdinand Saria *Project Development Officer III*
	1.2. Prepare the requesteddata	None	5 Minutes	
2. Receive assessment/ order form	2. Issue assessment of fees	None	2 Minutes	
	Assessment Per sheet			
	- Agricultural	Php 600.00		
	Residential	Php 1,200.00		
	Commercial	Php 2,400.00		
	Industrial	Php 3,600.00		
	Others	Php 4,800.00		
	Per Lot			
	Residential	Php 600.00		
	Commercial	Php 1,800.00		
	Industrial	Php 2,400.00		
	Others	Php 3,600.00		
	Per Area (sq.m)			
	Agricultural	Php 12.00		
	Residential	Php 2.40		

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	Commercial	Php 3.60		
	Industrial	Php 5.00		
	Others	Php 6.00		
	Note: Fees apply for issuance of data only, separate fees for reproduction.			
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt	None	*(Subject to number of clients)*	Cashier, Window 5 and/or 6
4. Receive copy of survey file and other maps	4.1. Record Official Receipt Number	None	1 Minute	Engr. Jay-Ar Tagalog *Planning Officer II* and/or Mr. Ferdinand Saria *Project Development Officer III*
	4.2. Issue survey file and other maps requested	None	1 Minute	
End of Process:	**Total:**	**10± minutes**		

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4. Attending Researchers

Provide research assistance services and clients request were acted upon.

Office or Division:	Office of the CPDC
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Investors, students, government representatives, private investors
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Engr. Maximina Poblete *Project Development Officer IV* and/or Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Gary Bautista *Planning Assistant*
	1.2. Search and prepare the requested data	None	10 minutes	
	1.3. Assessment of fees - Per Page - Per map - Electronic Fee - Certified true copy - For government agencies	 - Php 6.00 - Php 75.00 - Php 200.00 - Php 150.00 - Free	2 minutes	
2. Receive assessment/ order form	2. Issue assessment of fees	None	1 minute	
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt	None	*(Subject to number of clients)*	Cashier, Window 5 and/or 6
4. Receive copy of research work requested	4. Issue documents	None	1 minute	Engr. Maximina Poblete

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				Project Development Officer IV and/or Mr. Ferdinand Saria *Project Development Officer III* and/or Mr. Gary Bautista *Planning Assistant*
End of Process:	**Total**	**14± minutes**		

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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.

Office or Division:	Office of the CPDC
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students, public in general, private sectors
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request letter (3 copies)	Hand carried by the applicants

Case 1: Inquiry thru phone call

- Clients' inquiry thru phone call is attended
- Clients are advised to proceed to the Office of the CPDC

Case 2: Personal application/ Direct reservation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Office of the CPDC	1.1. Receive clients request letter	None	1 minute	
	1.2. Check availability of requested date/s and facility/ facilities to use	None	1 minute	Ms. Jaed Ordoñez *Administrative Aide III* and/or
	1.3. Block requested date/s	None	1 minute	Ms. Rodora Loren *Administrative Aide III*
	1.4. Release reservation slip along with the request letters	None	2 minutes	
2. Submit request letter with reservation slip from Office	2.1. Office of the City Mayor receive request	None	*(Subject to approval of the Mayor)*	Receiving section, Office of the City Mayor

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the CPDC to the Office of the City Mayor	letter with reservation slip ***(For Approval of the Mayor)***			
	2.2. Office of the CPDC receive the approved request letter from the Office of the City Mayor	None	1 minute	Ms. Jaed Ordoñez *Administrative Aide III* and/or Ms. Rodora Loren *Administrative Aide III*
	2.3 Inform client thru phone call approval of request	None		
	2.4 Issue assessment of fees	None		
	Assessment of Fees	Minimum		
	<u>Entrance fee</u>	(per head)		
	- within General Trias	- Php 10.00		
	- outside General Trias	- Php 15.00		
	<u>Use of facility</u>	(per hour)		
	Sports and Science Instructional (SSI) Building			
	- within General Trias	- Php 200.00		
	- outside General Trias	- Php 500.00		

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Track and Field Covered Court - daytime - nighttime	Php 350.00 - Php 300.00 - Php 600.00		
3. Payment of fees at the Office of the City Treasurer	3. Receive payment and issue the Official Receipt (OR)	None	*(Subject to number of clients)*	Cashier, Window 5 and/or 6
4. Submit photocopy of Official Receipt to the Office of the CPDC, and receive approved request letter with reservation slip	4.1. Record OR Number 4.2. Confirm to Sports Park staffs the approved request and payment of client 4.3. Release approved request letter with reservation slip	None None None	1 minute 2 minutes 1 minute	Ms. Jaed Ordoñez *Administrative Aide III* and/or Ms. Rodora Loren *Administrative Aide III*
5. Proceed to Sports Park and present approved request letter with reservation slip and OR	5. Validate presented papers	None	-	Ms. Mylene Dinglasan and/or Ms. Ruby Ruiz
End of Process:	**Total**	**10± minutes**		

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6. Issuance Of Notice Of Denial/Disapproval Of Application / Notice Of Violation

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

Office or Division:			Office of the CPDC	
Classification:			Simple Transaction	
Type of Transaction:			G2C – Government to Citizen	
Who may avail:			Applicants and project owners and developers	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
None			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, EnP *CPDC* and/or Engr. Maximina Poblete *Project Development Officer IV* and/or Mr. Ferdinand Saria *Project Development Officer III* and/or Engr. Jay-Ar Tagalog *Planning Officer II*
End of Process:	**Total**	**None**	**9 minutes**	

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OFFICE OF THE CITY HEALTH OFFICER

FRONTLINE SERVICES

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1. Maternal Care – Safe Motherhood & Family Planning

Provide comprehensive maternal care program for pregnant and lactating women.

Office or Division:	Health Centers in the City of General Trias
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Pregnant women and lactating women who are residents of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Individual treatment record	Health facilities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called.	1.1 Attend to client and check vital signs, blood pressure and weight	None	5 minutes	*Midwife / Nurse*
	1.2 EMR (Electronic Medical Record) Assessment of LMP / EDC / AOG Compute and Record the age of Gestation in the Mother Baby Book / HBMR			

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	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		5 minutes	*Midwife / Nurse*
2. Undergo prenatal examination and administration of tetanus toxoid immunization	2.1 Conduct prenatal examination	None	10 minutes	*Midwife / Nurse*
	2.2 Inform client about the findings – Administer Tetanus toxoid immunization			

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3. Undergo a brief health education with birth planning	3.1 Inform client on the importance of proper nutrition and maternity care 3.2 Advocate the importance of breastfeeding, basic immunization, and complete tetanus immunization	None	10 minutes	*Midwife / Nurse*
4. Claim free ferrous sulfate with folic acid and prescription for other pre-natal multivitamins	4. Provide free ferrous sulfate with folic acid to all pregnant clients Issue prescription	None		*Midwife / Nurse*
End of Process:	**Total**	**None**	**30 Minutes**	

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2. Post – Partum Care

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

Office or Division:	All City Health Stations and Lying -In Clinics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Mothers after 24 hours of delivery
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Individual treatment record	Health facilities

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	*Midwife / Nurse*
2. Undergo routine assessment for postpartum women	2. 1 EMR (Electronic Medical Record) Record the age of the patient and past medical history. 2.2 Assess gravidity, date of delivery	None	5 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	3 minutes	*Midwife / Nurse*

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	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 5.2 Inform the mother of the next consultation and date	None None	2 minutes 2 minutes	*Midwife / Nurse* *Midwife / Nurse*
End of Process:	**Total**	**None**	**31 Minutes**	

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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.

Office or Division:	Office of the City Health Officer
Classification:	Simple to complex
Type of Transaction:	Government to Citizen
Who may avail:	New Born Infants within 48-72 hours after birth
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	*MACK ALFRED CHICO, RMT Medical Technologist II*
2. Proceed to the Laboratory Present your request for Newborn Screening	2. Records client name Conducts interview/data gathering	None	5 minutes	*MACK ALFRED CHICO, RMT Medical Technologist II*
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	10 minutes	*M MACK ALFRED CHICO, RMT Medical Technologist II*
4. Come back on the prescribed period Results last for two weeks	4. Releases the result Positive result should be relay to the parents immediately	None	5 minutes	*MACK ALFRED CHICO, RMT Medical Technologist II*

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(depending on the 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			
End of Process:	**Total**	**None**	**22 Minutes**	

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4. Family Planning Services

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Couples and women of reproductive age
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 suit you	1. Interview the client and make a family planning record Assess the client's reproductive health needs and information about Family Planning	None	2 minutes	*Nurse / Midwife*
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	10 minutes	*Nurse / Midwife / CHO*
3. For clients who Experienced adverse reaction to a particular Family Planning go to the Nurse, Midwife, CHO	3. For any medical management of problems resulting from the method Used Advice to shift to other methods susceptible to the client	None	15 minutes	*Nurse / Midwife / CHO*

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4. Go back to your Midwife for availing of Family Planning	4. Administer the appropriate Family planning method Issue the FP card Instructs for follow-up visits	None	3 minutes	*Nurse / Midwife*
End of Process:	**Total**	**None**	**30 Minutes**	

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5. Medical Consultation

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go first to your Respective Barangay Health Center Secure referral slip Present MDR / 4P'S / PhilHealth card	1. EMR (Electronic Medical Record) Records client name Conducts interview/data gathering Data gathering / recording / for records keeping on clients' individual envelope History taking Vital signs taking Issues referral slip to CHO	None	10 minutes	*Nurse / Midwife*

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2. A Present referral slips at the Barangay Health Center to the Midwife / Nurse on duty 2.B Acquire queue card number and wait to be called	2.1 Assess / receives referral slip 2.2 Conducts interview 2.3 Assess complaint 2.4 History taking 2.5 Vital Signs taking	None	2 minutes	*Nurse / Midwife*
3. Proceed to the City Health Officer, Medical Officers	3.1 Review history/vital signs Do Physical Examination Initial assessment 3.2 Request for laboratory examinations	None	Physical Exam 10 minutes. Simple 15 minutes. Complex Immediate Emergency - refer to hospital	*CHO / Medical Officers:* *Jonathan P. Luseco, MD* *City Health Officer II* *Abe D. Escario, MD* *City Health Officer I* *Cherry L. Aspuria, MD* *Medical Officer IV* *Yves M. Talosig, MD* *Medical Officer III*
4. Present all laboratory / other results to CHO, Medical Officers	4. Evaluates, final assessment with Laboratory results Prescribes / treatment Health education	None	5 minutes	*CHO / Medical Officers:* *Jonathan P. Luseco, MD* *City Health Officer II* *Abe D. Escario, MD* *City Health Officer I* *Cherry L. Aspuria, MD* *Medical Officer IV* *Yves M. Talosig, MD*

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				Medical Officer III
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		*Nurse / Midwife*
End of Process:	**Total**	**None**	**30-35 Minutes**	

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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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
CBC, Urinalysis, Fecalysis, X-Ray	Laboratory
Physical Examination and other examination when deemed necessary 9for 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/ instructions in availing the service needed of the clients 2. Acquire queue card number and wait to be called.	None	3 minutes	*Nurse / Midwife*
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	10 minutes	*Nurse / Midwife / CHO / Medical Officers: Jonathan P. Luseco, MD City Health Officer II* *Abe D. Escario, MD City Health Officer I* *Cherry L. Aspuria, MD Medical Officer IV*

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				Yves M. Talosig, MD *Medical Officer III* *MD*
3. Wait for the issuance of the certificate	3. Prepares/recording	None	2 minutes	*CHO / Medical Officers:* *Jonathan P. Luseco, MD* *City Health Officer II* *Abe D. Escario, MD* *City Health Officer I* *Cherry L. Aspuria, MD* *Medical Officer IV* *Yves M. Talosig, MD* *Medical Officer III*
End of Process:	**Total**	**None**	**15 Minutes**	

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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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Business Operators and Owners
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Water Test/ Health Card/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	3 minutes	Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate *Sanitation Inspector IV* Erwin C. Prijoles *Sanitation Inspector IV* Marilyn Villanos *Sanitation Inspector III* Ludivinia B. Cea *Sanitation Inspector III* Mark William M. Gamat *Sanitation Inspector I* Christian Errol P. Beltran *Sanitation Inspector I*
2. Presents all Requirements / other pertinent documents to the sanitary inspector	2. Reviews sanitary requirements Records data about the status of the establishment If new	None	3 minutes	Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate *Sanitation Inspector IV* Erwin C. Prijoles *Sanitation Inspector IV* Marilyn Villanos

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	establishment-ocular inspection is required Instruct the owner for ocular inspection If complied with all the requirements-sanitary permit is issued			*Sanitation Inspector III* Ludivinia B. Cea *Sanitation Inspector III* Mark William M. Gamat *Sanitation Inspector I* Christian Errol P. Beltran *Sanitation Inspector 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	Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate *Sanitation Inspector IV* Erwin C. Prijoles *Sanitation Inspector IV* Marilyn Villanos *Sanitation Inspector III* Ludivinia B. Cea *Sanitation Inspector III* Mark William M. Gamat *Sanitation Inspector I* Christian Errol P. Beltran *Sanitation Inspector I*
End of Process:	**Total**	**None**	**6 Minutes**	

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8. Issuance Of Health Certificates / Health Card

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Food and Non-Food Handlers (Php 100.00)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Working Application	City Treasurer's Office
CBC, Urinalysis, Fecalysis, 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. Provide a checklist of requirements, fill out of application and assessment of fees	None *Temporary suspension of fee due to pandemic	3 –minutes	*Environmental Sanitation Office* *Sanitation Inspectors:* Eduardo J. Alzate *Sanitation Inspector IV* Erwin C. Prijoles *Sanitation Inspector IV* Marilyn Villanos *Sanitation Inspector III* Ludivinia B. Cea *Sanitation Inspector III* Mark William M. Gamat *Sanitation Inspector I* Christian Errol P. Beltran *Sanitation Inspector I*

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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	*Environmental Sanitation Office Sanitation Inspectors:* Eduardo J. Alzate *Sanitation Inspector IV* Erwin C. Prijoles *Sanitation Inspector IV* Marilyn Villanos *Sanitation Inspector III* Ludivinia B. Cea *Sanitation Inspector III* Mark William M. Gamat *Sanitation Inspector I* Christian Errol P. Beltran *Sanitation Inspector I*
3. If with significant findings refer to the CHO, MO's 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 / Medical Officers: Jonathan P. Luseco, MD City Health Officer II* *Abe D. Escario, MD City Health Officer I* *Cherry L. Aspuria, MD Medical Officer IV* *Yves M. Talosig, MD*

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				Medical Officer III
End of Process:	**Total**	**None**	**15 Minutes**	

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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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All identified TB Symptomatic (All TB Forms)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Inquiry about TB Program services Go to: a. Barangay Health Station b. TB Dots Manggahan c. TB Dots Pinagtipunan Main Health Center	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 as Presumptive TB Identify the treatment history, Registered the client to Presumptive TB Masterlist 1.3 Instruct for proper sputum collection (1sputum specimen)	None	10 minutes	*Nurse / Midwife*

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2. For Submission of sputum specimen Go to: a. City Health Office Laboratory b. TB Dots Center Manggahan	2.1 Check if the specimen sputum sample is good sample If the specimen sputum sample is good, gather all the correct information needed 2.2 Inform the client of the releasing of result is with in 2 to 3 days after submission, they will receive a message about the result and instruction on what to do next	None	5 minutes	*Mack Alfred Chico, RMT* *Rhomma F. Salvador (Lab Aide)* *Lorena Montoya (Lab Aide)*
3. For release of Genexpert (sputum) result as Instructed thru text message Go to: a. TB Dots Center Manggahan b. TB Dots Center Pinagtipunan	3.1 Explain clearly the result a. If the result is MTB-Negative, no chest Xray result with signs and symptoms-request for chest X-ray b. For New Cases If the result is MTB NOT DETECTED with chest x-ray suggestive of TB with	None	30 minutes	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan)* *Ma. Josefa B. Mugol, RN (TB Dots Main Health Center)*

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	signs and symptoms of TB, Enroll the patient for treatment as CLINICALLY DIAGNOSED TB. Take patients vital signs. Give the necessary documents for TB enrollment. c. If the result is MTB DETECTED POSITIVE, take the patients vital signs. Give necessary documents for TB enrollment. d. For Retreatment Cases: If the result is MTB NOT DETECTED ask for xray result if none request for chest xray Refer for TB DOTS Physicians for further managemen			

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	t and evaluation. e. If the result is MTB DETECTED, RIFAMPICIN Resistance DETECTED, give the patient another 3 specimen bottle for collection to be submitted to GEAMH TB Culture for further Laboratory test. PATIENTS ENROLLMENT 3.2 Prepare necessary documents for enrollment of patient.			
4. Undergo counselling from health care provider. (Provider's Initiative Counselling and testing)	4. Initiate counseling	None	20 minutes	*Trained Provider Initiated Counselling and Testing (PICT) Counselor.*
5. Go to the Laboratory for actual testing.	5. Conduct HIV testing	None	25 minutes	*Mack Alfred Chico, RMT*
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	2 hours	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan) Ma. Josefa B. Mugol, RN*

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				(TB Dots Main Health Center)
7. Undergo process of TB DOTS enrollment for treatment For Drug Susceptible TB (6 months – medication). For Drug Resistant TB 6 to 18 months - medication	7. Proper procedures in admitting clients	None	10 minutes	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan)* *Ma. Josefa B. Mugol, RN (TB Dots Main Health Center)*
8. Report to your Respective Brgy. Health center before drugs supply is about to consumed	8. Dispense TB drugs Monthly	None	5 minutes	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan)* *Ma. Josefa B. Mugol, RN (TB Dots Main Health Center)*
9. Updates the status of your present health condition	9. Refer clients to TB Dots Physicians when deemed Necessary / adverse reaction Regular vital signs taking/monitor monthly weight Monitor regularly – DOTS	None	5 minutes	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan)* *Ma. Josefa B. Mugol, RN (TB Dots Main Health Center)*
10. At the End of 6 months treatment (168 days) Go to: a. TB Dots Manggahan b. TB Dots Pinagtipunan Main Health Center	10. Issuance of certificate of completion for TB treatment	None	5 minutes	*Neldy C. Cervantes, RN (TB Dots Brgy. Manggahan)* *Ma. Josefa B. Mugol, RN (TB Dots Main Health Center)*
End of Process:	**Total**	**None**	**3 Hours and 55 Minutes**	

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10. Social Hygiene Clinic

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All EEWs, Walk-Ins and Referrals from Barangay Health Stations or City / Rural Health Units Private Clinics and targeted the most at risk population
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	HIV Coordinators Jonh Joseph T. Reyes, RN, MAN, MPH *Nurse I* Paula Joy M. Monton, RN *Nurse I*
2. Present your referral slip – to reception /information section	2. assess the request	None	1 minute	HIV Coordinators Jonh Joseph T. Reyes, RN, MAN, MPH *Nurse I* Paula Joy M. Monton, RN *Nurse I*
3. Pre-Counseling	3. One on One session	None	15- 30 minutes	HIV Coordinators Jonh Joseph T. Reyes, RN, MAN, MPH *Nurse I* Paula Joy M. Monton, RN *Nurse I* RMT/Lab staff

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4. Proceed to the laboratory	4. Does Gram Staining / Microscopy and HIV Screening Releases results			HIV Coordinators Jonh Joseph T. Reyes, RN, MAN, MPH *Nurse I* Paula Joy M. Monton, RN *Nurse I* Mack Alfred Chico, RMT *Medical Technologist II* Rhoma F. Salvador *Laboratory Aide* Lorena B. Montoya *Laboratory Aide*
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	5 minutes	Nurse / Midwife / CHO / Medical Officers: *Jonathan P. Luseco, MD* *City Health Officer II* *Abe D. Escario, MD* *City Health Officer I* *Cherry L. Aspuria, MD* *Medical Officer IV* *Yves M. Talosig, MD* *Medical Officer III* HIV Coordinators Jonh Joseph T. Reyes, RN, MAN, MPH *Nurse I* Paula Joy M. Monton, RN *Nurse I*
End of Process:	**Total**	**None**	**39 Minutes**	

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11. 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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to your respective Health Station for inquiry about the service 1. A walk-in client (index,SSNT,Outreach clinical, online	1. Data gathering/history taking	None	2-3 minutes	*Nurse/CBS,Peer,Case Mngr. Case Finder*
2. Proceed directly to HIV testing room, first come first serve basis.	2. pre-test counseling with HIV 101	None	10 -15 minutes	*HIV Coordinators, CBS, Peer, Case Mngr. Case Finder*
3. Proceed to the laboratory	3. Finger pricking Release result	None	10 -15 minutes	*HIV Proficient Medtech/ CBS Motivator, Peer, Case Mngr. Case Finder*
4. Post-test counseling	4. Do post-test counseling	None	15- 20 minutes	*HIV Counselor, CBS, Peer, Case Mngr. Case Finder*
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	*HIV Proficient Medical Technologist*

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	(UA,FA,GeneX, Xray,CBC, CD4,Vc)			
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	*HIV Counselor, Case Mngr.*
7. Proceed for Enrollment	7. Fill – up the referral form and give it to the client for link to care	None	20 minutes	*HIV Counselor, Case Mngr.*
End of Process:	**Total**	**None**	**2 Hours and 46 Minutes**	

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12. 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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All probable and identified TB symptomatic patients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 specimens. Gives 1 sputum cup properly labeled. Log in TB registry 1.2 Instructs to come back the following day for submission of 1 sputum. specimen (1st spot Collection 5 am)	None	5 minutes	Rhoma Salvador *Laboratory Aide* Lorena Montoya *Laboratory Aide*
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	Rhoma Salvador *Laboratory Aide* Lorena Montoya *Laboratory Aide*
	2.2 Assess for Quality assurance Checks / reviews the Laboratory request if completely filled up Enter on Laboratory TB	None		Rhoma Salvador *Laboratory Aide* Lorena Montoya *Laboratory Aide*

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	Registry Label specimen cups Ready for GeneXpert Testing			
3. GeneXpert Processing	3. Performs GeneXpert testing	None	1 Hr. & 10 mins	Rhoma Salvador *Laboratory Aide* Lorena Montoya *Laboratory Aide*
4. Come back for the result after the Prescribe period	4. Refer to TB DOTS Nurse Coordinator for Enrollment	None	2 minutes	Neldy C. Cervantes, RN *Nurse II* (TB Dots Brgy. Manggahan) Ma. Josefa B. Mugol, RN *Nurse I* (TB Dots Main Health Center)
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	1 Hr.	Neldy C. Cervantes, RN *Nurse II* (TB Dots Brgy. Manggahan) Ma. Josefa B. Mugol, RN *Nurse I* (TB Dots Main Health Center)
6. Go back to your respective Barangay Health Center for follow – ups TB drugs (6- month supply for free)	6. Recording/interview Take note of 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 / Nurse / Midwife / CHO / Medical Officers: Jonathan P. Luseco, MD City Health Officer II* *Abe D. Escario, MD City Health Officer I* *Cherry L. Aspuria, MD Medical Officer IV*

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				Yves M. Talosig, MD *Medical Officer III*
End of Process:	**Total**	**None**	**2 Hours and 23 Minutes**	

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13. 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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and Health Teachings	1.1 Assists clients Refer to ABTC. 1.2 Health Teachings/ Instruction	None	15-30 minutes	*Midwife / Nurse*
2. Anti-Rabies Vaccination	2.1 Start of Roll call (queue card Number) / EMR (Electronic Medical Record) 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.	None	15 minutes	*Jonathan P. Luseco, MD* *Yves M Talosig, MD* *Luis P. Broas, RN* *Melinda R. Pamulaya, RN* *Jennifer S. Parin, RN* *Daisy A. Rojas,RN* *Carla Mae L. Barbuco,RN* ***(Main Health Center ABTC)*** *Abe D. Escario, MD* *Cherry L. Aspuria, MD* *Minnie L. Salazar, RN* ***(Manggahan Center ABTC)*** *Edgardo R. Figueroa,MD* *Lorna S. Rodriguez, RN* *Aileen S. Manalo, RN*

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				(Brgy. San Francisco Super Health Center)
	2.2. Anti-Rabies Vaccination Gives Anti-Rabies for skin testing (ERIG) for CAT 3 Observe for any adverse reaction If no, reaction give the necessary dose (based on wt.) of anti-rabies vaccine. Gives the initial dose of Anti-Rabies Vaccine 2.2 Instructs client and gives ABTC card. If no available anti-rabies vaccine refers to another Animal bite clinic in case of no available vaccine		3 minutes-CAT 2 Patients Note: If categorized as CAT 3 - 45 minutes	
End of Process:	**Total**	**None**	**48 Minutes to 1 Hour**	

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14. 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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Adolescents and parents (ages 10-19 years old)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Referral from BHS(Pre-Natal Check-up) /Laboratory Request/Counselling	Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go the CHO / MO's/*Nurse / Midwife (BHS)* 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 / Midwife for* If with Laboratory request-proceed to Laboratory If pre-natal check-up for counseling 3. Wait for the result Present to the	2. Counseling/health education: on Family Planning Maternal / Childcare STIs / HIV / AIDS Treatment/medication Follow-up visits	None	3-10 minutes	*Nurse / Midwife / CHO / Medical Officers: Jonathan P. Luseco, MD Abe D. Escario, MD Cherry L. Aspuria, MD Edgrado R. Figueroa,MD Yves M. Talosig, MD Adolescent Coordinator: Mary Ann C. Bartolome, RN,MPH Counseling: Analiza A. Legaspi, RN*

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CHO / Physician / MO's / Nurse				*John Joseph Reyes, RN, MAN,MPH* *June Pearl Lopez, RN*
End of Process:	**Total**	**None**	**15 Minutes**	

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15. Availment Of Oral Examination And Tooth Extraction

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called.	1.1 Attend to the client and check vital signs: blood pressure. 1.2 Health Teaching	None	3 minutes	*Dental Aide: Rochelle P. Cea*
2. Submits to interview	2. Takes the medical and dental history of the patient	None	2 minutes	*Dental Aide: Rochelle P. Cea* *Dentist on Duty: Fernando R. Eusebio, DMD (San Francisco Clinic)* *Christopher Juan Nicodemus, DMD (Brgy. Manggahan Clinic)* *Winston R. Closas, DMD (Main Health Center – Brgy. Pinagtipunan)*
3. Undergo appropriate dental procedure	3.1 Performs oral examination for final diagnosis 3.2 Administers anesthesia	None	20 minutes	*Dentist on Duty: Fernando R. Eusebio, DMD (San Francisco Clinic)* *Christopher Juan Nicodemus, DMD (Brgy. Manggahan Clinic)*

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	3.3 Performs extraction procedure 3.4 Prescribes medicine, if necessary 3.5 Issues certification upon request			*Winston R. Closas, DMD (Main Health Center – Brgy. Pinagtipunan)*
4. Rests after procedure	4.1 Prescribes medicine 4.2 Gives referral/ certification, if necessary 4.3 Gives home care instructions 4.4 Advises patient to proceed to the pharmacy for the medicine	None	5 minutes	*Dentist on Duty: Fernando R. Eusebio, DMD (San Francisco Clinic) Christopher Juan Nicodemus, DMD (Brgy. Manggahan Clinic) Winston R. Closas, DMD (Main Health Center – Brgy. Pinagtipunan)*
End of Process:	**Total**	**None**	**30 Minutes**	

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16. Availment Of Clinical Microscopy And Hematologic Examination

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Laboratory staff: Mack Alfred Chico, RMT *Medical Technologist II* Rhoma F. Salvador *Laboratory Aide* Lorena B. Montoya *Laboratory Aide*
2. Present laboratory requests	2.1 Accepts requests. 2.2 Reviews and checks the request form for the accuracy of details. 2.3 Instructs patient on proper specimen collection. 2.4 Advises patient to submit specimen upon collection	None	3 minutes	Laboratory staff: Mack Alfred Chico, RMT *Medical Technologist II* Rhoma F. Salvador *Laboratory Aide* Lorena B. Montoya *Laboratory Aide*

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3. Submits specimen	3.1 Receives and checks the adequacy of the sample. 3.2 Registers in the log book. 3.3 Labels specimen with the corresponding code 3.4 Advises to return after one to two hours for the result depending on the number of patients. 3.5 Process the blood/ Urine sample	None	90 minutes	Laboratory staff: Mack Alfred Chico, RMT *Medical Technologist II* Rhoma F. Salvador *Laboratory Aide* Lorena B. Montoya *Laboratory Aide*
4. Claims the result and signs in the releasing logbook	4.1 Releases the official result. 4.2 Instructs patient to bring the result to the requesting physician	None	3 minutes	Laboratory staff: Mack Alfred Chico, RMT *Medical Technologist II* Rhoma F. Salvador *Laboratory Aide* Lorena B. Montoya *Laboratory Aide*
End of Process:	**Total**	**None**	**1 Hour and 33 Minutes**	

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17. Availment Of Free Medicine

Provide Free Medicines to all.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Prescription	Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Instruct Patients to Apply for a QR Code.	1.1 Present the prescription from MD. 1.2 Encode Patients' data and generate a QR Code. 1.3 Proceed to the Pharmacy	None	5 minutes	*Encoder*
2. Complete dose of medicine	2.1 Accepts and evaluates prescription. 2.2 Verifies the prescription. 2.3 Prepares the medicine 2.4 Dispenses medicine. 2.5 Educates and counsels patients on how to take the medicine.	None	5 minutes	*Antonette E. Luceño,Rph/ Abigail E. Duting,RRT*
End of Process:	**Total**	**None**	**10 Minutes**	

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18. Availment of Non-Communicable Disease Drugs

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	20 years old and above screened for NCD
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 a 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 the medical officer on duty	None	10 minutes	*Richard V. Magsombol, RN*
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 / Medical Officers:* *Jonathan P. Luseco, MD* *Abe D. Escario, MD* *Cherry L. Aspuria, MD* *Edgardo R. Figueroa,MD* *Yves M. Talosig, MD* *Nurse / Midwife*

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3. Accepts complete dose of Insulin	4.1 Dispenses medicine. (Only Insulin Vials are distributed) 4.2 Educates and counsels patient on how to take the insulin	None	4 minutes	*Richard V. Magsombol,RN*
End of Process:	**Total**	**None**	**24 Minutes**	

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19. Application For Water Potability Certificate

The water is safe for human consumption.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Owners of Water Refiling Station
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran*
2. Present payment slip and pay the Certificate of Water Potability fee	2. Refers to payment procedure of the Business Tax & Fees - City Treasurer's Office	PHP 100.00	5 minutes	*Collecting Officer*
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 the establishment in the computer/database.	None	5 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat*

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	4.3 Releases the certificate			*Christian Errol P. Beltran*
End of Process:	**Total**	**None**	**35 Minutes**	

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20. Filing Of Complaints Regarding Sanitation Issues

Resolving issues regarding environmental sanitation.

