



CITY GOVERNMENT OF ALAMINOS, PANGASINAN

CITIZEN'S CHARTER

CY 2025 1st Edition



CITY GOVERNMENT OF ALAMINOS, PANGASINAN

I. MANDATE

Every local government unit shall exercise the powers expressly granted. Those necessarily implied therefrom, as well as powers necessary, appropriate or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support among other things, the preservation and enrichment of culture promote health and safety, enhance the right of the people to a balance 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. (Sec. 16 RA 7160).

II. MISSION

A pro-active City Government, setting standards in good governance, serving as an architect of holistic development initiatives and provider of opportunities to the broadest segments of its constituents.

III. VISSION

We envision Alaminos City by 2030 to be a major growth center and prime tourism hub in Region 1 propelled by a sustainable, competitive and progressive local economy, with adequate, appropriate and world-class facilities within a conserved and ecologically-balanced environment, which are inhabited by a healthy, God-loving and educated citizens, and served by transparent, united and responsive local government leaders.

IV. QUALITY POLICY

We, at the City Government of Alaminos, Pangasinan, a Local Government Unit, inspired by the tagline “Alaminos City Para sa Lahat: Ituloy ang Progreso”, commit to an efficient public service for all our constituents, stakeholders and other external investors through the use of Quality Management System.

We guarantee excellent customer satisfaction through our upgraded services in accordance with all the laws, rules and regulations anchored on the City Government Vission-Mission.

We continuously improve out Quality Management System with Integrity, Resiliency, Innovation, Spirituality and Excellence (I-RISE) core values to support the realization of the Filipino’s aspirations for a matatag, maginhawa, at panatag na buhay para sa lahat.

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<input type="checkbox"/> Conversion of existing building occupancy classification;	
<input type="checkbox"/> Multiple unit residential houses (such as row houses, townhouses, and the like);	
<input type="checkbox"/> Single detached residential house	
<input type="checkbox"/> Commercial buildings	
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<input type="checkbox"/> Market buildings	
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- Commercial buildings not more than 9 storeys;
- Warehouses not more than 9 storeys;
- Market buildings not more than 9 storeys;
- Demolition (any type of occupancy/use with area of more than three hundred (300) square meters);
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 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and
 - iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards
5. All other types of occupancy of more than 9 storeys
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings. 286

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- Multiple unit residential houses (such as row houses, townhouses, and the like);
- Single detached residential house not more than 7 storeys;
- Commercial buildings not more than 9 storeys;
- Warehouses not more than 9 storeys;
- Market buildings not more than 9 storeys;
- All other types of Occupancy not more than 9 storeys.

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2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and
 - iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings. 300

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<input type="checkbox"/> Educational Institutions;	
<input type="checkbox"/> Warehouses;	
<input type="checkbox"/> Market buildings;	
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<input type="checkbox"/> Conversion of existing building occupancy classification;	
<input type="checkbox"/> Multiple unit residential houses (such as row houses, townhouses, and the like);	
<input type="checkbox"/> Single detached residential house not more than 7 storeys;	
<input type="checkbox"/> Commercial buildings not more than 9 storeys;	
<input type="checkbox"/> Warehouses not more than 9 storeys;	
<input type="checkbox"/> Market buildings not more than 9 storeys;	
<input type="checkbox"/> All other types of Occupancy not more than 9 storeys.	
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2. Market buildings exceeding 9 storeys;	
3. All applications belonging to Group D of the NBCP;	
i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;	
ii. Public and private hospitals (Division D-2 of the NBCP);	
iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;	
4. Those belonging to Group H and I of the NBCP:	
i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.	
ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and	
iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards.	
5. All other types of occupancy of more than 9 storeys.....	317

6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)

7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings. 317

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ECONOMIC SERVICES

1. City Agriculture Office External Services



1.1 Farm Inputs and Technology Assistance on Rice and Corn Production Service

Distribution of High Quality and Hybrid Rice Seeds, Fertilizers and Corn Seeds to the farmers of Alaminos City

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Resident of the City of Alaminos and member of farmers' association/farmer's cooperative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement Letter signed by the Association President			Association	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.1 Request for farm input and submit Endorsement Letter	1.1 Validate the presented requirement and check for completeness of information	None	5 minutes	<i>Senior Administrative Assistant II, Agricultural Extension Workers</i>
	1.1.1 Verify the Farmer's name to the RSBSA Masterlist / AEW assigned and in their respective	None	2 minutes	
1.2 Fill-out the Post-masterlist Form	1.2 Give the Post-masterlist Form	None	5 minutes	
2. Issuance / Releasing of Requested Input / Commodity				
2. Get the Release Stub	2. Sign and Provide the release stub with complete information	None	3 minutes	<i>Farm Superintendent II, Agricultural Extension Workers (AEWs)</i>
2.1 Present the Release Stub Form	2.1 Receive the Release stub Form	None	3 minutes	
2.2 Receive the requested commodity/input	2.2 Release the commodity/input	None	5 minutes	
	TOTAL	None	26 MINUTES	

1.2 Provision of Vegetable Seed/Seedlings for Backyard Gardening

Distribution of Vegetable seeds/seedlings to the residents of Alaminos City for backyard gardening.

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C-Government to the Transacting Public



Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.1 Request for vegetable seeds/seedlings	1.1 Advise the Client to fill-out the request slip form	None	5 minutes	
1.2 Fill out and submit the request slip form	1.2 Receive the request slip form	None	3 minutes	
2. Issuance / Releasing of Requested Input / Commodity				
2. Receive requested seeds/seedlings and sign on the Post Masterlist Form	2. Advise the client to fill-out Post-Masterlist Form	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
	2.1 Release requested seeds/seedlings	None	5 minutes	
TOTAL		None	21 MINUTES	

1.3 Provision of Bamboo Planting Materials

Distribution of Bamboo planting materials to the residents of Alaminos City.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Form			City Agriculture Office	
Request Letter Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform / Submit Request				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.1 Request for bamboo planting materials	1.1 Advise the Client to fill-out the request slip and letter form	None	5 minutes	



2. Accomplishment of Request Forms				
2. Fill-out and submit the request slip and letter form	2. Receive the request slip and letter form	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), Agriculturist II</i>
	2.1 Endorse the request letter form to the City Mayor for approval of releasing	None	5 minutes	
	2.2 Receive the approved request letter	None	1 day	
3. Issuance / Releasing of Requested Input / Commodity				
3. Get the Release Stub Form	3. Sign and Provide the Release Stub Form	None	5 minutes	<i>Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II</i>
3.1 Present the Release Stub Form to the assigned warehouse	3.1 Receive the Release Stub Form	None	1 day	
3.2 Receive the requested bamboo seedlings/planting materials	3.2 Release the requested bamboo seedlings/planting materials	None	1 day	
	3.3 Update records and inventory of Farm Inputs	None	5 minutes	<i>Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II</i>
TOTAL		None	3 days & 26 minutes	

1.4 Issuance of Farmers Certification and Other Certifications

This service covers all the Farmers and Fisherfolk of Alaminos City requesting for certification attesting them as a registered Farmer/Fisherfolk as a requirement for loan and other related certifications for agriculture and fishery purposes only.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall of the requesting Client		
RSBSA Form (for Farmers not registered on the Masterlist)		City Agriculture Office		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	2 minutes	<i>Senior Administrative Assistant II, Aquaculturist I</i>



1.1 Request for Farmers Certification	1.1 Advise the Client to fill-out the request slip form	None	2 minutes	Agriculture Staff (Information Desk Officer)
1.2 Fill-out and submit the Request Slip Form	1.2 Receive the request slip form	None	2 minutes	
1.3 If not on the RSBSA Masterlist, fill-up the RSBSA Form for updating of records	1.3 Verify the Name of the Client on the RSBSA Masterlist	None	5 minutes	
2. Payment				
2. Pay the requested Certification and present receipt of payment	2. Accomplish the Request for payment form and advise the Client to proceed to Window No. 4/5/6 at the City Treasurer's Office for the payment of the necessary clearances	General Certification Fee _ Php 50.00 Documentary Stamp - Php 30.00 ICT Fees - Php 25.00	5 minutes	City Treasurer' s Office Staff
	2.1 Receive the Official Receipt	None	5 minutes	Senior Administrative Assistant II, Aquaculturist I Agriculture Staff (Information Desk Officer)
	2.2 Sign the Certification for Approval	None	5 minutes	City Agriculturist
3. Issuance / Releasing of Requested Certificate				
3. Receive the Printed Farmers Certification	3. Release the Farmers Certification	None	2 minutes	Senior Administrative Assistant II, Aquaculturist I, Agriculture Staff (Information Desk Officer)
3.1 Sign the Certification Releasing Logbook	3.1 Give the Certification Releasing Logbook	None	5 minutes	
	TOTAL	Php 105.00	33 minutes	

1.5 Application and Renewal of Certificate to Operate Fishery Structure

Registration and Licensing of Fishtrap and Fishpen (Lapu-lapu) Operation.

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C-Government to the Public
Who may avail:	Registered Fisherfolks and Fisherfolks Association of Alaminos City
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay Certification	Barangay Hall of the requesting Client
Residence Certificate (current year)	Barangay Hall of the requesting Client



Barangay Clearance (current year)		Barangay Hall of the requesting Client		
Fisherfolk Registration Form (for Fisherfolk not registered on the Masterlist)		City Agriculture Office		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and Accomplishment of Requirements				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.1 Request for licensing and registration of Fishtrap and Fishpen	1.1 Advise the Client to fill-out the request slip form	None	3 minutes	
1.2 Fill-out and submit the request slip form	1.2 Receive the request slip form	None	1 minute	<i>Fisheries Staff</i>
1.3 If the client is not a registered fisherfolk, fill-out Fisherfolk registration	1.3 Check if client is a Registered Fisherfolk	None	3 minutes	
1.4 Fill-out/Present pre-required documents	1.4 Check the pre-required requirements presented for completeness of information <i>*If approved, inspection of the applied location will be scheduled</i> <i>*If disapproved, applicant will be notified of lacking documents or reason of pending status</i>	None	5 minutes	
	1.4.1 Advice Client to fill-out Application to Lease Fishery Lot (For New Applicants)	None	5 minutes	
	1.4.2 Notarized Application to Lease Fishery Lot	None	5 minutes	
	1.4.3 On-site inspection	None	1 day	
1.5 Accomplish and secure the additional requirements	1.5 Prepare and provide the following additional requirements <i>*Certificate to Operate Fishery Structure</i>	None	3 minutes	
2. Payment				
2.1 Proceed to City Treasurer's Office and pay the necessary clearances and required payments/fees:	2.1 Accomplish the Payment Order Form and advise the Client to proceed to Window No. 6 at the City Treasurer's Office for the payment of the necessary fees	None	5 minutes	<i>City Treasurer's Office Staff</i>
	CLEARANCES			
	<i>*Account Clearance (For Renewal)</i>	PHP 50.00		
	<i>*Mayor's Clearance</i>	PHP 50.00		
	BUSINESS TAX			
<i>*Fishtrap per unit</i>	PHP 200.00			



	*Fishpen, Oyster, Seaweeds and other Structures	Based on investment capital		
	FISHERY STRUCTURES			
	*Application Fee	PHP 50.00		
	*Mayor's Permit	PHP 50.00		
	*Business Inspection Fee	PHP200.00		
	*Business Plate	PHP 200.00		
	*Sticker (for renewal)	PHP 75.00		
	BOND DEPOSIT (FOR NEW)			
	*Fishtrap/unit	PHP 300.00		
	*Fishpen/unit	PHP1000.00		
	*Payao/unit	PHP 500.00		
	*Oyster, Seaweeds, and Other Structure/Unit	PHP 250.00		
	CLEARING BOND (FOR NEW)			
	*Fishtrap/unit	PHP 1000.00		
	*Fishpen/unit	PHP 1000.00		
	*Payao/unit	PHP 500.00		
	*Oyster, Seaweeds, and Other Structure/Unit	PHP 500.00		
	I.C.T FEE	25.00		
3.Releasing				
3. Proceed to the City Agriculture Office	3. Update of masterlist releasing & Logbook	None	5 minutes	<i>Aquaculturist II</i>
3.1 Proceed to Business Permit and Licensing Office	3.1 Advise the Client to proceed to the Business Permit and Licensing Office (BPLO) for Mayor's Permit and Plate/Sticker Release and Other Final Processing Requirements.	None	1 minute	<i>Aquaculturist II</i>
	TOTAL	Corresponding payment per Fishery Structure applies	39 mins.	