Office or Division:	Office of the City Health Officer
Classification:	Simple to complex
Type of Transaction:	Government to Clients
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 the nature of complaints	None	20 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran*
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	None	5 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran Barangay Council Other concerned agencies*

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	3.4 Prepares inspection report 3.5 Arranges meeting with complainant and person being complained			
4. Appears at the 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 disputes between the two parties	None		a. *Environmental Sanitation Division* *b. Barangay Council* *c. Other concerned agencies*
End of Process:	**Total**	**None**	**30 Minutes**	

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21. Application For Transfer Permit For The Deceased

Issuance of Transfer permit for the deceased.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Relative of the deceased
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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		5 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran / City Treasurers Office*
2. Present payment slip and pays appropriate fees	2. Refers to the payment procedure of the Business Tax & Fees Division of the City Treasurer's Office	PHP 100.00	5 minutes	*Collecting Agent*
3. Returns to the City Health Office, Administrative Division			2 minutes	

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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	*a. Environmental Sanitation Division* *b. Other concerned agencies*
End of Process:	**Total**	**None**	**22 Minutes**	

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22. Application For Exhumation Permit / Open Internment / Open Transfer

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

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Relative of the deceased
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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		3 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran / City Treasurers Office*
2. Gets payment slip and proceeds to the City Treasurers Office		PHP100.00	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	*Collecting Officer*
4. Gets Official Receipt and returns to the City Health Office,			2 minutes	

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Administrative Division				
5. Presents receipt	5.1 Accepts receipt and processes the Exhumation Permit 5.2 Releases Exhumation Permit		8 minutes	*Environmental Sanitation Office Sanitation Inspectors: Eduardo J. Alzate Erwin C. Prijoles Ludivinia B. Cea Mark William M. Gamat Christian Errol P. Beltran / City Treasurers Office*
End of Process:	**Total**	**None**	**15 Minutes**	

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23. 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 Poliovirius Vaccine, inactivated polio vaccine, Pentavalent Vacine, Measles Containing Vaccines (Antimeasles Vaccine, Measles, Mumps, Rubella) and Tetanus Toxiod.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Any child from 0-11 months old residing in General Trias City
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 a 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	10 minutes	*Nurse / Midwife*

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3.Wait for Post Immunization instruction	Instruction given observe for adverse reaction next schedule given	None	3 minutes	*Nurse / Midwife*
End of Process:	**Total**	**None**	**15 Minutes**	

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24. 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.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	All identified Leprosy Symptomatic
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	*CHO / Medical Officers:* *Jonathan P. Luseco, MD* *Abe D. Escario, MD* *Cherry L. Aspuria, MD* *Edgardo R. Figueroa,MD* *Yves M. Talosig, MD* *Leprosy Coordinator:* *Mary Ann C. Bartolome, RN, MPH* *Mack Alfred Chico, RMT*
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	*CHO / Medical Officers:* *Jonathan P. Luseco, MD* *Abe D. Escario, MD* *Cherry L. Aspuria, MD* *Edgardo R. Figueroa,MD* *Yves M. Talosig, MD* *Leprosy Coordinator:*

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				Mary Ann C. Bartolome, RN, MPH
3. Go to the center Look for the personnel	3. Assess / interview / data gathering Weigh client Health education / briefing Give initial dose of drugs	None	30 minutes	*Leprosy Coordinator: Mary Ann C. Bartolome, RN, MPH*
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	*Leprosy Coordinator: Mary Ann C. Bartolome, RN, MPH*
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	*CHO / Medical Officers: Jonathan P. Luseco, MD Abe D. Escario, MD Cherry L. Aspuria, MD Edgardo R. Figueroa,MD Yves M. Talosig, MD Leprosy Coordinator: Mary Ann C. Bartolome, RN, MPH*
End of Process:	**Total**	**None**	**49 Minutes**	

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25. Mental Health Program

To provide support, resources, and strategies for improving mental well-being.

Office or Division:	Office of the City Health Officer
Classification:	Simple
Type of Transaction:	Government to Clients
Who may avail:	Clients with Mental Health Issues
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure consent from the client and fill up the form first.	1. Data gathering: Personal Information, Conduct Initial Interview/Assessment	None	10 minutes	*Nurses/Midwife*
2. EMR: Record/ Log Client Information	1. Encode/ Record Clients information	None	5 minutes	*Encoder*

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3. Conduct Interview/Counselling	1. Clients with mental Health Issues: History taking/PE	None	30 minutes to 1.5 Hours *Depends on the case	*Cherry L. Aspuria,MD*
4. Evaluation	1. Conduct final Assessment/Refer to Lab if needed/Prescribe medicines/Refer to Psychologist for Psychological Counselling	None	15 minutes	*Cherry L. Aspuria, MD*
5. Refer to Pharmacy	1.1 Refer to Pharmacy for Medicine Dispensing	None	5 minutes	*Antonette E. Luceño,Rph*
End of Process:	**Total**	**None**	**2 Hours and 5 Minutes**	

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OFFICE OF THE CITY CIVIL REGISTRAR

FRONTLINE SERVICES

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1. Late Registration Of Birth Certificate

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

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	1.1 Receive requirements and prepare of no record/destroyed birth certificate	None	5 minutes	CCR Staff
2. Payments of fees at Treasurer's Office	2.1 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	3.1 Sign and release certificate of no record	None	5 minutes	CCR Staff Arlene E. Bugtong – Civil Registrar
4. Request for Affidavit	4.1 Issue Joint Affidavit	P 300.00	10 minutes	Notary Public
5. Submit requirements and apply for late registration of birth	5.1 Review Requirements and interview applicant	None	7 minutes	CCR Staff
6. Sign the Certificate of Live Birth	6.1 Review the information given by the applicant and give release slip	None	5 minutes	CCR Staff

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7. Claim owner's copy on the date of release	7.1 Assign register number	None	5 minutes	Magdalena Pedraza – Registration Officer II Lutgarda P. Salinas
8. Proceed to Treasure's Office for Payment	8.1 Receive payment and issue official receipt	P 90.00	2 minutes	Treasurer's Office
9. Submit O.R. to CCR's Office and claim late registration	9.1 Attach O.R. Late Registration of Birth	None	2 minutes	Maribel Q. Tagle Magdalena G. Pedraza
End of Process:	**TOTAL**	**P 450.00**	**44 minutes**	

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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.

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	1.1 Give list of requirements	None	2 minutes	Lutgarda P. Salinas
2. Submit requirements and apply for out of town registration birth	2.1 Review requirements submitted, interview applicant and give order of payment	None	10 minutes	Lutgarda P. Salinas Registration Officer II
3. Payment of Fees	3.1 Receive payment interview applicant , documents will be mailed to concerned MCR/CCR	P150.00	2 minutes	Treasurer's Office

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4. Request for Affidavit	4.1 Prepare applicable affidavit	P400.00	15 minutes	Lutgarda P. Salinas Registration Officer II
5. Submit requirements to CCR's Office	5.1 Receive requirements and interview applicant for Out-of-Town Registration 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 Registration Officer II
End of Process:	**TOTAL**	**P550.00**	**39 minutes**	

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3. On Time Registration

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

Office or Division:	City Civil Registrar ‘s Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth	City Civil Registrar
Identification card	Parents
Affidavit	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Legitimate Child: Submit certificate of Live Birth for registration	1.1 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 Registration officer II Magdalena G. Pedraza – Registration Officer II

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1. For Illegitimate Child: A. Acknowledged by Father Dubmit Certificate of Live Birth for Registration prepared by hospital B. Not Acknowledged by Father (prepared by Hospital)	a. Require Notarized Affidavit to Use Surname of Father and Admission of Paternity b. Require Notarized Mother's affidavit	None None	2 minutes 2 minutes	Lutgarda P. Salinas Registration Officer II Magdalena G. Pedraza- Registration officer II Lutgarda P. Salinas Registration Officer II Magdalena Pedraza Registration Officer II
2. Request for Affidavit	a. Prepare and Notarized the Affidavit to Use the Surname of Father and the Affidavit of Admission of paternity b. Prepare the Notarized the Mother's Affidavit	P400.00	5 min utes	Notary Public

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3. Submit the Certificate of Live Birth for registration at CCR's Office	3.1 Receive, review and issue order of payment	None	2 minutes	Lutgarda P. Salinas – Registration Officer II Magdalena G. Pedraza – Registration Officer II
4. Submit O.R.	4.1 Assign Registry Number, Signed the Certificae of Live birth, attach O.R and release the owners copy	None	3 Minutes	Arlene E. Bugtonf City Civil Registrar Lutgarda P. Salinas Registration Officer II
End of Process:	**TOTAL**	**P550**	**19 Minutes**	

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4. Issuance Of Birth Certificate With Record

Birth certificate with available record being issued in Certified Copies and Form 1A.

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit requestion form	Receive requisition form, verify records from (Civil Registry Information System)CRIS	None	8 minutes	Maribel Tagle Admin Aide II Venus R. Erasmo Admin Aide I Kristen John V. Mendoza Admin Aide I
2. Payment of fee	Issue Official Receipt	P90.00	2 minutes	Treasurer's Office
3. Submit O.R. to CCR	Print, prepare Birth certificate Attach O.R Sign the birth certificate by CCR Release the birth Certificate	None	3 minutes	Arlene E. Bugtong City Civil Registrar Magdalena Pedraza Reg. Officer II Maribel Tagle Admin Aide I Kristen John V. Mendoza Admin Aide I
End of Process:	**TOTAL**	**P90.00**	**10 minutes**	

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5. Issuance And Registration Of Marriage

On time registration of Marriage Certificate.

Office or Division:	City Civil Registra"s Office			
Classification:	Simple			
Type of Transaction:	Government of Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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	Receive, review entries and assign registry number	None	5 minutes	Heidi Soro Admin. Asst. IV Rosemary Ann S. Franco Registration Officer I
2. Claim the Certificate of Marriage	CCR sign the Certificate	None	3 minutes	Heidi C.Soro Admin. Assistant IV Rosemary Ann S. Franco Reg. Officer I
End of Process:	**TOTAL**	**None**	**8 minutes**	

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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).

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Negative certificate of marriage	Philippine Statistics Authority
2. Certificate of Marriage (4 copies)	Office of the Mayor, Municipal Trial Court, Different Churches

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive requirements and issue no record/destroyed marriage contract , issue order of payment	None	5 minutes	Rosemary Ann S. Franco- Registration officer I Heidi C. Soro – Admin. Asst. IV
2. .Payment of fee for certificate of no record	Issue Official Receipt	P60.00	2 minutes	Cashier, Treasurer's Office
3 Submit O.R. and claim certificate of no record	Attach O.R.. and no record of marriage	None	2 minutes	Ms. Arlene E. Bugtong Lutgarda P. Salinas Reg. Officer II Rosemary Ann S. Franco-Reg. Officer I Ruby Rose .V. Flores Admin. Asst. III

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4 .Request for affidavit of late registration	Prepare and notarize affidavit of two (2) witness	P200.00	5 minutes	Notary Public
5 . Submit requirements for Late Registration of marriage on the date release	Receive and review requirements, interview applicant	None	5 minutes	CCR Staff
6. Claim late registration of marriage ten (10) after posting or on scheduled date	Issue order of payment	None	1 minute	Heidi c. Soro Admin Asst. IV Rosemary Ann S. Franco Registration Officer I
7.Payment of Fee	Issue Official Receipt	P90.00	2 minutes	Treasurer's Office
8. Submit O.R and Claim marriage certificate	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 City Civil Registrar Heidi C. Soro Admin Asst. IV Rosemary Ann S. Franco
End of Process:	**TOTAL**	**P290.00**	**10 Days and 25 minutes**	

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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.

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for list of requirements for marriage license application	Give list of requirements	None	2 minutes	CCR Staff
2. Submit requirements, fill up interview sheet, and sign application form	Receive and evaluate requirements and issue order of payment	None	2 minutes	CCR Staff
3. Payment of application fee	Issue Official Receipt	P350.00	2 minutes	Treasurer's Office

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4. Submit O.R. to CCR's Office and pay Marriage License fee	Receive O.R. interview applicants, receive marriage license fee, and issue release slip	P10.00	5 minutes	Ruby Rose V. Flores Admin Asst. III
5. Present release slip on the date of release (Marriage License will be released after ten (10 days posting period	Release the Marriage License	None	2 minutes	Arlene E. Bugtong City Civil Registrar Ruby Rose V. Flores Admin Asst. III
End of Process:	**TOTAL**	**P360.00**	**17 minutes**	

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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.

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

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9. Registration Of Death Certificate (On Time)

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

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Death Certificate (Municipal Form 103)	Funeral homes office City Civil Registrar
Burial Transfer Permit	Treasurer's Office
Cremation Certificate	Crematorium

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Municipal Form 103 from CCR's Office	Issue Municipal Form 103 (Death Certificate)	None	2 minute	City Civil Registrar's Office
2. Proceed to City Health Office for interview and preparation of Certificate of Death	1 .Interview family member of the deceased, 2.Sign as informant 3 review information given, then sign.	None None None	7 minutes 2 minutes 2 minutes	CHO Sanitary Inspector Dr. Jonathan P. Luseco – City Health Officer II Dra. Cherry L. Aspuria Medicial officer IV Dr. Sesinand Talosig Rural Health Physician

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3. Payment of Burial permit/ Transfer permit	Issue Official Receipt	P100.00	3 minutes	Treasurer's Office
4. Submit Certificate of Death form to CCR	Receive , review, assign Registry Number , sign and release the owner's copy	None	3 minutes	Arlene E. Bugtong City Civil Registrar Rosemary Ann S. Franco Registration Heidi Soro Admin Asst. IV
End of Process:	**TOTAL**	**P100.00**	**19 minutes**	

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10. Late Registration Of Death Certificate

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

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Review requirements, verify record availability and issue order of payment for Certificate of No Record	None	5 minutes	Heidi C. Soro Admin Asst IV Enrico T. Potante Admin. Aide IV Venus R. Erasmo Admin Aide I
2. Payment of Fee	Issue Official Receipt	60.00	2 minutes	Treasurer's Office
3. Submit O.R. and claim certificate of no record	Attach O.R., issue no record of Death and request for affidavit of late registration	None	2 minutes	Arlene E. Bugtong City Civil Registrar Heidi C. Soro Admin Asst. IV Enrico T. Potante Admin. Aide IV Venus R. Erasmo Admin Aide I
4. Request for Affidavit of Late Registration	Prepare and Notarize affidavit of two (2) witness	P200	5 minutes	Notary Public

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5 Submit affidavit to CCR and apply for Late Registration	Review entries in the Certificate of Death and Give release slip	None	5 minutes	Arlene E. Bugtong City Civil Registrar Heidi C. Soro Admin Asst IV Rosemary Ann S. Franco Registration Officer
. 6.. Present release slip on the date of release	Receive release slip, assign registry number, sign the Certificate of Death and issue order of payment	None	2 minutes	Arlene E. Bugtong City Civil Registrar Heidi C. Soro Admin Asst. IV Rosemary Ann S. Franco Registration Officer I
7. Payment of Fee	Issue Official Receipt	P90.00	2 minutes	Treasurer's Office
8. Claim the document and present O.R.	Attach O.R. and release Certificate of Death	None	2 minutes	Arlene E. Bugtong City Civil Registrar Heidi C. Soro Admin Asst. IV Rosemary Ann S. Franco Registration Officer I
End of Process:	**TOTAL**	**P350.00**	**25 minutes**	

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11. Issuance Of Death Certificate

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

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Very records of death and issue order of payment	None	5 minutes	Heidi C. Soro Admin Asst. IV Enrico T. Potante Admin. Aide Venus R. Erasmo Admin Aide I
2. Payment of fee	Issue Official Receipt	P90.00	2. minutes	Treasurer's Office
3. Submit Official Receipt to CCR's office and claim the certificate of Death	- Prepare and print Certificate of Death - Attach O.R CCR sign the Death certificate	None	3 minutes	Arlene E. Bugtong City Civil Registrar Heidi C. Soro Admin Asst. IV Enrico T. Potante Admin. Aide IV Venus R. Erasmo Admin Aide I
End of Process:	**TOTAL**	**P90.00**	**10 minutes**	

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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).

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registered Certificate of Live Birth (COLB)	City Civil Registrar
2. Father's Identification Card	LTO, SSS, GSIS
3. Notarized (Acknowledgment)	Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for list of requirements on how to acknowledge his/her child	Give list of requirements and require Certificate of Live Birth and Notarized Affidavit of Admission of Paternity	None	2 miutes	Melody M. Aspuria Registration Officer IV
2. Request for Affidavit (Father's personal appearance)	Prepare and Notarize Affidavit of Admission of Paternity	P200.00	5 minutes	Notary Public
3. Submit requirements to CCR's Office	Receive and review requirements and issue release slip and order	None	2 minutes	Melody M. Aspuria
4. Payment of Fee	Issue Official Receipt	None	P150.00	Treasurer's Office
		None	None	Arlene E. Bugtong

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5. Present release slip and O.R. and claim documents (after 1 week)	Receive release slip, assign Registry Number in the Book of Legal Instrument. Prepare Certification and release document to the owner			City Civil Registry Melody M. Aspuria Registration Officer IV
End of Process:	**TOTAL**	**P200**	**14 minutes**	

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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.

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Registered Certificate of Live Birth	City Civil Registrar Philippine Statistics Authority
2. Mother's Identification Card	Agencies like LTO, SSS, GSIS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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)	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)	Prepare and Notarize Affidavit to Use Surname of the Father	5 minutes	P200.00	Notary Public

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3. Submit requirement to CCRO	Receive and review requirement and issue release slip and order of payment	2 minutes	P150.00	Treasurer's Office
4. Payment of Fee	Issue Official Receipt	3 minutes	None	Arlene E. Bugtong City Civil Registrar Melody M. Aspuria Registration Officer IV
5. Present release slip and O.R. and claim documents (after 1 week)	Receive release slip and release Certification of Registration in the Book of Legal Instrument	3 minutes	Release Slip and O.R.	Arlene E. Bugtong City Civil Registrar Melody M. Aspuria Registration Officer IV
End of Process:	**TOTAL**	**14 minutes**	**P150.00**	

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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.

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Legitimation	Give list of requirements and require affidavit of Legitimation	None	2 minutes	Melody M. Aspuria Registration Officer IV
2. Request for Affidavit of Legitimation	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	Receive requirements, issue order of payment and issue release slip	None	5 minutes	Melody M. Aspuria Registration Officer IV
4. Payment of fee,	Issue Official Receipt	P200.00	2 minutes	Treasurer's Office

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5. Present Release slip, OR and claim document	Receive release slip and release Certification of Registration in the Book of legal instrument	None	5 minutes	Melody M.Aspuria Registration Officer IV
End of Process:	**TOTAL**	**P400**	**19 minutes**	

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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.

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Owner's Copy of Birth/Death/Marriage	PSA, CCR
2. Verification Slip	City Civil Registrar
3. Order of Payment	City Civil Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present owner's copy Of Birth/Marriage/Death or fill Up verification Slip and request for certified true copy	Review owner's copy or verify records on file and issue order of payment	None	3 minutes	CCR Staff
2. Payment of fee	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	Receive O.R. and Release documents	None	2 minutes	Arlene E. Bugtong City Civil Registrar
End of Process:	**Total**	**P90.00**	**7 minutes**	

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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.

Office or Division:	City civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire requirements for correction of clerical error	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	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	Receive payments and Issue Official Receipt	P1,250	2 minutes	Cashier Treasurer's Office

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4. Return to CCR's Office and Submit Official Receipt	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)	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)	Issue Order of payment for the Certificate	None	2 minutes	Melody M. Aspuria Registration Officer IV
7. Payment of Fees	Receive payment and issue Official Receipt	P250.00	2 minutes	Treasurer's Office
8. Submit O.R. and claim	Release Documentand advise the	None	5 minutes	Melody M. Aspuria Registration Officer IV

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Certificate of Finality	Petitioner to secure PSA copy at PSA Quezon City			
End of Process:	**TOTAL**	**P1,500.00**	**10 Days and 27 minutes**	

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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.

Office or Division:	City civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire requirements for Change of First Name and Correction of Gender/ Date of Birth	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	Receive , review the completeness of the requirements and issue order of payments	None	7 minutes	Melody M. Aspuria Registration Officer IV
3. Payments of Fees	Receive payments and	P3,250.00	2 Minute	Cashier Treasurer's Office

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	issue official receipt			
4. Return to CCR's Office and Submit Official Receipt	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 Submit Official Receipt	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
6. Claim the certificate of Finality upon the advise of the CCR staff (2 to 3 months after filing)	Issue Order of payment for the Certificate	None	2 minutes	Melody M. Aspuria Registration Officer IV
7. Payment of Fees	Receive payment and issue official Receipt	P250.00	2 minutes	Treasurer's Office
8. Submit O.R. and claim Certificate of Finality	Release Document and advise the Petitioner to secure PSA copy at PSA Quezon City	None	5 minutes	Melody M. Aspuria Registration Officer IV
End of Process:	**TOTAL**	**P3,500.00**	**10 Days and 27 minutes**	

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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.

Office or Division:	City Civil Registrar’s Office			
Classification:	Simple			
Type of Transaction:	Government of Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up PSA Request Form	Receive, review request form and issue order of payment	None	2 minutes	Enrico Potante Admin Aide IV Venus R. Erasmo Admin Aide I
2. Payment of add on local fee	Receive payment and issue Official Receipt	P60.00	2 minutes	Treasurer’s office
3. Return to CCR ‘s Office and Submit OR	Accept OR , receive payment to PSA request and issue acknowledgement slip with date of release	P155.00 per document	3 minutes	Enrico Potante Admin Aide IV Venus R. Erasmo Admin Aide I

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4. Claim documents on the date release	cknowledgement slip and release the document			Enrico Potante Admin Aide IV Venus R. Erasmo Admin Aide I
End of Process:	**TOTAL**	**P215.00/ document**	**9 minutes**	

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19. Accept/Process Of Request Of Pbrap (Philsys Birth Registration Assistance Project)

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.

Office or Division:	City Civil Registrar’s Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PSA Birth Requisition Form	City Civil Registrar’s Office
2. Identification Card	COMELEC/Post Office/SSS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out PSA Birth Requisition Form	Receive Accomplished PSA Request Form	None	5 mins.	Lutgarda P. Salinas Reg. Officer II Heidi C. Soro Admin. Asst. IV Maribel Q. Tagle Admin. Aide II
2. Submit to CCRO Staff	Review Entries	None	2 mins.	Lutgarda P. Salinas Reg. Officer II Heidi C. Soro Admin. Asst. IV Maribel Q. Tagle Admin. Aide II
3. Wait for release slip and return on the schedule date of release	Issue release slip	None	3 mins	Lutgarda P. Salinas Reg. Officer II Heidi C. Soro Admin. Asst. IV Maribel Q. Tagle Admin. Aide II
End of Process:	**TOTAL**		**10 mins**	

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20. Advance Endorsement Of Civil Registry Documents to PSA

Local Copies of Civil Registry Documents that are Timely Registered are endorsed for PSA Provincial Office for PSA Copies

Office or Division:	City Civil Registrar's Office
Classification:	Complex
Type of Transaction:	Government of Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Birth and Marriage 1. Government Issued ID (Photocopy) 2. Authorization Letter (If not the document owner 3. Proof of Urgency B. For death 1.Photocopy of ID with signature 2. Marriage Contract of Birth of requesting party	 Document owner Document owner Concerned Agency-SSS, DFA, GSIS Document Owner Document Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for advanced transmittal/endorsement to PSA	Receive/client's request	-	3 minutes	Kristen John V. Mendoza Admin. Aide IV Arlene E. Bugtong City Civil Registrar
2. Submit requirements	Issue release slip	-	5 minutes	Kristen John V. Mendoza Admin. Aide IV Arlene E. Bugtong City Civil Registrar
End of Process:	**Total**	**None**	**8 minutes**	

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OFFICE OF THE CITY AGRICULTURIST

FRONTLINE SERVICES

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1. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS For Livestock dispersal 1. 3 copies 1 X 1 latest pictures 2. Community Tax Certificate 3. Pigpen/corral/inland fishpond	**WHERE TO SECURE** 1. Applicant's option 2. Office of the City Treasurers 3. Applicant obligation

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	*All Office of the City Agriculturist Personnel*
2. Wait for ocular inspection of pigpen/grazing area and fishpond	2. Ocular inspection of pigpen/grazing area and fishpond	None	4 hours	*All Office of the City Agriculturist Personnel*
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	*All Office of the City Agriculturist Personnel*
4. Fill-up Memorandum of Agreement and Acknowledgement Receipt for dispersal	4. Preparation of MOA and Acknowledgement Receipt for dispersal or Paiwi	Notarial fee	10 minutes	*All Office of the City Agriculturist Personnel*

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5. Received livestock, poultry /tilapia dispersals/technical assistance	5. Release of livestock/poultry /tilapia dispersal	None	20 minutes	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**None**	**1 Month, 4 Hours and 35 Minutes**	

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2. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. Willingness of the participants at least 15 attendees and above 2. List of Members (names and ages) 4. Cooperation and Moral aptitude	**WHERE TO SECURE** Client's Options

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	*All Office of the City Agriculturist Personnel*
2. Identification of interested members	2. Conduct initial briefing for members who are willing to attend	None	4 hours	*All Office of the City Agriculturist Personnel*
3.Submit final list of attendees	3. Preparation of Training Proposal and its approval	None	5 days	Nerissa P. Marquez *City Agriculturist I* Gil R. Rosarda Senior Agriculturist Henry M. Ambio *Agriculturist II* Elisa C. Creencia *Agriculturist II*

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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	*All Office of the City Agriculturist Personnel*
5. Attend on seminar	Conduct seminar	None	1-2 days	
End of Process:	**Total**	**None**	**7 Days, 4 Hours and 5 Minutes**	

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3. 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.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2 minutes	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin, *Agricultural Technologist* Henry M. Ambion *Agriculturist II* Christy P. Reyes *Labor General Foreman*
2. Fill-up receiving forms	2. Assess and Validate data provided 2.1 Release IEC materials	None	3 minutes	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin, *Agricultural Technologist* Henry M. Ambion *Agriculturist II* Christy P. Reyes *Labor General Foreman*
End of Process:	**Total**	**None**	**5 Minutes**	

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4. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
1. Willingness and acceptance of the farmers 2. Willingness to comply with the recommended control measures 3. Sample specimen	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. verbal/written request for ocular inspection/visitation	1. Acceptance of the request, interview clients regarding pest infestation and schedule of ocular inspection	None	40 minutes	*All Office of the City Agriculturist Personnel*
2. Wait for the ocular inspection	2. Gather data on infested crops and or animals as reference for diagnosis and treatment	None	4 hours	*All Office of the City Agriculturist Personnel*
3. Field/ or Animal inspection together with Agricultural Technologist	3. Execute control measures /treatment as need arises		2 hours	*All Office of the City Agriculturist Personnel*
4. Acceptance of control measures /treatment provided	4. Continuous monitoring and surveillance of treated/infected/infested crops/ livestock & poultry	None	2 hours	*All Office of the City Agriculturist Personnel*
5. Routinary monitoring of the status of crops,	5. Report unsolved infestation/infected crops/livestock and			Nerissa P. Marquez *City Agriculturist I*

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livestock and poultry	poultry to DA-Region IV and other attached agencies for proper action/recommendation		10 to 15 days	and *OCA staff*
End of Process:	**Total**	**None**	**15 Days, 8 Hours and 40 Minutes**	

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5. Provision Of Different Agricultural Inputs And Other Related Assistance

An assistance services provided to the community /clientele in providing different agricultural interventions as assistance.