1.6 Application and Renewal of Certificate for Gear and Fishing Boat Operation

Registration and Licensing of Fishing Gear and Fishing Boat, three (3) Gross Tonnage and Below, used in fishing within the city waters of Alaminos City.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Registered Fisherfolks of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate (Current Year)		Barangay Hall of the requesting Client/City Treasurer's Office		
Barangay Clearance (Current Year)		Barangay Hall of the requesting Client		
Certificate of Ownership duly signed by the Barangay Captain and BFARMC (for Newly Constructed Fishing Boat)		Barangay Hall of the requesting Client		
Deed of Sale (for Newly Purchased Fishing Boat)		Notary Public		
Original Copy of Motorboat/Vessel Registration Certificate (for Renewal)		City Agriculture Office		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Inform / Submit Request				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.1 Fill-out and submit request slip form	1.1 Advise the Client to fill-out the request slip form	None	3 minutes	
1.2 Request for application/renewal of registration of gear and fishing boat and fishing permit.	1.2 Receive the application form	None	3 minutes	<i>Fisheries Staff</i>
1.3 If the client is not registered, fill-out the Fisherfolk Registration	1.3 Check if client is a registered fisherfolk.	None	3 minutes	
1.4 Fill-out Vessel/Gear Registration Application/Renewal form at the City Agriculture Office-Fishery Sector	1.4 Receive and assess the form for completeness of information	None	3 minutes	
	1.5 Evaluation of Pre-Required Documents <i>*If approved, proceed to next step</i> <i>*If disapproved, client will be notified of lacking documents or reason of pending status</i>	None	5 minutes	
2. Payment				
2. Proceed to City Treasurer's Office and pay the necessary clearances and required payment/fees:	2. Issuance of Payment Order Form and advise the Client to proceed to Window No. 6 of the City Treasurer's Office for payment	None	10 minutes	<i>City Treasurer's Office Staff</i>
	GEAR LICENSE			



	*Drift Gill Net (Liting, Pamo)	PHP 200.00		
	*Multiple Long Line, Trolling	PHP 100.00		
	*Gill Net	PHP 15.00/unit		
	*Modified Lift net (Bintol	PHP 150.00		
	*Crab Lift Net (Bintol), Crab pot (Nasa-Alimasag)	PHP 50.00		
	*Fishpot (Nasa-isda)	PHP 200.00		
	*Spear Gun, Squid Jigger, Hook and Line, Cast Net, Other Gears	PHP 25.00		
	Man Push Net (Sayudsod)	PHP 50.00		
	Scoop Net (Sagap)	PHP 50.00		
	FISHING BOAT/VESSEL PERMIT FEE			
	*0.001-100 GRT	PHP 150.00		
	*1.01-2.00 GRT	PHP 200.00		
	*2.01-3.00 GRT	PHP 250.00		
	Application Fee	PHP 50.00		
	Mayor's Permit	PHP 50.00		
	Business Inspection Fee	PHP 200.00		
	Sticker (for renewal)	PHP 100.00		
	CLEARANCES			
	*Mayor's Clearances	PHP 50.00		
	*Account Clearance	PHP 50.00 for renewal		
	*ICT FEE	PHP 25.00		
2.1 Proceed to the City Agriculture Office-Fishery Sector for the following:	2.1 Check for the Official receipt of payment for printing of the following: *Motorized Fishing Boat and Gear License Certificate (MFBGLC) /Mayor' s Clearance *Mayor's Permit (Fishing)	None	5 minutes	<i>Fisheries Staff</i>
3.Approval and Releasing				
	3. Releasing of MFBGLC and update masterlist	None	5 minutes	<i>Fisheries Staff</i>
	TOTAL	Corresponding payment per Vessel/ Gear applies	40 mins.	



1.7 Requisition of E-Kawayan Products

Promotion and marketing of E-Kawayan products

Office or Division:	City Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	All interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Request				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person</i>
1.1 Request for E-kawayan product	1.1 Advise the Client to fill-out the request slip form	None	5 minutes	
1.2 Fill-out and submit the Request Slip Form	1.2 Receive the request slip form	None	5 minutes	
	1.3 Endorse request to the E-Kawayan Focal Person for verification	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
	1.4 Record request / order on the Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person</i>
2. Processing / Manufacturing of Request				
	2. Start manufacturing the requested order/product	None	19 days	<i>Senior Administrative Assistant II/E-Kawayan Focal Person, Machinist III, Administrative Assistant IV, Administrative Aide II</i>
3. Payment and Releasing				
3. Acknowledge confirmation of the completion of request and proceed to City Agriculture Office	3. Advise client to claim / pay requested product	Corresponding payment per product applies	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), Senior Administrative Assistant II/E-Kawayan Focal Person</i>
3.1 Pay the products ordered and present receipt of payment	3.1 Photocopy the receipt and file / record	None	5 minutes	
	3.2 Release the product to the client	None	5 minutes	



	TOTAL	Corresponding payment per product applies	19 days 40 minutes	
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1.8 Provision of Farm Machinery Services

To provide farm machinery services to the constituents of the City of Alaminos.

Office or Division:	City Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	All interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Request				
1. Sign the Visitor's Logbook in the Office Information desk	1. Give the Visitor's Logbook	None	5 minutes	<i>Farm Superintendent II</i>
1.2 Request for Farm Machinery service/s	1.1 Advise the Client to fill-out the request slip form	None	5 minutes	
1.3 Fill-out and submit the Request Slip Form	1.2 Receive the request slip form	None	5 minutes	
	1.3 Check for availability on the Calendar of Farm Machinery Schedule	None	5 minutes	
	1.4 Record request on the Reservation Record Logbook	None	5 minutes	
2. Processing of Request				
	2. Issue the Dispatch slip form to the Farm Machinery Operator	None	5 minutes	<i>Farm Superintendent II</i>
	2.1 Perform the requested service/s on the scheduled date	None	1 day	<i>Farm Machinery Operators (Administrative Aide I, Administrative Aide)</i>
3. Payment				
3. Sign the Dispatch Slip Form (proof of service rendered)	3. Advise the client to sign the Dispatch Slip form	None	5 minutes	<i>Farm Machinery Operators</i>
3.1 Pay the service/s availed	3.1 Issue an Official Receipt	For 4-Wheel Tractor	5 minutes	<i>Farm Superintendent II</i>



		Php 800.00/hr For Rice Combine Harvester Remit directly to the City Treasurer's Office For Riding-type Rice Transplanter Php 7,500/hectare		
	TOTAL	Corresponding payment per service/s applies	1 day and 40 minutes	



ECONOMIC SERVICES

2. City Veterinary Office External Services



2.1 Anti-Rabies Vaccination for Walk-in Clients

Anti-rabies vaccination for dogs and cats three (3) months and above against the dreaded zoonotic rabies disease in accordance to R.A. 9482 or National Rabies Act of 2007 and Veterinary Code of Alaminos City.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pet Owners shall bring their pets in our office	1. Assist and Interview the Client	None	2 minutes	<i>Administrative Assistant I</i>
2. Pet Owners shall inquire for requirements	2. Assist and Interview the Client	None	3 minutes	<i>Administrative Assistant I</i>
	2.1 Vaccine preparation and inoculation	None	1 minute	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	2.2 Post - vaccination examination	None	3 minutes	
3.1 Check at Personal Information System	3. Check at Personal Information System if the client was already enrolled at PIS so he/she can avail the services and can pay the fees and charges. 3.1 if not yet enrolled at PIS advice the client to proceed at MIS to enroll his/her datum.	None	2 minutes	<i>Administrative Assistant I</i>
4. Sign the logbook and receive form	4. Print Registration Form and release the animal	None	1 min	<i>Administrative Assistant I</i>
5. Applicants shall pay the following fees	5. Issue Official Receipt Registration Fee <i>*If pet is not yet registered</i> ICT Fee Anti-Rabies Fee	Php 75.00 Php 25.00 Php 300.00	3 minutes	<i>Ticket Checker</i>
	TOTAL	Registered Pet Php 300.00/pet Not Registered Pet Php 400.00/pet	15 MINUTES	



2.2 Walk-in Veterinary Services

To serve walk - in client who seek veterinary services.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall bring their pets in our office	1. Interview and log the Client's and pet's information	None	5 minutes	<i>Administrative Assistant I</i>
2. Client shall sign the consent form	2. Check and diagnose the animal	None	10 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	2.1 Treat the animal	None	30 minutes	
	2.2 Post - vaccination examination	None	3 minutes	
	2.3 Fill-up and file the Veterinary Medical Record	None	3 minutes	
	2.4 Prescribe medication and observation to animal	None	5 minutes	
	2.5 Release the animal	None	1 min	<i>Administrative Assistant I</i>
	TOTAL	None	54 MINUTES	

2.3 Pet Registration

To register all pet animals as database for planning, budgeting and regulation in accordance with provision of IRR of the Alaminos City Veterinary Code.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pet Owners shall bring their pets in our office	1. Assist and Interview the Client	None	2 mins	<i>Administrative Assistant I</i>



2. Pet Owners shall inquire for requirements	2. Assist and Interview the Client	None	3 mins	
3. Client shall fill up Pre - Registration Form	3. Encode the information into the PetRis System (database) and print Pet Registration Form	None	5 mins	
4. Applicants shall pay the following fees	4. Issue Official Receipt Registration Fee ICT Fee	Php 75.00 Php 25.00	3 minutes	<i>Ticket Checker</i>
5. Sign the logbook and receive Pet Registration Form	5. Release the animal.	None	1 minute	<i>Administrative Assistant I</i>
TOTAL		Php 100.00	12 MINUTES	

2.4 Slaughtering and Meat Inspection Services

To produce a safe, clean, wholesome and quality meat that are fit for domestic consumption.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate Of Ownership		City Treasurers Office		
Brgy. Certification		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure certificate of ownership at the City Treasurer's Office (CTO)/Slaughterhouse section. (original copy is needed to submit)	1. Advice Traders to secure documents	None	5 minutes	<i>Slaughterhouse Master III</i>
2. Proceed to Veterinary Office and bring their animals for inspection	2. Inspect - Re-Inspect Animals for slaughter and issue Veterinary Health Certificate	None	5 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II, Administrative Officer V, Slaughterhouse Master II or Livestock Inspector I</i>
3. Applicants shall pay the following fees. <i>(Note: the following charges will multiply to the number according on how many animal shall be enter for slaughter except for the ICT Fee)</i>	3. Collect fees and issue Official Receipt Hog/Goat ICT	PHP 25.00 PHP 40.00	5 minutes	<i>Slaughterhouse Master III</i> <i>Or</i> <i>Ticket Checker</i>



	Facility Fee	PHP 30.00		
	Service Fee	PHP 10.00		
	Ante-Mortem Fee	PHP 20.00		
	Corral Fee	PHP 30.00		
	Post-Mortem Fee	PHP 30.00		
	Slaughter Fee	PHP 20.00		
	Slaughter Permit			
	Cattle/Carabao			
	ICT	PHP 25.00		
	Facility Fee	PHP 60.00		
	Service Fee	PHP 60.00		
	Ante-Mortem Fee	PHP 20.00		
	Corral Fee	PHP 40.00		
	Post-Mortem Fee	PHP 50.00		
	Slaughter Fee	PHP 50.00		
	Slaughter Permit	PHP 50.00		
	Transfer			
	ICT	PHP 25.00		
	Documentary Stamp	PHP 30.00		
	Market Fee	PHP 10.00		
	Miscellaneous Fee	PHP 10.00		
	Accountable Form #52	PHP 10.00		
	Ownership			
	ICT	PHP 25.00		
	Documentary Stamp	PHP 30.00		
	Livestock Development Fund	PHP 2.00		
	Market Fee	PHP 1.00		
	Miscellaneous Fee	PHP 15.00		
	Accountable Form #53	PHP 5.00		
	3.1 Receiving/ Conducting Ante-Mortem Inspection	None	10 mins.	Slaughterhouse Master III, Meat Inspector III or Meat Inspector I
	3.2 Slaughtering operation/Conduct Post Mortem Inspection and dispatch meat to city markets	None	7 hrs.	Slaughterhouse Master III, Meat Inspector III or Meat Inspector I



	3.3 Conduct Post-Abattoir Meat Inspection at city markets and other meat establishment	None	4 hrs.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	3.4 Issuance of the Meat Inspection Certificate	None	2 mins.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	TOTAL	Hog/Sheep/Goat Php 205/head Cattle/Carabao Php 355/head Additional Payment: Php78.00 if the stakeholder has no Cert. of Ownership Php85.00 for transfer of ownership if the the stakeholder's Cert. of Ownership is not under his/her name	11 hrs. & 32 minutes	

2.5 Veterinary Extension Services (Field, Home)

To attend Veterinary related activities such as but not limited to: Treatment of Animal Diseases, Prevention and Control of Animal Diseases and Surgeries.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock Farmers and Pet Owners of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/animal owner inquire requirements	1. Interview clients and logging of Client/Animal owner's complete address and availability	None	5 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
	1.1 Preparation and travel to client's place for service	None	30 minutes depends on address distance	
	1.2 Assess animal condition	None	15 minutes.	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	1.3 Treatment/ Medication and other procedures	None	30 minutes	
	1.4 Post treatment advice and prescription	None	10 minutes	
	TOTAL	None	1 hr. & 30 minutes	



2.6 Deworming of Small and Large Animals (i.e. Goat, Sheep, Cattle and Carabao)

All Ruminants must be drench/orally given dewormer for economical considerations.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock Farmers of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/animal owner inquire requirements	1. Interview clients and logging of Client/Animal owner's complete address and availability	None	5 minutes	<i>Administrative Assistant III (Computer Operator II)</i> <i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	1.1 Preparation and travel to client's place for service	None	5 minutes	
	1.2 Assess animal condition	None	10 minutes	
	1.3 If animal is suitable for deworming - drench deworming	None	2 minutes	
	1.4 Post deworming advice, recording	None	5 minutes	
	TOTAL	None	27 MINUTES	

2.7 Issuance of Veterinary Health Certificate

To inspect and re-inspect animals for slaughter and transport purposes. To produce a safe, clean, wholesome and quality meat that are fit for domestic consumption.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brgy. Certification			Brgy. Hall	
Animal Health Certificate / Veterinary Health Certificate / LIC			Municipal Hall / City Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder shall bring their animals for inspection	1. Livestock Inspectors will inspect and passing the animals	None	2 minutes	<i>Slaughterhouse Master II or Livestock Inspector I</i>
2. Stake Holder shall present the following documents:	2. Verify all documents presented	None	3 minutes	<i>Livestock Inspectors / Veterinarian III / Veterinarian II / City Veterinarian</i>



1. Barangay Certification 2. Veterinary Health Certificate / Animal Health Certificate / Livestock Inspection Certificate	2.1 Veterinarian will issue Veterinary Health Certificate	None	2 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
3. Stake Holder shall pay the Veterinary Health Certificate	3. bonded Collector shall collect the payment	VHC Php 20.00 ICT – Php 25 Note: Per transaction	2 minutes	<i>Ticket Checker</i>
4. Stakeholder shall sign the logbook	4. Administrative Staff will log to the logbook and release the Veterinary Health Certificate and release the animal for slaughter	None	1 minute	<i>Administrative Assistant I</i>
	TOTAL	Php 45.00 per transaction	10 minutes	



ECONOMIC SERVICES

3. City Cooperative's Development Office External Services



3.1 Organization and Assistance in the Registration of Cooperative and Association

This cover all groups from the different sectors within the city that seek assistance on how to establish an organization and to register it at Security Exchange Commission (SEC), Cooperative Development Authority (CDA) and Department of Labor and Employment (DOLE).