Office or Division	Office of the City Agriculturist
Classification	Complex
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. Farmers must be registered in RSBSA 2. Cedula 3. Valid I.D.	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter or Verbal Request	1. Entertain the client regarding the request	None	8 hrs	*All Office of the City Agriculturist Personnel*
2. Fill up request form	2. Check/assess fill up forms	None	20 mins	*All Office of the City Agriculturist Personnel*
3. Presentation of Reference code of the LGU RSBSA System	3. Check/Validate the presented reference code and provide checklist of requirements	None	10 mins	*All Office of the City Agriculturist Personnel*
4. Comply other requirements	4.Check the availability of item to be requested	None	15 days	*All Office of the City Agriculturist Personnel*
5.Affixed signature in receiving copy of requested item	5. Provide the requested agricultural inputs		10 mins	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**None**	**15 days, 8 hrs and 40 mins**	

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6. 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).

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. Community Tax Certificate 2. Barangay Clearance **3.** RSBSA registered	**WHERE TO SECURE** 1.Office of the City Treasurer 2. Barangay where he/she reside 3.OCA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
1. Inquire assistance needed thru letter of intent/personal/verbal request	1. Receive/entertain request, validate, verify and approval of eligibility	None	5 minutes	*All Office of the City Agriculturist Personnel*
2. Fill up forms for the request of input/ assistance needed	2. Prepare acknowledgement /receiving documents of input assistance and assist in filling up forms	None	10 minutes	*All Office of the City Agriculturist Personnel*
3. Wait for confirmation regarding the status of the assistance needed	3. Confirmation and approval of agricultural inputs needed	None	3 minutes	*City Agriculturist and City Mayor*

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4. Receive input assistance and sign in the receiving forms	4. Release the document of agricultural assistance provided	None	5 minutes	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**None**	**23 Minutes**	

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7. 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.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. 3 copies of latest 2 X 2 ID picture 2. Any Ownership Document /Barangay Certification	**WHERE TO SECURE** Applicant's option Dept. of Agrarian Reforms, Office of the City Assessors and Barangay where he/she reside

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Ani at Kita Form and accomplish RSBSA form	1. Issuance of RSBSA Forms and explain details regarding needed requirements	None	5 minutes	*All Office of the City Agriculturist Personnel*
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	*All Office of the City Agriculturist Personnel*
3. Receive duplicate copy	3. Verify and certify encoded	None	3 minutes	*All Office of the City*

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of registration form	data and release reference Code number			*Agriculturist Personnel*
End of Process:	**Total**	**None**	**18 Minutes**	

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8. Provision Of Production Loan Without Interest Thru Plant Now Pay Later Program

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

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. 1 Valid Government Issued ID 2. Community Tax Certificate 3. Co-maker (relative)	**WHERE TO SECURE** 1. SSS/Barangay where she/he reside/LTO etc. 2. Office of the City Treasurer/ Barangay where she/he reside

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request/written and fill-up forms	1. Issuance of forms and list of requirements		5 minutes	*All Office of the City Agriculturist Personnel*
2. Comply requirements needed	2. Assess and Validate areas /crops to be planted or/ planted Issuance of Sinumpaang Pananagutan	PhP 6.00	2 hours	*All Office of the City Agriculturist Personnel*
			2 2 minutes	*All Office of the City Agriculturist Personnel*
3.Secure and fill-up Sinumpaang Pananagutan and submit	3. Validate/Check fill-up Sinumpaang Panangutan and its approval		15 minutes	*All Office of the City Agriculturist Personnel*

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4. Wait and attendance during the release and receive	4. Briefing of recipients about Plant Now Pay Later Scheme		30 minutes	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**Php. 6.00**	**2 Hours and 52 Minutes**	

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9. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. 1 Xerox copy of Valid ID/ COMMELEC Certification 2. 1 copy of Ani at Kita RSBSA Enrollment copy	**WHERE TO SECURE** 1.Any Government agency that issued ID with affixed signature 2.

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5. Assess, validate the extent of	none	2 hours	*All staff of the City Agriculturist*

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	crops/livestock and report to OCA/PCIC the damages incurred by calamities	damages reported that hit the crops/livestock insured and transmit damage report to PCIC			
6.	Comply with PCIC requirement on claim	6. Verification and Loss assessment with PCIC staff	none	2 hours	*All staff of the City Agriculturist*
End of Process:		**Total**	**None**	**15 Days, 6 Hours and 33 Minutes**	

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10. 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.

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

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

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11. 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

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. Farmer's Associations/Cooperative's /Council's Profile 2. Willingness among members	**WHERE TO SECURE** 1. CDA/SEC/DOLE and from the requisitioned

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request/written and fill-up forms	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	Receive and assess the assistance needed	None	5 minutes	*All Office of the City Agriculturist Personnel*
3. Readiness and compliance of FAs/Cooperative in intervention program to be downloaded	Compile FAs and cooperative profile	None	15 minutes	*All Office of the City Agriculturist Personnel*
4. Presence during the meeting called from gov't agencies	Conduct Technical Meeting /Dialogue with the members of Council, FAs and cooperative	None	4 hours	*All Office of the City Agriculturist Personnel*

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

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12. 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.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	*All Office of the City Agriculturist Personnel*
2. Assist tractor operator in the implementation to be conducted	2. Farm visitation/inspection	None	3 hours	*All Office of the City Agriculturist Personnel*
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	*All Office of the City Agriculturist Personnel*

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4. Payment after land preparation conducted	4. Operation	800/ hr	2 days	*All Office of the City Agriculturist Personnel*
End of Process: Total Minutes		**Depends on Hour**	**2 Days, 3 Hours and 35**	

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13. 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.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 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	**WHERE TO SECURE** 1. 3rd floor, Office of the City Agriculturist

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information on the assistance needed and secure application Forms	1. Issue application forms and list of requirements	None	5 mins	*All Office of the City Agriculturist Personnel*
2.Comply listed requirements attached in application forms	2. Receive, assess and validate fill-up forms	None	1 hours	*All Office of the City Agriculturist Personnel*
3. Submit required documents and wait for validation /evaluation and endorsement.	3. Tap DA-RFU-IV-A and or other attached agencies and submit approved	None	5 days	*All Office of the City Agriculturist Personnel*

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	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	*All Office of the City Agriculturist Personnel*
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 *Agricultural Technologist* Gil R. Rosarda *Senior Agriculturist* Nerissa P. Marquez *City Agriculturist I*
End of Process:	**Total**	**None**	**5 Days, 5 Hours and 35 Minutes**	

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14. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. Barangay Clearance 2. Report Card 3. Certificate of Good Moral 4. Receipt of Payment from University 5. Certificate of Indigency	**WHERE TO SECURE** 1. Barangay Hall 2. School 3. School 4. School 5. Barangay Hall

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and secure application forms	1. Receive letter request	None	2 mins	*All Office of the City Agriculturist Personnel*
2. Submit all requirements	2. validate/assess submitted documents	None	10 mins	*All Office of the City Agriculturist Personnel*
3. Wait for the approval of request thru phone call	3. Endorse list of application	None	2 days	*All Office of the City Agriculturist Personnel*
4. Receive educational assistance	4. Inform students regarding the status of request	None	15 days	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**None**	**17 Days and 12 Minutes**	

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15. 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.

Office or Division			Office of the City Agriculturist	
Classification			Highly Technical	
Type of Transaction			Government to Clients/Citizen	
Who may avail			Farmers/Interested Clients	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Verbal/written Request	1. Entertain client regarding the requested assistance	None	3 mins	*All Office of the City Agriculturist Personnel*
2. Fill up availment forms	2. Check/assess fill up forms	None	2 mins	*All Office of the City Agriculturist Personnel*
3. affix signature on the acknowledgement receipt forms	3. Source out available organic fertilizer	None	10 days	*All Office of the City Agriculturist Personnel*
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	*All Office of the City Agriculturist Personnel*
End of Process:	**Total**	**None**	**10 Days and 35 Minutes**	

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16. 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.

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

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17. 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.

Office or Division	Office of the City Agriculturist
Classification	Highly Technical
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 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	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for anti-rabies vaccination	1. Record request for vaccination and scheduling the date of vaccination	None	1 day	*All Office of the City Agriculturist Personnel*
2. Prepare for the ease vaccination site	2. Coordinate brgy. Official and HOA officers and Source out rabisin vaccine	None	10 days	*All Office of the City Agriculturist Personnel*
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	*All Office of the City Agriculturist Personnel*

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

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18. Supervise/Monitor/Regulate The Operation And Maintenance Of Agricultural Equipment, Facility And Machinery

An assistance services provided to the community /clientele with proper operation and maintenance of different agricultural equipment, facilities, and machinery and maximize the beneficial use of it.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the equipment, facilities, and machinery	1. Assess the condition of the equipment, facilities, and machinery	None	30 mins	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
2. State any concerns and problem in the operation of the equipment, facilities, and machinery	2. Demonstrate the proper steps and procedures in operating the equipment, facilities, and machinery	None	3 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*

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				Narciso R. Bormeda *Agricultural Technologist*
3. Apply the taught and procedure by the technician	3. Assess the performance of clientele in operating the equipment, facilities, and machinery	None	1 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
End of Process:	**Total**	**None**	**4 hrs and 30 mins**	

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19. Regular Inventory Of Existing Agricultural Facilities Equipment And Machineries

An assistance services provided to the community /clientele in establishing data on current existing agricultural facilities, equipment, and machinery and assess their need for future interventions.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS Proof of ownweship and the farmer must be registed in RSBSA	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Response to the questions asked by the interviewee	1. Raised questions based on the information/data needed	None	45 mins	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
2. Provide proof of ownership	2. Check the proof of ownership	None	1 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy

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				Job Order Personnel Narciso R. Bormeda *Agricultural Technologist*
3. Allow inspection /validation to check and record agricultural facilities, equipment, and machinery	3. Agricultural facility, equipment and machinery will be inspected to check and record the data needed	None	4 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
4. Receive copy of assigned LGU code as a proof that the agricultural facilities, equipment, and machinery were included to the updated of inventory	Provide copy of assigned LGU code to the owner of agricultural facilities, equipment, and machinery	None	10 days	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
End of Process:	**Total**	**None**	**10 days, 5 hrs & 45 mins**	

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20. Provide Technical Assistance In The Implementation Of The Agricultural Mechanization Program

An assistance services provided to the community /clientele in accessing various agricultural machinery interventions and projects.

Office or Division			Office of the City Agriculturist	
Classification			Simple	
Type of Transaction			Government to Clients/Citizen and Government to Government	
Who may avail			Farmers/Interested Clients	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENTS STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Written and verbal request	1. Entertain the client regarding the request	None	30 mins	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
2. Voluntary allow the ABE personnel to visit, validate and assess the request assistance	2. ABE personnel will conduct visitation and assess if the requested assistance suitable	None	3 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*

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3. Wait and follow the recommended action for the mechanization program	3. Follow-up request or propose mechanization program for individuals/assn.	None	1 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel* Narciso R. Bormeda *Agricultural Technologist*
End of Process:	**Total**	**None**	**4 hrs and 30 mins**	

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21. Linkage Coordination With The Attached Agencies For Agricultural Mechanization Program Implementation

An assistance services provided to the community /clientele in accessing the Agricultural Mechanization Program effectively.

Office or Division	Office of the City Agriculturist
Classification	Simple
Type of Transaction	Government to Clients/Citizen and Government to Government
Who may avail	Farmers/Interested Clients
CHECKLIST OF REQUIREMENTS 1. RSBSA 2. Letter of Intent 3. DA accreditation 4. Filled Up MOA 5. PTR	**WHERE TO SECURE**

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written and verbal request	1. Entertain the client regarding the request	None	30 mins	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*
2. Assist ABE personnel in the assessment and validation of request for agricultural mechanization program and implementation	2. ABE personnel will conduct visitation and assess if the requested program/project is feasible	None	1 day	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*

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3. Submit and comply all needed requirements	3. Check/validate the submitted requirements	None	4 hrs	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*
4. Allow and assist in the revalidation of agricultural mechanization program request	4. Conduct revalidation of agricultural mechanization program request	none	1 day	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*
5. Waiting for the approval and receiving of agricultural mechanization program	5. Forward/ Linkage the request and its requirements to concerned attached agency	none	20-23 days	Nerissa P. Marquez *City Agriculturist I* Nicole D. Satsatin *Agricultural Technologist* Karen Loyce P. Rentoy *Job Order Personnel*
End of Process:	**Total**	**None**	**25 days 4hrs & 30mins**	

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OFFICE OF THE CITY SOCIAL WELFARE & DEVELOPMENT OFFICER

FRONTLINE SERVICES

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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.

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Residents only and member of the family

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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, 4th Floor, City Hall of General Trias, Cavite
Certificate of Indigency (1 Original)	Ground Flr. CSWDO Bldg., 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	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
2.Ask the Desk Officer regarding the type of SCSR needed.	2.Provide brief information to the client.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
3.Submit the required documents to Desk Officer for review and interview.	3.Review the required documents submitted by the client.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
4.Fill up the General Intake Sheet Form.	4. Provide the General Intake Sheet Form and guide the client in	NONE	5 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino

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	filling up the document.			
5.Provide information needed during the interview.	5.Conduct interview and prepare SCSR.	NONE	15 Minutes	Emilda Cruz, Ben Venegas,
6.Receive the SCSR for PCSO/ Hospital/Other Institution	6.Issue the SCSR needed for Assistance to PCSO/Hospital/ Other Institutions	NONE	2 Minutes	Emilda Cruz, Ben Venegas
End of Proces:	**TOTAL:**	**NONE**	**25 Minutes**	

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

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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.

Office or Division:	CSWDO Main Office
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Indigent Residents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Regular (18 and above)	
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, 4th Floor, City Hall of General Trias, Cavite
Certificate of Indigency (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Price Quotation (for land, sea or air travel) (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
General Intake Sheet (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Certificate of Eligibility (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Social Case Study Report (SCSR) for City Mayor (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Comprehensive Social Case Study Report for Regional Office (if needed, 1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
2. If minor (below 18 years old)	
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, 4th Floor, City Hall of General Trias, Cavite

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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)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Social Case Study Report (SCSR) for City Mayor (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Comprehensive Social Case Study Report for Regional Office (if needed, 1 Original)	Ground Flr. CSWDO Bldg., 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	2 Minutes	Vivian Lucero/ Josefina Calingacion/ Ben Veñegas
2.Ask the Social Worker regarding the Balik Probinsya needed.	2.Provide brief information to the client.	NONE	5 Minutes	Ben Veñegas
3. Secure the requirements or documents needed.	3. Give required documents and if submitted or available review the requirements.	NONE	5 Minutes	Ben Veñegas
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	Ben Veñegas
5.Answer the information needed by the social worker.	5.Interview client for assessment and prepare GIS and Certificate of Eligibility.	NONE	10 Minutes	Ben Veñegas
6.Sign the General Intake Sheet Form.	6.Ask the client to sign the GISF.	NONE	1 Minute	Ben Veñegas
7.Wait the Social Worker.	7. a. Ask the client to wait as the	NONE	2 Minutes	Ben Veñegas

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	GISF is for signature of the department head. b. The Department Head signs the GISF.	NONE	2 minutes	Rebecca C. Generoso
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	Ben Veñegas
End of Process:	**TOTAL**	**NONE**	**34 Minutes**	

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

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3. Burial Assistance

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

2.2.1 Regular Burial

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Indigent Families of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Funeral Contract (1 Photocopy)	Funeral Parlor
Voter's I.D./ Voter's Certificate of Registration or Valid I.D. addressed to General Trias (1 Photocopy)	If Voter's I.D. is not secured, Voter's Certification, COMELEC, 4th Floor of City Hall of General Trias, Cavite

2.2.2 Cremation

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Indigent Families of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Voter's I.D./ Voter's Certificate of Registration, Valid I.D. addressed to General Trias(1 Photocopy)	If Voter's I.D. is not secured, COMELEC, 4th Floor of City Hall of General Trias, Cavite

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2.2.3 Indigent Package/ Libreng Serbisyo

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Indigent Families of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Funeral Contract (Original)	Funeral Parlor
Voter's I.D./ Voter's Certificate of Registration or Valid I.D. addressed to General Trias (1 Photocopy)	If Voter's I.D. is not secured, COMELEC, 4th Floor of City Hall of General Trias, Cavite

2.2.4 Senior Citizen

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Indigent Families of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Funeral Contract (1 Photocopy)	Funeral Parlor
Certificate of Membership	Senior Citizens President
Voter's I.D./ Voter's Certificate of Registration or Valid I.D. addressed to General Trias (1 Photocopy)	If Voter's I.D. is not secured, COMELEC, 4th Floor of City Hall of General Trias, Cavite

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

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1.Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
2.Ask the Desk Officer regarding the Burial Assistance.	2.Provide brief information to the client.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
3. Submit the required documents to Desk Officer for review.	3.Review and validate required documents submitted by the client.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
4. Provide the information needed to the interviewer.	5.Interview and prepare GIS.	NONE	10 Minutes	Emilda Cruz, Ben Veñegas
5. Sign the General Intake Sheet Form.	6.a. Ask the client to sign the GISF	NONE	20 seconds	Emilda Cruz, Ben Veñegas
	b. The Department Head signs the GISF.	NONE	20 seconds	Rebecca Generoso
6. Receive the instructions from the social worker.	8. Give the GISF and instruct the client to submit it to Mayor's Office, Second Floor, City Hall of General Trias, Cavite	NONE	1 Minute	Emilda Cruz, Ben Veñegas
End of Process:	**TOTAL**	**NONE**	**14 Minutes and 40 seconds**	

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

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4. Financial Assistance

Office or Division:	CSWDO Main Office
Classification:	Complex
Type of Transaction:	G2C -Government to Client
Who may avail:	Residents who are victims of calamities at City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For Fire Victims:	
Barangay Certification (1 original, 1 photocopy) if no Valid I.D. available	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/ Voter's Certificate of Registration or any Valid ID addressed to General Trias (1 Photocopy)	If Voter's ID is not secured, COMELEC, 4th Floor of City Hall of General Trias, Cavite
Printed pictures (3R size at least 2 pcs. of different angles)	Photo Studio
Certification from CSWD (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
b. For Typhoon or Flood Victims:	
Barangay Certification (1 Original, 1 Photocopy) if no Valid ID	Barangay Hall
Voter's ID/ Voters Certificate of Registration or any Valid ID addressed to General Trias (1 Photocopy)	If Voter's ID is not secured, COMELEC, 4th Floor of City Hall of General Trias, Cavite
Printed pictures (3R size at least 2 pcs. of different angles)	Photo Printing Center
Barangay Indigency (1 Original)	Barangay Hall
Certification from CSWD (1 Original)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite

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

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1.Sign the Client's Logbook.	1. Give the Client's Logbook.	NONE	1 Minute	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
2.Ask the Desk Officer regarding the financial assistance to victims of calamity.	2.Provide brief information to the client.	NONE	3 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
3.Submit required documents.	3.a. Check and review submitted required documents.	NONE	2 Minutes	Emilda Cruz, Ben Veñegas,
	b. Conduct assessment thru interview and document presented.	NONE	10 Minutes	Emilda Cruz, Ben Veñegas
	c. Issue Certification of CSWDO (partially or totally damaged) c. Sign the Certification.	NONE NONE	1 Minute 10 Seconds	Emilda Cruz, Ben Veñegas Rebecca Generoso
4. 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	Emilda Cruz, Ben Veñegas
End of Process:	**TOTAL**	**NONE**	**18 Mins. 30 Seconds**	

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

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5. Medical Assistance (General Intake Sheet Form/ Social Case Study Report)

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.

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Indigent Residents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Bill (1 Original or certified true copy)	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./ Voter's Certificate of Registration or any Valid ID addressed to General Trias (1 Photocopy)	If the Voter's I.D. is not secured, COMELEC, 4th Floor of 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 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
2.Ask the Desk Officer regarding the type of GISF/ SCSR needed.	2.Provide brief information to the client.	NONE	1 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino

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3.Submit/ Present the required documents to Desk Officer for review and interview.	3.Review and validate the required documents submitted by the client.	NONE	1 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
4.Provide the information needed during the interview.	5.Conduct interview and prepare GISF/ SCSR.	NONE	10 Minutes (GISF) 20 minutes (SCSR)	Emilda Cruz, Ben Veñegas
5.Sign the General Intake Sheet Form.	6.Ask the client to sign the GISF.	NONE	10 Seconds	Emilda Cruz, Ben Veñegas
6. Receive the GISF/ SCSR and instructions from the social worker.	8. Give the GISF and instruct the client to submit it to Mayor's Office, Second Floor, City Hall of General Trias, Cavite	NONE	1 Minute	Emilda Cruz, Ben Veñegas
End of Process:	**TOTAL:**	**NONE**	**SCSR- 24 mins. & 40 secs. GISF- 14 mins. & 40 mins.**	

(Medical Assistance) qualified for multi-stage processing.

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6. 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.

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Indigent Residents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

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	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
2.Ask the Desk Officer regarding the Certificate of Indigency needed and provide the information needed.	2.a. Provide brief information to the client. Interview the client.	NONE	3 Minutes	Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
4.Receive the Certificate of Indigency.	4.a. Sign the Certificate of	NONE	1 minute	Rebecca Generoso

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	Indigency and issue.			Vivian Lucero/ Josefina Calingacion/ Hazel Ann Moring/ Flover Aquino
End of Process:	**TOTAL**	**NONE**	**5 Minutes**	

(Certificate of Indigency for Medical, Public Attorney's Office (PAO) and Himlayang Heneral Trias) qualified for multi-stage processing.

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7. 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 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. 11861 and can enjoy the rights and privileges under this law:

4.2.1. A1- Birth of a Child as a Consequence of Rape

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Complaint Affidavit (if there is legal case) (1 photocopy)	Barangay Hall/ Police Station Branch where it was reported
Medical Record on the Incidence of Rape (1 photocopy)	Police Station where it was reported
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	

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ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Complaint Affidavit (if there is legal case) (1 photocopy)	Barangay Hall/ Police Station where it was reported
Medical Record on the Incidence of Rape (1 photocopy)	Police Station Branch where it was reported
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Complaint Affidavit (if there is legal case) (1 photocopy)	Barangay Hall/ Police Station Branch where it was reported
Medical Record on the Incidence of Rape (1 photocopy)	Police Station Branch where it was reported
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

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d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Complaint Affidavit (if there is legal case) (1 photocopy)	Barangay Hall/ Police Station where it was reported
Medical Record on the Incidence of Rape (1 photocopy)	Police Station Branch where it was reported
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.2. A2- Widow/ Widower

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
b. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Death Certificate (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Death Certificate (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	

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ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Death Certificate (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Death Certificate (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine

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	Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.3. A3- Spouse of Person Deprived of Liberty (PDL)

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Detention (at least 3 months of imprisonment) (1 photocopy)	Bureau of Jail Management and Penology Branch
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio

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Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Detention (at least 3 months of imprisonment) (1 photocopy)	Bureau of Jail Management and Penology Branch

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Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.4. A4- Spouse of Persons with Disability (PWD)

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Medical Records or Certificate issued not more than 3 months; or Persons with Disability Identification Card (PWD ID) (1 photocopy)	Medical Practitioner (Private or Public), Persons with Disabilities Affairs Office (PDAO), Ground Flr. Local Youth Development Office, Pinagtipunan, City of General Trias, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Medical Records or Certificate issued not more than 3 months; or Persons with Disability Identification Card (PWD ID) (1 photocopy)	Medical Practitioner (Private or Public), Persons with Disabilities Affairs Office (PDAO), Ground Flr. Local Youth Development Office, Pinagtipunan, City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Medical Records or Certificate issued not more than 3 months; or Persons with Disability Identification Card (PWD ID) (1 photocopy)	Medical Practitioner (Private or Public), Persons with Disabilities Affairs Office (PDAO), Ground Flr. Local Youth Development Office, Pinagtipunan, City of General Trias, Cavite

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Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Medical Records or Certificate issued not more than 3 months; or Persons with Disability Identification Card (PWD ID)	Medical Practitioner (Private or Public), Persons with Disabilities Affairs Office (PDAO), Ground Flr. Local Youth Development Office, Pinagtipunan, City of General Trias, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

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4.2.5. A5- Due to De Facto Separation

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Previous ID of Solo Parent issued (1 Original)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee;	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite

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ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.6. A6- Due to Nullity of Marriage

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine

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	Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Judicial Decree of Legal Separation (1 photocopy)	Family Court Branch, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Judicial Decree of Legal Separation (1 photocopy)	Family Court Branch, Trece Martires City, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client

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Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Judicial Decree of Legal Separation (1 photocopy)	Family Court Branch, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Judicial Decree of Legal Separation (1 photocopy)	Family Court Branch, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.7. A7- Abandoned

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate or Affidavit of the applicant Solo Parent (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Police or Barangay Record of the fact of Abandonment (if applicable) (1 photocopy)	Barangay Hall/ Police Station Branch

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Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate or Affidavit of the applicant Solo Parent (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Previous ID of Solo Parent issued (1 Original)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Police or Barangay Record of the fact of Abandonment (if applicable) (1 photocopy)	Barangay Hall/ Police Station Branch
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Marriage Certificate or Affidavit of the applicant Solo Parent (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Police or Barangay Record of the fact of Abandonment (if applicable) (1 photocopy)	Barangay Hall/ Police Station Branch
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate or Affidavit of the applicant Solo Parent (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Police or Barangay Record of the fact of Abandonment (if applicable) (1 photocopy)	Barangay Hall/ Police Station Branch

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Affidavit of two disinterested persons attesting to the fact of separation of the Spouses (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.8. B8- Spouse of the Overseas Filipino Worker (OFW)

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' spouse	Client

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(1 photocopy)	
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Previous ID of Solo Parent issued (1 Original)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' spouse (1 photocopy)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio

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Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' spouse (1 photocopy)	Client
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine

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	Statistics Authority, Trece Martires City, Cavite
Marriage Certificate (if married) (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' spouse (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.9. B9- Relative of the Overseas Filipino Worker (OFW)