Office or Division:	City Cooperatives Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Group who wants to register as an association or cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Proposed Organization		Client		
2. Pre- Registration Requirements		City Cooperatives Development Office		
A. CDA Requirements: 1. Economic Survey, duly notarized; 2. Article of Cooperation, duly notarized; 3. Surety bond of accountable officers; 4. Treasurer's Affidavit, duly notarized; 5. Approved Cooperative Name Reservation Slip; 6. Certificate of PMES. B. SEC Requirements: 1. Accomplished On-line Application Form; (Name of the Association, Principal Address of the Association, Complete Name of Incorporators and Officers; Birthdate of the Incorporators; Tax Identification Number of the Incorporators; Capitalization of the Association; Date of Annual Meeting; 2. Pay Registration Fee. C. DOLE Requirements: 1. Accomplished Application Form; 2. Request Letter to Regional Director; 3. Minutes of Organizational Meeting with Attendance; 4. List of Officers and Members with complete address; 5. Constitution and By Laws; 6. Financial Report if existing for one (1) year or more.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form				



1.1 Fill-up Request form	1.1 Receive accomplished Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
	1.2 Interview and assess the client readiness to register their organized association.	None	10 minutes	<i>City Cooperatives Dev't Officer Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	1.3 Explain and provide checklist of SEC/DOLE/CDA Registration Requirements	None	5 minutes	
	1.4 Schedule the Pre-Membership Education Seminar for the proposed cooperative/association.	None	2 minutes	<i>City Cooperatives Dev't Officer I or Cooperatives Dev't Specialist</i>
2. Conduct Pre- Membership Education Seminar (PMES)and Pre-Registration Seminar(PRS)				
	2.1 Write request letter to CDA for the conduct of Pre-Registration Seminar	None	5 minutes	<i>City Cooperatives Dev't Officer I</i>
	2.2 Upon approval, inform the proposed Cooperative of the schedule date of PRS	None	5 minutes	<i>Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
2.3. Prepare venue and ensure members' attendance (For Cooperative)	2.3 Assist the CDA during the PRS seminar and act as secretariat	None	8 hours	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I/ Administrative Assistant II (Clerk IV)</i>
3. Preparation and Submission of Documents and Issuance of Certificate of Registration				
A, To register at Cooperative Development Authority				
3.1 Submit Requirements for registration (Cooperative)	3.1 Conduct online Registration for the proposed cooperative (Accomplish Application Form)	None	1 hour	<i>Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.1.1 Prepare documents and submit to CDA portal the following requirements: Economic Survey; Four copies of Duly notarized Articles of Cooperation and By-Laws; Surety bond of accountable officers; Treasurer's Affidavit. Approved Cooperative Name Reservation Slip. Certificate of PMES	None	5 days	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
3.2 Review submitted documents	3.2.1 CDA will review submitted documents	None	20 days	<i>CDA</i>
	3.2.2 Coordinate with CDA for any corrections or approvals of the documents	None	10 Minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>



3.3 Printing of Approved Documents	3.3 Print approved documents to be signed by the officers and members of the cooperative	None	1 hour	<i>Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
3.4 Signed Documents	3.4. Cooperative officers and members signed the approved Article of Cooperation and Cooperative By-Laws	None	5 days	<i>Soon to be registered Cooperative</i>
3.5 Advise client to submit the documents and pay the registration Fee at CDA	3.5.1 Review hard copy of documents and advise clients to submit it to the CDA	None	5 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.5.2 Coordinate with CDA for the schedule of release of the Certificate of Registration	None	2 minutes	
	3.3 Inform the client to claim the COR at the CDA office	None	1 minutes	
<i>B. To Register at Securities and Exchange Commission</i>				
3.4 Submit SEC Requirements for registration (Association)	3.4 Conduct online Registration to the proposed association (Accomplish Application Form)	None	5 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.4.1 Encode and submit documents to SEC portal for review and approval	None	2 hour	
	3.4.2 Once approved print five (5) copies of the documents for member's signature and to be notarized.	None	20 minutes	
	3.4.3 Submit a hard copy of the encoded documents to the SEC Office	None	4 hours	
	3.4.4 Follow up to the SEC the schedule of release of the Certificate of Registration	None	1 minute	
	3.4.5 Get the Certificate of Registration to the SEC Office and award to the association	None	8 hours	
<i>B. To Register at Department of Labor and Employment</i>				
3.5 Submit DOLE Requirements for registration (Association)	3.5 Request client to submit requirements for registration	None	2 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.5.1 Prepare and finalize documents and print in five (5) copies	None	3 hour	
	3.5.2 Advise the client to get Certification from PESO Officer	None	1 minute	



3.6 Submit in person the documents for registration	3.6.1 Verify the completeness of the documents and request that the clients submit the application for registration in person.	None	30 minutes	
3.7 Pick up COR	3.7.1 Coordinate with DOLE for the approval and release of COR	None	5 minutes	
4. Register at BIR	4.1 Advise the client to register their association with BIR	None	2 minutes	
	TOTAL	None	30 Days, 28 hour and 50 Minutes	

3.2 Training and Development

This covers all groups from the different sectors within the city that seek assistance for various trainings and development, including but not limited to capability and livelihood trainings.

Office or Division:	City Cooperatives Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Registered Cooperatives or Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		City Cooperatives Office		
2. Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify Training and Development Program				
1.1 Fill-up Request form	1.1 Receive Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
1.2 Fill-up Training Needs Survey Form: Livelihood or Capability Building	1.2 Identify the Training Needs based on the survey and the trainings available from CCO and National Agencies	None	5 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
2. Establish Training and Development Program				
	2.1 Prepare Project Proposal	None	4 hours	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II</i>



	2.2 Submit Project Proposal for Approval (Budget, Admin, Mayor)	None	10 minutes	Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I
	2.3 Process project proposal (BAC)	None	15 days	BAC
	2.4 Prepare materials and logistic needed	None	3 hours	City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I
3. Implement Training and Development Program				
3.1. Ensure members' attendance (For Association)	3.1 Conduct training and development program	None	Depending on the type of training (8-16 hours)	City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I
4. Evaluate Training and Development Program				
4.1 Assists CCO staff during evaluation survey	4.1 Conduct Training Evaluation Survey	None	5 minutes	City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I
	4.2 Prepare the activity report	None	20 minutes	
5. Monitor the training and Development Program				
	5.1 Monitor the Program as to its effectiveness	None	20 minutes	City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I
	5.2 Prepare monitoring report	None	10 minutes	
	TOTAL	None	15 days, 23hours, 11 minutes	

3.3 Issuance of Certificate of Good Standing/Compliance for Cooperatives

This covers to all cooperatives that secures business permits. (Pre-Requisite Document)

Office or Division:	City Cooperatives Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form	City Cooperatives Office			
2. Copy of Submitted CAPR at CDA of the Previous Year	CDA/Cooperative			
3. Copy of Certificate of Registration and Articles and By-laws (for new cooperatives)	CDA/Cooperative			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.1 Fill-up Request form	1.1 Receive Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
1.2 Submit the Required Documents	1.2 Assess and check the submitted documents	None	3 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	1.3 Prepare the Certificate of Good Standing	None	10 minutes	<i>City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II</i>
	1.4 Signed Certificate of Good Standing	None	1 minute	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist</i>
2. Receive the Certificate of Good Standing	2.1 File Copy of Certificate of Good Standing	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
	TOTAL	None	15 MINUTES	



ECONOMIC SERVICES

4. City Market and Cemetery Section External Services



4.1 Processing Application for Operation of Rolling Store

This service involves receipt of application for operation of rolling store (a mobile store, usually a cart, attached to a motorcycle or bicycle, selling food), inspection of rolling store and recommendation for issuance of business permit for Rolling Stores to the City Business Permit and Licensing Office.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (1 photocopy)		City Treasurer's Office or Barangay Hall		
Brgy. Clearance (1 photocopy)		Barangay in w/c the applicant resides		
Brgy. Clearance - Business to Operate (1 photocopy)		Barangay in w/c the applicant shall conduct his/her business/ Business One Stop Shop		
Rolling Store (photo is acceptable)				
If motorized:				
a. Latest OR/CR (1 photocopy)		Applicant/LTO		
b. Driver's License (1 photocopy)		Applicant/LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request.	None	5 minutes	<i>Administrative Aide VI, Administrative Aide IV, Administrative Officer III</i>
1.1 Present requirements.	1.1 Review requirements. a. If complete, endorse to CMCS Head. b. If incomplete, advise client to comply.			
2. Present rolling store or show photo of rolling store.	2. Interview client and endorse to inspection staff.	None	20 minutes <i>(for new application)</i> 10 minutes <i>(for renewal)</i>	<i>Supervising Administrative Officer</i>
	2.1 Conduct inspection and accomplish the Inspection and Recommendation Slip (IRS).	None	May vary, depending on location of rolling store	<i>Administrative Aide VI Administrative Aide IV Administrative Aide III</i>
3. Return to CMCS Head	3. Review accomplished IRS and advise client to proceed to CBPLO.	None	20 minutes <i>(for new application)</i> 10 minutes <i>(for renewal)</i>	<i>Supervising Administrative Officer</i>



3.1 Acknowledge receipt of IRS by signing the IRS Issuance Log book then proceed to City Business Permit and Licensing Office (CBPLO).	If IRS indicates "passed"			
	3.1 Orient client on guidelines in operating rolling store			
	3.2 Tick the "Recommended for Issuance of Business Permit" box on the IRS, sign the IRS and issue to client.			
	3.3 Advise client to proceed to CBPLO. If IRS indicates "To comply with required specifications", advise client to comply.			
	TOTAL	None	45 MINUTES <i>(for new)</i> 25 MINUTES <i>(for renewal)</i>	

4.2 Processing Application for Lease of Apartment-type Tombs at Public Cemetery

This service covers all applications for new lease and renewal of lease of 3-layer apartment type tombs in new public cemetery and 4-layer apartment type tombs in the old public cemetery of the City of Alaminos, Pangasinan.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICATION				
Death Certificate (1 photocopy)	Civil Registry Office			
Community Tax Certificate (1 photocopy)	City Treasurer's Office or Barangay			
<i>If no CTC, present any valid ID</i>	Applicant			
FOR RENEWAL OF LEASE				
Community Tax Certificate (1 photocopy)	City Treasurer's Office or Barangay			
<i>If no CTC, present any valid ID</i>	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request then endorse to staff-in-charge.	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>



2. Proceed to staff-in-charge.	2. Interview client. 2.1 For new application orient the client on the following: available apartment-type tomb, lease period, cost of lease per level and requirements for new lease. 2.2 For renewal, check Masterlist of Burial Space – Apartment-type for confirmation of expiration of lease and orient client on requirements and fees for renewal.	None	10 minutes	<i>Administrative Aide III Administrative Officer III</i>																										
3. Present requirements.	3. Review requirements for completeness. 3.1 If complete, enroll application in the Cemetery Registration Form and prepare Contract of Lease of Tomb (COLT) for new or renewal for review of client. 3.2 If incomplete, advise client to complete the requirements.	None	2 minutes 10 minutes (if requirements presented are complete)	<i>Administrative Aide VI Administrative Aide IV Administrative Officer III</i>																										
4. Review COLT. 4.1 If all information on COLT is correct, return to staff-in-charge for finalization. 4.2 If a correction is to be made, inform staff-in-charge.	4. Finalize COLT and advise client on next step. 4.1 If all information in the COLT is correct, print four (4) copies and advise client to sign the COLT. 4.2 If a correction is to be made, edit and print four (4) copies and advise client to sign the COLT.	None	20 minutes	<i>Administrative Aide VI Administrative Officer III</i>																										
4.3 Sign the COLT.	4.3 Advise client to: pay the required fees at the City Treasurer's Office, submit COLT to the City Mayor's Office for signature, and return to CMCS to provide photocopy of proof of payment.	<table border="1"> <tr> <td data-bbox="1358 1063 1731 1209">New Cemetery apartment-type tombs</td> <td data-bbox="1731 1063 2030 1209">PhP</td> </tr> <tr> <td data-bbox="1358 1096 1731 1120">Level 1</td> <td data-bbox="1731 1096 2030 1120">7,000.00</td> </tr> <tr> <td data-bbox="1358 1120 1731 1144">Level 2</td> <td data-bbox="1731 1120 2030 1144">6, 000.00</td> </tr> <tr> <td data-bbox="1358 1144 1731 1169">Level 3</td> <td data-bbox="1731 1144 2030 1169">5, 000.00</td> </tr> <tr> <td data-bbox="1358 1169 1731 1209"></td> <td data-bbox="1731 1169 2030 1209">6 years</td> </tr> <tr> <td data-bbox="1358 1209 1731 1372">Old Cemetery apartment type tomb</td> <td data-bbox="1731 1209 2030 1372">PhP</td> </tr> <tr> <td data-bbox="1358 1242 1731 1266">Level 1</td> <td data-bbox="1731 1242 2030 1266">6,000.00</td> </tr> <tr> <td data-bbox="1358 1266 1731 1291">Level 2</td> <td data-bbox="1731 1266 2030 1291">5, 000.00</td> </tr> <tr> <td data-bbox="1358 1291 1731 1315">Level 3 and 4</td> <td data-bbox="1731 1291 2030 1315">4, 000.00</td> </tr> <tr> <td data-bbox="1358 1315 1731 1372"></td> <td data-bbox="1731 1315 2030 1372">6 years</td> </tr> <tr> <td data-bbox="1358 1372 1731 1396">Exhumation fee</td> <td data-bbox="1731 1372 2030 1396">PhP 200.00</td> </tr> <tr> <td data-bbox="1358 1396 1731 1421">Burial fee</td> <td data-bbox="1731 1396 2030 1421">PhP 100.00</td> </tr> <tr> <td data-bbox="1358 1421 1731 1445">ICT fee:</td> <td data-bbox="1731 1421 2030 1445">PHP25.00</td> </tr> </table>	New Cemetery apartment-type tombs	PhP	Level 1	7,000.00	Level 2	6, 000.00	Level 3	5, 000.00		6 years	Old Cemetery apartment type tomb	PhP	Level 1	6,000.00	Level 2	5, 000.00	Level 3 and 4	4, 000.00		6 years	Exhumation fee	PhP 200.00	Burial fee	PhP 100.00	ICT fee:	PHP25.00		
New Cemetery apartment-type tombs	PhP																													
Level 1	7,000.00																													
Level 2	6, 000.00																													
Level 3	5, 000.00																													
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Level 1	6,000.00																													
Level 2	5, 000.00																													
Level 3 and 4	4, 000.00																													
	6 years																													
Exhumation fee	PhP 200.00																													
Burial fee	PhP 100.00																													
ICT fee:	PHP25.00																													



5. Submit photocopy of proof of payment and/or notarized COLT.	5. File proof of payment and/or notarized COLT	None	1 minute	Administrative Aide VI Administrative Officer III
5.1 If COLT was signed by the City Mayor on the same day of application, have the COLT notarized then submit notarized COLT and proof of payment to CMCS staff-in-charge.	5.1 If COLT was notarized, issue client's copy to the client and file office copy.			
5.2 If COLT was not signed on the same day of application, submit photocopy of proof of payment to CMCS staff-in-charge.	5.2 If COLT was not signed by the City Mayor on the same day of application, follow-up the status and inform client via SMS and advise to have the signed COLT notarized.			
	TOTAL	<p>The total amount of fees shall vary depending on the level of apartment-type tomb availed and on the nature of transaction (<i>new, renewal, transfer of remains, etc.</i>) Standard computation for new/renewal of application for burial space ONLY is as follows:</p> <p>New & Old Cemetery apartment-type tomb: Lease fee + ICT fee</p> <p>New Cemetery Level 1 - 7,025 Level 2 - 6,025 Level 3 - 5,025</p> <p>Old Cemetery Apartment-type tomb: Level 1 - 6,025 Level 2 - 5, 025 Level 3 & 4 - 4,025</p>	45 MINUTES	



4.3 Processing Application for Lease of Cemetery Lot at Public Cemetery

This service covers all applications for new lease and renewal of lease of cemetery lots in the old public cemetery of the City of Alaminos, Pangasinan.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICATION				
Death Certificate (1 photocopy)		City Civil Registrar or Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request then endorse client to staff in charge.	None	2 minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide III Administrative Officer III</i>
2. Proceed to staff-in-charge.	2. Interview client.	None	15 minutes	<i>Administrative Aide VI Administrative Officer III</i>
	2.1 For new application, check Masterlist of Old Public Cemetery Burials for any vacant lots to lease. If None, recommend other available burial spaces for lease.			
	2.2 For renewal, check Masterlist of Old Public Cemetery Burials for confirmation of expiration of lease and orient client on requirements and fees for renewal.			
3. Submit requirements.	3. Review requirements for completeness.	None	10 minutes	<i>Administrative Aide VI Administrative Officer III</i>
	3.1 If complete, register/record the application or renewal in the Cemetery Lot Rental Logbook, then advise client to pay required fees at the City Treasurer's Office			
	Lot rental (for lease period of 6 years). ICT Fee:	PHP 1,000.00. Php 25.00		
	3.2 If incomplete, advise client to complete the requirements.			
4. Submit photocopy of proof of payment.	4. Prepare Cemetery Lot Rental Certificate (CLRC) and advise client to sign the Certificate.	None	8 minutes	<i>Administrative Aide VI Administrative Officer III</i>



4.1 Sign the Cemetery Lot Rental Certificate (CLRC).	4.1 Sign the CLRC and issue the Certificate to client.			<i>Supervising Administrative Officer</i>
4.2 Acknowledge receipt of Certificate by signing CLRC Issuance Logbook.	4.2 Advise client to sign the CLRC Issuance Logbook.			
TOTAL		Php 1,025.00	35 MINUTES	

4.4 Issuance of Burial Permit

This service involves issuance of burial permit to all clients that shall inter their deceased loved ones in any of the cemetery, public or private, in the City of Alaminos, Pangasinan.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Temporary death certificate signed by a licensed embalmer or attending physician (in case of death in a hospital)		Funeral parlor and/or hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request.	Burial Permit – 100.00 ICT Fee – 25.00	10 minutes	<i>Administrative Officer III Administrative Aide VI Administrative Aide IV Administrative Aide I</i>
1.1 Present requirements.	1.1 Review requirements. a. If complete and signed: a.1. Interview client to determine place and date of interment. a.2. Advise client to pay required fees at the City Treasurer's Office. b. If incomplete, advise client to comply before proceeding to next step.			
2. Submit photocopy of proof of payment.	2. Receive photocopy of proof of payment. 2.1 Prepare Burial Permit. 2.2 Sign the Burial Permit	None	12 minutes	<i>Supervising Administrative Officer Administrative Officer III Administrative Aide VI Administrative Aide I</i>



3. Acknowledge receipt of burial permit by signing the Burial Permit Issuance Logbook	3. Issue the Burial Permit to client. 3.1 Advise client to sign the Burial Permit Issuance Logbook. 3.2 Advise client to proceed to City Civil Registry for registration of the Death Certificate.	None	5 minutes	<i>Administrative Officer III Administrative Aide VI Administrative Aide I</i>
TOTAL		Php 125.00	27 MINUTES	

4.5 Review and Endorsement of Applicants of Special Permit

This service involves review of application for special permit of ambulant vendors, particularly at Tourism Area, Barangay Lucap, as well as computation of fees and endorsement to the City Business Permit and Licensing Office for issuance of the permit.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Ambulant vendors at Tourism Area, Lucap			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (1 photocopy)		City Treasurer's Office or Barangay Hall		
Brgy. Clearance (1 photocopy)		Barangay in w/c the applicant resides		
Brgy. Clearance - Business to Operate (1 photocopy)		Barangay in w/c the applicant shall conduct his/her business or the Business One Stop Shop (BOSS)		
Health ID (updated)		Business One Stop Shop (BOSS)		
Certification		Alaminos City Tourism and Cultural Affairs Office (ACTCAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request.	Mayor's Permit – 100 Inspection fee – 100 Garbage fee – 200 ICT fee - 25	10 minutes	<i>Supervising Administrative Officer Administrative Aide VI Administrative Aide IV Administrative Officer III Administrative Aide I</i>
1.1 Present requirements.	1.1 Review requirements. a. If complete: a.1. Issue computation of applicable fees signed by Head of Office and advise client to acknowledge receipt of computation by signing the Special Permit Logbook a.2. Endorse client to pay fees at City Treasurer's Office, and			



	<p>proceed to CBPLO for issuance of permit</p> <p>a.3. Advise client to provide copy of issued Special Permit to the Office</p> <p>b. If incomplete, advise client to comply before proceeding to next step</p>			
2. Submit photocopy of issued Special Permit to CMCS	2. Receive photocopy of issued Special Permit and file accordingly.	None	5 minutes	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>Administrative Officer III</i> <i>Administrative Aide I</i>
	TOTAL	Php 425.00	15 MINUTES	

4.6 Review and Endorsement of Request for Public Space Rental

This service involves review of request for rental/use of public spaces like the Plaza Enrique Braganza and Alaminos City Sports Complex by clients like educational and religious institutions, business organizations and/or private individuals for conduct of various activities.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any company/organization or individual that is interested in renting a public space			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request		City Administrator's Office and/or City Archives Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request.	Space rental – 1,000/day Electrical consumption – varies depending on electric-powered equipment that will be used by requestor Mayor's Permit: <i>Promotional – 1,000</i> <i>Other activities – 500</i> <i>This fee is waived for education and religious institutions</i>	10 minutes	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>Administrative Officer III</i> <i>Administrative Aide I</i>
1.1 Present request	1.1 Verify approval of the City Administrator and/or other remarks, if any. 1.2 Orient Client on applicable fees. 1.3 For computation of electric consumption, endorse to City Engineering Office.			



	1.4 If requestor will not use electricity for event or activity, proceed to next step.	ICT fee - 25		
2. Pay fees and proceed to City Archives Office	2. Issue computation of applicable fees signed by the Head of Office and advise requestor to: a. Pay fees at the City Treasurer's Office b. Proceed to City Archives Office for issuance of permit c. Present permit to staff-in-charge of public space before the start of event/activity	None	5 minutes	<i>Supervising Administrative Officer Administrative Aide VI Administrative Aide IV Administrative Officer III Administrative Aide I</i>
	TOTAL	The total amount of fees shall vary depending on computed electric consumption. However, standard computation for public space rental for one day , w/o electric consumption and is not an education and religious institution shall amount to: Promotional – Php2,025.00 Other activities - Php1,525.00	15 MINUTES	



ECONOMIC SERVICES

5. City Business Permit and Licensing Office External Services



5.1 On-site Application for New Business Permit

Provide Mayor's and Business Permit

Office or Division:	Business Permit & Licensing Office			
Classification:	G2B			
Type of Transaction:	Simple			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Community Tax Certificate (CTC) (Original)			Barangay Hall or City Treasurer	
Barangay Clearance(1 Photocopy)-If not yet integrated in iBPLS			Where business establishment is located.	
Owner and Representative must enrolled to Personal Information System (PIS)			Management Information System (MIS)	
Contract of Lease if Lessee / Mayor's Permit of the Lessor / Letter of Consent / Tax Declaration of the Property (Photocopy) /Certification from Alaminos City Tourism & Cultural Affairs Office (Photo Copy) /Inspection and Recommendation slip from City Market & Cemetery Section Office			Property Owner/ Alaminos City Tourism & Cultural Affairs Office / City Market & Cemetery Office	
Special Power of Attorney (SPA) or Authorization letter from the business owner (Photocopy)			Business Owner	
License from National Government Agencies (Photocopy)			BSP, FDA, DENR, DFA, PCSO, DOLE, DOE DOT,HLURB/DHSUD,and other concerned agencies (if needed)	
Certificate of Registration for Sole Proprietorship, Partnership / Corporation (Photocopy)			DTI, SEC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business One Stop Shop (BOSS) for submission, of pre-requirements and application form for Mayor's Permit. 2. Payment of Mayor's Permit and other regulatory fees.	1. BPLO-1 Verifies if all the pre-requirements are secured and if application form is properly filled out, encode and issues one (1) time assessment for Mayor's Permit and other regulatory fees. 2. CTO accept payment of Mayor's Permit and other regulatory fees	None	25 minutes	<i>Licensing Officer II License Inspector I/ Administrative Aide IV/ Administrative Aide I City Treasurers Office (CTro) Staff</i>
		Mayor's Permit Business Plate Business Inspection fee Zoning Clearance Real Property Tax Clearance Sanitary Permit Sanitary Inspection Documentary stamp	Fee will depend on capitalization refer to Revenue Code Chapter III. Permit and Regulatory Fees Article A Php 200.00 depend on type/nature of business Php 20.00 Php 50.00 Php 100.00 based on area Php 90.00	



	ICT Fee	Php 25.00		
3. Securing of Mayor's Permit.	3. BPLO-2 Print and release Mayor's Permit and Business Plate.	None	25 minutes	<i>Administrative Aide III Licensing Officer I/ Licensing Officer II</i>
	TOTAL	Php 485.00 + Mayor's Permit Fee (depends on the capitalization and nature of business) + 15% of total fees and charges (FSIC) + Sanitary Inspection fee (based on area)	60 minutes	

Note: Zoning Clearance, Real Property Tax Clearance, Sanitary Permit, Fire Safety Inspection Certificate (FSIC) must comply within 30 calendar days from release of Mayor's/Business Permit.

5.2 On-site Application for Renewal of Business Permit

Provide Mayor's and Business Permit

Office or Division:	Business Permit & Licensing Office
Classification:	G2B
Type of Transaction:	Simple
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Real Property Tax Clearance	City Treasurer Office
Barangay Clearance(1 Photocopy)-If not yet integrated in iBPLS	Where business establishment is located.
Owner and Representative must enrolled to Personal Information System (PIS)	Management Information System (MIS)
Contract of Lease (Photocopy) - if expired/ Certification from Alaminos City Tourism & Cultural Affairs Office (Photo Copy) / Inspection and Recommendation slip from City Market & Cemetery Section Office.	Property Owner/ City Tourism & Cultural Affairs Office/ City Market & Cemetery Section Office
License from National Government Agencies (Photocopy) -if there are changes to be made	BSP, FDA, DENR, DFA, PCSO,DOLE,DOE,DOT,HLURB/DHSUD, and other concerned agencies (if needed)
Certificate of Registration for Sole Proprietorship, Partnership / Corporation (Photocopy)- if there are changes to be made	DTI, SEC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Proceed to Business One Stop Shop (BOSS) Submit pre-requirements needed.	1. BPLO 1 - Verifies if all the required pre-requirements are complete	None	10 Minutes	<i>License Inspector I/ Licensing Officer II</i>
2. Assessment and payment.	2. CTO - Assess Gross Sales/Receipts and accepts payment of business taxes and other fees. Account Clearance Building Clearance Sanitary Permit Sanitary Inspection Documentary stamp ICT Fee		30 minutes	<i>City Treasurer's Office (Ctro) Staff</i>
		Php 50.00		
		Php 20.00		
		Php 100.00		
		based on area		
		Php 60.00		
		Php 25.00		
3. Securing of Mayor's Permit and sticker.	3. BPLO-2 Print and release of Mayor's Permit and sticker.	None	20 Minutes	<i>Administrative Aide I, Administrative Aide III, Administrative Aide IV, Licensing Officer I/ Licensing Officer II</i>
	TOTAL	Php 225.00 + Mayor's Permit Fee and Business Tax (depend on gross sales/receipts) + 15%of total fees and charges (FSIC) + Sanitary Inspection fee (based on area)	60 Minutes	

Note: Account Clearance, Building Clearance, Sanitary Permit, Fire Safety Inspection Certificate (FSIC) must comply within 30 calendar days from release of Mayor's / Business Permit.