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine

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	Statistics Authority, Trece Martires City, Cavite
Birth Certificate or other Competent Proof of relationship between the Applicant and the Overseas Filipino Worker (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' family member (1 photocopy)	Client
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Birth Certificate or other Competent Proof of relationship between the Applicant and the Overseas Filipino Worker (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Previous ID of Solo Parent issued (1 Original)	Client

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Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' family member (1 photocopy)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Birth Certificate or other Competent Proof of relationship between the Applicant and the Overseas Filipino Worker (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' family member (1 photocopy)	Client

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Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Birth Certificate or other Competent Proof of relationship between the Applicant and the Overseas Filipino Worker (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Philippine Overseas Employment Administration-Security and Exchange Commission or its equivalent document (1 photocopy)	Philippine Overseas Employment Administration, EDSA cor. Ortigas Avenue, Mandaluyong City Metro Manila
Passport with stamp showing continuous 12 months of Overseas work (1 photocopy)	Client
Proof of Income of the Overseas Filipino Workers' family member (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite

Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.10. C10 Unmarried Mother/Father who Keeps and Rears his/her Child/Children

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of No-Marriage (CENOMAR) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite

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Previous ID of Solo Parent issued (1 Original)	Client
Certificate of No-Marriage (CENOMAR) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of No-Marriage (CENOMAR) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall

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Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Certificate of No-Marriage (CENOMAR) (1 photocopy)	Local Civil Registrar, Ground Flr., City Hall of General Trias, Cavite / Philippine Statistics Authority, Trece Martires City, Cavite
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.11. D11- Legal Guardian, Adoptive or Foster Parent who Solely provides Parental Care Support to a Child/Children/Dependent

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Proof of Guardianship, Proof of Adoption, or Proof of Foster Care (1 photocopy)	Family Court Trece Martires City, Cavite, Regional Alternative Child Care Office (RACCO), Zapote Rd. Alabang Muntinlupa City

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Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
Proof of Guardianship, Proof of Adoption, or Proof of Foster Care (1 photocopy)	Family Court Trece Martires City, Cavite, Regional Alternative Child Care Office (RACCO), Zapote Rd. Alabang Muntinlupa City
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Proof of Guardianship, Proof of Adoption, or Proof of Foster Care (1 photocopy)	Family Court Trece Martires City, Cavite, Regional Alternative Child Care Office (RACCO), Zapote Rd. Alabang Muntinlupa City

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Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Proof of Guardianship, Proof of Adoption, or Proof of Foster Care (1 photocopy)	Family Court Trece Martires City, Cavite, Regional Alternative Child Care Office (RACCO), Zapote Rd. Alabang Muntinlupa City
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.12. E12- Any Relative within Fourth (4th) Civil Degree of Consanguinity or Affinity

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. For New Applicant:	

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ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
-Death Certificate (1 photocopy) -Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian (1 photocopy)	-Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite -Family Court Trece Martires City, Cavite
Proof of Relationship of the Relative to the Parent or Legal Guardian (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1”x1” 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Previous ID of Solo Parent issued (1 Original)	Client
-Death Certificate (1 photocopy) -Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian (1 photocopy)	-Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires, Cavite -Family Court Trece Martires City, Cavite
Proof of Relationship of the Relative to the Parent or Legal Guardian (1 photocopy)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client

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Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the child/children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
-Death Certificate (1 photocopy) -Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian (1 photocopy)	-Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite -Family Court Trece Martires City, Cavite
Proof of Relationship of the Relative to the Parent or Legal Guardian (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Birth Certificate of the children (1 photocopy)	Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite
Certificate of Attendance for General Orientation regarding R.A. 11861	CSWDO Bldg., Ground flr. City of General Trias, Cavite

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(1 photocopy)	
Certificate of Enrollment/ Registration Form for Children 19 to 22 years old (1 photocopy)	School/ University where the child/children is/are enrolled
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
-Death Certificate (1 photocopy) -Certificate of Incapacity or Judicial Declaration of Absence or Presumptive Death of the Parents or Legal Guardian (1 photocopy)	-Local Civil Registrar, Ground Flr. City Hall of General Trias, Cavite/ Philippine Statistics Authority, Trece Martires City, Cavite -Family Court Trece Martires City, Cavite
Proof of Relationship of the Relative to the Parent or Legal Guardian (1 photocopy)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

4.2.13. F13- Pregnant Woman who Provides Sole Parental Care and Support to her Unborn Child or Children

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Solo Parents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Medical Record of Pregnancy (1 photocopy)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
b. For Renewal:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall

Medical Record of Pregnancy (1 photocopy)	Client
Previous ID of Solo Parent issued (1 Original)	Client
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
c. For Transferee:	
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Medical Record of Pregnancy (1 photocopy)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite
d. For loss of Solo Parent ID:	
Affidavit of Loss (1 Original)	City Administrator Office, 2nd Floor, City Hall of General Trias, Cavite
ID picture (1"x1" 2 pcs.)	Photo Studio
Barangay Certification/ Affidavit of Solo Parent (1 Original)	Barangay Hall
Medical Record of Pregnancy (1 photocopy)	Client
Certificate of Attendance for General Orientation regarding R.A. 11861 (1 photocopy)	CSWDO Bldg., Ground flr. City of General Trias, Cavite
Notarized Sworn Affidavit of Solo Parent (1 original)	Client
Application Form (1 original)	CSWDO Bldg., Ground Flr. City of General Trias, Cavite

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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	Melanie Simbanan/ Nancy Fortuno
2. Submit requirements and application form.	2. Check and review the requirements.	NONE	2 Minutes	Melanie Simbanan/ Nancy Fortuno
3. Receive the instructions from Solo Parent Staff/Social Worker.	3.a. Give instructions to Solo Parent client to wait for text or phone call messages for the date of release of the Solo Parent. b. Conduct home visit or validation.	NONE NONE	2 Minutes 7 Days	Melanie Simbanan/ Nancy Fortuno/ E Melanie Simbanan
	4.Prepare the Solo Parent I.D.	NONE	5 Minutes	Melanie Simbanan
	5. Sign the Solo Parent I.D.	NONE	2 Seconds per ID	Rebecca Generoso
	6.Prepare master list of ID for endorsement to Mayor for his signature.	NONE	10 Minutes	Melanie Simbanan/ Nancy Fortuno
	7. Receive the Solo Parent ID from Mayor's Office.	NONE	5 minutes	Melanie Simbanan/ Nancy Fortuno
	8. Text or call up the client for the date of issuance of the Solo Parent I.D.	NONE	2 minutes	Melanie Simbanan/ Nancy Fortuno

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4. Receive the Solo Parent I.D. and sign the releasing logbook.	9. Issue the Solo Parent I.D. and give the releasing logbook.	NONE	1 Minutes	Melanie Simbanan/ Nancy Fortuno
End of Process: TOTAL		**NONE**	**7 days & 23 mins.**	

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

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8. 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.

Office or Division:	CSWDO Main Office
Classification:	Complex
Type of Transaction:	G2C -Government to Client G2G -Government to Government
Who may avail:	Indigent Residents of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilHealth Member Registration Form applicant. (1 Original, 1 Photocopy)	Ground Flr. CSWDO Bldg., City of General Trias, Cavite
Birth Certificate (1 Photocopy or Baptismal Certificate, 1 Photocopy)	If the client has no copy, City Civil Registrar's 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 Registrar's 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 Registrar'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	1 Minute	Ruby Bautista
2.Ask the Desk Officer regarding the Philhealth Assistance.	2.Provide brief information to the client.	NONE	2 Minutes	Ruby Bautista
3.a. Provide information needed by the PhilHealth Coordinator b. Submit requirements and fill-up Philhealth Member	3.a.Interview and assess client. b. Check the requirements and provide Philhealth Member	NONE NONE	3 Minutes 5 Minutes	Ruby Bautista Ruby Bautista

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Registration Form.	Registration Form. to client.			
4. Request certification of Financially Incapable.	c. Prepare the Certificate of Financially Incapable.	NONE	2 minutes	Ruby Bautista, Merian Comandante
	4. Sign the certificate.	NONE	10 seconds	Rebecca C. Generoso
5. Release Certificate for Financially Incapable.	5.Release the Certificate of Financially Incapable.	NONE	1 minute	Ruby Bautista/ Merian Comandante
	6.Instruct the client to submit the certification to Philhealth Office.	NONE	2 Minutes	Ruby Bautista/ Merian Comandante
End of Process:	**TOTAL**	**NONE**	**16 minutes & 10 seconds**	

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

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9. 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.

Office or Division:	CSWDO Main Office
Classification:	Complex
Type of Transaction:	G2C -Government to Client
Who may avail:	Contracting Parties of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PMC Application Form (1 Original)	Ground Flr., CSWDO Building, City Population and Development Office, City of General Trias, Cavite
Marriage Expectation Inventory Form (1 Original)	Ground Flr. CSWDO Bldg., City Population and Development Office, City 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	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
2.Ask the Desk Officer regarding the PMC/PMOC.	2.Provide brief information to the client.	NONE	3 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
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	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas

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4.Submit PMC Forms.	4.Receive the PMC Forms.	NONE	2 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
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	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
6.Submit the O.R.	6.Receive the O.R.	NONE	1 Minute	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
7.Receive instructions from PPWI.	7.a. Instruct the clients to come early at 7:30 A.M. Tuesday/ Friday at the Ground Flr. Of City Library of General Trias, Cavite. b. Prepare PMC Certificates and Attendance Sheet. c. Sign the PMC Certificate.	NONE NONE NONE	2 Minutes 10 Minutes 1 Minute	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas Alexander del Rosario, Rachel Mae Garcia, Belen Lozano, Edgardo Inocencio, Ma. Victoria Cantoja
8.Sign the Attendance Sheet.	8. Give the Attendance Sheet.	NONE	2 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
9. Attend PMC Seminar.	9. Conduct PMC Seminar.	NONE	4 Hours	Rachel Mae Garcia, Alexander del Rosario, Belen

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				Lozano, Edgardo Inocencio
10. Answer needed information and sign the RPFP Form 1.	10.Interview contracting parties using Responsible Parenthood and Family Planning Form 1.	NONE	5 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
11. Answer and submit the Feedback Slip.	11. Provide and collect Feedback Slip	NONE	10 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
12. Receive the PMC Certificate.	12. Issue the PMC Certificate	NONE	3 Minutes	Ricardo Cervantes, Clarissa Reyes, Cresilda Rojas
End of Process:	**TOTAL**	**P100.00**	**5 Hours and16 Minutes**	

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

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10.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.”

Office or Division:	Bahay Pag-asa
Classification:	Complex
Type of Transaction:	G2C -Government to Client
Who may avail:	Children in Conflict with the Law/Children at Risk/Minors Victims of Abuses (Male or Female)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the Intake Sheet Form	1. Provide Intake Sheet and guide the client in filling up the form	NONE	15 mins.	Bahay Pag-asa Staff
2.Submit the Intake Sheet Form.	2. Receive the Intake Sheet Form.	NONE	5 mins.	Bahay Pag-asa Staff
3.Give the contact number or location of the parents.	3. Inform the parents.	NONE	10 mins.	Bahay Pag-asa Staff

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4.Listen the Orientation.	4.Orient the client about the House Rules of the Bahay Pag-asa.	NONE	20 mins.	Bahay Pag-asa Staff
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	Bahay Pag-asa Staff
End of Process:	**TOTAL**	**NONE**	**Daily & 50 mins.**	

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

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11. 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. Hair Care/Beauty Care
   2. Hilot (Wellness Massage)
   3. Jewelry Making
   4. Massage Therapy
   5. Pastry Making
   6. Rags Making
   7. Dishwashing Liquid/ Fabric Conditioner 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 Theraphy, Hilot (Wellness), Hair Care/Beauty Care and Electrical Installation & Services. Free Massage, Haircut and Wiring Installations are being given to chosen barangays to: introduce the trainees as Therapists, Haircutters and Electrician to the public: to

enhance more attitude in dealing with the prospective clients to give back to the people good deeds in return of being the recipients of free training.

NOTE: Every Training Program has a specified number of days and hours required to finish according to TESDA's Training regulation.

Training Course	Number of Days	No. of Hours/Session
Bread and Pastry Making NC II	20 days	4 hrs.
Cookery NC II	20 days	4 hrs.
Dressmaking NC II	30 days	6 hrs.
Electrical Installation NC II	25 days	6 hrs.
Food and Beverage Servicing NCII	20 days	4 hrs.
Hair Care/Beauty Care NC II	15 days/ 10 days	6 hrs.
Hilot Wellness	10 days	6 hrs.
Integrated Food Processing	10 days	4 hrs.
Massage Therapy NC II	15 days	6 hrs.

Office or Division:	CSWD Training/Productivity Center
Classification:	Complex
Type of Transaction:	G2C -Government to Client
	G2G-Government to Government
Who may avail:	18 years old and above, male or female, unemployed, repatriated OFWs, PWDs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Birth Certificate (PSA)	Philippine Statistics Authority- Trece Martires City, Cavite or Local Civil Registrar's Office- Ground Flr. City Hall of General Trias, Cavite
Registration Form (1 Original)	CSWDO Training/Productivity Center, KPNP Subd. Brgy. Santiago, City of General Trias, Cavite

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.Center Based Trainings	Post schedules of trainings:			Angelita Calle, Billy Ray de Castro,

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	- Barangay Hall - Day Care Center - Facebook Page	NONE	5 Minutes	Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Armina Mugol, Gina Gamba
1.Fill-up Application Form	1.Give Application Form	NONE	5 Minutes	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Armina Mugol, Gina Gamba
2.Submit Application Form.	2.Accept Application Form. Review Application Form. Inform Clients the procedure of Training.	NONE	3 Minutes	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Armina Mugol, Gina Gamba
3.Sign in to Client's Logbook.	3.Give Client's Logbook.	NONE	1 Minute	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Armina Mugol, Gina Gamba
4.Confirm the attendance.	Send text messages to trainees for the confirmation of training.	NONE	2 Minutes/ trainee	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Armina Mugol, Gina Gamba
5.Attend the Orientation	4.Orient the trainees about the training proper; Rules	NONE	1 Hour	Imelda Bulanhagui

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	and Regulations.			
6.Attend the training.	6.Conduct training.	NONE	20-30 Days	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
7.Receive Certificate of Training and confirm 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	2 Days	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
End of Process:	**TOTAL**	**NONE**	**32 days, 1 hour & 16 mins.**	

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B. Barangay Based Trainings	Conducted in barangays			
1.Submit Request Letter to CSWDO with: - Number of Participants - Name of Training - Venue & Date	1.a.Receive request letter. b. Confirm the availability of dates. c. Schedule the training.	NONE NONE NONE	5 Minutes 5 Minutes 5 Minutes	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
2.Attend the Orientation.	2.Explain the training procedures.	NONE	2 Hours	Imelda Bulanhagui
3.Attend training.	2.Conduct training.	NONE	20 Days	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
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	Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
End of Process:	**TOTAL**	**NONE**	**21 days, 2 Hours & 15 mins.**	

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C. TESDA Assessment				
1. Register Trainees	1. Register Trainees in the Tesda Training Management Information System (T2MIS).	NONE	3 hours	Imelda Bulanhagui, Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
2. Request schedule of assessment.	2.a. Fill-up assessment form. b. Forward documents to Assessment center for schedule.	Assessment fees	20 minutes 1 hour	Imelda Bulanhagui Imelda Bulanhagui
3. Take TESDA Assessment.	3. Receive schedule of assessment from Assessment Center. Inform Trainees about the date of Assessment.	NONE	1 day	Imelda Bulanhagui, Angelita Calle, Billy Ray de Castro, Marisa Florentino, Gil John Escalante, Tom Michael Treyes, Raquel Mae de Castro, Nicole Villamor, Gina Gamba
End of Process:	**TOTAL**	**Fees depends on course**	**1 day, 3 hours & 20 mins.**	

(Skills Facilitation and Skills Training Program) qualified for multi-stage processing.

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12. 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.

Office or Division:	Sustainable Livelihood Program Office
Classification:	Simple
Type of Transaction:	G2C -Government to Client
	G2G – Government to Government
Who may avail:	4Ps Members/MSM Enterprise Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Valid Government Issued ID (1 Photocopy) with 3 specimen signatures	Client/Copier
Registration Form (1 Original)	SLP Office, Ground Flr., CSWDO Bldg., 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	1 Minutes	Mary Bien Custodio, Iluminada Noche
2.a. Submit documents. b. Give information needed by SLP Staff. c. Confirm the schedule.	2.a. Receive and check documents. b. Interview and assess client. c. Make a schedule/venue of the Basic Mgt. Seminar and instruct the client to bring notebook, calculator and ballpen. d. Prepare Attendance Sheet and other seminar	NONE NONE NONE	5 Minutes 15Minutes 5 Minutes	Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche,

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	kit and facilities needed.	NONE	1 Hour	
3. a. Attend the seminar. b. Receive the Certificate of Participation.	3. a. Conduct the Basic Management Seminar. b. Prepare and check the master list of attendance sheet c. Printing of Certificate of Participation d. Award Certificate of Participation.	NONE NONE NONE NONE	12 hours (2 Days) 30 Minutes 2 Hours 1 Hour	Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche
End of Process:	**TOTAL:**	**NONE**	**2 days, 4 hours & 56 mins.**	

(Business Management Seminar) qualified for multi-stage processing.

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13. 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.

Office or Division:	Sustainable Livelihood Program Office
Classification:	Complex
Type of Transaction:	G2C -Government to Client
	G2G – Government to Government
Who may avail:	4Ps Members/MSM Enterprise Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Valid Government Issued ID (1 Photocopy with 3 specimen Signatures)	Client/Copier
Registration Form (1 Original)	SLP Office, Ground Flr., CSWDO Bldg., City of General Trias, Cavite

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	Mary Bien Custodio, Iluminada Noche
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	Mary Bien Custodio, Iluminada Noche
	c. Prepare Attendance Sheet, venue and other office supplies and equipment.	NONE	1 Hour	Mary Bien Custodio, Iluminada Noche

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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 beneficiary. 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 NONE NONE NONE	4 Hours 1 Day 2 Minutes 1 Hour	Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche
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 NONE NONE	30 Minutes 12 hours (2 Days) 30 Minutes	Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche
4.a. Confirm the schedule.	4.a. Inform client to attend Awarding of Capital Assistance.	NONE	5 Minutes	Mary Bien Custodio, Iluminada Noche

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b. Receive the Capital Assistance.	b. Prepare documents and vouchers, venue and facilities. c. Award the Capital Assistance	NONE NONE	1 Day 4 Hours	Mary Bien Custodio, Iluminada Noche Mary Bien Custodio, Iluminada Noche
End of Process:	**TOTAL**	**NONE**	**3 days, 23 hours & 12 mins.**	

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14. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Simple
Type of Transaction:	G2C -Government to Client
Who may avail:	Guardian, Custodian or Relative of the Minor
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	1 Minutes	Rizel Climacosa, Rachel Mae Garcia, Leny Martinez, Lyka Krishia Tayco, Veronica Serrano,
2.Give information needed by the social worker.	2.Interview and assess client.	NONE	10 Minutes	Rizel Climacosa, Rachel Mae Garcia, Leny Martinez, Lyka Krishia Tayco
3.Submit requirement.	3.Receive and check requirement.	NONE	3 Minutes	Rizel Climacosa, Rachel Mae Garcia, Leny Martinez, Lyka Krishia Tayco, Veronica Serrano,
4. Wait the social worker to prepare, print and photocopy the document.	4.a. Prepare and print the Certificate of Guardianship. b. Sign the Certificate of Guardianship c. Photocopy the Certificate of Guardianship	NONE NONE NONE	2 Minutes 10 Seconds 1 Minute	Rizel Climacosa, Rachel Mae Garcia, Leny Martinez, Lyka Krishia Tayco

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5.Receive the Certificate of Guardianship.	Issue the Certificate of Guardianship and ask to sign the photocopy.	NONE	1 Minute	Rizel Climacosa, Rachel Mae Garcia, Leny Martinez, Lyka Krishia Tayco, Veronica Serrano,
TOTAL:		**NONE**	**18 Minutes & 10 Seconds**	

(Certificate of Guardianship) qualified for multi-stage processing.

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15. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2C -Government to Client G2G – Government to Government
Who may avail:	Minor/Guardian Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a.Children in Conflict with the Law (CICL):	
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.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:	
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	1 Minute	Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio
2.Give needed information by the minor/guardian.	2.Interview and assess minor/guardian client.	NONE	30 Minutes	Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio
3.Submit requirements.	3.Receive and check requirements.	NONE	30 Minutes	Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio

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4. Confirm the attendance at court hearing.	4.a. Receive subpoena from the competent court. b. Inform the minor client and guardian to prepare for the schedule of the court hearing.	NONE NONE	2 Minutes 5 Minutes	Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio
5.Attend court hearing.	5.Assist the minor client during the process of court hearing.	NONE	1 Day	Rizel Climacosa, Jun Reponte, Leny Martinez, Edmon Antonio
End of Process:	**TOTAL**	**NONE**	**1 Day, 1 Hour & 8 Minutes**	

(Court Hearing Assistance) qualified for multi-stage processing.

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16. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2C -Government to Client G2G – Government to Government
Who may avail:	Interested Individual or Couple

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form (1 Original)	CWPCU, Second Flr., CSWDO Bldg., City 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)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Foster Parent Authority (To be signed upon Home Visit) (4 Original)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite

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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	Rachel Mae Garcia, Lyka Krishia Tayco
2.Give necessary information to social worker.	2.Interview and assess the client.	NONE	1 Hour	Rachel Mae Garcia, Lyka Krishia Tayco
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 9:00 a.m. to 12nn. b. Receive Referral Letter from Regional Office.	NONE NONE	1 Minute 1 Minute	Rachel Mae Garcia, Lyka Krishia Tayco
4.a. Confirm the schedule of home visit. b. Give information needed by the social worker. c. Fill up and submit Application Form. d. Confirm the schedule to submit requirements.	4.a. Inform the client of the schedule of home visit. b. Conduct home visit and assess the client. c. Provide, receive and check the Application Form. d. Instruct the client to submit requirements in the office.	NONE NONE NONE NONE	1 Minute 4 Hours 1 Hour 3 Minutes	Rachel Mae Garcia, Lyka Krishia Tayco
5.a. Submit requirements.	5.a. Receive and check requirements.	NONE NONE	20 Minutes 30 minutes	Rachel Mae Garcia, Lyka Krishia Tayco

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b. Ask questions for clarifications. c. Sign the documents and leave the office.	b. Prepare and print the Foster Care License and Foster Parent Authority and explain the content. c. Ask the client to sign the documents and instruct him/her when to report in the office. d. Prepare Comprehensive Case Study Report (SCSR)/ Transmittal Letter for Foster Care License. e. Sign the SCSR. f. Sign the SCSR for notation. g. Prepare and submit all the requirements and SCSR to Regional Office and confirm the schedule of the release of Foster Care License and Foster Parent Authority. h. Receive information from the Regional Office about the release of FCL and FPA.	NONE NONE NONE NONE NONE	5 Minutes 3 Days 1 Minute 1 Minute 30 Minutes 1 Minute	
6. Confirm the schedule.	6.Inform the Licensed Foster Care Parents of			

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	the schedule of the release of Foster Care License and Foster Parent Authority.	NONE	1 Minute	Rachel Mae Garcia, Lyka Krishia Tayco
7.Receive the documents 1 original	7.Issue the Foster Care License and Foster Parent Authority.	NONE	2 Minutes	Rachel Mae Garcia, Lyka Krishia Tayco
End of Process:	**TOTAL**	**NONE**	**3 days, 7 hours and 38 minutes**	

(Foster Care Service) is covered under R.A. 9523, 8552 & 11222.

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17. 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. 11642 (Domestic Administrative Adoption).

4.1. Legal Adoption for Voluntary Committed (Surrendered) Children R.A. 9523

Office or Division:	Women and Children Protection Unit (WCPU)
Classification:	Complex
Type of Transaction:	G2C -Government to Client G2G – Government to Government
Who may avail:	Individual / Couple who are: 1. Filipino Citizen of legal age 2. In possession of full civil capacity and legal rights 3. Good moral character 4. Has not been convicted of any crime involving moral turpetude 5. Emotionally and psychologically capable of caring for a child/children 6. At least 16 year older than the adoptee 7. In a position to support and care for the adopted child 8. Any alien possessing the same qualifications

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Voluntarily Committed (Surrendered) Children R.A. 9523	
Transmittal Letter to the Regional Altrernative Child Care Officer (RACCO) (2 Original)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Updated Social Case Study Report (with SW's PRC Licensed No. and Validity Date) (1 Original, 1 Photocopy) (Social Worker and Two Witnesses)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Original Notarized Deed of Voluntary Commitment (4 Original)	CWPCU, Second Flr., CSWDO Bldg., City 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 Registrar's 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	Client (oldest photo)

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Relinquishment (2 pcs. 2"x2" ID Pictures)				
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	1 Minute	Rachel Mae Garcia, Lyka Krishia Tayco
2.Give necessary information to social worker.	2.Interview and assess the client.	NONE	1 Hour	Rachel Mae Garcia, Lyka Krishia Tayco
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 9:00 a.m. to 12nn. b. Receive Referral Letter from Regional Office. c. Prepare and send Request Letter for Parenting Capability Assessment Report (PCAR) and request to facilitate signing of Deed of Voluntary Commitment (if found not capable or no other relatives that can take the custody of the child) MSWDO/PSWDO/CSWDO where the biological parents are presently residing. (Outside Gen. Trias City)	NONE NONE NONE	1 Minute 1 Minute 5 Minutes	Rachel Mae Garcia, Lyka Krishia Tayco Rachel Mae Garcia, Lyka Krishia Tayco Rachel Mae Garcia, Lyka Krishia Tayco

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	d. Receive Feedback or Parenting Capability Assessment Report (PCAR) and DVC with Valid ID's of biological parents, Social Worker and witnesses.	NONE	132 Days	Rachel Mae Garcia, Lyka Krishia Tayco
4.a. Confirm the schedule. b. Give information needed by the social worker. c. Fill up and submit Intake Form and Child Intake Form. d. Confirm the schedule to submit all the requirements.	4.a. Inform the client of the schedule of home visit. b. Conduct home visit and assess the client. c. Provide, receive and check the Intake Form and Child Intake Form. d. Instruct the client to submit all the requirements in the office.	NONE NONE NONE NONE	1 Minute 2 Hours 30 Minutes 3 Minutes	Rachel Mae Garcia, Lyka Krishia Tayco Rachel Mae Garcia, Lyka Krishia Tayco Rachel Mae Garcia, Lyka Krishia Tayco Rachel Mae Garcia, Lyka Krishia Tayco
5.a. Submit requirements. b. Give necessary details to social worker.	5.a. Receive and check requirements. b. Prepare and print Comprehensive Social Case Study Report (CSCSR) and instruct the client to go home. c. Prepare and submit the requirements together with transmittal letter to Regional Alternative Child Care Office (RACCO). d. Receive comments from Regional Office and give other necessary information to CSCSR and submitted it to Regional Office.	NONE NONE NONE NONE	10 Minutes 3 Days 1 Hour 45 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco

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c. Receive the documents.	e. Follow-up the status of the case.	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
	f. Receive the R.A. 9523 or Certification Declaring the Child Legally Available for Adoption (CDCLAA)	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
	g. Prepare documents of Adoptive Parents and the child.	NONE	22 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco
	h. Submit transmittal letter and documents of Adoptive Parents and the child to Regional Office for matching.	NONE	20 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	i. Receive the schedule of the Matching Conference and prepare power point presentation.	NONE	10 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	j. Attend the Matching Conference and present the case of the child and the prospective Adoptive parents.	NONE	4 Hours	Rachel Mae N. Garcia, Lyka Krishia Tayco
	k. The child is matched to prospective Adoptive parents.	NONE	30 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	l. Receive the pre-Adoption Placement Authority or (PAPA)	NONE	22 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco
	m. Give the copy of pre-Adoption Placement Authority or (PAPA) and R.A. 9523 to the prospective Adoptive Parents and advise them to comply the documents	NONE	1 Day	

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	for Administrative Adoption.			
	n. Conduct Post Supervisory visit to Prospective Adoptive Parents (PAP's) and prepare child report.	NONE	2 hours	Rachel Mae N. Garcia, Lyka Krishia Tayco
	o. Submit Post Supervisory Report to Regional Alternative Child Care Office (RACCO) thru e-mail.	NONE	1 minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
	p. Check the documents submitted by the PAP's and update the Child Study Report, prepare Home Study Report of the Prospective Adoptive Parents (PAP's)	NONE	1 hour	Rachel Mae N. Garcia, Lyka Krishia Tayco
	q. Prepare Transmittal letter address to Regional Alternative Child Care Office (RACCO). Will wait for the Feedback Report from Regional Alternative Child Care Office (RACCO) and Assist Prospective Adoptive Parents (PAP's) to comply other instructions from Regional Alternative Child Care Office (RACCO).	NONE	5 minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
End of Process:	**TOTAL:**	**NONE**	**225 days, 13 hours and 10 mins.**	

(Legal Adoption) is covered under R.A. 9523, 8552 & 11222.

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18. Legal Adoption for Abandoned, Neglected and Dependent Children

Office or Division:	Women and Children Protection Unit (WCPU)
Classification:	Complex
Type of Transaction:	G2C -Government to Client G2G – Government to Government
Who may avail:	Individual / Couple who are: 1.Filipino Citizen of legal age 2. In possession of full civil capacity and legal rights 3. Good moral character 4. Has not been convicted of any crime involving moral turpitude 5. Emotionally and psychologically capable of caring for a child/children 6. At least 16 year older than the adoptee 7. In a position to support and care for the adopted child 8. Any alien possessing the same qualifications

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Abandoned, Neglected and Dependent Children:	
Transmittal Letter to the Regional Alternative Child Care Office (RACCO) (2 Original)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Notarized Petition (4 Original)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Child Study Report (with SW's PRC Licensed No. and Validity Date) (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Written Certification from Radio/T.V. Station that case was aired in 3 different dates (1 Original)	Radio/TV Station, Philippine Information Authority (PIA) Visayas Avenue, Quezon City
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) Barangay Blotter/Certification (1 Original)	WCPD/PNP Station, City of General Trias, Cavite Barangay Hall

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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)	CWPCU, Second Flr., CSWDO Bldg., City 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)	CWPCU, Second Flr., CSWDO Bldg., City 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	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
2.Give necessary information to social worker.	2. Interview and assess the client.	NONE	1 Hour	Rachel Mae N. Garcia, Lyka Krishia Tayco
3. Attend the seminar.	3.a. Inform the applicants to attend Foster Care/Legal Adoption Seminar at Regional Alternative Child Care Office (RACCO) every first Thursday of the month from 9:00 a.m. to 12nn.	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
b. Confirm the schedule.	b. Receive Referral Letter from Regional Office and inform the client to report in the office.	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco

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	4.a. Provide, guide and receive Intake Sheet from the client and instruct them to go home. b. Facilitate Police or Brgy. Blotter to the city or brgy. were the child was given/ found. c. Prepare Radio Airing Format and facilitate the radio station for announcement with three different dates. d. Follow-up the radio station thru phone call/ text. e. Receive the Radio Certification with signature of Radio Announcer. f. Prepare Newspaper Format from the general circulation for publication of the information of the child and send it to email address of the Publication. Inform Prospective Adoptive Parents to pay the publication fee. g. After publishing the information, receive the whole copy of the newspaper.	NONE NONE NONE NONE NONE 600.00 NONE	5 Minutes 15 Days 15 Days 1 Minute 15 Days 1 Day 14 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco
5.a. Confirm the schedule.	5.a. Schedule the home visit.	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco

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b. Give detailed information to social worker. c. Submit the requirements.	b. Provide Intake Sheet Form and clarify information needed. c. Receive and check requirements. d. Prepare Comprehensive Child Study Report (CCSR) and Petition.	NONE NONE NONE	2 Hours 30 Minutes 3 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco
6.Pay the Notarial Fee.	6.a. Notarized the Petition/ paid by the Prospective Adoptive Parent. b. Prepare the documents and transmittal letter to Regional Alternative Child Care Office (RACCO).	250.00 NONE	30 Minutes 1 Hour	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco
7.a. Submit requirements. b. Give necessary details to social worker.	7.a. Receive and check requirements. b. Prepare and print Comprehensive Social Case Study Report (CSCSR) and instruct the client to go home. c. Prepare and submit the requirements together with transmittal letter to Regional Alternative Child Care Office (RACCO). d. Receive comments from	NONE NONE NONE NONE	30 Minutes 3 Days 1 Hour 44 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco

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	Regional Office and give other necessary information to CSCSR and submitted it to Regional Office.	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
	e. Follow-up the status of the case and receive posting of the case from the Regional Office.	NONE	1 Day	Rachel Mae N. Garcia, Lyka Krishia Tayco
	f. Photocopy the posting of the case.	NONE	5 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco
	g. Post the case to various conspicuous places.	NONE	30 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	h. Prepare and submit the Certificate of Posting signed by the Dept. Head to Regional Alternative Child Care Office (RACCO).	NONE	1 Minute	Rachel Mae N. Garcia, Lyka Krishia Tayco
	i. Receive the R.A. 9523 or Certification Declaring the Child Legally Available for Adoption (CDCLAA).	NONE	22 Days	Rachel Mae N. Garcia, Lyka Krishia Tayco
	j. Prepare documents of Adoptive Parents and the child.	NONE	20 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	k. Submit transmittal letter and documents of Adoptive Parents and the child to Regional O	NONE	10 Minutes	Rachel Mae N. Garcia, Lyka Krishia Tayco
	l. Receive the schedule of the Matching Conference	NONE	1 Hour	Rachel Mae N. Garcia, Lyka Krishia Tayco

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c. Receive the documents.	and prepare power point presentation office for matching. 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 Placement Authority or (PAPA). p. Give the copy of PAPA and R.A. 9523 to the prospective Adoptive Parents and advise them to comply the documents to proceed to R.A. 11642. q. Conduct Post Supervisory visit to Prospective Adoptive Parents (PAP's) and prepare report. r. Submit Post Supervisory Report to RACCO thru e-mail. s. Check the documents submitted by the PAP's and update the Child Study Report. Prepare Home Study Report of the Prospective Adoptive Parents (PAP's).	NONE NONE NONE NONE NONE NONE NONE NONE	30 Minutes 22 Days 1 Day 22 days 1 day 2 hours 1 minute	Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco Rachel Mae N. Garcia, Lyka Krishia Tayco

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	t. Prepare transmittal letter addressed to RACCO. Will wait for the Feedback Report from RACCO and Assist PAP's to comply other instructions from RACCO.	NONE NONE	1 hour 5 minutes	
End of Process:	**TOTAL:**	**Php 850.00**	**161 Days, 12 Hours & 18 Minutes**	

(Legal Adoption for Abandoned, Neglected and Dependent Children) is covered under R.A. 9523, 8552 & 11222.

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19. Referral, Mediation and Counseling

Referral is an act of referring someone or something for consultation, review, or further action; Mediation is a kind of process conducted to resolve conflicts between two or more parties while ounseling is a kind of process that involves trained councilor helping an individual to find ways to work through and understand their problems.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2C -Government to Client
	G2G – Government to Government
Who may avail:	Clients victims of different types of abuses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. R.A. 9262 (Anti-Violence Against Women and Children) Client:	
Intake Sheet (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Referral letter (1 original)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
b. R.A. 7610 (Anti-Child Abuse Law) Client:	
Endorsement Letter (1 Original, 1 Photocopy)	BWCDO, Barangay Hall
Intake Sheet (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Invitation Letter to Respondent (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
c. R.A. 9344 (Juvenile Justice and Welfare Act) Client:	
Endorsement Letter (1 Original, 1 Photocopy)	BWCDO, Barangay Hall
Intake Sheet (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., City of General Trias, Cavite
Invitation Letter to Respondent (1 Original, 1 Photocopy)	CWPCU, Second Flr., CSWDO Bldg., 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	1 Minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun

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				Reponte, Edmon Antonio
2. Give information or complaint to social worker.	2. Interview and assess client using Intake Sheet.	NONE	15 Minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio
3. Referral to Public Attorney's Office (PAO) for a mediation. (R.A. 9262)	Make a referral letter.	NONE	5 minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio
4. Confirm schedule of mediation (R.A. 7610 and R.A. 9344) and counseling.	3. a. Make a schedule of mediation (R.A. 7610 and R.A. 9344) counseling and prepare Invitation Letter to Respondent addressed to Brgy. Captain. b. Endorse the Invitation Letter to Brgy. Women and Children Desk Officer. c. BWCDO gives the Invitation Letter to Respondent.	NONE NONE NONE	5 Minutes 5 Minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio Barangay Women and Children Desk Officer
5.Observe proper behavior during mediation (R.A. 7610 and R.A. 9344)/ counseling and avoid too much offensive remarks to respondent.	4.Conduct mediation process (R.A. 7610 and R.A. 9344) and observe confidentiality.	NONE	2 Hours	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio

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	5.Refer to BCWDO for agreement of both parties.	NONE	10 minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte, Edmon Antonio
End of Process:	**TOTAL**	**NONE**	**2 Hours & 41 minutes**	

(Referral, Mediation and Counseling) qualified for multi-stage processing.

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20. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2G -Government to Government
Who may avail:	Barangays of General Trias City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Organization (1 Original)	Barangay Hall
Budget for BCPC	Barangay Hall
Policies and Plans (1 Original)	Barangay Hall
Accomplishments (1 Original)	Barangay Hall
Service delivery, Monitoring and Management for Children	Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Confirm the schedule	2.a. Make a schedule for monitoring through letter. b. Provide the list of documents to be prepared for the monitoring.	NONE NONE	5 Minutes 10 Minutes	Leny Martinez Leny Martinez
3.a Give information to social worker.	3.a Validate the details of documents and checklist presented during the monitoring.	NONE	1 hour	Leny Martinez
4.Give necessary explanation and queries about the remarks and suggestions.	4. Give remarks and recommendation and discuss lacking	NONE	30 Minutes	Leny Martinez

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Submit additional documents to comply on or before the date of submission.	documents, suggestions, etc. Instruct to submit lacking documents.			
	5. Checking of documents submitted	NONE	1 hour	Leny Martinez
	6. Finalize the ratings of BCPC.	NONE	1 hour	Leny Martinez
End of Process:	**TOTAL**	**None**	**3 Hours & 45 Minutes**	

(Monitoring of the Functionality of Barangay Council for the Protection of Children) qualified for multi-stage processing.

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21. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2G -Government to Government
Who may avail:	Barangays of General Trias City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Establishment of VAW Desk:	
For Brgy. Desk Officer needs to have:	
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
For VAW Desk:	
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. Resources:	
For Furniture and Vehicle: (1 Photo of the following items)	Barangay Hall/Photo Printing Center
1. Table and Chair	
2. Filing cabinet and Storage Area	
3. Sofa bed, folding bed or mat 4.	
5. Availability of vehicle and or transportation expenses to convey victim-survivors	
For Equipment and Supplies:	

(1 Photo of the following items)	
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	
For Monitoring Tools:	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	
For References: (1 Photo of each item)	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	
C. Policies, Plans and Budget	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)	

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D. Accomplishments:	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.Confirm the schedule	2.a. Make a schedule for monitoring through letter. b. Provide the list of documents to be prepared for the monitoring.	NONE NONE	5 Minutes 10 Minutes	Leny Martinez Leny Martinez
3.a Give information to social worker.	3.a Validate the details of documents and checklist presented	NONE	1 hour	Leny Martinez

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	during the monitoring.			
4.Give necessary explanation and queries about the remarks and suggestions. Submit additional documents to comply on or before the date of submission.	4. Give remarks and recommendation and discuss lacking documents, suggestions, etc. Instruct to submit lacking documents.	NONE	30 Minutes	Leny Martinez
	5. Checking of documents submitted	NONE	1 hour	Leny Martinez
	6. Finalize the ratings of BCPC.	NONE	1 hour	Leny Martinez
End of Process:	**Total**	**NONE**	**3 Hours & 45 Minutes**	

(Monitoring of the Functionality of Barangay Anti-Violence Against Women (VAW) Desk**)** qualified for multi-stage processing.

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22. 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.

Office or Division:	Women and Children Protection Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	Barangays of General Trias City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)	OPD Clinic, Brgy. Corregidor, General Trias City, Cavite
Barangay Indigency (1 original)	Barangay Hall
Voter's ID / Certificate of Voter's Registration or any Valid ID (1 Photocopy)	Client/If not secured, COMELEC, 4th Floor, City Hall of General Trias, Cavite

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the clients logbook.	1. Give the client's logbook.	NONE	1 minute	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte
2.Submit requirements.	2.Receive and check the requirements.	NONE	1 Minute	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte
3.a. Give information needed by the social worker. b. Sign the GIS Form. Receive other instructions.	3.a. Interview and assess client using General Intake Sheet Form.	NONE	10 Minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte

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.	b. Ask to sign the GIS Form and instruct the client to go home and make follow-up. c. The Department Head signs the GISF. d. Submit to Mayor's Office and wait for further notice. 4.a. Process the GISF to Accounting and Treasurer's Office. b. Receive the check and voucher from the Treasurer's Office.	NONE NONE NONE NONE NONE	3 Minutes 10 Seconds 1 minute 5 minutes 1 minute	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte Rebecca C. Generoso Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte
4.a. Confirm the schedule.	5. Inform the Psychological Testing Center and the client for the schedule of actual test.	NONE	10 Minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte
b. Take the Psychological Evaluation.				OPD Clinic staff
5.Receive the result of Psychological Evaluation Test.	6. Receive the result of the psychological evaluation and inform the client. Pay the center.	NONE	5 minutes	Leny Martinez, Rachel Mae Garcia, Rizel Climacosa, Jun Reponte
	TOTAL:	**NONE**	**37 minutes and 10 seconds**	

(Psychological Evaluation) qualified for multi-stage processing.

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23. Persons with Disability (PWD) I.D. Card

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) that are entitled to all privileges that he or she must receive according to existing rules and regulations by the agency or department.

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.

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	PWDs of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For New Applicant:	
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
Application Form (1 original)	Persons with Disability Affairs Office (PDAO), Local Youth Development Office (LYDO) Ground Flr. Barangay Pinagtipunan, City of General Trias, Cavite
b. For Renewal:	
Previous I.D. (1 Photocopy)	Copier
I.D. picture (1"x 1" 2 pieces)	Photo Studio
Barangay Certification of PWD (1 Original)	Barangay Hall
Application Form (1 original)	Persons with Disability Affairs Office (PDAO), Local Youth Development Office (LYDO) Ground Flr. Barangay Pinagtipunan, City of General Trias, Cavite
c. For Transferee:	
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

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Medical Certificate (indicating the type of disability) (1 Original or Certified True Copy)	Physician
Application Form (1 original)	Persons with Disability Affairs Office (PDAO), Local Youth Development Office (LYDO) Ground Flr. Barangay Pinagtipunan, City of General Trias, Cavite
d. For loss of PWD I.D.:	
Affidavit of Loss (1 original)	City Administration Office, 2nd 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
Application Form (1 original)	Persons with Disability Affairs Office (PDAO), Local Youth Development Office (LYDO) Ground Flr. Barangay Pinagtipunan, 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	2 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
2.Ask the Desk Officer regarding the PWD I.D.	2.Provide brief information to the client and give PWD application form.	NONE	3 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
3. Fill-up the PWD application Form and submit requirements.	3. Check and review the requirements.	NONE	3 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
4. Receive the instructions from PWD Staff/Social Worker.	4. 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	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo

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	5.Prepare the PWD I.D. Medicine and Grocery Booklets.	NONE	2 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
	6. Encode Application form to the Data Base (PRPDAO).	NONE	5 minutes	Andrea Alita Santos
	7. Record in the PWD logbook the I.D. and booklets.	NONE	2 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
	8.Submit I.D. to Mayor's Office for signature.	NONE	2 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
	9.Receive the PWD ID from Mayor's Office.	NONE	1 Minute	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
	10. Text or call up the client for the date of issuance of the PWD I.D.	NONE	2 Minutes	Wilma Mapa
5. Receive the PWD I.D. and sign the logbook.	11. Issue the PWD I.D. and give the logbook.	NONE	2 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
End of Process:	**TOTAL**	**NONE**	**26 minutes**	

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

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24. Issuance of Purchase Booklets (Medicine and Grocery)

The Purchase Booklet is a booklet given to PWD which contain the name of the person with disability, the list of basic necessities and prime commodities. In addition, it shall also provide columns for the name of retail establishment and its address, date of purchase and the amount spent for the purchase thereof.

Office or Division:	CSWDO Main Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	PWDs of City of General Trias, Cavite

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Old PWD booklet	Client
PWD ID	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	1 Minute	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
2.Submit old PWD booklet and ID	2.Check old booklet and PWD ID.	NONE	3 Minutes	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
3. Receive and sign the releasing logbook.	3. Release and give the releasing logbook.	NONE	1 Minute	Wilma Mapa, Mark Parales, Andrea Alita Santos, Mary Joy Tolledo
End of Process:	**TOTAL:**	**NONE**	**5 minutes**	

Implementing Rules and Regulations on the Grant of Discounts to Persons with Disability on the Purchase of Necessities and Prime commodities pursuant to Section 32 (j) of R.A. No. 9442, otherwise known as the Magna Carta for Disabled Persons and Other Purposes.

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OFFICE OF THE CITY ENVIRONMENTAL AND NATURAL RESOURCES OFFICER

FRONTLINE SERVICES

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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.

Office or Division:	CENRO
Classification:	G2C – Government to Citizen G2G – Government to Government
Type of Transaction:	Complex
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Personal appearance with request letter, No Objection Certificate from Barangay, No Objection Certificate from HOA/Developer (if inside subdivision) and proof of land ownership	Office of the City Environment and Natural Resources Officer (4th Floor)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, Brgy. No Objection Certificate and Proof of Land Ownership	1.1 Receiving and verification of submitted documents	None	5 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	3 hours (upon schedule)	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)*
2. Receiving of No Objection Certificate for Tree Cutting	1.3 Claiming/Release of No Objection Certificate	None	5 minutes	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)* Dr. Renato L. Escurel *(CENRO I)*
End of Process:	**Total**	**None**	**3 hours and 10 Minutes**	

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2. 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.

Office or Division:	CENRO
Classification:	G2C – Government to Citizen G2G – Government to Government
Type of Transaction:	Complex
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complaint letter with complete details and photo/video documentation (if available)	Office of the City Environment and Natural Resources Officer (4th Floor)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complaint Letter with photo/video (if available)	1.1 Receiving and verification of submitted documents	None	10 Minutes	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)*
	1.2 CENRO to conduct Site Inspection (Attachment: Client's Location Map, Complaint Letter, Travel Order – if applicable)	None	3 hours (upon schedule)	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)* Task Force Bantay Kalikasan
	1.3. CENRO to schedule Technical Conference if needed (Attachment: CENRO General Trias Inspection Report)	None	2 hours (upon schedule)	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)* Task Force Bantay Kalikasan Dr. Renato L. Escurel *(CENRO I)*

	1.4 Accomplishment of the CENRO General Trias Action Report Form/Disposition Report	None	1 hour	Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)* Task Force Bantay Kalikasan *Dr. Renato L. Escurel (CENRO I)*
	1.5. Closure of Complaint (Complainant to received copy of CENRO General Trias Action Report)	None	1 Hour	Dr. Renato L. Escurel *(CENRO I)* Mr. Benigno M. Fernando *(Senior Environmental Management Specialist)* Task Force Bantay Kalikasan
End of Process:	**Total**	**None**	**7 Hours and 10 Minutes**	

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3. ASSESSMENT OF BUSINESS APPLICATIONS WITH REGARDS TO ENVIRONMENTAL COMPLIANCE

As part of Business One Stop Shop (B.O.S.S.), CENRO requires certain requirements based on nature of business. CENRO also evaluates the documents submitted by clients if they comply with Philippine environmental laws and City Environmental ordinances.

Office or Division:	CENRO
Classification:	G2C – Government to Citizen
Type of Transaction:	Simple
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client online application at https://egovcityofgeneraltrias.ph/bpl and uploading of required documents based on nature of business (Annex A)	Online application at https://egovcityofgeneraltrias.ph/bpl

CLIENT STEPS	AGENCY ACTIONS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to apply for new/renewal of business permit at https://egovcityofgeneraltrias.ph/bpl	1.1 Checking of business permit applications (new/renewal) at eBOSS website - https://egovcityofgeneraltrias.ph/bpl and reviewing of encoded details by the client			None	5 Minutes	Mr. Dane Agustin A. Dumali *(Admin Aide I)* Mr. Erwin B. Gonzales *(job order personnel)* Ms. Chammie May M. Obrador *(job order personnel)* Mr. Kenneth S. Castillo *(Environmental Managemen*
	1.2 Evaluation of submitted documents according to nature of business (please refer to Annex A)			None	10 Minutes	
	Nature of Business	New	Renewal			
	a. others (less than 300 sqm business area)	7 & 8	8 & 10			

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	b. big restaurants & fastfood chain	3, 4, 6, 7 & 8	4, 8 & 10			*t Specialist II)* Mr. Ruel B. Rios *(Admin Aide III)*
	c. buildings, commercial spaces & malls (300sqm business area and above)	3, 7 & 8	8 & 10			
	d. hardwares and construction supplies (300sqm business area and above)	3, 7 & 8	8 & 10			
	e. car wash (300sqm and above)	3, 7 & 8	8 & 10			
	f. trucking with building	3, 7 & 8	8 & 10			
	g. manufacturing (food and non-food)	3, 4, 5, 6, 7, 8 & 9	4, 8, 9 & 10			
	h. gasoline station	3, 4, 7 & 8	4, 8 & 10			
	i. medical, animal & dental clinics (except optical)	3, 4, 5, 7, 8 & 9	4, 8, 9 & 10			
	j. hospitals	3, 4, 5, 6, 7, 8 & 9	4, 8, 9 & 10			

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	k. junkshops & scrappers	1, 2, 3, 7 & 8	8 & 10			
	l. hotels, motels & inn (500sqm and above)	3, 4, 7 & 8	4, 8 & 10			
	m. hotels, motels & inn (less than 500sqm)	3, 7 & 8	8 & 10			
	n. resorts (500sqm and above)	3, 4, 7 & 8	4, 8 & 10			
	o. resorts (less than 500sqm)	3, 7 & 8	8 & 10			
	p. condomiums	3, 4, 7 & 8	4, 8 & 10			
	q. schools, colleges & universities	3, 7 & 8	8 & 10			
	r. groceries (without wet section)	3, 7 & 8	8 & 10			
	s. groceries (with wet section)	3, 4, 7 & 8	4, 8 & 10			
	t. market	3, 4, 7 & 8	4, 8 & 10			
	u. eatery, carinderia & small restaurant (with sink)	6, 7 & 8	8 & 10			
	v. auto repair shops & auto care services	3, 7 & 8	8 & 10			

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	(300sqm and above)					
	w. private pool	3, 7 & 8	8 & 10			
	x. apartments & boarding house	7	10			
	1.3 Giving of remarks according to documents submitted. Notify client if there are clarifications or additional requirements needed thru the eBOSS website https://egovcityofgeneraltrias.ph/bpl			None	5 Minutes	
End of Process:	**Total**			**None**	**20 Minutes**	

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ANNEX A

NO.	ENVIRONMENTAL REQUIREMENTS
1	BRGY. RESOLUTION (for junkshop and scrapper)
2	HOMEOWNERS ASSOCIATION CLEARANCE (for junkshop and scrapper)
3	CERTIFICATE OF NON-COVERAGE (CNC) or ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC) **https://cnconline.emb.gov.ph/projectchecker*
4	WASTEWATER DISCHARGE PERMIT (WWDP) from DENR **https://opms.emb.gov.ph*
5	HAZARDOUS WASTE GENERATOR'S ID **https://hwms.emb.gov.ph*
6	PICTURE OF INSTALLED OF GREASE TRAP
7	PICTURE OF TRASH CANS WITH LABEL *(biodegradable, non-biodegradable/residual, recyclables & hazardous/special waste)*
8	CONTRACT WITH ACCREDITED GARBAGE HAULER FOR RESIDUAL WASTE
9	CONTRACT WITH HAZARDOUS WASTE TRANSPORTER AND TREATMENT, STORAGE & DISPOSAL (TSD) FACILITY
10	PROOF OF SIPHONING/DESLUDGING OF SEPTIC TANK

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OFFICE OF THE CITY GENERAL SERVICES OFFICER

FRONTLINE SERVICES

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1. Transportation Services

Provide available transportation services for the use of the City Government and the community.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	Residents of General Trias City, Government Officials/Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter Request	**Applicant**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 *Utility Worker I* Eleonor Galamgam *Bookbinder II* Winifred R. Jarin *General Services Officer I* *Drivers:* Alfredo Trinidad Ernesto Gonzales Jr. Christopher Echenique Patricio Mañago Ryan Saquilayan
End of Process:	**Total**	**None**	**7 Minutes**	

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.

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2. Public Cemetery

To provide interment services to the relatives/families of the deceased.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	Residents of General Trias City
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Death Certificate	Office of the City Health Officer/City Civil Registrar's Office
Burial Permit	Business Permit and Licensing Office
Clearance of Excavation / Opening the niche	Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Michael Descalso *Cemetery Caretaker* Jesus Lubigan *Cemetery Caretaker*
End of Process:	**Total**	**None**	**10 Minutes**	
Note: The OCGSO is currently administering the Vibora Cemetery which is one (1) of the three (3) Public Cemeteries of the City.				

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3. Events/Activities/Outside Of Certain Offices

To provide sound system, chairs, tables, tents and steel barricades; installation of tarpaulins, posters and/or signages; road cleaning activities in Barangay Roads, City Roads, Provincial Roads or National Roads, as may be instructed by the City Mayor; grasscutting 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).

Office/Division		Office of the City General Services Officer		
Classification		Simple		
Type of Transaction		G2C -Government to Client G2G – Government to Government		
Who May Avail		Residents of General Trias City/Government Offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Letter Request		**Applicant**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 Arellano *Utility Worker I* Eleonor Galamgam *Bookbinder II* Engr. Aquilino V. Vistan Jr. *Engineer IV* Dante Salgado *Security Guard I* Lilia Potente *Bookbinder I* Michael Potente *Environmental Mgt. Specialist I* Patricio Maniago *Utility Worker I* Victor Caparas *Cemetery Caretaker* Alex Bautista

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				Carpenter I Rommel delos Santos *Utility Worker I* Nicole Prudente *Engineering Assistant* Louie Tampelix *Cemetert Caretaker* *Winifred R. Jarin* *City General Services Officer I*
End of Process:	**Total**	**None**	**10 Minutes**	

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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.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	Residents of General Trias City/Government Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter Request	**Applicant**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receiving of Approved Request Letter	1. Record and forward the same to responsible personnel.	None	5 minutes	Marichris Arellano *Utility Worker I* Eleonor Galamgam *Bookbinder II*
2. Submission of Purchase Request (PR).	2. Posting to Oversight Committee, initialing, Checking and Recording of the PR.	None	10 minutes	Ara Jean C. Dayday *Computer Operator III* Mellany Noche *Clerk III*
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 *Administrative Officer II* Ronald Fortuno *Market Supervisor IV*
4.Purchase Order	4. Prepare purchase order	None	5 minutes	Jason A. Loren *Administrative Officer II*
5. Process for payment	5. Bring documents to be signed by the designated signatories.	None	1 – 3 Days	Rosette Cuello *Bookbinder I* Jenalyn Rosa *Job Order Personnel*

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				Frank Cortez *Job Order Personnel*
6. Items to be delivered.	6. Wait for the delivery	None	3 – 5 Days	Jason A. Loren *Administrative Officer II* Ronald Fortuno *Market Supervisor IV*
7. Items to be picked up	7. Pick-up items if supplier is located at the mall or nearby locations.	None	1 Days	Jason A. Loren *Administrative Officer II* Ronald Fortuno *Market Supervisor IV*
8. Delivered items to be inspected	8. Receive and inspect delivered items.	None	10-15 minutes	Amalia T. Lopez *Communication Operator V* Ara Jean C. Dayday *Computer Operator III*
9. Purchased items inspected	9. Receive and inspect delivered items.	None	3-5 minutes	Winifred R. Jarin *City General Service Officer I* Jason A. Loren *Administrative Officer II* Ronald Fortuno *Market Supervisor IV*
10. Preparation of PAR to be signed by the CGSO		None	3-5 minutes	Mellany Noche *Clerk III* Jason A. Loren *Administrative Officer II* Winifred R. Jarin *City General Service Officer I*
11. Release purchased item	11. Inform end users to pick up	None	3-5 minutes	Jason A. Loren *Administrative Officer II*

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	their requested items.			Ronald Fortuno *Market Supervisor IV*
End of Process:	**Total**	**None**	**9 Days and 65 Minutes**	

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5. Recording Of Vehicle Repairs

To provide assistance to various Departments or Offices in the maintenance of their respective motor vehicles.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	Residents of General Trias City/Government Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request	**Applicant**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Repair of Government Vehicle by Filling-up the *Vehicle Job Order Request Form*.	1. Initialing, Checking and Recording of PR and scheduling of Motorpool Pre-Inspection of the subject vehicle.	None	5 minutes	Winifred R. Jarin *City General Service Officer I* Frank Cortez *Job Order Personnel* Winifred R. Jarin *City General Service Officer I*
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. *Mechanic I* Oscar Comandante *Driver I* Manny Murcia *Mechanic I* Mark Montemayor *Mechanic I*
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'	None	10 minutes	Winifred R. Jarin *City General Service Officer I* Ara Jean C. Dayday *Computer Operator III*

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	availability and price.			Marichris Arellano *Utility Worker I* Frank Lopez *Job Order Personnel* Dante Salgado *Security Guard I* Winifred R. Jarin *City General Service Officer I*
4. Preparation of the Post-Inspection of the subject Vehicle.	4. Certifying that the request had been made and that the vehicle is in good running condition.	None	5 minutes	Frank Lopez *Job Order Personnel* Winifred R. Jarin *City General Service Officer I*
5. Waste Material Report	5. Certifying that the parts which were replaced was stored, destroyed or sold at public auction	None	2 minutes	Frank Lopez *Job Order Personnel* Winifred R. Jarin *City General Service Officer I*
End of Process:	**Total**	**None**	**37 Minutes**	

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6. Recording Of Facility Repairs And Maintenance

Provide assistance to various Departments or Offices in the maintenance of their respective facilities and equipment.