5.3 Online Filing of Application for New Business Permit (eBOSS)

Provide Mayor's and Business Permit

Office or Division:	Business Permit & Licensing Office
Classification:	G2B
Type of Transaction:	Simple
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer
Barangay Clearance	Where business establishment is located if Barangay is not integrated with iBPLS



Owner and Representative must enrolled to Personal Information System (PIS)	Management Information System(MIS) <i>Note: If the client/representative is not yet PIS enrolled , request PIS Form and submit online</i>				
Contract of Lease if lessee / Mayor's Permit of the Lessor / Letter of Consent / Tax Declaration of the Property	Lessor Property Owner				
Certification from Alaminos City Tourism and Cultural Affairs Office	Alaminos City Tourism and Cultural Affairs Office				
Certification/Inspection and Recommendation slip from City Market and Cemetery Section	City Market and Cemetery Section				
Special Power of Attorney (SPA) or Authorization letter from the business owner	Notary Public Business Owner				
License from National Government Agencies	BSP, FDA, DENR, DFA, PCSO, CDA,DOLE,DOE,DOT,HLURB/DHSUD,PNP and other concern agencies (if needed)				
Certificate of Registration for Sole Proprietorship, Partnership / Corporation	DTI, SEC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Message BPLO FB Messenger to request downloadable link of business application form and submit thru email: bploalaminocity@gmail.com or FB Messenger: https://www.facebook.com/profile.php?id=100086496702196 and Submit Application form and scanned copies/picture of Requirements for Mayor's Permit, website: https://www.alaminocity.gov.ph/index.html	1. Assist client and verify submitted pre-requirements and application form	None	15 minutes	<i>Licensing Officer II, Licensing Officer I, Administrative Assistant III</i>	
	1.1 Encode business data & Issues one (1) time assessment for regulatory fees thru email or FB Messenger.	None	15 minutes	<i>Licensing Officer II, Licensing Officer I, Administrative Assistant III</i>	
2. Pay via bank transfer, e-Money transfer to City Government Landbank Account No. 1272101864 for Payment of Mayor's Permit ang other regulatory fees and send proof of deposit/transfer via email or FB Messenger of the City Treasurer's Office email: cto.alaminocity.pangasinan@gmail.com, FB Messenger: FB Messenger: City Treasurer's Office, Alaminos City, Pangasinan	2. City Treasurer's Office staff shall verify proof of payment and accept the payment.	Mayor's Permit	20 minutes	<i>City Treasurers Office (CTro) Staff</i>	
		Business Plate			Fee will depend on capitalization - refer to Revenue Code Chapter III. PERMIT and REGULATORY FEES Article A
		Business Inspection fee			Php 200.00
		Fire Safety Inspection Certificate			Depend on nature/type of business
		Zoning Clearance			15% of total fees and charge
		Real Property Tax Clearance			Php 20.00
		Sanitary Permit			Php 50.00
		Sanitary Inspection			Php 100.00
Documentary stamp	<i>based on area</i>				
ICT Fee	Php 60.00				
		Php 25.00			



3. Print Mayor's Permit and post in conspicuous place within the business establishment. Comply with post requirements within 30 working days. (to Business One-Stop-Shop (BOSS):RPT Clearance, Sanitary Permit, BFP-FSIC, Zoning Clearance)	3. Send e-File of Mayor's Permit, Post-requirements list to be complied within 30 working days upon receipt and Orientation Checklist	None	10 minutes	Licensing Officer II Licensing Officer I Administrative Assistant III
	TOTAL	Php 455 + Mayor's Permit Fee (depend on capitalization) + 15% of total fees and charges (FSIC)+Sanitary Inspection Fee (based on area)	60 minutes	

5.4 Online Application for Renewal of Business Permit

Provide Mayor's and Business Permit

Office or Division:	Business Permit & Licensing Office			
Classification:	G2B			
Type of Transaction:	Simple			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (CTC) (Original)		Barangay Hall or City Treasurer		
Barangay Clearance (Optional)		Where business establishment is located if Barangay is not integrated with iBPLS		
Owner and Representative must enrolled to Personal Information System (PIS)		Management Information System(MIS) <i>Note: If the client/representative is not yet PIS enrolled , request PIS Form and submit online</i>		
Contract of Lease -if expired		Lessor		
Certification from Alaminos City Tourism and Cultural Affairs Office		Alaminos City Tourism and Cultural Affairs Office		
Certification/Inspection and Recommendation slip from City Market and Cemetery Section		City Market and Cemetery Section		
Special Power of Attorney (SPA) or Authorization letter from the business owner		Notary Public		Business Owner
License from National Government Agencies -if there are changes to be made		BSP, FDA, DENR, DFA, PCSO, CDA,DOLE,DOE,DOT,HLURB/DHSUD,PNP and other concern agencies (if needed)		
Certificate of Registration for Sole Proprietorship, Partnership / Corporation-if there are changes to be made		DTI, SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Message BPLO FB Messenger and submit scanned copies/pictures of pre-requirements for Mayor's Permit thru email: bploalaminocity@gmail.com or FB Messenger: https://www.facebook.com/profile.php?id=100086496702196, website: https://www.alaminocity.gov.ph/index.html</p>	<p>1. Verify submitted pre-requirements.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Licensing Officer II</i></p>
<p>2. Send private message to CTO FB Messenger to request assessment of gross sales/receipts and pay via bank transfer, e-Money transfer to City Government Landbank Account No. 1272101864 for Payment of Mayor's Permit and other regulatory fees and send proof of deposit/transfer via email or FB Messenger of the City Treasurer's Office : email: cto.alaminocity.pangasinan@gmail.com, FB Messenger: https://www.facebook.com/CTOAlaminosCity</p>	<p>2. Assessment of gross sales/receipts thru email or FB Messenger</p>		<p>10 minutes</p>	<p><i>City Treasurers Office (CTrO) Staff</i></p>
	<p>2.1 City Treasurer's Office staff shall Issue of Payment Order Form (POF) thru email or FB Messenger.</p>			
	<p>2.2 City Treasurer's Office staff shall verify proof of payment and accept the payment</p>			
	<p>Account Clearance</p>	<p>Php 50.00</p>		
	<p>Building Clearance</p>	<p>Php 20.00</p>		
	<p>Sanitary Permit</p>	<p>Php 100.00</p>		
<p>Sanitary Inspection</p>	<p>based on area</p>			
<p>Fire Safety Inspection Certificate</p>	<p>15% of total fees and charges</p>			
<p>Real Property Tax Clearance</p>	<p>Php 50.00</p>			
<p>ICT FEE</p>	<p>Php 25.00</p>			
<p>Documentary stamp</p>	<p>Php 90.00</p>			
<p>3. Print Mayor's Permit and post in conspicuous place within the business establishment. Comply with post requirements within 30 working days. (to Business One-Stop-Shop (BOSS):RPT Clearance, Sanitary Permit, BFP-FSIC, Building Clearance)</p>	<p>3. Send e-File of Mayor's Permit</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Licensing Officer II Licensing Officer I</i></p>
	<p>TOTAL</p>	<p>Php 335 + Mayor's Permit Fee (depend on gross sales/receipts)+ 15% of total fees and charges (FSIC)+Sanitary Inspection Fee (based on area)</p>	<p>40 minutes</p>	



5.5 Issuance of General Permit

Issue general permit to Cooperative, Association/Foundation, Chainsaw Operators, Firecracker Stallholders, Lucap Wharf Vendors, Permit for Promotions & Exhibitors, Cemetery Stallholders, Fishtrap/ Fishpen & Fishpond.

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All

For COOPERATIVE:

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall / City Treasurer's Office		
Barangay Clearance		Where business is located		
License from National Agencies		CDA		
Certificate of Compliance		City Cooperative Office		
SPA or Authorization Letter of Representative		Business Owner		
Contract of Lease and xerox copy of Mayor's Permit of Lessor (if lessee)		Lessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I or Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit -Php100.00		<i>City Treasurer's Office (CTrO)Staff</i>
		Business Plate - Php200.00		
		Sticker Fee - Php65.00		
		RPT Clearance - Php50.00		
		Account Clearance - Php50.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I, Admin. Aide or Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php490.00	25 minutes	

For ASSOCIATION/FOUNDATION

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall / City Treasurer's Office
Barangay Clearance	Where business is located
License from National Agencies	CDA
Certificate of Compliance	City Cooperative Office
SPA or Authorization Letter of Representative	Business Owner
Contract of Lease and xerox copy of Mayor's Permit of Lessor (if lessee)	Lessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		City Treasurer's Office (CTRO) Staff
		Business Plate - Php 200.00		
		Sticker Fee - Php 65.00		
		RPT Clearance - Php 50.00		
		Account Clearance- Php 50.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I, Admin. Aide
	3.2 Release and orientation	None	10 minutes	
TOTAL		Php 490	25 minutes	

For CHAINSAW PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification of Chainsaw Ownership	Barangay Hall
Stencil of Chainsaw Serial No.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I, Admin. Aide



	1.2 Instruct client on the required clearances to be accomplished			
2.1 Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees and comply required clearances	2.1 City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Business Plate - Php 200.00		
		Sticker Fee -Php 65.00		
		RPT Clearance - Php 50.00		
		Account Clearance- Php 50.00		
		ICT Fee - Php 25.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I, Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 490	25 minutes	

For FIRECRACKERS STALLHOLDERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office
Authenticated photocopy of Dealers/Manufacturer's License of Source from PNP Camp Crame	Authorized Firecrackers Dealers
Authorization/Certification of Dealers/Licensee of Source	Authorized Firecrackers Dealers
Fireworks Retailers Seminar Certificate	PNP CAMP CRAME
Fire Safety Inspection Certificate (FSIC)	BFP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		Space Rental Fee –Php 450.00		
		ICT Fee - Php 25.00		
	3.1 Print Mayor's Permit	None	5 minutes	



3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.2 Release and orientation	None	10 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
TOTAL		Php 875	25 minutes	

For LUCAP WHARF VENDORS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification from Tourism Office	City Tourism Office
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		ICT Fee - Php 25.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
TOTAL		Php 425	25 minutes	

For LUCAP WHARF VENDORS

WHERE TO SECURE	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification from Tourism Office	City Tourism Office
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		



2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees.		Garbage Fee- Php 200.00		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3. Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	TOTAL	Php 425	25 minutes	

Permit for PROMOTIONS and EXHIBITORS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PIS of requesting party		Management Information Office (MIS)		
Request letter approved by City Administrator				
Letter of Approval by City Market and Cemetery Section Head		City Market and Cemetery Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission and verification of documents	1. Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Special Permit - Php 1000.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		
		Electrical Consumption- Php 375.00		
		ICT Fee- Php 25.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1,500	25 minutes	

For CEMETERY STALLHOLDERS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer's Office		
Barangay Clearance		Where business is located		
Letter of Approval by City Market and Cemetery Section Head		City Market and Cemetery Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		



2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.		Garbage Fee- Php 200.00		
		Space Rental Fee - Php112.50		
		ICT Fee - Php 25.00		
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide/Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 537.50	25 minutes	

For FISHTRAP/FISHPEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification from Brgy. Captain and duly noted by CFARMC Chairman	Barangay Hall
Certification from City Agriculturist	City Agriculture Office
Contract of Lease(for New)	City Agriculture Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Application Fee - Php 50.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Mayor's Permit - Php 100.00		
		Inspection Fee - Php 200.00		
		Bond Deposit – FT Php 300.00 FP Php 1,000.00		
		Clearing Bond FT Php 1,000.00 FP Php 1,000.00		
		Rental Fee - FT Php 600.00/unit FP Php 5.00/m2		
		Business Plate - Php 200.00		
		Sticker Fee - Php 65.00		
		ICT Fee - Php 25.00		



3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 640+Php300(Bond Deposit)+Php 1000(Clearing Bond) for Fishtrap Php 640+Php1000(Bond Deposit)+ Php 1000(Clearing Bond) for FishPen	25 minutes	

For FISHPOND

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	
Tax Declaration of the Property (Photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Application Fee - P50.00		<i>City Treasurer's Office (CTRO) Staff</i>
		Mayor's Permit -Php 100.00 per hectare		
		Inspection Fee - Php. 1,200.00		
		Business Plate - P200.00		
		Sticker Fee -Php 65.00		
		Account Clearance- Php 50.00		
		RPT Clearance - Php 50.00		
	ICT Fee - Php 25.00			
3.1 Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I/Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1640+Mayor's Permit P100/Hectare	25 minutes	



ECONOMIC SERVICES

6. Alaminos City Tourism and Cultural Affairs Office External Services



6.1 Registration of Hundred Islands National Park (HINP) Guest

To register guest visiting Hundred Islands National Park in compliance with the City Ordinance No. 2013-10 known as “The Alaminos City Tourism Code of 2013”

Office or Division:	Alaminos City Tourism and Cultural Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Hundred Islands National Park (HINP) Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passenger Manifest Form		Office of the Tourism Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the tour, fees and charges	1. Answer the inquiries and provide additional necessary information.	None	1 minute	<i>Administrative Assistant VI or Administrative Staff</i>
2. Secure Passenger Manifest Form	2. Issue Passenger Manifest Form and guide the client on how to fill up the form.	None	8 minutes <i>depending on the number of guest per group</i>	<i>Administrative Assistant VI Administrative Aide I or Administrative Staff (Tourism)</i>
3. Fill up Passenger Manifest and submit.	3. Receive and assess the completeness of the Passenger Manifest Form.	None	5 minutes <i>depending on the number of guests in the group</i>	<i>Administrative Aide I or Administrative Staff (Tourism)</i>
	3.1 Assess fees and charges (i.e. entrance/IPAF, environmental fee, emergency fund and boat rent life vest rent and garbage bag deposit.	None	4 minutes	<i>Cashier I, Administrative Aide I or Administrative Staff (Tourism)</i>
4. Pay the required fees at the Payment Counters.	4. Counter 1 to receive payment for entrance (IPAF), environmental and emergency fund fees and issue official receipt.	Day tour: Environmental Fee Php 80 Entrance Fee/IPAF Php 30 Emergency Fund Php 10 Overnight: Environmental Fee: Php 160 Entrance fee/IPAF: Php 30 Emergency Fund: Php 10	3 minutes	<i>Counter 1 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)</i>
	4.1 Counter 2 to receive deposit for “Basura Mo, luwi Mo” program and	Php 200.00 per group (refundable)	1 minute	<i>Counter 2 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)</i>



	provide the form to be signed by the guest as proof of deposit.			
	4.2 Provide a pair of garbage bag.	None		<i>Counter 2 Collectors (IPAF Collector) HINP-PAMB</i>
	4.3 Counter 3 to receive payment for boat and life vest rental issue boat number card.	3 Island Tour Drop Off and Pick-up Small - Php 1,400 Medium – Php 1,800 Large – Php 2,000 DAYTOUR Small – Php 1,600 Medium – Php 2,000 Large – Php 2,400.00 OVERNIGHT Small – Php 3,000 Medium – Php 3,800 Large – Php 4,500 Snorkel - Php 150.00 Life vest - Php 50.00	1 minute	<i>Counter 3 Collectors Administrative Aide I (Tourism)</i>
5. Present the boat card to the boat station to secure the boat assigned for the tour.	5. Assist guest for boat assignment.	None	1 minute	<i>Watchman III and Administrative Aide I (Tourism)</i>
6. Embarkation at the Wharf.	6. Dispatch and assist guest in boarding the boat.	None	4 minutes	
	TOTAL	Depends on the number of guest	28 MINUTES	



6.2 Registration and Accreditation of Tourism Related Business

To register and accredit Tourism Related Business in compliance with The City Ordinance No. 2013-10 known as “The Alaminos City Tourism Code of 2013”)

Office or Division:	Alaminos City Tourism and Cultural Affairs Office	
Classification:	Simple	
Type of Transaction:	G2G, G2C	
Who may avail:	Accommodation Establishments, Concessionaires, Tourism Related Establishments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
ACCOMMODATION ESTABLISHMENTS I.RESORT - Single Proprietorship 1. A copy of the Registration of the Business Name (<i>new business</i>) 2. Annual General Liability Insurance for the guest in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00) 3. Schedule of current rates 4. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards 5. DOT Accreditation Certificate (2nd year operation) 6. Authority to Transact(if the owner is not available) - Corporation or Partnership 1. A certified true copy of the Articles of Incorporation, its By-laws, or Articles of Partnership and amendments thereof, if any (new business) 2. Certified copy of the Certificate of Registration with the SEC, and the business name certificate and changes thereof, if any (new business) 3. List of officials and employees, and their respective designations, nationality, home address, and or alien personnel, valid visa from the Bureau of Immigration and the proper permit from the Department of Labor and Employment 4. Annual General Liability Insurance for the guest in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00) 5. List of proprietors, principal owners, major partners, major stockholders, controlling members, their nationalities, capital contributions, stock or participation; in the case of corporation, such list must indicate the quantity per value and type(whether voting or non-voting) of the stock with an indication of the absolute total value of the outstanding non-voting stock; and in all cases, the list shall be accomplished by proof of their financial capacity such as Sworn Statements of Assets and Liabilities, and Income Tax Returns 6. Sworn Certificate or list containing the names of the hotel keeper/ manager, assistant hotel keeper/manager and other members of the hotel staff and their respective designations, nationalities, home address, and a passport size photo of each of them		Agencies as provided by law.



7. Schedule of current rates
8. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
9. DOT Accreditation Certificate (2nd year operation)
10. Authority to Transact (if the owner is not available)

II. HOTEL/APARMENT HOTEL

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)
2. Annual General Liability Insurance for guest in the amount of not less than Two Hundred Thousand Pesos (Php 200,000.00)
3. Schedule of current room rates, Food and Beverage (F&B) prices of menu for hotels
4. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
5. DOT Accreditation Certificate (2nd year operation)
6. Authority to Transact (if the owner is not available)

- Corporation or Partnership

1. Certified copy of Articles of Incorporation and By-Laws, Articles of Partnership or Association (new business)
2. Registration of Business Name and changes thereof, if any (new business)
3. Copy of the Certificate of Registration with the Securities and Exchange Commission and other registering government agency as the case may be (new business)
4. Resolution of the Board of Directors of the corporation, association and other entity authorizing the filling of the application and designating its representative authorized to act for and its behalf
5. List of proprietorships, principal owners, major concerns, major stockholders or controlling members, their nationalities, capital contribution, stock, or participation; in case of corporation, such list must indicate the quantity, per value and type (whether voting or non-voting) of the stock with an indication of the absolute total value of the outstanding voting stocks; and in all cases, the list should be accompanied by proof of the financial capacity such as Sworn Statements of Assets and Liabilities and Income Tax Returns
6. Sworn Certificate or list containing the names of the hotel keeper/manager, assistant hotel keeper/manager and other members of the hotel staff and their respective designations, nationalities, home address and a passport size photo of each of them
7. Joint venture and/or technological assistance agreements, if any, existing and proposed and about to be entered into with foreign nationals
8. Schedule of current room rates, Food and Beverage (F&B) prices of menu for hotels



9. Annual General Liability Insurance for guest with in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00)
10. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
11. Such other papers or documents as may be required bpertinent laws, rules and Regulations
12. DOT Accreditation Certificate (2nd year operation)
13. Authority to Transact (if the owner is not available)

III. MABUHAY ACCOMMODATION

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)
2. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos (Php 100,000.00)
3. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
4. DOT Accreditation Certificate (2nd year operation)
5. Authority to Transact (if the owner is not available)

- Corporation or Partnership

1. Certified copy of Articles of Incorporation and By-laws, Constitution and By-Laws, Articles of Partnership or Association (new business)
2. Registration of Business Name and amendments thereof (new business)
3. Copy of the Certificate of Registration with the Securities and Exchange Commission and other registering government agency as the may be (new business)
4. Resolution of the Board of Directors of the corporation, association and other entity authorizing the filling of the application and designating its representative authorized to act for and its behalf
5. Annual General Liability Insurance for guest in the amount of not less than Two Hundred Thousand Pesos(Php 200,000.00)
6. Safety Declaration Certificate in compliance with the Occupational Safety and Heath Standards
7. DOT Accreditation Certificate(2nd year operation)
8. Authority to Transact(if the owner is not available)

IV. HOMESTAY

1. A copy of the Registration of the Business Name, if sole proprietorship (new business)
2. Proof of attendance to a Homestay Training conducted by DOT or any DOT-recognized or accredited training institute/partner
3. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos(Php 100,000.00)
4. Safety Declaration Certificate in compliance with the Occupational Safety and Heath Standards



5. DOT Accreditation Certificate (2nd year operation)
6. Authority to Transact(if the owner is not available)

V. OTHER ACCOMMODATION ESTABLISHMENTS AND COTTAGES

1. A copy of the Registration of the Business Name (new business)
2. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos(Php 100,000.00)
3. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
4. DOT Accreditation Certificate(2nd year operation; for establishment with swimming pool)
5. Authority to Transact(if the owner is not available)

CONCESSIONAIRES AND TOURISM RELATED ESTABLISHMENTS

I.TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY

- Single Proprietorship

1. A copy of the Registration of the Business Name(new business)
2. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing DOT accredited training center(new business)
3. Complete list of personnel together with one (1) 1x1 photo each and notarized certification of the manager that they are without criminal record
4. List of names and addresses of Tour Guide and Travel Representatives
5. Proof of working capital of at least Two Hundred Thousand Pesos (Php 200,000.00)(new business)
6. Certified list of motor vehicles and the corresponding Land Transportation Office (LTO) registration certificate numbers
7. DOT Accreditation Certificate (2nd year operation)
8. Authority to Transact(if the owner is not available)

- Corporation or Partnership

1. A copy of the Certificate of Registration with the Securities and Exchange Commission (new business)
2. A copy of the Registration of the Business Name new business)
3. Two-year projected financial statements to reflect, among other things, a minimum working capital of Five Hundred Thousand Pesos (Php 500,000.00)
4. Surety bond in the amount of Five Hundred Thousand Pesos (Php 500,000.00) issued by a duly accredited bonding company of good standing in favor of the City Government, and condition to answer for any and all liabilities resulting from or incurred in the course of travel or tour operation, which shall be valid for a period of one (1) year from the date of issuance of the license (new business)
5. Complete list of personnel together with one (1) 1x1 photo of each and notarized certification of the manager that they are without criminal record



6. List of names and addresses of Tour Guide and Travel Representatives
7. For alien personnel, valid visa from the Bureau of Immigration and the proper working permit from the Department of Labor and Employment
8. Contract of Lease or Contract to Lease the office space intended for the use of the agency and in the case of the owner of the agency is also the owner of the building or the premises concerned, proof of ownership must be submitted
9. A Board resolution designating the person authorized to represent and transact the business
10. Such other documents required pursuant to existing laws, ordinances, and other legal Issuances
11. Proof of working capital of Php 500,000.00. For Corporation/Partnership/ Cooperative Php 500,000.00 Paid-up/partners capital (new business)
12. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing a travel and tour operator management course conducted by a DOT accredited training center
13. DOT Accreditation Certificate (2nd year operation)
14. Authority to Transact(if the owner is not available)

II. TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY ESTABLISHMENT OF A BRANCH IN ALAMINOS CITY

1. Notice of establishment of a Branch to the ACTCAO (new business)
2. A copy of the Registration of the Business Name (new business)
3. Business Permit of the main branch
4. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing DOT accredited training center
5. Complete list of personnel together with one (1) 1x1 photo each and notarized certification of the manager that they are without criminal record
6. For tour operator and travel and tour agency, certified list of motor vehicles and the corresponding Land Transportation Office (LTO) registration certificate numbers
7. DOT Accreditation Certificate
8. Authority to Transact(if the owner is not available)

III. TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY WITH OFFICES OUTSIDE ALAMINOS CITY

1. A copy of the Registration of the Business Name
2. Business Permit
3. Registration of Business with the Bureau of Internal Revenue
4. DOT Accreditation
5. Authority to Transact (if the owner is not available)



IV. SPA

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)
2. Complete list of personnel together with one (1) 1x1 photo each and certification of the manager that they are without criminal record
3. Certificate of good health of all spa attendants issued by any duly accredited government physician (2nd year)
4. Copy of certificates of training of massage therapists and other spa attendants
5. Proof of working capital of at least Five Hundred Thousand Pesos (Php 500,000.00) (new business)
6. Contract of Lease or Contract to Lease a space intended for the use of the company, and in the case of the owner of the agency is also the owner of the building or the premises concerned, proof of ownership must be submitted
7. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
8. Authority to Transact (if the owner is not available)

-Corporation of Proprietorship

1. A copy of the Certificate of Registration with the Securities and Exchange Commission (new business)
2. A copy of the Registration of the Business Name (new business)
3. Complete list of personnel together with one (1) 1x1 photo of each and notarized certification of the manager that they are without criminal record
4. Certificate of good health of all spa attendants issued by any duly accredited government physician (2nd year)
5. Copy of certificates of training of massage therapists and other spa attendants
6. For alien personnel, valid visa from the Bureau of Immigration and the proper working permit from the Department of Labor and Employment
7. Contract of Lease or Contract to Lease a space intended for the use of the company, and in the case of the owner of the agency is also the owner of the building or the premises concerned, proof of ownership must be submitted
8. A Board resolution designating the person authorized to represent and transact Business
9. Such other documents required pursuant to existing laws, ordinances, and other legal issuances
10. Proof of working capital of Php 500,000.00 (new business)
11. Authority to Transact (if the owner is not available)

V. WATER SPORTS

1. Copy of the registration of the business name (new business)
2. HINP-Protected Area Management Board resolution of its approval (new business)
3. Contract with the City of Alaminos (new business)
4. Complete list of personnel together with one (1) 1x1 photo of each and certification of the manager that they are without criminal record



5. Certificate of good health of all operators/attendants issued by any duly accredited government physician(2nd year)
6. Occupational permit of all personnel issued by the City BPLO(2nd year)
7. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
8. Authority to Transact(if the owner is not available)

VI. ASSOCIATIONS AND CULTURAL GROUPS

1. Certificate of Registration to any of the authorized registration entities(DOLE, SEC, CDA)(new business)
2. Business permit issued by the City BPLO
3. Copy of Articles of Incorporation
4. Constitution and By-Laws
5. Certified list of officers and members
6. Authority to Transact(if the owner is not available)

VII. TOURIST TRANSPORT OPERATION

-Single Proprietorship

1. Proof of ownership or lease over an area adequate to serve as maintenance depot and garage for all its units
2. Surety bond in the amount of Ten Thousand Pesos (Php 10,000.00) issued by a duly licensed insurance or bonding company of good standing in favor of the City Government, and condition to answer for any and all liabilities resulting from or incurred in the course of travel or tour operation
3. Such other papers or documents as maybe required from time to time pursuant to existing laws, ordinances, and other legal issuances
4. Authority to Transact(if the owner is not available)

- Corporation or Partnership

1. Certified True Copy of Business Name Certificate and all amendments thereto, if any
2. Copy of Article of Incorporation, its by-laws or Articles of Partnership and amendments thereto, if any
3. Copy of the Certificate of Registration with the Securities and Exchange Commission