Office/Division			Office of the City General Services Officer	
Classification			Simple	
Type of Transaction			G2C -Government to Client G2G – Government to Government	
Who May Avail			Residents of General Trias City/Government Offices	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Letter Request for Repair/MLettaintenance			**Applicant**	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Letter Request for Repair/maintenance of Government Facilities or Fill-up *Maintenance Work Order Request form*.	1.1 Initialing, Checking and scheduling of visual site inspection, if needed.	None	10 minutes	Marichris Arellano *Utility Worker I* Nicole Prudente *Engineering Assistant* Aquilino V. Vistan, Jr. *Engineer IV* Rommel delos Santos *Utility Worker I* Louie Tampelix *Cemetery Caretaker* Alex Bautista *Carpenter I* Dante Salgado Security Guard I Alfredo Trinidad *Driver I* Winifred R. Jarin *General Service Officer I*

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	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.			
	1.5 Out sources maintenance – Visual site/equipment should be done, if necessary. Preparing / fill-up Requisition slip for such *Maintenance work order request form*.			
	1.6 Follow up/verify work accomplishment for such request. Record/file the report.			
End of Process:	**Total**	**None**	**10 Minutes**	

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7. Mainroad Maintenance

To maintain the cleanliness of main thoroughfares/ roadside clearing of obstructions within the City of General Trias.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	Residents of General Trias City/Government Offices
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Maintaining a clearing/cleaning Schedule for all Barangays; and ensuring a responsive method in addressing various complaints as to the clearing or non-clearing of roadside obstructions 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.			Michael Potente *Environmental Mgt. Specialist I* Lilia Potente *Bookbinder I* Patricio Mañago *Utility Worker I* Marichris Arellano *Utility Worker I* Winifred R. Jarin *City General Service Officer I*
	1.2 Strict compliance of the Clearing Schedule; Conduct of preventive maintenance measures of	None	5-10 minutes	

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	all equipments being used to maximize their usage.			
End of Process:	**Total**	**None**	**5-10 Minutes**	

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8. Recording/Bookkeeping

To ensure that the records and/or files of the OCGSO are properly kept and monitored.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2C -Government to Client G2G – Government to Government
Who May Avail	City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

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 *Utility Worker II* Mellany Noche Clerk III Jason Loren Administrative Officer II Winifred R. Jarin *City General Service Officer I*
End of Process:	**Total**	**None**	**5 -10 Minutes**	

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9. Reproduction Of Information Paraphernalia

To provide reproduced papers/documents for the use of the different Departments of the City.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2G – Government to Government
Who May Avail	City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Cedric dela Peña *Job Order Personnel*
End of Process:	**Total**	**None**	**30 Minutes**	

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10. Cleanliness

To ensure that the inside and outside of the City Hall including but not limited to the City Plaza, Gen. Trias monument is always clean.

Office/Division	Office of the City General Services Officer
Classification	Simple
Type of Transaction	G2G – Government to Government
Who May Avail	City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for cleaning material to be used by utility staff	1. Maintain cleanliness of the facilities of the city hall (Toilets, Elevator, Lobby, inside and outside of the different offices.)	None	30 minutes	Elmer Cruz *Draftsman III* Abella Flojo *Utility Worker I* Susan Aquino *Utility Worker I* Belinda Abad *Utility Worker I* Josefino Garcia *Utility Worker I*
End of Process: Total		**None**	**30 Minutes**	

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OFFICE OF THE CITY HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT OFFICER

FRONTLINE SERVICES

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1. Application For Leave (Local)

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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Leave Form with control number	OCHRDMO- Officer of the Day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
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). *(Affix signature or initial by staff in-charge in preparation of request)*	None	4 minutes	Curvy F. Concio *(Administrative Asst. I)* Bryan M. Yonson *(Administrative Aide I)*
	2.2 Certify the leave application form with leave credits by the OCHRDMO Head	None	1 minute	Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)*

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	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)/* Bryan M. Yonson (*Administrative Aide I)* Juan Carlo Panganiban *(Administrative Aide IV)* Lark Anthony E. Satsatin *Bookbinder I*
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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
End of Process:	**Total**	**None**	**10 Minutes**	

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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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Leave Form with control number (Abroad)	OCHRDMO- Officer of the Day
Clearance Form (CS Form No. 7)	OCHRDMO- Staff in-charge

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
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). *(Affix signature or initial by staff in-charge in preparation of request)*	None	5 minutes	Curvy F. Concio *(Administrative Asst. I)*
	2.2 Certify the leave form application and clearance by	None	1 minute	Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)*

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	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 minute	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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
End of Process:	**Total**	**None**	**10 Minutes**	

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3. Application For Authorization Slip / Travel Order

The application for Auhtorization slip is provided to employees and signed by their Approving Authority or his/her authorized representative allowing an official or employee to proceed to a specific place or location outside his or her permanent official station for a specific period of time to perform a given assignment.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Authority to Travel Form with control number	OCHRDMO- Officer of the Day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Authority to travel / travel order	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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
2. Return the duly filled-out form with signed recommendation from the immediate supervisor.	2.1 Receive and Record the date of receipt in the logbook. And file the HR Copy of approved Travel Order.	None	3 Minutes	Juan Carlo Panganiban *(Admin. Aide IV)* *Lark Anthony E. Satsatin Bookbinder I*
	2.2 Encode Authority to Travel to the MySG Attendance System.	None	5 Minutes	*Curvy F. Concio (Administrative Asst. I)* Joshua C. Generoso *Bookbinder II*

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3. Receive the personal copy of approved Authority to Travel.	Return the employees Personal copy.	None	1 minute	Juan Carlo Panganiban *(Administrative Aide IV)* *Lark Anthony E. Satsatin Bookbinder I*
End of Process:	**Total**	**None**	**10 Minutes**	

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4. 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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
	Authorized representative
	Retired/ separated employees of City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client request form	OCHRDMO- Officer of the Day
Authorization letter and one (1) valid ID for the request filed through representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 IV)* Lark Anthony E. Satsatin *Bookbinder I*
	1.2 Prepare, update and print the Certificate of Leave Credits. *(Affix signature or initial by staff*	None	6 minutes	Curvy F. Concio *(Administrative Asst. I)*

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	in-charge in preparation of request) 1.3 Approve the Certificate of Leave Credits 1.4 Issue the approved Certificate of Leave Credits.	None None	1 minute 1 minute	Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)* Curvy F. Concio *(Administrative Asst. 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 *(Administrative Asst. I)/* Juan Carlo Panganiban *(Administrative Aide IV)* Lark Anthony E. Satsatin *Bookbinder I*
End of Process:	**Total**	**None**	**10 Minutes**	

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5. 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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved letter of request for monetization of leave credits by City Mayor/ Vice Mayor	Requesting party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. *(Affix signature or initial by staff in-charge in preparation of request)*.	None	8 minutes	Curvy F. Concio *(Administrative Asst. I)*

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2. Submit the signed application form together with the approved letter of request for monetization of leave credits from City Mayor/ Vice Mayor	2.1 Check the submitted 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.	None	2 minutes	Curvy F. Concio *(Administrative Asst. I)* *- as Checker/* Curvy F. Concio *(Administrative Asst. I)* *- as Checker/*
3. Forward the certified application for leave monetization to the following: a. Office of the City Budget Officer b. Office of the City Accountant	3.1 Check the availability of fund and issue obligation request certified by the Budget Officer 3.2 Prepare the disbursement voucher after receipt of obligation request	None None	- -	Dennis A. Leaño *(Admin. Officer IV) /* *(City Budget Officer I)* Emmanuel Magsino *(City Accountant) /* Maybelle A. Clerigo

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c. Office of the City Treasurer	certified by the City Accountant 3.3 Prepare check for signature of authorized signatories	None	-	*(Admin. Officer V)* *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)*
End of Process:	**Total**	**None**	**11 Minutes**	

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6. Filing For Application Of Terminal Leave Benefits

Application of the Terminal Leave Benefit based on the accumulated leave credits of the employee during his/her service in the agency. This service is made upon the request of the retired/resigned/separated personnel of the City Government of General Trias Cavite.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Retired Personnel of City Government of General Trias Cavite Authorized representative of the employee
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
GSIS Clearance	Applicant
Approved Application letter for retirement / resignment	OCHRDMO
Computation of Terminal Leave Balance	OCHRDMO
Photocopy of Leave Cards	OCHRDMO
Statement of Leave Credits	OCHRDMO
Clearance from HR (Money, Property & Accountability)	OCHRDMO
Service Record	OCHRDMO
Statement of Assets and Liabilities (SALN)	Applicant
NOSA	OCHRDMO
For Deceased Employee:	
Photocopy of Death Certificate.	To be accomplished by the claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an application for Terminal Leave Claims with complete documentary requirements	1.1 Receive and ensure completeness of all necessary documentary requirements.	None	2 minutes	Curvy F. Concio *(Administrative Asst. I)*

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	1.2 Process the application, prepare the computation of terminal leave, clearance and leave form	None	5 minutes	Curvy F. Concio *(Administrative Asst. I)*
	1.3 Return the processed document and instruct the applicant for the following procedure to be done.	None	2 minutes	Curvy F. Concio *(Administrative Asst. I)*
2. Forward the Clearance application to be signed by the following signatories:				
a. General Services Office	2.1 For checking to to be cleared of any Accountability. Settle all debts and obligations, including return of company properties or documents etc.	-	-	Winifred R. Jarin *(City General Service Officer I)*
b. OCHRDMO		-	-	Maria Melanie D. Bayla – Potente *(City Gov. Dep't. Hea I – OCHRDMO)*
c. Accounting Office		-	-	Emmanuel D. Magsino, CPA *(City Accountant)*
d. Cooperative Office		-	-	Shirley P. Soberano *(Supervising Dev't. Specialist)*

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e. City Legal Office		-	-	Atty. Fernando A. Viniegra IV *(City Govt. Dep't. Head I – City Legal Officer I)*
f. Treasuer's Office		-	-	Cecilia T. Tan *(City Treasurer)*
g. Mayors Office		-	-	Luis A. Ferrer IV *(City Mayor)*
3. Return to HR Office once the clearance is cleared.	3.1 Receive the processed clearance.	None	2 minutes	Curvy F. Concio *(Administrative Asst. I)*
	3.2 Get a copy of the clearance and leave form. And attach the entirety of the document requirements and instruct the applicant for the following procedure to be done.	None	5 minutes	Curvy F. Concio *(Administrative Asst. I)*
4. Forward the Terminal Leave Application to the following offices:				
a. Office of the City Budget Officer	4.1 Prepares the Obligation Request	-	-	*Office of the City Budget Office*
b. Office of the City Accounting Office	4.2 Prepares the voucher.	-	-	*Office of the City Accountant*
c. Office of the City Treasurer	4.3 Prepares the check and notify the applicant when	-	-	*Office of the City Treasurer*

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	the check is ready to be released.			
5. Receive the check payment	5.1 Issue the check payment to the employee.	-	-	*Office of the City Treasurer*
End of Process:	**Total**	**None**	**16 Minutes**	

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7. Issuance Of Service Record And Clearance

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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
	Authorized representative
	Retired/ separated employees of City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Request Form	OCHRDMO- Officer of the Day
Authorization letter and one (1) valid ID for the request filed through representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 IV)*
	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 *(HRMO IV)*/ Carissa C. Amparo *(Admin. Aide IV)*
	1.3 Approve the Service Record			Nancy S. Tiu

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	1.4 Monitor the progress of request	None None	1 minute 2 minutes	*(Administrative Assistant IV)* Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)* Violeta V. Prudente *(HRMO IV)*/ Carissa C. Amparo *(Admin. Aide IV)*
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	Carissa C. Amparo *(Admin. Aide IV)*
End of Process:	**Total**	**None**	**12 Minutes**	

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8. 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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
	Authorized representative
	Retired/ separated employees of City Government of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Request Form	OCHRDMO- Officer of the Day
Authorization letter and one (1) valid ID for the request filed through representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 IV)*
	1.2 Prepare, update and print the COE *(Affix signature or initial by staff in-charge in*	None	7 minutes	Violeta V. Prudente *(HRMO IV)*/ Carissa C. Amparo *(Admin. Aide IV)* –

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	preparation of request) 1.3 Approve the COE 1.4 Monitor the progress of request	 None None	 1 minute 2 minutes	Ma. Estrellita Clamor *(Admin. Asst. IV)* Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)* Violeta V. Prudente *(HRMO IV)/* Carissa C. Amparo *(Admin Aide IV)* Ma. Estrellita Clamor *(Admin. Asst. IV)*
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. Amparo *(Admin Aide IV)*
End of Process:	**Total**	**None**	**12 Minutes**	

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9. 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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
	Authorized representative
	Retired/ separated employees of City Government of General Trias

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Request Form	OCHRDMO- Officer of the Day
Authorization letter and one (1) valid ID for the request filed through representative	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 1.2 Prepare, update and print document requested (*Affix signature or initial by staff in-charge in preparation of request)*	None None	1 minute 10 minutes	Juan Carlo Panganiban *(Administrative Aide IV)* Violeta V. Prudente *(HRMO IV) - personal records relative to position;* Carissa C. Amparo *(Admin Aide IV) - Certification* Maria Ronelyn Rusit

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				(Admin. Asst. I) -HDMF/Phil-Health/BIR; *Felita C. Acosta (Admin. Asst VI) -GSIS Contribution;* Juan Carlo Panganiban *(Administrative Aide IV) -Payslip;* Curvy F.Concio *(Admin. Asst. I - OPCR/IPCR;* Dianne Mae B. Erni *(Admin Officer IV) - Learning & Dev't. certificates;* Janice T. Lozares *(Admin Officer IV) (SALN/NOSI/NOSA)*
	1.3 Certify the document requested 1.4 Monitor the progress of request	None None	1 minute 2 minutes	Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)* *Same as personnel responsible in entry no. 1.2*
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	*Same as personnel responsible in entry no. 1.2*
End of Process:	**Total**	**None**	**15 Minutes**	

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10. Online & Walk – In Application For Employment (Recruitment, Selection And Placement)

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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Qualified applicants
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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. Check the Civil Service Website or Check the Bulletin in the City Government of General Trias Cavite for the list of job openings	1.1 Send a List of Vacant Positions Approved and authorized by the CSC (CS Form 9 Revised 2018) through email. To be posted on their website for 15 days. And Post job openings in 3 conspicuous places for at least 15 calendar days: HR Bulletin Board, City Hall Front Entrance,	None	15 Days	*Violeta V. Prudente (HRMO IV)*

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	and at City Public Market			
2. Submit application letter (online or walk-in) stating the position applied for and plantilla item number together with the other requirements	2.1 Check the completeness of the emailed/submitted documents. Check also whether the applicant meets the Qualifications Standards (QS) of the position or not.	None	5 Minutes	Violeta V. Prudente *(HRMO IV)/* Nancy S. Tiu *(Administrative Assistant IV)* Janice T. Lozares *(Admin Officer IV)*
	2.1 Prepare summary list of Qualified Applicants ❖ *If complete and meets the QS, receive the documents and indicate the name of receiver and the date of receipt.* ❖ *If incomplete, inform the applicant of lacking requirements and the last day of application.* ❖ *If the applicant does not meet the QS, inform the applicant as to where.*	None	3 Days	

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	❖ *Qualified applicants who met all requirements. Shall be scheduled for the examination.*			
3. Wait for the feedback regarding the next step of recruitment, selection and placement.	3.2 Feedback mechanism to applicants' status of application.	None	10 minutes	Janice T. Lozares *(Admin Officer IV)* *Nancy S. Tiu (Administrative Assistant IV)*
	❖ *Send a text message regarding the behavioral event interview schedule with the Human Resource Merit Promotion and Selection Board (HRMPSB).*			
4. Attend the behavioral event interview with the HRMPSB.	4.1 Act as secretariat to the HRMPSB during the deliberation of applicants. ○ *Document the meeting and prepare for the composition of Deliberation Results.*	None	1 day	Violeta V. Prudente *(HRMO IV)* Dianne Mae Barbuco *(Admin. Officer IV)* Nancy S. Tiu *(Administrative Assistant IV)*
	4.2 Finalize the Deliberation Results and	None	1 day	Violeta V. Prudente *(HRMO IV)*

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	Minutes of the Meeting			Dianne Mae Barbuco *(Admin. Officer IV)* Nancy S. Tiu *(Administrative Assistant IV)*
	4.3 Feedback mechanism to applicants' status of application after examination and interview.			
	❖ *Send an e-mail to the applicants who were not selected by the Appointing Authority*	None	1 day	Janice T. Lozares *(Admin Officer IV)*
	❖ *Send a congratulatory message to the successful candidates and ask them to report to the HR to comply with their pre-employment/ promotion requirements.*			Nancy S. Tiu *(Administrative Assistant IV)*
5. Submit complete documentary	5.1 Review completeness of documentary requirements	None	5 days	Violeta V. Prudente *(HRMO IV)*

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requirements for appointment	5.2 Prepare appointment papers for signing of the Appointing Authority / LCE			Nancy S. Tiu *(Administrative Assistant IV)*
	5.3 Notify applicant for the signing documents and oath taking ceremony through phone call and e-mail.	None	10 Minutes	Nancy S. Tiu *(Administrative Assistant IV*
6. Attend Oath Taking Ceremony and Signing of Appointees Appointment paper and assumes office within 30 days from the date of of appointment signing and orientation	6.1 Conducts Oath taking Ceremony and Appointment signing by the LCE	None	1 day	Violeta V. Prudente *(HRMO IV)* Nancy S. Tiu *(Administrative Assistant IV)* Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)* Luis A. Ferrer IV *(City Mayor)*

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	6.2 Conduct orientation for newly hired and promoted employees	None	1 day	Dianne Mae B. Erni *(Admin Officer IV)* Ma. Mheliza A. Poblete *Admin. Aide IV* Celeste J. Torente *Bookinder I* Joshua C. Generoso *(Bookbiner II)*
End of Process:	**Total**	**None**	**28 Days and 25 Minutes**	

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11. 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).

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
GSIS-UMID Card / GSIS TOUCH APP.	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	Dianne Mae B. Erni *(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 or GSIS Touch App.	None	5 minutes	Dianne Mae B. Erni *(Admin Officer IV)* Ma. Estrellita Clamor *(Admin. Asst. IV)*

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	(Provide feedback for the ineligible employee).			Dianne Mae B. Erni *(Admin Officer IV)* Ma. Estrellita Clamor *(Admin. Asst. IV*
2. Apply loans via GSIS Kiosk Machine or GSIS Touch App.	2.1 Approve loan application	None	3 minutes	Dianne Mae B. Erni *(Admin Officer IV)* Ma. Estrellita Clamor *(Admin. Asst. IV)*
End of Process:	**Total**	**None**	**13 Minutes**	

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12. Application Of Gsis Life And Retirement Benefit / Maturity Benefit (Regular Policy) / Funeral Benefit / Death Claim – Accidental Death Benefit (LEP) / Death Claim (ELP Policy) / Survivorship Benefit

Application and Submission of Documents at GSIS Pasay Main Branch. This service is made upon the requet of the retired personnel of the City Government of General Trias Cavite.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Retired Personnel of City Government of General Trias Cavite Relatives or Authorized representative of the retiree
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR LIFE & RETIREMENT / SEPARATION BENEFITS:	
Duly Accomplished Application Form for Retirement/Separatoin/Life Insurance Benefits	HR
Service Record with LWOP Certification (indicating the specific dates abd time of LWOP)	HR
Certificate of Last Day	HR
Declaration of Pendency / Non-Pendency of Case (DPNC) Form (date administered / notarized should be on or after receipt of notification from GSIS)	HR
PORTABILITY (RA 7699)	
Duly accomplished Application Form for retirement Benefit under RA 7699	HR
Certification of SSS Premium contributions indicating number and inclusive months of contribuions signed by authorized SSS Officer.	SSS

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Service Record with LWOP Certification (indicating the specific dates abd time of LWOP)	HR
DPNC Form (date administered / notarized should be on or after receipt of notification from GSIS)	HR
FOR MATURITY BENEFITS (REGULAR POLICY):	
Duly Accomplished Application Form for Retirement/Separatoin/Life Insurance Benefits	HR
Service Record with LWOP Certification (indicating the specific dates abd time of LWOP)	HR
FUNERAL BENEFIT:	
If Claimant is the Spouse:	
Duly Accomplished Application Form for Funeral Benefit	HR
Death Certificate of member issued by LCR or PSA; or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Marriage Contract issued by LCR or PSA or valid passport or two (2) valid government issued IDs with date and signature, if surviving spouse is not a GSIS Member	Applicant
If Claimant is other than the Spouse:	
Duly Accomplished Application Form for Funeral Benefit	HR
Death Certificate of member issued by LCR or PSA; or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Birth Certificate issued by PSA or two (2) valid government IDs with date of birth and signature, if claimant is not GSIS member	Applicant / PSA
Death Certificate of the Legal Spouse issued by LCR or PSA, if married	Applicant / LCR or PSA

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Notarized waiver in favor of the claimant with two (2) valid government-issued IDs of the legal spouse with signature, if legal spouse is living	Applicant
Affidavit of the claimant stating that despite earnest efforts, the legal spouse cannot be located to sign a notarized waiver in favor of the claimant attested by two (2) disinterested persons and their two (2) valid government-issued IDs, if legal spouse cannot be located	Applicant
Official Receipt of Funeral expenses issued in the name of the claimant	Applicant
DEATH CLAIM / ACCIDENTAL DEATH BENEFIT – LIFE ENDOWMENT POLICY (LEP)	
Duly Accomplished Application Form for Retirement/Separatoin/Life Insurance Benefits	HR
Service Record with LWOP Certification (indicating the specific dates abd time of LWOP)	HR
Death Certificate of member issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA) or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if with minor / incapacitated children (for cases with no designated beneficiaries only)	Applicant
Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.	Applicant / DSWD
Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government – issued IDs with date of birth and signature, if designated	Applicant / LCR or PSA

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beneficiary/ies / payee/s is/are not gsis member	
Marriage Contract of female beneficiary/ies issued by LCR or PSA	Applicant / LCR or PSA
Police Investigation Report, if death is due to accident	Applicant / PNP
DEATH CLAIM (ELP POLICY):	
Duly Accomplished Application Form for Retirement/Separatoin/Life Insurance Benefits	HR
Service Record with LWOP Certification (indicating the specific dates abd time of LWOP)	HR
Death Certificate of member issued by LCR or PSA; or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if with minor / incapacitated children (for cases with no designated beneficiaries only)	Applicant
Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.	Applicant / DSWD
Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government – issued IDs with date of birth and signature, if designated beneficiary/ies / payee/s is/are not gsis member	Applicant / LCR or PSA
Marriage Contract of female beneficiary/ies issued by LCR or PSA	Applicant / LCR or PSA
SURVIVORSHIP BENEFIT	
Member Pensioner with Primary Beneficiary/ies (married):	

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Duly accomplished Application Form for Benefit	HR
Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Marriage contract of deceased member issued by LCR or PSA	Applicant / LCR or PSA
Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form	Applicant
Birth Certificate/s of minor / incapacitated children issued by LCR or PSA	Applicant / LCR or PSA
Birth Certificate issued by LCR or PSA, or valid passport, or two (2) valid gocernment – issued IDs with date of birth and signature, if spouse is not a GSIS member	Applicant / LCR or PSA
Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent	Applicant / DSWD
If Single:	
Duly accomplished Application Form for survisorship Benefit	HR
Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad	Applicant / LCR or PSA
Birth Certificate/s of minor / incapacitated children issued by LCR or PSA	Applicant / LCR or PSA
Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form	Applicant
Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a report or Certification issued by the DSWD	Applicant / DSWD

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Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent	
Birth certificate issued by LCR or PSA or valid passport or two (2) government issued valid IDs with date of birth and signature, if guardian is not a GSIS member	Applicant / LCR or PSA
Member is single without primary beneficiary and survived by parents only:	
Duly accomplished Application Form for survisorship Benefit	HR
Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad	Applicant / PSA / PCO
Birth certificate of member issued by LCR or PSA	Applicant / LCR or PSA
Birth certificate of members surviving parents issued by LCR or PSA or valid passport or two (2) valid government – issued IDs with date of birth and signature	Applicant / LCR or PSA
Member is single without primary beneficiary and survived by siblings only:	
Duly accomplished Application Form for survisorship Benefit	HR
Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad	Applicant / PSA / PCO
Birth certificate of member issued by LCR or PSA	Applicant / LCR or PSA
Death certificate of members parent issued by LCR or PSA	
Birth certificate of members surviving heirs (siblings) issued by LCR or PSA or valid passport or two (2) valid government – issued IDs with date of birth and signature	Applicant / LCR or PSA

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CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished application form together with the required documents	1.1 Receive the Application form and ensure the completeness of all necessary documentary requirements.	None	15 Minutes	*Ma. Estrellita Clamor (Admin. Asst. IV)* **/** *Dianne Mae B. Erni* *(Admin Officer IV)*
	1.2 Signing of documents by the Authorized Endorsing officer	None	1 Minute	*Maria Melainie D. Bayla - Potente City gov't. Department Head I (OCHRDMO)*
	1.3 Submit documents to GSIS Pasay Main Branch	None	20-45 minutes (Note: Processing Queue Line time of GSIS Pasay Main)	*Ma. Estrellita Clamor (Admin. Asst. IV)* **/** *Dianne Mae B. Erni* *(Admin Officer IV)*
	1.4 GSIS will check and process the submitted documents and will notify the concerned applicant regarding their application.	-	30 Days (Note: Processing Time of GSIS Pasay Main Branch)	**-**

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2. Applicant will receive a notification from GSIS. (Wether the claims are credited to their GSIS UMID CARD or if some documents are needed to be processed.	-	-	-	
End of Process:	**TOTAL:**	**None**	**55 minutes**	

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13. Application Of Pag – Ibig Provident Benefits Claim