VIII. DOCUMENTS REQUIRED TO SUPPORT APPLICATION FOR REGISTRATION OF VEHICLES AS TOURIST TRANSPORT

1. LTO registration of the tourist transport/taxis
2. A copy of the LTFRB Certificate of Public Convenience franchise or authorization
3. A copy of the transportation rates as approved by the LTFRB
4. A compulsory motor vehicle liability insurance in the amount of not less than the following:
Third Party Liability - Php 200,000.00/unit
Passenger Accident - Php 60,000.00/passenger



5. Pictures of the vehicle showing the side , back, and front view thereof, with the company's name and logo imprinted at its rear and sides, respectively
6. Such other papers and documents as may be required from time to time pursuant to existing laws, ordinances, and other legal issuances
7. Authority to Transact(if the owner is not available)

IX. TOURISM RELATED ENTERPRISES

-Single Proprietorship

- 1.A copy of the Registration of the Business Name(new business)
2. Such other requirements as may be requested and deemed necessary
3. Authority to Transact(if the owner is not available)

-Corporation or Partnership

1. A certified copy of the Articles of Incorporation(new business)
2. Copy of By-Laws or Article of Partnership or any amendments thereof
3. Copy of the Certificate of Registration with the Securities and Exchange Commission
4. Such other requirements as may be requested and deemed necessary
5. Authority to Transact(if the owner is not available)

X. MOTORBOAT

1. Certificate of membership from the association
2. Safety Declaration Certificate
3. Deed of Sale(if bought)
4. Community Tax Certificate(CTC)(2nd year)
5. Authority to Transact(if the owner is not available)

XI. BOATMAN AND ASSISTANT BOATMAN

- 1.Certificate of membership from the association
2. Certificate of training/seminar on boat operation or any related Seminar
3. Community Tax Certificate(CTC) (2nd year)
4. Certificate of good health issued by any duly accredited government physician (2nd year)
5. Occupational permit issued by the City BPLO(2nd year)
6. Clearance from the Phillipine National Police; for boatman(2nd year)
7. Authority to Transact(if the owner is not available)



XII. CONCESSIONAIRES(ANNUAL)

(Food/Refreshments/Souvenir)

1. A copy of the Registration of the Business Name (new business)
2. Certificate of Membership from Association (if any)
3. Occupational Permit & Health I.D of Employees (2nd year)
4. Community Tax Certificate (CTC)(2nd year)
5. Authority to Transact (if the owner is not available)

XIII. CONCESSIONAIRES(MONTHLY)

(Souvenir, Refreshments, Sunglass, Toys, Ice Cream, etc.)

1. Certificate of Membership from Association (if any)
2. Occupational Permit & Health I.D of Employees (2nd year)
3. Community Tax Certificate (CTC)(2nd year)
4. Authority to Transact (if the owner is not available)

XIV. TOUR GUIDES

1. Proof that the applicant has passed or complete a training for tour guides duly conducted by any of the following: (new tour guide) Department of Tourism City Government
Other government agencies duly authorized by the Department of Tourism to conduct seminar
2. Certificate of good health issued by any duly accredited government physician (2nd year)
3. Occupational permit issued by the City BPLO (2nd year)
4. Clearance from the National Bureau of Investigation for regional guides; and clearance from Philippine National Police for community guides (2nd year)
5. An average passing rate of seventy-five percent (75%) for oral exam administered by the ACTCAO (2nd year)
6. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
7. In case of non-resident of Alaminos City, must present DOT license or tour guide's ID, proof of residence and proof of residence and proof of tour guide's training
8. DOT Accreditation Certificate (2nd year)
9. Authority to Transact (if the owner is not available)



XV. SPECIALIZED TOUR GUIDE

1. Proof that the applicant has passed or completed a training for specialized tour guides duly conducted by any of the following:(new tour guide) Department of Tourism City Government Other government agencies, duly authorized by the Department of Tourism to conduct seminar
2. DOT accredited
3. Certificate of good health issued by any duly accredited government physician (2nd year)
4. Clearance from the National Bureau of Investigation for regional guides, and clearance from Philippine National Police for community guides (2nd year)
5. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
6. Authority to Transact(if the owner is not available)

XVI. DIVE GUIDE

1. Diver's License
2. Diver Stress & Rescue Certification
3. At least 40 logged dives
4. Certificate of good health issued by any duly accredited government physician
5. Clearance from the Philippine National Police
6. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
7. In case of non-resident of Alaminos City, must present DOT license or tour guide's ID, proof of residence and proof of residence and proof of tour guide's training
8. Authority to Transact(if the owner is not available)

XVII. MASSAGE THERAPISTS

1. Proof that the applicant has passed a training for massage therapists duly conducted by any accredited training institutions, programs and training providers for massage therapists, duly authorized by the Department of Health. Provided, however, that this requirement maybe waived by the City Government with the concurrence of the Department of Tourism where the applicant possesses special academic professional qualification (new therapist)
2. Certificate of good health issued by any duly accredited government physician(2nd year)
3. Occupational permit issued by the City BPLO(2nd year)



4. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment, and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in massage therapy which must be properly authenticated
5. Authority to Transact(if the owner is not available)

XVIII. PROFESSIONAL CONGRESS/EVENT ORGANIZER

1. Business permit (new business)
2. At least a certificate of training in event management, Public Relation, marketing or hospitality management or other related training or profession(new business)
3. Complete list of personnel together with one (1) 1x1 photo of each, and certification of the manager that they are without criminal record
4. Certificate of good health of all attendants issued by any duly accredited government Physician (new business)
5. Safety Declaration Certificate in compliance to the Occupancy Safety and Health Standards
6. Authority to Transact (if the owner is not available)

XIX. BUSINESS CLOSURE ENDORSEMENT

1. Request letter for Business Closure address to the City Tourism Officer
2. Request letter (For other purposes)
3. Copy of Previous Mayors Permit
4. Authority to Transact (if the owner is not available)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill up the clientele log sheet	1.1 Verify completeness and authenticity of required documents such as: DTI Certificates, certificate of membership and authority to transact	None	1 minute	<i>Tourism Operations Officer I and Administrative Aide (Tourism)</i>
1.2 Secure and Fill up Service Request Form.			2 minutes	
2. Submit filled-out service request form and all required documents	2. Receive Service Request Form	None	2 minutes	<i>Tourism Operations Officer I (Tourism)</i>
3. Pay required fees.	3. Receive payment and issue official receipts. Accommodation Resort Hotel Mabuhay Accommodation	Registration	1 to 2 minutes	<i>Counter 1 Admin Aide I (Tourism)</i>
		Php 5,000		
		Php 5,000		
		Php 500		



	Homestay	Php 300		
	Cottages and other Accommodation	Php 300		
	Travel and Tour			
	Main Office	Php 1,100		
	Branch Office	Php 600		
	Outside (Alaminos City)	Php 600		
	Motorboat			
	De Luxe	Php 200		
	Large	Php 150		
	Medium	Php 130		
	Small	Php 110		
	Water Sports Equipment			
	Banana boat	Php 1,000		
	Helmet Diving	Php 1,000		
	Kayak	Php 500		
	Snorkel	Php 1,000		
	Jetski	Php 1,000		
	Other Establishments			
	Spa	Php 250		
	Restaurant	Php 5,000		
	Store	Php 250		
	Street Food	Php 250		
	Souvenir Shop	Php 50		
	Ambulant/Mobile	Php 250		
	Professional Congress/Event Organizer	Php 50		
	Cooperatives/Associations/Cultural group	Php 250		
4. Present the Official Receipt.	4. Prepare Certificate of Registration/ Accreditation signed by the CTO, bearing the following; Business Ownership, Business Address and Address of Owner, Type of	None	1 minute	Tourism Operations Officer I (Tourism)



	Business, Issuance date and Validity period of the certification.			
5. Receive Certificate.	5. Advise the client to secure business requirements from the barangay hall then proceed to the BPLO	None	1 minute	<i>Tourism Operations Officer I (Tourism) and Administrative Aide (Tourism)</i>
		TOTAL	6 to 7 MINUTES	



ECONOMIC SERVICES

7. City Transportation Regulation Unit External Services



7.1 Motorized Tricycle Operator's Permit Service

This service is for tricycle operators who apply for a Motorized Tricycle Operator's Permit in the City of Alaminos.

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Renewal/New Applicants of Motorized Tricycle Operator's Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original or photocopy of Community Tax Certificate (CTC)		Barangay of residence / City Treasurer's Office		
1 original or photocopy of Barangay Clearance/Certification		Barangay of residence		
1 photocopy of Official Receipt (OR)		Land Transportation Office		
1 photocopy of Certificate of Registration (CR)		Land Transportation Office		
1 original Tricycle Operators and Drivers Association (TODA) Certification		TODA President		
1 photocopy of Professional Driver's License		Driver		
1 Picture (2x2)		Client		
1 Stencil of Motor and Chassis		Tricycle for application		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For renewal applications, client fills up the Public Motorized Tricycle Service Request Form (PMTSRF) attached with the following initial requirements: 1 photocopy each of OR, CR and Driver's License, original TODA Certification, original CTC and Barangay Clearance / Certification.	1. CTRU Staff shall fill up the Payment Order Form (POF) and review submitted documents.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, or Transportation Regul'n. Officer I</i>
1.1 For approved new applications, client fills up the PMTSRF attached with the following initial requirements: 1 photocopy each of OR, CR and Driver's License, original TODA Certification, original CTC and Barangay Clearance / Certification. Client shall comply with the following sidecar requirements: standard backrest,	1.1 CTRU Staff shall inspect the tricycle if it complies with the sidecar requirements. If complied, CTRU Head shall affix signature of approval. CTRU Staff shall up the POF and check submitted documents.	None	5 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, Transportation. Regul'n. Officer I or Supervising Transportation Regulation Officer</i>



body number, lights in the body number, prescribed body paint.				
2. Client settles payment at the City Treasurer's Office. For applicants renewing only their tricycle franchise, client shall secure Account Clearance.	2. City Treasurer's Office staff shall accept the payment based on the POF. 2.1 Issue Official Receipt.	None	3 minutes	<i>City Treasurer's Office</i>

FEES	NEW	1 YEAR
Public Motorized Tricycle		
ICT	25.00	25.00
MTOP FEE	100.00	100.00
REGISTRATION/FILING FEE	150.00	150.00
FRANCHISE FEE	200.00	200.00
STICKER FEE	65.00	65.00
ACCOUNT CLEARANCE	-	50.00
POSO CLEARANCE	-	50.00
ID	50.00	-
TOTAL	590.00	640.00
Penalty (25% of the total fees [P450] + 50% of Franchise Fee) - P212.50		
Interest - P2 per day after 2 months grace period (or 60 days)		

	2.2 Issue Account Clearance to applicants who are renewing their application.	None	5 minutes	<i>City Treasurer's Office</i>
	2.3 Tick the "Recommended for Issuance of Business Permit" box on the IRS, sign the IRS and issue to client.	None	1 minute	<i>City Treasurer's Office</i>
3. Client returns to CTRU Office for further processing.	3. CTRU Staff shall detach the PMTSRF along with the CTC, Barangay Clearance/ Certification, TODA Certification, and photocopy of OR and CR.	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, or Transportation Regul'n. Officer I</i>



	CTRU shall advise the client to secure POSO Clearance.			
4. Client secures POSO Clearance.	4. CTRU Staff shall register the application in the log book.	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	4.1 CTRU Staff shall print the Motorized Tricycle Operator's Permit (MTO). (Note: The image text says MTOP, but the image shows MTO)	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I or Transportation Regul'n. Officer I</i>
5. Client presents complete documents and clearances.	5. CTRU Staff shall assist the client in signing the MTO.	None		<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
6. Client seeks the recommending approval of his/her application.	6. CTRU Staff/Head shall encode the details of the PMT in the Master List.	None	2 minutes	<i>Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I, Supervising Transportation Regulation Officer</i>
	6.1 CTRU Head shall sign the MTO to recommend its approval to the City Mayor.	None	1 minute	<i>Supervising Transportation Regulation Officer</i>
7. Client seeks the final approval of application.	7. City Administrator shall sign the MTO for final approval.			<i>City Administrator</i>
8. Client returns to CTRU for the release of documents and/or sticker.	8. For renewal applications, CTRU Staff shall release the MTO (owner's copy), documentary requirements, and sticker.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	8.1 For new applications, CTRU Staff shall release the MTO (owner's copy) only, and			



	advise the client to complete his/her registration at LTO.			
9. Client registers his application at LTO and shall submit 1 photocopy of the updated OR, CR, and Authorization (if necessary) to CTRU.	9. CTRU Staff shall release the documentary requirements, and sticker to the client.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	TOTAL (for 1 tricycle)		25 MINUTES	

7.2 Mayor's Permit for Passenger Boat Service

This service is for passenger boat operators who apply for a Mayor's Permit in the City of Alaminos.

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Renewal/New applicants of Mayor's Permit for Passenger Boats			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original or photocopy of Community Tax Certificate (CTC)		Barangay of Residence		
1 original and photocopy of Barangay Clearance/Certification		Barangay of Residence		
1 original Barangay Business Clearance (for Lucap operators only)		Lucap Barangay Hall		
1 original City Tourism Office Certification		City Tourism Office		
1 original/photocopy of Association Certification		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For renewal/new applications, client presents his original CTC and Barangay Clearance / Certification, City Tourism Office Certification, and Barangay Business Clearance (for Barangay Lucap Operators only). For new applications, client shall present first the approval from the Office of the City Mayor.	1. CTRU Staff shall fill up the Mayor's Permit for Passenger Boat Application Form (MPPBAF) and check submitted documents.	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2. Client settles payment at City Treasurer's Office and shall secure the following required clearances:	2. City Treasurer's Office staff shall accept the payment based on the Order of Payment.			<i>City Treasurer's Office</i>
	2.1 Issue Official Receipt.			