The Pag-IBIG Provident Benefits Claim is a privilege granted to members who meet the eligibility requirements to withdraw their full contribution amount plus interest earned over the years. This service is made upon the request of the retired personnel of the City Government of General Trias Cavite.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Retired Personnel of City Government of General Trias Cavite Relatives of the retired personnel (1st Degree family Spouse, Son/Daugther must be of Legal Age) If Single - Mother/Father or Siblings.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Filled out APB Claim Form	HR (Print out form), (Downloadable from the Pag – ibig website)
Service Record	HR
Certificate of Last day of service	HR
Photocopy of 2 Valid ID's	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Pag-Ibig Application for Provident Benefits claim (APB) with complete requirements	1.1 Receive the Application form and ensure the completeness of all necessary documentary requirements.	None	2 Minutes	Maria Ronelyn Rusit *(Admin. Asst. I)*
	1.2 Record application to logbook	None	1 Minute	Maria Ronelyn Rusit *(Admin. Asst. I)*
	1.3 Prepare transmittal, counter check information and sign the transmittal.	None	5 Minutes	Maria Ronelyn Rusit *(Admin. Asst. I)* Maria Mheliza P. Sarabucin *Admin. Aide IV*

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				Maria Melainie D. Bayla - Potente *City gov't. Department Head I (OCHRDMO)*
	1.4 Submit the Application form to Pag-ibig Imus Branch	None	30-45 minutes (note: this is the processing / waiting time of Pag-ibig Imus Branch)	Maria Ronelyn Rusit *(Admin. Asst. I)*
	1.5 Follow-up Status of the Application to Pag – Ibig Imus Branch.	None	2-3 days after the submission of the documents. (note: this is the processing time of Pag-ibig Imus Branch)	Maria Ronelyn Rusit *(Admin. Asst. I)*
	1.6 calls the concerned employee and update him/her about the status of their application	None	2 Minutes	Maria Ronelyn Rusit *(Admin. Asst. I)*
2. Applicant will receive a call from pag-ibig regarding about their application. (Wether the claims are credited to their atm card or for cheque processing)	-	-	-	-
End of Process:	**TOTAL:**	**None**	**55 Minutes**	

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14. 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.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Appointive Officials and employees (Permanent, Casual, Temporary and Co-terminous)
	Elective Officials
	Job- Order Personnel
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application for Loan Form	OCHRDMO
Photocopy of two (2) valid IDs with three (3) signatures	Employee
1x1 picture (for DBP Loans only)	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 B. Erni *(Admin. Officer IV)* /Maria Ronelyn Rusit *(Admin. Asst. I) -Pag-IBIG Loans;* Carissa C. Amparo *(Admin Aide IV) -DBP Loans*
	1.2 Instruct eligible borrower to fill-out application for loan form	None	5 minutes	Dianne Mae B. Erni *(Admin. Officer IV)* /Maria Ronelyn Rusit *(Admin. Asst. I) - Pag-IBIG Loans;* Carissa C. Amparo

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	(Provide feedback for the ineligible employee).			*(Admin Aide IV) -DBP Loans*
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	None	5 minutes	Dianne Mae B. Erni *(Admin. Officer IV) /* Maria Ronelyn Rusit *(Admin. Asst. I) -Pag-IBIG Loans;* Carissa C. Amparo *(Admin Aide IV) -DBP Loans*
	2.2 Approve loan application of the verified eligible borrower	None	3 minutes	Maria Melanie D. Bayla - Potente *(City Govt. Dept. Head I - OCHRDMO)*
End of Process:	**Total**	**None**	**18 Minutes**	

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15. Application For On-The-Job Training / Internship

Helps students gain the skills and knowledge needed to work in a professional environment.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students Applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement Letter from the School	Applicants School/University
Memorandum of Agreement	Applicants School/University
Vaccination Card, Waiver, Parental Consent	Applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Endorsement/Application Letter for OJT/Internship to the Mayor's Office	1.1 Receiving and Review for Approval.	None	-	*Mayors Office Staff*
	1.2 Upon Approval, forward the Endorsement letter to the HR Office.	None	-	*Mayors Office Staff*
2. Prepare and submit requirements Memorandum of Agreement, Vaccination Card, Waiver/ Parental Consent.	2.1 Prepare Memorandum/Endorsement for the Student/Intern for their designated office/department.	None	5 Minutes	Celeste J. Torente *Bookinder I*
	2.2 Signing of Memorandum of Agreement, Endorsement Letter	None	3 Minutes	Maria Melainie D. Bayla - Potente *City gov't. Department Head I (OCHRDMO)*
	2.3 Endorse Student/Intern to their designated Office of Assignment.	None	10 Minutes	Celeste J. Torente *Bookinder I*

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3. Submit DTR/Evaluation Form to HR Office	3.1. Prepare the Certificate of Completion of the Student/Intern.	None	3 Minutes	Celeste J. Torente *Bookinder I*
	3.2 Signing of the Certificate of Completion	None	3 Minutes	Maria Melainie D. Bayla - Potente *City gov't. Department Head I (OCHRDMO)*
4. Receive Certificate of Completion	4.1 Releasing of Certificate of Completion	None	1 Minute	Celeste J. Torente *Bookinder I*
End of Process:	**TOTAL:**	**None**	**25 Minutes**	

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16. Application For Mortuary Benefits

The financial contribution on the municipal employees and personnel through salary deduction intended as financial assistance for the bereaved family of the dead employee or personnel.

Office or Division:	Office of the City Human Resource Development Management Officer (OCHRDMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Job Order Personnels and City Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Photocopy of Valid ID with 3 Specimen Signature	Applicant
Duly Accomplished Mortuary Form	Applicant / HR
P30 for Notary	Applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished form with complete requirements	1.1 Receiving and Review of the Application form and documents	None	3 Minutes	Ma. Estrellita C. Clamor *Admin. Assistant IV* / Ma. Mheliza A. Poblete *Admin. Aide IV*
	1.2 Notarizing of the Application form and Requirements	P30	-	*Notary Public*
End of Process:	**Total**	**P30**	**3 Minutes**	

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OFFICE OF THE CITY VETERINARIAN

FRONTLINE SERVICES

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1. Rabies Vaccination

The office conducts Rabies vaccination for dogs and cats. Clinic hours are Monday, Wednesday and Friday, 10am-3pm.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Valid ID showing General Trias address • Dog/cat should be 3 months old. • The dog/cat should be in good physical condition. • No person/animal bitten for the past 14 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Bring their dog/cat for rabies vaccination 1.2 Give complete information of pet	1.1 Record client and pet information	None	3 minutes	*Admin Aide*
2.1 Restrain their pet	2.1 Veterinarian physically examines dog/cat. 2.2 Administer rabies vaccine		5 minutes	*Veterinarian* *Agricultural Technologist*
3.1 Receive Rabies Vaccination Card	1.4 Issue Rabies Vaccination Card		2 minutes	*Veterinarian*
End of Process:	**Total**	**None**	**10 Minutes**	

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2. Registration Of Dogs

Pet owners must register their dogs/cats at the City Veterinary Office.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Valid ID showing General Trias address • Dog/cat should be 3 months old and above. • 4R picture of owner with dog/cat.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept walk-in clients with their dog/cat.	1.1 Record client and pet information	None	5 minutes	*Admin Aide*
2. Fill up Registration Form			10 minutes	
3. Submit Registration Form with 4R picture	3.Receive filled-up Registration Form and 4R picture		2 minutes	*Admin Aide*
4. Receive Registration Certificate	4. Issued Registration Certificate		5 minutes	*Veterinarian*
	5.Encode in database system			Admin Aide
End of Process:	**Total**	**None**	**22 Minutes**	

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3. Registration Of Livestock

The office conducts survey of livestock and poultry. Municipal Ordinance No. 15-05

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Proof of Ownership • Barangay Clearance • 2x2 picture of livestock owner	- Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure livestock registration form	1.Record in client logbook		2 minutes	*Administrative Aide*
2. Fill-up and submit registration form, with 2x2 picture of livestock owner	2. Receive filled-up Registration Form with 2x2 picture		2 minutes	*Administrative Aide*
3. Receive order of payment and pay registration fee at City Treasurers Office	3. Issue order of payment	Large animal Php 200.00 Small animal Php 50.00	8 minutes	*Treasurer's Office*
4. Submit Official Receipt and receive Registration Certificate	4. Check OR, issue Registration Certificate and corresponding ear tag		5 minutes	*Agricultural Technologist*
	5. Encode in database system			*Administrative Aide*
End of Process:	**Total**		**17 Minutes**	

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4. Treatment And Deworming

The office conducts treatment and deworming of livestock and poultry.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Valid ID showing General Trias address	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for treatment/ deworming service	1.Receive and register client in the logbook	None	3 minutes	*Administrative Aide*
2. Fill up Clients' Requ est Form	Provide necessary form		3 minutes	*Administrative Aide*
3. Submit filled up form	3. Receive filled-up form and record animal information		3 minutes	*Administrative Aide*
	4.Conduct inter view regarding history of animal and physical examination		10 minutes	*Veterinarian*
5. Restrain animal	5. Administer antibiotic/dewormer and vitamins .		5 minutes	*Veterinarian* *Agricultural Technologist*

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6. Receive prescription	6. Write and release prescription		5 minutes	*Veterinarian*
End of Process: Total		**None**	**29 Minutes**	

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5. Redeeming Impounded Livestock

Impounded livestock may be redeemed at the City Pound. Municipal Ordinance No. 15-05

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Proof of Ownership • Barangay Clearance • Certificate of Registration	- Barangay - City Veterinary Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally check the identity of livestock in the City pound	Check record book		3 minutes	*Administrative Aide*
2. Present proof of ownership/ Registration Certificate 2.a. Present Barangay Clearance 2.b. Present written agreement	2. Receive required documents		2 minutes	*Administrative Aide* *Administrative Aide*
3. Present above documents approved by the City Legal Office	3. Receive documents 3.1. Issue order of payment		5 minutes	*Animal Control Officer*

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4. Pay Impounding fee at City Treasurer's Office	4.Receive payment and issue Official Receipt	4.1. Impounding Fee Php300.00/head/day – large animal Php200.00/head/day – small animal 4.3. Registration Fee – 200.00/ Large animal Php 50.00 – small animal 4.4. Owner's penalty – depends on violation		*City Treasurer's Office*
5. Present Official Receipts, Acknowledgement receipt, Written agreement	5. Receive required documents 5.1. Issue Release form		5 minutes	*Animal Control Officer*
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	6. Receive documents 6.1. Upon receipt of Release form and other documents, impounded livestock may be released to owner and issue Certificate of Redemption		5 minutes	*Veterinarian* *Agricultural Technologist* *Animal Control Officer*
End of Process:	**Total**		**20 Minutes**	

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6. Auction Of Unclaimed Impounded Livestock

Unclaimed impounded Livestock shall be subject for auction. Municipal Ordinance No. 15-05

Office or Division:	City Veterinary Office
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of City of General Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Letter of Request • Barangay Clearance	- Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit report of unclaimed livestock animal to City Treasurer's Office 2.Post notice for public auction in at least 3 conspicuous places (including public market place)		3 days	*City Veterinary Office* *City Treasurers' Office*
	Sell to highest bidder		2 days	*City Treasurer's Office*
3. Highest bidder pays impounding fee, cost of advertisement and conduct of sale				*City Treasurer's Office*
4. Receive Order of Payment Form	4. Issue Order of Payment form		5 minutes	

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5. Pay Impounding Fee	5. Issue Official receipts	5.Impounding Fee Large animal Php 300.00 /head/day Small Animal Php 200.00 /head/day		*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	*City Veterinary Office*
End of Process:	**Total**		**5 days and 20 Minutes**	

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7. Spaying And Neutering

As part of the dog and cat population control program, the City Veterinary Office conducts neutering and spaying services.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Gen. Trias City
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Valid ID showing General Trias address - Dog and cat aged 6 mos. and above - Should be in good health condition - Fasted for at least 8 hours - Vaccinated with anti-rabies vaccine - Register and wait for schedule of spay/neuter	- City Veterinary Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up clients' request form and consent for surgery	1.Register client in logbook and provide clients' request form and consent for surgey	None	3 minutes	Administrative Aide
2. Submit filled up clients' request form and consent for surgery	2. Receive filled up clients' request and Consent for surgery form 2.1 Record information of animal		3 minutes	Administrative Aide
3. Restrain pet	3. animal screening and administer anesthetic drugs 3.1 Assess vital signs 3.2 Prepare dog/cat for surgery		25 minutes	*Veterinarian* *Agricultural Technologist*

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	4. Perform Surgery 4.1 Administer antibiotic		35 minutes	*Veterinarian*
4.Receive prescription and wait for pet to recover from anesthesia	5.Issue prescription		30 minutes	*Veterinarian*
End of Process:	**Total**	**None**	**1 hour and 36 minutes**	

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8. Issuance Of Veterinary Health Certificate

Owners who wish to travel their animals may request for Veterinary Health Certificate.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Residents of Gen. Trias
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Dog/cat should be 3 ½ months old and above. • Animal should be vaccinated 2 weeks before travel or not expired in case of adult dog/cat • Animal should be in good health condition • Undergone required laboratory test with negative test result	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up Client Information Form	1.Provide Client Information Form	None	5 minutes	*Administrative Aide*
2. Submit filled up Client Information form	2. Receive client Information form		1 minute	*Administrative Aide*
3.Submit animal for blood collection (lives -tock and poultry)	3.Conduct blood collection in case of livestock and poultry		10 minutes	*Veterinarian* *Agricultural Technologist*
3. Submit Vaccination certificate/card 3.1 Negative laboratory result in case of livestock and poultry	3. Issue Veterinary Health Certificate (if rabies vaccination is updated and tested negative for certain diseases)		5 minutes	*Veterinarian*

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4. If Vaccination certificate is not available	4. Veterinarian to administer vaccine (Issuance of Veterinary Health Certificate will be 14 days after vaccina tion)		5 minutes	*Veterinarian* *Agricultural Technologist*
5. Apply online Shipping Permit from National Veterinary Quarantine Services Division: baiquarantineph@gmail.com 09183963807 09154794649			*****	*Personnel in-charge at National Veterinary Quarantine Services Division, Bureau of Animal Industry*
End of Process:	**Total**	**None**	**26 Minutes**	

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9. Surveillance And Monitoring Of Livestock And Poultry Farm And Animal Diseases

Surveillance of economically important diseases is done quarterly or bi-annually and as requirement for renewal of farm accreditation.

Office or Division:	City Veterinary Office
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Residents of Gen. Trias, National, Regional and Provincial Government
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Request/endorsement letter from Bureau of Animal Industry or Provincial Veterinary Office or request letter from farm owner • Vaccination and medication program and Animal Welfare Certificate in case of commercial farm • RSBSA No.	City Agriculture Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of surveillance/farm inspection	1. Receive and forward request to Mayor's Office for approval	None	5 minutes	Administrative Aide
2. Agreed with scheduled date of surveillance and farm monitoring	2. Coordinate with farm owner on schedule of surveillance and monitoring		3 minutes	Veterinarian Agricultural Technologist
3. Receive and fill up Farm Profile Form	3. Provide Farm Profile Form		5 minutes	Agricultural Technologist
4. Restrain animals for blood collection	4.Conduct blood collection and monitoring/inspection of farm facilities		4 hours	Veterinarian Agricultural Technologist
5.Submit filled up Farm Profile Form and other documents: Animal Health and Farm	5. Receive and verify submitted documents Prepare and sign Endorse ment Form		5 minutes	Agricultural Technologist Veterinarian

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Biosecurity Measures Program				
	6.Endorse and submit samples to Regional Diagnostic Laboratory		*****	Agricultural Technologist
End of Process:	**Total**	**None**	**4 hours and 18 Minutes**	

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OFFICE OF THE CITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICER

FRONTLINE SERVICES

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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.

Office or Division	CICT
Classification:	Highly Technical
Type of Transaction:	G2G – Other offices, Employee, Official
Who may avail?	General Public
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	Cristina Moreto *Comp. Maintenance Technologist II* Jeremie Delos Santos *Utility Worker I* Andrei Lorenz Herrera *Computer Programmer I* Reniel Patriarca *Computer Operator I* Mikhoel Delos Santos *Computer Maintenance Technologist I* Bryan Vasquez *Job Order Personnel*
2. Wait for the approval of the application	2. Verify the availability of the schedule conference on the applied date	None	10 Minutes	
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	

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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	Andrei Lorenz Herrera *Computer Programmer I* Reniel Patriarca *Computer Operator I* Mikhoel Delos Santos *Computer Maintenance Technologist I* Bryan Vasquez *Job Order Personnel*
End of Process:	**Total**	**None**	**35 Minutes**	

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2. Ink Refill

Information and Communication Technology Department provide ink refill services to other department for a centralized supply for all offices inside the city Government of Genera Trias

Office or Division			CICT	
Classification:			Simple	
Type of Transaction:			G2G – Other offices, Employee, Official	
Who may avail?			Government employee	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Form			All person who will avail	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly Accomplished request form forms issued by the ICT office	1. Receive Notification of request for ink refill thru text message, social media message or phone call form the concern department	None	5 Minutes	Jonathan Trias *Utility Worker II* Jon Leo Sipat *Local Legislative Employee II*
	2. Go to concern Department with the needed inks and refill printer tanks	None	10 Minutes	Jonathan Trias *Utility Worker II* Jon Leo Sipat *Local Legislative Employee II*
	3. Secure signed log sheet for ink Maintenance	None	2 Minutes	Jonathan Trias *Utility Worker II* Jon Leo Sipat *Local Legislative Employee II*
End of Process:	**Total**	**None**	**18 Minutes**	

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3. Printer Installation And Trouble Shooting

Services such as printer installation and printer trouble shooting assistance have been given by the Information and Technology Offices to other department

Office or Division			CICT	
Classification:			Complex	
Type of Transaction:			G2G – Other offices, Employee, Official	
Who may avail?			Government employee	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Form			All person who will avail	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Notify ICT Personnel regarding request	1. Receive Notification of request for services thru text message, social media message or phone call from the concern department	None	5 Minutes	Jonathan Trias *Utility Worker II* Jon Leo Sipat *Local Legislative Employee II*
	2. Go to concern Department and check on the equipment that needed troubleshooting	None	10-30 Minutes	
	3. If not done within 30 mins. The equipment will be pulled out and taken to the ICT Office for further checking		2 hours – 1 day	

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	4.Make proper documents for endorsement of the equipment to be returned with fully operating machine. If cannot be repair the ICT personnel will issue diagnostic and recommendation for the equipment		5 Minutes	
End of Process:	**Total**	**None**	**Approximately 1-2 Days**	

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4. Creation Of Online Forms

Online forms are being provided by the Information and Communications Technology office by request of other department most of the time it is used for Web conference attendance and other surveys

Office or Division	CICT
Classification:	Complex
Type of Transaction:	G2G – Other offices, Employee, Official
Who may avail?	Government employee
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form	All person who will avail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request letter and data that are needed	1. Receive request letter and copy of data	None	10 mins	Jenielyn Ferrer *Bookbinder I* Jeremy Delos Santos *Utility Worker I* Andrei Herrera *Computer Programmer I* Cristina Moreto *Computer Maintenance Technologist II* Reniel Patriarca *Computer Operator I* Rachelyn Cortez *Job Order Personnel*
	2. Review the data of the request and analyze needed format for the online form	None	10-30 Minutes	
	3. Create the form and check the final draft carefully, correcting of typos, grammatical mistakes, and other writing issues before submitting to the requesting office		2 hours – 1 day	

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	4.associate the approved online forms with the official website of the City of General Trias or other site that can be access by the intended viewer of the form		30 minutes	
End of Process:	**Total**	**None**	**Approximately 2 days**	

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5. Computer Repair And Trouble Shooting

Services such as Computer repair trouble shooting assistance have been given by the Information and Technology Offices to other department

Office or Division	CICT
Classification:	Complex
Type of Transaction:	G2G – Other offices, Employee, Official
Who may avail?	Government employee
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form	All person who will avail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify ICT Personnel regarding request	1. Receive Notification of request for services thru text message, social media message or phone call from the concern department	None	5 Minutes	Mikhoel Delos Santos *Computer Maintenance Technologist I* Reniel Patriarca *Computer Operator I* Greith Deseo *Job Order Personnel*
	2. Go to concern Department and check on the equipment that needed troubleshooting	None	10-30 Minutes	
	3. If not done within 30 mins. The equipment will be pulled out and taken to the ICT Office for further checking		2 hours – 1 day	

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	4.Make proper documents for endorsement of the equipment to be returned with fully operating machine. If cannot be repair the ICT personnel will issue diagnostic and recommendation for the equipment		5 Minutes	
End of Process:	**Total**	**None**	**Approximately 1-2 Days**	

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6. LED Wall Management (Media Posting)

Led Wall Media Posting for Information campaign and and LED Wall assistance on the City Convention Center

Office or Division			CICT	
Classification:			Complex	
Type of Transaction:			G2G – Other offices, Employee, Official	
Who may avail?			Government employee	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Form			All person who will avail	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring request letter for LED posting	Receive request and check the media requirements		5 Minutes	Reniel Patriarca *Computer Operator I* Bryan Vasquez *Job Order Personnel* Greith Deseo *Job Order Personnel*
2. submit the file copy of the material and state the date that it will be required to post	Check the file and availability of media for posting		10 Minutes	
	Prepare media content and create a file compatible for LED media posting		30 minutes to 1 hour	
End of Process:	**Total**		**Approximately 1 hour**	

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7. LED Wall Management (Assistance)

Led Wall Media Posting for Information campaign and LED Wall assistance on the City Convention Center

Office or Division			CICT	
Classification:			Complex	
Type of Transaction:			G2G – Other offices, Employee, Official	
Who may avail?			Government employee	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Form			All person who will avail	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring request letter with approval for the Local Chief Executive	Receive request and check the media requirements and availability of request	Fees included in the reservation of the Cultural Convention Center	5 Minutes	Reniel Patriarca *Computer Operator I* Bryan Vasquez *Job Order Personnel* Greith Deseo *Job Order Personnel* Rachelyn Cortez *Job Order Personnel*
	Schedule duty and prepare necessary media needed		20 minutes	
End of Process:	**Total**	**-**	**Approximately 25 minutes**	

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8. System Development And Design

Information and communication Technology Office is supporting all the program of the Local Chief Executive, all offices under the City Government of General Trias is now in the process of improving for the Smart Digital Cities including here are the development of system for improvement of the all local government services.

Office or Division	CICT
Classification:	Complex
Type of Transaction:	G2G – Other offices, Employee, Official
Who may avail?	Government employee
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form	All person who will avail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with approval of the City Mayor	1. Receive letter from the concern office and set up meeting for the deliberation of the needed system	None	10 minutes	Andrei Lorenz Herrera *Computer Programmer I*
2. Meeting with the Programmer the client communicate their software/web development requirements, goals and desired feature to the provider	2. Requirement Gathering thru meeting and discussions to gain a thorough understanding of their needs, breakdown of project scope, deliverables timeline and cost estimate	None	1 week	
3.Provide necessary data needed by the programmer for clarification aligned with the goal in creating a program	3. Planning and design with regular communication with the client with thorough understanding of their needs	None	1 week	

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	4. Starts the Developing the software/web application based on the approved design and project plan		6-8 months	
	5. Conduct thorough testing to identify and fix any bugs or issues		2 weeks	
4.Deployment and launch the application to the public or a limited audience based on their requirements	6. Assist with server set up, domain configuration and any necessary installation		2 days	
5.Maintenance and support, the client can reach out to	5. Offers ongoing maintenance and support services, bug tracking and resolution mechanism are included to address any issues that may emerge			
End of Process:	**Total**	**None**	**Approximately 6 – 8 mos.**	

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OFFICE OF THE CITY LEGAL OFFICER

FRONTLINE SERVICES

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1. Review Of Ordinances, Resolutions, Executive Orders, Memorandum Of Agreements And Contracts

The subject of review and recommendation shall cover all enacted ordinances and resolutions submitted by the Sangguniang Panlungsod in the exercise of its local legislative power as well as the executive orders, memorandum of agreement and Contracts to be reviewed and issued by the City Mayor.

Office or Division:	City Legal Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Sangguniang Panlungsod and other Legislative Body Office of the Mayor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Endorsement letter • Copy of the document for review	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits the endorsement letter and the document that is subject for review.	1.Receive the required documents and check for completeness.	None	5 minutes	*Staff*
	2.Review and drafting of the appropriate recommendation, then forward to the City Legal Officer for approval.	None	**Ordinance** – 10 days, subject for extension depending on complexity; **Resolution** – 30 days; **Executive Order** – 30 days; **Memorandum of Agreement** and **Contracts**- 15 days	*City Legal Officer*

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			Ordinance – 10 days, subject for extension depending on complexity; **Resolution** – 30 days, 10 minutes; **Executive Order** – 30 days, **Memorandum of Agreement** and **Contracts**- 15 days	*City Legal Officer*
END OF PROCESS:	**TOTAL**	**NONE**	**DEPENDS ON THE DOCUMENT**	

Review of Ordinances, Resolutions and Executive Orders are covered by R.A. 7160.

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2. Representation Of Cases Involving The City Government Of General Trias

Represent the City including, as well as public officials, before any judicial courts, quasi-judicial bodies, and other tribunals in cases involving violations or infringements of their rights, functions, duties and responsibilities, as well as their property and/or proprietary rights, exercising due diligence, professionalism, and ensuring quality and efficient service to all in order to protect and promote the interest of the City and the welfare of its constituents.

Office or Division:	City Legal Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Sangguniang Panlungsod and other Legislative Body Office of the Mayor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Endorsement letter • Copy of the document for review	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits the endorsement letter and the document that is subject for review.	1.Receive the required documents and check for completeness.	None	5 minutes	*Staff*
	2.Review and drafting of the appropriate recommendation, then forward to the City Legal Officer for approval.	None	**Ordinance** – 10 days, subject for extension depending on complexity; **Resolution** – 30 days; **Executive Order** – 30 days; **Memorandum of Agreement** and **Contracts**- 15 days	*City Legal Officer*
			Ordinance – 10 days, subject for extension	

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			depending on complexity; **Resolution** – 30 days, 10 minutes; **Executive Order** – 30 days, **Memorandum of Agreement** and **Contracts**- 15 days	*City Legal Officer*
END OF PROCESS:	**TOTAL**	**NONE DEPENDS ON THE DOCUMENT**		

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3. Provision Of Legal Advice

Constituents of the City of General Trias shall be provided with the necessary legal services which shall include legal advice/counseling, preparation of instruments and contracts, and/or referral to other concerned government office or agency, free of charge.

Office or Division:	City Legal Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Endorsement Slip • Supporting documents relative to the legal advice/service sought	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Logs in the Client Logbook	1. Receive and record of the client's request and forwards the documents to the City Legal Officer.	None	5 minutes	*Staff*
	2. Designate/Assign the client's request to the proper Office personnel or lawyer for appropriate action.	None	5 minutes	*City Legal Officer*

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	3. Render Legal Advice/ Counseling; extend the necessary legal services based on the information provided and the documents presented and issue Action Slip afterwards.	None	30 mins	*City Legal Officer*
	5. Record the Action Slip.	None	5 minutes	*Staff*
END OF PROCESS:	**TOTAL**	**NONE**	**45 Minutes**	

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CITY PUBLIC LIBRARY SERVICES
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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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.

Office or Division			City Public Library of General Trias Cavite	
Classification:			Simple	
Type of Transaction:			G2C – Government to Client	
Who may avail:			All	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
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.		5-10 minutes	*All Library Staff*
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		

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

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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.

Office or Division		City Public Library		
Classification:		Simple		
Type of Transaction:		G2C- Government to client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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	Jennifer Saliba and All the Library Staff
2. Submit the application form to the staff	2. Receive the application form	None	5-10 minutes	Jennifer Saliba and All the Library Staff
3. Wait for processing of ID 4. Get the ID and sign at the logbook	3. Process the ID card 4. Release the ID and have the library user sign on the log book	None None	10-15 minutes	
End of Process:	**Total**	**None**	**15 Minutes**	

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3. Replacement For Loss Of Library Card

Loss of Library Privileges.

Office or Division		City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID CARD/IDENTIFICATION		LIBRARY		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up application form for lost library ID	1. Authenticate membership of the client	None	5-10 minutes	Jennifer Saliba *and All the Library Staff*
2. Submit the application form to the staff	2. Receive the submitted application form for approval	None None		Jennifer Saliba *and All the Library Staff*
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	
End of Process:	**Total**	**None**	**40 Minutes**	

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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.

Office or Division			City Public Library	
Classification:			Simple	
Type of Transaction:			G2C – Government to client	
Who may avail:			All	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
ID CARD/BOOK PASSLIP			LIBRARY	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 *and Library Staff*
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		
End of Process:	**Total**	**None**	**5 Minutes**	

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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.

Office or Division			City Public Library	
Classification:			Simple	
Type of Transaction:			G2C – Government to client	
Who may avail:			All	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
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		*All Library Staff*
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)	*All Library Staff*
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	
End of Process:	**Total**	**None**	**1 Hour**	

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PUBLIC EMPLOYMENT SERVICE DIVISION
(OFFICE OF THE CITY MAYOR)

FRONTLINE SERVICES

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1. Walk-In

Walk-in Application.

Office or Division		Public Employment Service Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Jobseekers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Biodata / Resume		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit biodata or resmue	1. Issue registration and or National Manpower Registry System (NMRS Form)	None	30 Seconds	Alvin B. Lindo Crisanto Saquilayan
2. Look for job vacancies posted in the bulletin board		None	1 Minute	Charo Mei PArani Jocelyn M. Rivera Annabelle A. Trinidad
3. Fill out NMRS Form	3.1 Check and Review registration NRMS Form	None	1 Minute	
4. Sign to the Logbook	4.1 Assist the applicant during registration	None	1 Minute	
5. Jobseeker is screened and interview (employment coaching)	5.1 Conducts preliminary screening	None	5 Minutes	Atty. Alexander Abraham P. Colina
6. Wait while his/her documents are received	6.1 Review documents and matches skill to the available job vacancy	None	5 Minutes	
	6.2 Prepare referral letter addressed to the company	None	3 Minutes	Annabelle A. Trinidad Charo Mei F. Parani

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	6.3 Referral letter signed by the PESO Manager	None	1 Minute	Atty. Alexander Abraham P. Colina
7. Receive the referral letter for the company	7.1 Issue Signed referral letter to the applicant	None	30 Seconeds	Charo Mei F. Parani Jocelyn M. Rivera
End of Process:	**Total**	**None**	**18 Minutes**	

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2. Local Recruitment Activity (LRA) Special Recruitment Activity (SRA) (EMPLOYER)

Office or Division	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client
Who may avail:	Employer
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Intent	Client
Company Profile	Client
Job Order / Job Vacancies	Client
Business Permit	Client
SRA Permit from POEA	Client
DOLE Registration Local and Overseas Employment	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to conduct LRA / SRA and all the Requirements at PESO	1.1 Receive, check and reviews all the requirements thru hard and soft copy	None	20 Minutes	Atty. Alexander Abraham P. Colina Jocelyn M. Rivera Charo Mei F. PArani
	1.2 Prepare and send letter to Department of Labor and Employment (DOLE) for issuance of No Objection response when a letter from DOLE is received, a response thru letter from PESO will give a signal to conduct the activity.	None	10 Minutes	Atty. Alexander Abraham P. Colina

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2. Conduct the Actual LRA/SRA	2.1 Assist in the conduct of LRA/SRA	None	6 Hours	Alvin B. Lindo Crisanto S. Saquilayan Charo Mei F. Parani Jocelyn M. Rivera Annabelle A. Trinidad
3. Submit terminal Report After the conduc of LRS/SRA	3.1 Receive copy of terminal report and make a report for the activity	None	10 Minutes	Atty. Alexander Abraham P. Colina
End of Process:	**Total**	**None**	**6 Hours and 40 Minutes**	

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3. Local Recruitment Activity (LRA) Special Recruitment Activity (SRA) (JOBSEEKERS)

Office or Division	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client
Who may avail:	Employer
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Biodata / Resume	Jobseeker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit biodata or resume	1.1 Issue registration and or National Manpower Registry System NMRS Form	None	30 Seconds	Alvin B. Lindo Crisanto S. Saquilayan
2. Fill-out NMRS Form	2.1 Check and review registration NMRS Form	None	1 Minute	Charo Mei F. Parani Jocelyn M. Rivera Annabelle A. Trinidad Alvin B. Lindo Crisanto S. Saquilayan
3. Sin in to the attendance sheet.	3.1 Assist the applicant during the registration	None	30 Seconds	
4. Wait for the instruction of the company representative (For Interview and or exam)	4.1 Assist the Applicant during the exam or interview	None	10 Minutes	
5. Take Examination and or Interview	5.1 Subject applicant for exam and or interview	None	10 Minutes	
6. Report to PESO	6.1 Inform the applicant of the result of his/her application	None	30 Seconds	Atty. Alexander Abraham P. Colina
End of Process:	**Total**	**None**	**30 Minutes**	

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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.

Office or Division	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client
Who may avail:	EMPLOYER
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pledge of Commitment	Employer
Document specifying the number of students to be hired	Employer
Qualifications and wage rate	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pledge of commitment duly signed by the manager and budget officer of the company	1.1 Issue and receive pledge of commitment for to participating company.	None	2 Minutes	Aty. Alexander Abraham P. Colina Charo Mei F. Parani
2. accommodate student applicant referred by PESO subject for interview and examination	2.1 Refer student applicants	None	5 Minues	Atty. Alexander Abraham P. Colina
3. Accept qualified students to work under SPES	3.1 Accept report on the list of qualified students for SPES and supervise	None	5 Minutes	Atty. Alexander Abraham P. Colina
4. Submit placement report not later		None	10 Minutes	Charo Mei F. Parani Jocelyn M. Rivera

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than five (5) days after the start of employment	student undes SPES			
5. Issue certificate of employment indicating the number of days worked, wage rate, overtime pay or other incentives received from the employer and the payroll of the students.	5.1 Submit to DOLE the certificate of employment, payroll and other documents as basis for the computation of 40% salary.	None	10 Minutes	Atty. Alexander Abraham P. Colina
End of Process:	**Total**	**None**	**32 Minutes (Approx. Time)**	

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Con't.

Special Program for The Employment Of Students (SPES)

Office or Division	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client
Who may avail:	18-30 years old, atleast Highschool or Senior Highschool graduate ALS or Tech-Voc graduate and no experience in work
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
4Pcs. 2x2 ID Picture	Applicant
Photocopy of Birth / Baptismal Certificate (3 Copies)	Applicant
Certified thru copy of Form 138 or latest grades (3 copies)	Applicant
Certificate of Indigency form DSWD/Barangay where applicant's resides	DSWD / Barangay
Certificate of Good Moral Character from DSWD / Brgy (for OSY)	DSWD / Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out registration form and attached 2x2 ID Pictures	1.1 Check requirements and issue registration form	None	3 Minutes	Charo Mei F. PArani Jocelyn M. Rivera Annabelle A. Trinidad
2. Online registration before scheduled SPES orientation	2.1 Encoded qualified SPES thru PEIS (Philippine Employment Information System)	None	20 Minutes	Atty. Alexander Abraham P. Colina
	2.2 Encode and Submit the names of the qualified SPES to GSIS and DOLE a day before they starter to work.	None	4 Hours	Atty. Alexander Abraham P. Colina

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3. Attend SPES Orientation	3.1 Assist SPES in the orientation	None	30 Minutes	Alvin B. Lindo Crisanto S. Saquilayan
	3.2 Discuss the concept of SPES	None	2 Hours	Atty. Alexander Abraham P. Colina
4. Sign the employment contract and receive SPES ID	4.1 Discuss the concept of SPES	None	30 Minutes	Atty. Alexander Abraham P. Colina
5. Determine the work, assignment, office to start the work under SPES	5.1 Assistance and accompany the student where he/she assigned for work	None	10 Minutes	Charo Mei F. PArani Jocelyn M. Rivera Annabelle A. Trinidad
6. Report Regularly	6.1 Supervise and monitor students performance and attendance	None	1 Hour	Atty. Alexander Abraham P. Colina
7. Receive 60% salary	7.1 Facilitate the process of payroll	None	30 Minutes	Atty. Alexander Abraham P. Colina
8. Wait for notice of the relase of check (40%) from DOLE	8.1 Call SPES on the date of the release of check	None	30 Minutes	Jocelyn M. Rivera
End of Process:	**Total**	**None**	**9 Hoursand 33 Minutes (Approx. Time)**	

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5. Jobstart Phils. Program

Coordination with the Department of Labor and Employment for Projects

Office or Division	Public Employment Service Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client
Who may avail:	Youths (18-24 Years old)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Bio-data	Applicant
Photocopy of Birth Certificate	Applicant
Barangay Clearance	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form	1.1 Issue registration form	None	3 Minutes	Alvin B. Lindo Annabelle A. Trinidad Crisanto S. Saquilayan
2. Online Registration	2.1 Encode thru online PEIS (Philippine Employment Information System)	None	20 Minutes	Jocelyn N. Rivera Charo Mei F. Parani
3. Career LMI Orientation	3.1 Discuess the concept of Jobstart	None	30 Minutes	Atty. Alexander Abraham P. Colina
4. Life Skills Training	4.1 Co-facilitate the life skills training	None	6 Hours	Atty. Alexander Abraham P. Colina Jocelyn M. Rivera Charo Mei F. Parani
5. Referral to company	5.1 Issue referral/endorsement letter	None	5 Minutes	Atty. Alexander Abraham P. Colina Jocelyn M. Rivera Charo Mei F. Parani
6. Place/Hired by the partner or non partner company	6.1 Report and monitor	None	30 Minutes	Atty. Alexander Abraham P. Colina
End of Process: Total Time)		**None**	**9 Hours and 33 Minutes (Approx.**	

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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and suggestions?	1. Feedback Forms are available at the Public Information Assistance and Complaint Center located at the lobby of City Hall Main building and infront of every offices. 2. Client can fill up this form and place it in the drop box.
How feedbacks are processed	1. At the end of the day, the personnel at the Public Information Assistance and Complaint Center will check and record all of the feedbacks that are submitted. Feedbacks that requires answers are forwarded to the office of the concerned employee/person and is required to submit a written explanation within (3) days upon the receipt of the feedback.
How to file a complaint.	1. Fill out the Incident Complaint Report Form and answer the complaint portion. The Form is available at the Public Information Assistance and Complaint Center located at the lobby of City Hall Main building. 2. Submit it to the Complaint Center located at the lobby of City Hall Main. 3. OR IF In cases where the client has expressed that the complaint has to be raised for immediate action. The client may directly give the complaint form to the Office of the City Mayor located at 2nd Floor City Hall Building. 4. Complaints can also be filed via phone. Contact info: (046) 419-8380 to 89 / (02) 8779-5980

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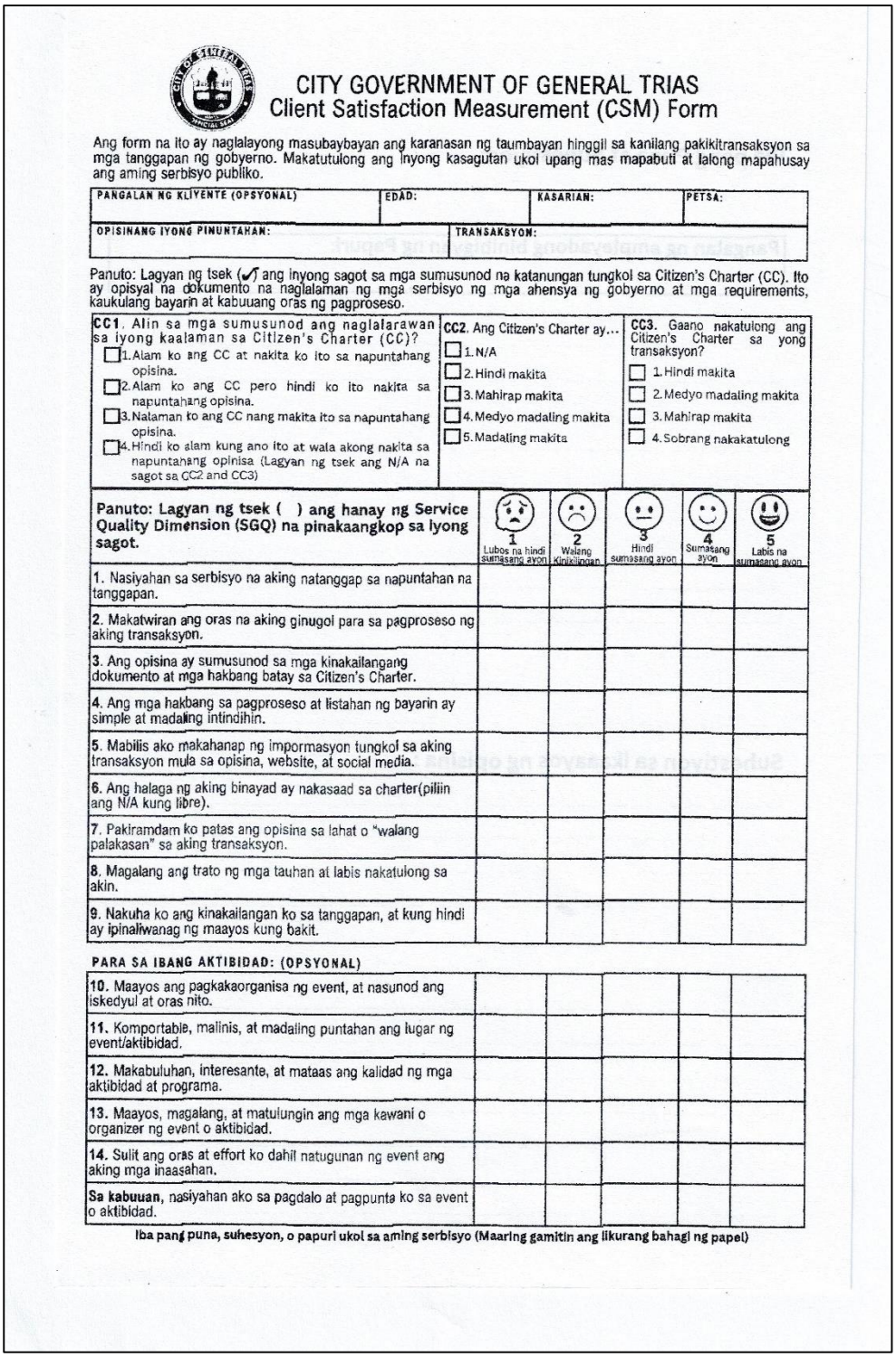
	Make sure to provide the following information: Providing the following information: • Name of person being complained • Date and Time • Place of the Incident • Evidence/Witness if present.
How complaints are processed	1. The complaint shall immediately be acted upon by our Public Information Assistance and Complaint Center personnel. 2. Written and Verbal incident reports are collected and will be subjected for investigation. Appropriate action shall be taken. 3. Concerned office/personnel shall be informed via written communication and shall be required to answer via written explanation within 72 hours. 4. Appropriate disciplinary actions shall be imposed. 5. The client/complainant shall be informed of the action taken and will be given a copy of the report stating the outcome.
Contact Information For inquiries and follow-ups, clients may contact us though: Official Facebook Account Official Website Hotline Nos.	 City Government of General Trias Https://www.facebook.com/GenTriOfficial feedback@generaltrias.gov.ph 09190664270; 09228884363

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ARTAwag Center:	https://arta.gov.ph/contact-us/ 0969-257-7242; 0928-690-4080
ARTA STOP REDTAPE!:	https://arta.gov.ph/fileacomplaint/
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 0908-881-6565 / 1-6565 accessible via PLDT and smart Landlines nationwide

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CLIENT SATISTACTION MEASUREMENT FORM (FRONT)



CITY GOVERNMENT OF GENERAL TRIAS
Client Satisfaction Measurement (CSM) Form

Ang form na ito ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko.

PANGALAN NG KLIYENTE (OPSYONAL)	EDAD:	KASARIAN:	PETSA:
OPISINANG IYONG PINUNTAHAN:	TRANSAKSYON:		

Panuto: Lagyan ng tsek (✓) ang inyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay opisyal na dokumento na naglalaman ng mga serbisyo ng mga ahensya ng gobyerno at mga requirements, kaukulang bayarin at kabuuang oras ng pagproseso.

CC1. Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa Citizen's Charter (CC)?
- ☐ 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina.
- ☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina.
- ☐ 3. Nalaman ko ang CC nang makita ito sa napuntahang opisina.
- ☐ 4. Hindi ko alam kung ano ito at wala akong nakita sa napuntahang opinisa (Lagyan ng tsek ang N/A na sagot sa CC2 and CC3)

CC2. Ang Citizen's Charter ay...
- ☐ 1. N/A
- ☐ 2. Hindi makita
- ☐ 3. Mahirap makita
- ☐ 4. Medyo madaling makita
- ☐ 5. Madaling makita

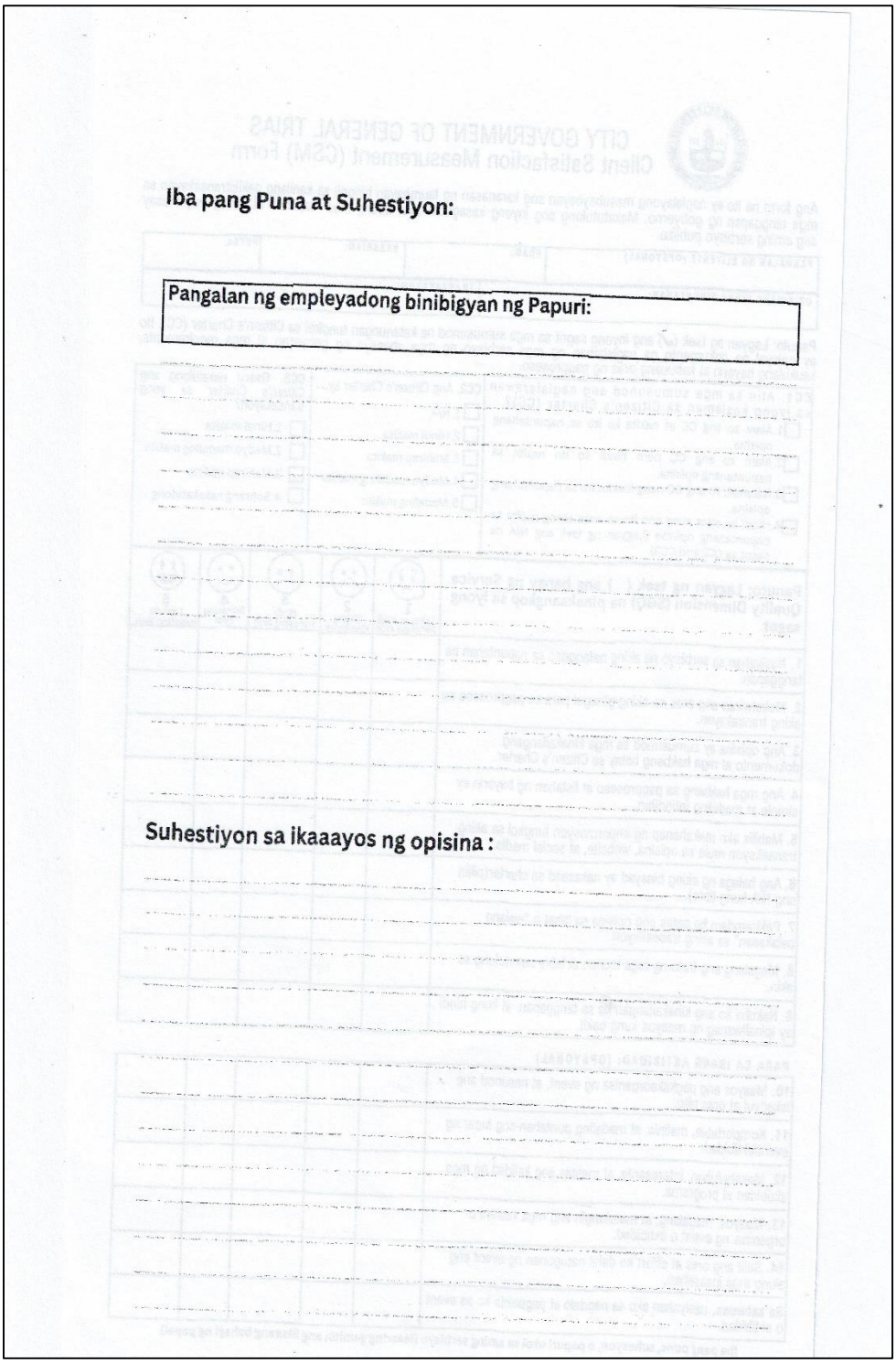
CC3. Gaano nakatulong ang Citizen's Charter sa yong transaksyon?
- ☐ 1. Hindi makita
- ☐ 2. Medyo madaling makita
- ☐ 3. Mahirap makita
- ☐ 4. Sobrang nakakatulong

Panuto: Lagyan ng tsek ( ) ang hanay ng Service Quality Dimension (SGQ) na pinakaangkop sa iyong sagot.	1 Lubos na hindi sumasang ayon	2 Walang Kinikilingan	3 Hindi sumasang ayon	4 Sumasang ayon	5 Labis na sumasang ayon
1. Nasiyahan sa serbisyo na aking natanggap sa napuntahan na tanggapan.					
2. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.					
3. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa Citizen's Charter.					
4. Ang mga hakbang sa pagproseso at listahan ng bayarin ay simple at madaling intindihin.					
5. Mabilis ako makahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina, website, at social media.					
6. Ang halaga ng aking binayad ay nakasaad sa charter(piliin ang N/A kung libre).					
7. Pakiramdam ko patas ang opisina sa lahat o "walang palakasan" sa aking transaksyon.					
8. Magalang ang trato ng mga tauhan at labis nakatulong sa akin.					
9. Nakuha ko ang kinakailangan ko sa tanggapan, at kung hindi ay ipinaliwanag ng maayos kung bakit.					
PARA SA IBANG AKTIBIDAD: (OPSYONAL)					
10. Maayos ang pagkakaorganisa ng event, at nasunod ang iskedyul at oras nito.					
11. Komportable, malinis, at madaling puntahan ang lugar ng event/aktibidad.					
12. Makabuluhan, interesante, at mataas ang kalidad ng mga aktibidad at programa.					
13. Maayos, magalang, at matulungin ang mga kawani o organizer ng event o aktibidad.					
14. Sulit ang oras at effort ko dahil natugunan ng event ang aking mga inaasahan.					
Sa kabuuan, nasiyahan ako sa pagdalo at pagpunta ko sa event o aktibidad.					

Iba pang puna, suhesyon, o papuri ukol sa aming serbisyo (Maaring gamitin ang likurang bahagi ng papel)

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CLIENT SATISFACTION MEASUREMENT FORM (BACK)



Iba pang Puna at Suhestiyon:

Pangalan ng empleyadong binibigyan ng Papuri:

Suhestiyon sa ikaaayos ng opisina :

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List of Offices

Office	Address	Contact Information
AMBULANCE		(046) 409-7303 / (0919) 066 4269
Business Permit and Licensing Office	1st Floor City Hall Building General Trias City, Cavite	(046) 509-5296 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 105
Treasurer's Office	1st Floor City Hall Building General Trias City, Cavite	(046) 509-0458/(046) 419-8380 to 89 / (02) 8779-5980 loc. 106
Assessor's Office	1st Floor City Hall Building General Trias City, Cavite	(046) 418-9176 / 419-8380 to 89 loc. 107
City Registrar's Office	1st Floor City Hall Building General Trias City, Cavite	(046) 509-5014 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 108
City Information & Communication Technology (I.T. Office)	1st Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 101
Engineering Office	1st Floor City Hall Building General Trias City, Cavite	046) 419-8380 to 89 / (02) 8779-5980 loc. 102
City Planning and Devt. Council	1st Floor City Hall Building General Trias City, Cavite	(046) 509-4425 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 103
Bureau of Internal Revenue	1st Floor City Hall Building General Trias City, Cavite	(046) 509-5260 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 104
Office of the Mayor	2nd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 201
Administrator's Office	2nd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 205
Office of the Vice - Mayor	2nd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 205
Sangguniang Panlungsod Office	2nd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 203
Public Employment Services Office	3rd Floor City Hall Building General Trias City, Cavite	(046)509-5009 / 4(046) 419-8380 to 89 / (02) 8779-5980 loc. 304
Human Resource Management Office	3rd Floor City Hall Building General Trias City, Cavite	(046) 509-2662 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 305

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Budget Office	3rd Floor City Hall Building General Trias City, Cavite	(046) 509-0619 / (046) 419-8380 to 89 / (02) 8779-5980 loc.306
Accounting Office	3rd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 302
City Agriculture Office	3rd Floor City Hall Building General Trias City, Cavite	(046) 509-0922 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 301
Trial Court	3rd Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 303
Association of Barangay Captains	3rd Floor City Hall Building General Trias City, Cavite	
General Service Office	3rd Floor City Hall Building General Trias City, Cavite	(046)509-4181 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 501
Commission on Audit	4th Floor City Hall Building General Trias City, Cavite	419-8380-89 loc. 406
Community Affairs Office	4th Floor City Hall Building General Trias City, Cavite	(046) 484-5373 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 409
Local Economic and Investment Promotion Office	4th Floor City Hall Building General Trias City, Cavite	(046) 509-5053 / (046) 419-8380 to 89/ (02) 8779-5980 loc. 407
City Environment & Natural Resources Office	4th Floor City Hall Building General Trias City, Cavite	(046)509-2191 / (046) 419-8380 to 89 / (02) 8779-5980 loc. 408
Commission on Elections	4th Floor City Hall Building General Trias City, Cavite	(046) 509-4483 / (046) 419-8380 to 89/ (02) 8779-5980 loc. 401
Information and Tourism Office	4th Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. local 404
City Information Office	4th Floor City Hall Building General Trias City, Cavite	(046) 419-8380 to 89 / (02) 8779-5980 loc. 404
Office of the Senior Citizen Affairs	City Park General Trias City, Cavite	(0919) 066 4279
COOP Development Unit	4th Floor City Hall Building General Trias City, Cavite	509 – 4540
Womens Devt. Council	4th Floor City Hall Building General Trias City, Cavite	0919 066 4280

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City Legal Office	4th Floor City Hall Building General Trias City, Cavite	
Department of Interior & Local Government Office	General Services Bld. City Hall Building General Trias City, Cavite	
City Social Welfare and Development Office CSWD Training Center	Poblacion General Trias City, Cavite	(046) 509-4539 / (046) 419-8380 to 89 / (02) 8779-5980 loc.307
City Health Office	Pinagtipunan General Trias City, Cavite	(046) 509-5289
Philippine National Police – Main Station	Poblacion General Trias City, Cavite	(0917) 684-2008 / (046) 437-7306
PNP – Substation (Manggahan)	Manggahan General Trias City, Cavite	(0919) 066 4283
PNP – Substation (San Francisco)	San Francisco General Trias City, Cavite	(0919) 066 4284
PNP – Substation (Pasong Kawayan 2)	Pasong Kawayan 2 General Trias City, Cavite	(0919) 066 4272
PNP – Substation (PEZA)	PEZA Industrial General Trias City, Cavite	(0919) 066 4272
Bureau of Fire Protection - Main	Poblacion General Trias City, Cavite	(0919) 066 4275
Bureau of Fire Protection – Manggahan	Manggahan General Trias City, Cavite	(0919) 066 4274
Bureau of Jail Management and Penology	Poblacion General Trias City, Cavite	(0919) 774 0365
City Disaster Risk Reduction and Management Council	Pasong Kawayan 2 General Trias City, Cavite	(046) 409-7303 / (0919) 066 4269
General Trias Sports Center	San Juan I General Trias City, Cavite	(046) 513-7975
Post Office		(0919) 066 4286
Youth Center	Pinagtipunan General Trias City, Cavite	(046) 509-4253
Traffic Management Office	Poblacion General Trias City, Cavite	(046) 509-5068
Trunkline Number		(046) 419-8380 to 89 / (02) 8779-5980
Hotline Number		(0919) 066 4270

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