FEES	1 YEAR
Passenger Boat	1 Boat
ICT	25.00
MAYOR'S PERMIT	100.00
INSPECTION FEE	200.00
LAND TAX CLEARANCE	50.00
ACCOUNT CLEARANCE	50.00
STICKER FEE	65.00
TOTAL	490.00
Penalty (25% of the Mayor's Permit [P100]) = P25	
Interest (2% of the Mayor's Permit and Penalty Fees for every month of delay) = P2.50 per month per boat	

a. Land Tax (new/renewal)	2.2 Issue Land Tax Clearance			
b. Account (renewal)	2.3 Issue Account Clearance			
3. Client returns to CTRU Office for further processing.	3. CTRU Staff shall record in the log book.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	3.1 CTRU Staff shall prepare the Mayor's Permit for Passenger Boat.		3 minutes	
4. Client seeks the recommending approval of his/her application.	4. CTRU Staff/Head shall encode the details of the PB in the Master List.	None	2 minutes	<i>Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I, Supervising Transportation Regulation Officer</i>
	4.1 CTRU Head shall sign the Mayor's Permit to recommend its approval.	None	1 minute	
5. Client seeks the final approval of his/her application.	5. City Administrator shall sign the Mayor's Permit for Passenger Boat for final approval.	None		<i>City Administrator</i>
6. Client returns to CTRU for the release of documents and sticker.	6. CTRU Staff shall release the Mayor's Permit (owner's copy),	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative</i>



	documentary requirements and sticker.			Assistant I, Planning Officer I or Transportation Regul'n. Officer I
	TOTAL (for 1 boat)		13 MINUTES	

7.3 PUV Registration Service

This service is for operators of public utility vehicles (PUV) such as jeepney, mini-bus, bus, and van who apply for annual sticker as prescribed by Municipal Ordinance No. 200

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Renewal/new applicants of annual sticker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of Official Receipt (OR)		Land Transportation Office		
1 photocopy of Certificate of Registration (CR)		Land Transportation Office		
1 photocopy of Provisional Authority (PA) or Certificate of Public Conveyance or equivalent		Land Transportation Franchising and Regulatory Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new/renewal applications, client presents his photocopy of OR, CR and PA or any equivalent.	1. CTRU Staff shall fill up the Payment Order Form (POF).	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2. Client settles his payment at City Treasurer's Office.	2. City Treasurer's Office staff shall accept the payment based on the Order of Payment.		3 minutes	<i>City Treasurer's Office</i>
	2.1 Issue Official Receipt.			

FEES	1 YEAR
PUV	1 unit
ICT	25.00
STICKER	
<i>Jeep/UV</i>	750.00
<i>Mini bus</i>	1,000.00
<i>Ord. Bus</i>	1,000.00
<i>AC Bus</i>	1,500.00



		Taxi	500.00	
3. Client returns to CTRU Office for the release of sticker.	3. CTRU Staff shall record the data in the log book and release the sticker to the client.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	3.1 CTRU Staff shall release the sticker to the client.	None	1 minute	
	TOTAL (for 1 vehicle)		7 MINUTES	

7.4 Request for other documents related to Tricycle

This service is for tricycle-for-hire operators who request for any of the following: Certificate of Transfer of Ownership, Order for Dropping and Permit to Travel.

Office or Division:	City Transportation Regulation Unit (CTRU)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	MTOP Permittees/Tricycle Operators and/or Drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original or photocopy of Community Tax Certificate	Barangay of Residence
1 original or photocopy of Official Receipt (OR)	Land Transportation Office
1 original or photocopy of Certificate of Registration (CR)	Land Transportation Office
1 original or photocopy of MTOP	Client/CTRU
1 original or photocopy of Deed of Sale	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Public Motorized Tricycle Service Request Form (PMTSRF) attached with the necessary requirements.	1. CTRU Staff shall fill up the Payment Order Form (POF).	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2. Client settles payment at City Treasurer's Office.	2. City Treasurer's Office staff shall accept the payment. 2.1 Issue Official Receipt.		3 minutes	

FEES	1 unit
Tricycle	
Order for Dropping	100.00



Substitution of Motor/Unit	100.00
Certification for Cancellation of Franchise	50.00
Special Permit for Out-of-Line Operation	50.00
Fee for the issuance of amended MTOP	100.00
Fare Matrix Fee	150.00
Special Permit	100.00

3. Client returns to CTRU Office for further processing.	3. CTRU Staff shall record in the log book and prepare the document requested in two copies.	None	4 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
3.1 Client affixes his signature if necessary in the document requested.	3.1 CTRU Staff shall assist the client in signing the document if necessary.			
4. Client seeks the recommending approval of his request for Order for Dropping or Permit to Travel.	4. CTRU Head shall sign the requested document for recommending approval (Order for Dropping, Permit to Travel) or for final approval (Certificate of Transfer of Ownership).	None	1 minute	<i>Supervising Transportation Regulation Officer</i>
5. Client seeks the final approval of his application.	5. City Administrator shall sign the Order for Dropping or Permit to Travel for final approval.			<i>City Administrator</i>
6. Client returns to CTRU for the release of the requested document.	6. CTRU Staff shall release the owner's copy of the requested document to the client.	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
TOTAL (for 1 document)			10 MINUTES	



ECONOMIC SERVICES

8. City Assessor's Office External Services



8.1 Request for Certified Copy of Tax Declaration (System Generated Only)

This service covered all issuance of certified true copy of tax declaration (active and encoded in the system only).

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and Any interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or authorization (1 copy)				
Valid ID (1 photocopy)				
Accountable Forms no. 51		Office of the City Treasurer		
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service - Certified True Copy (verbal, written & electronic request)	1. Receive the request of Certified True Copy	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW</i>
	1.1 Search the tax declaration in the system	None	10 minutes	
	1.2 Verify file copy of tax declaration in the book	None	10 minutes	
	1.3 Print out of requested tax declarations	None	3 minutes (per copy)	
2. Payment of corresponding fees	2. Inform the client to pay corresponding fees at the City Treasurer's Office	Certified true copy – 50.00 ICT – 25.00 DST – 30.00	3 minutes	<i>City Assessor/ Asst. City Assessor or Officer- in- Charge</i>
	2.1 Sign the tax declarations and documents	None	5 minutes	
3. Receive and acknowledge the requested tax declarations	3. Release of Certified True Copy upon presentation of Official Receipt.	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ RCC I/ DCW</i>
	TOTAL	P 80.00/copy + P25.00 - ICT	37 minutes	



8.2 Request for Certified Copy of Tax Declaration and Documents

To build up history of transaction per tax declaration.

Office or Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and Any interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or authorization (1 copy)				
Valid ID (1 photocopy)				
Accountable Forms no. 51		Office of the City Treasurer		
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service - Certified True Copy and Documents (verbal, written & electronic request)	1. Receive request	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/Draftsman I/ RCC I/ DCW</i>
	1.1 Clarify the request	None	15 minutes	
	1.2 Start manual verification of tax declarations and documents (series 2018 back to series 1951)	None	3 days	
	1.3 Print out and/or photocopy of requested tax declarations and documents	None	5 minutes (per copy)	
2. Payment of corresponding fees	2. Inform the client to pay corresponding fees at the City Treasurer's Office	Certified True Copy -50.00 Certified Photocopy of documents-50.00 DST- 30.00 ICT - 25.00	5 minutes	
	2.1 Sign the tax declarations and documents	None	10minutes	<i>City Assessor/ Asst. City Assessor or Officer- in- Charge</i>
3. Receive and acknowledge the requested tax declarations and documents	3. Release copy of tax declaration and documents upon presentation of Official Receipt.	None	15 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax</i>



				Mapper IIV/ Draftsman I/RCC I/ DCW
	TOTAL	P 80.00/page + P 25.00 - ICT	3 days, and 27 minutes	

8.3 Annotation and Cancellation of Encumbrances

To reflect any liens or encumbrances, or cancellation and discharge of encumbrances in the tax declaration.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative or Any interested parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Deed of Contract, Loan Mortgage Agreement, Court Orders, Cancellation and discharge of encumbrances, etc. (1 Original Copy)				
Affidavit of Request - if applicable				
Accountable Forms no. 51			Office of the City Treasurer	
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service- Annotation and Cancellation of Encumbrances	1. Receive request	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/RCCI/ DCW</i>
	1.1 Review documents	None	10 minutes (per deed of contract)	
	1.2 Search and verification of records (In-house system and office file)	None	10 minutes	
2. Payment of corresponding fees	2. Require the client to pay corresponding fees at the City Treasurer's Office	-P150.00 ICT-25.00	3 minutes	<i>City Treasurer's Office</i>
	Annotation (Loan Availment)	25% of 1% of the loan amount + ICT – 25.00		
	Annotation (other encumbrances)	150.00 + ICT-25.00		
	Cancellation	P150.00 + ICT-25.00		
	2.1 Reflect annotation or cancellation into the affected tax	None	10 minutes (per TD)	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/</i>



	declaration (office file and owner's copy - if available)			<i>Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	2.2 Review and Sign the tax declarations and documents	None	5 minutes	<i>City Assessor/ Asst. City Assessor or Officer- in- Charge</i>
	2.3 Update the system	None	3 minutes (per TD)	<i>LAOO III/ LAOO IV</i>
3. Sign in the log sheet of annotation and cancellation of encumbrances and receive the annotated owner's copy if available	3. Update the log sheet	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	3.1 File Records	None	15 minutes	
	TOTAL	Annotation of Loan Availment - 25% of 1% of the Loan Amount Cancellation- P 150.00 ICT – P 25.00	1 hour and 2 minutes	

8.4 Request for Certificate of No or with Improvement

To update the status of a parcel of land.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and any interested parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Deed of Conveyance				
Tax Declaration - if available				
Accountable Forms no. 51			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service- Certificate of No or With Improvement	1. Receive and discuss the request	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/</i>



	1.1 Verification of records (In case the record of assessment is available proceed to preparation of Certification)	None	10 minutes	<i>Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ RCC I/ DCW</i>
	1.2 Upon verification and no record of assessment of improvement, Set date of Inspection	None	10 minutes	
	1.3 Conduct Ocular inspection (In case the property is with improvement and no record of assessment, refer to Issuance of Tax declaration of new building and other improvements)	None	within the day	<i>Tax mapper III/ Tax mapper I/ Draftsman I/ Administrative Asst III/ Administrative Aide I/Administrative Aide</i>
	1.4 Update Inspection log book	None	10 minutes	<i>Tax mapper IV/ Tax mapper I/ Draftsman I/ Administrative Asst. III/ Administrative Aide I</i>
	1.5 Verification of tax declaration	None	30minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW</i>
	1.6 Prepare Certification	None	10 minutes	
2. Payment of corresponding fees	2. Issue payment slip and pay corresponding fees at the City Treasurer's Office	Certificate of No/ with Improvement – 50.00 ICT- 25.00 DST-30.00	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW</i>
	2.1 Sign the Certification	None	5 minutes	<i>City Assessor/ Asst. City Assessor or Officer-in-Charge</i>
3. Receive and acknowledge the requested certification	3. Release of desired request upon presentation of Official Receipt.	None	10 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative</i>



				Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW
	TOTAL	P 105.00	2 days & 35 minutes	

8.5 Issuance of Tax Declaration for New Building

To appraise and assess buildings and other improvements within the city.

Office or Division:	City Assessor's Office				
Classification:	Complex				
Type of Transaction:	G2C, G2B, G2G				
Who may avail:	Real Property Owners or authorized representative				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Copy of Building plan and/or permit - optional		Office of the City Engineer			
Special Power of Attorney - if applicable (1 original copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for the service – Issuance of Tax Declaration for New Building	1. Receive request	None	2 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW	
	1.1 Set date of ocular inspection - if needed	None	5 minutes	Tax mapper IV/ Tax mapper I/ Draftsman I/ Administrative Asst III/ Administrative Aide I	
	1.2 Conduct Ocular inspection	None	within the day		
	1.3 Fill-up Field Appraisal and Assessment Sheet and Form	None	15 minutes		
	1.4 Assigning of PIN	None	None	10 minutes	Tax mapper IV/ Tax mapper I/ Draftsman I/ Administrative Asst III
	1.5 Appraise and assess real property	None	None	within the day	LAOO IV/ LAOO III/ Tax mapper IV/ Tax mapper I/ Draftsman I
	1.6 Processing and updating of records to the systems <i>(In case of lack of information and discrepancies, the client shall notify immediately)</i>	None	None	1 hour (per TD)	Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/ Administrative Aide I



	1.7 Generate Tax Declaration and Notice of Assessment	None	10 minutes	Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/ Administrative Aide I
	1.8 Review of all documents, tax declaration and notice of assessment	None	15 minutes	Local Assessment Operations Officer
2. Sign the Tax declaration, Notice of Assessment, FAAS and Sworn Statement	2. Inform the Client regarding the new tax assessment	None	15 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW
	2.1 Approval of tax declaration and notice of assessment	None	5 minutes	City Assessor/ Asst. City Assessor
3. Receive and acknowledge newly issue tax declaration and notice of assessment	3. Issue tax declaration and Notice of Assessment	None	10 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ Draftsman I/ RCC I/ DCW
	3.1 File Records	None	1 hour	
TOTAL		NONE	2 days, 3 hrs. & 27 minutes	

8.6 Complex Subdivision or Consolidation of Lots

This services covers the issuance of tax declaration as per partition of one lot into two or more parcel or consolidation of two or more parcel into one.

Office or Division:	City Assessor's Office
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Real Property Owners or authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Affidavit of Request (1 original copy)	
Confirmation of Subdivision or Consolidation (1 original copy)	
Affidavits - if applicable (1 original copy)	
Special Power of Attorney - if applicable (1 original copy)	



Copy of Approved or certified survey plan (1 copy)					
Electronic or photocopy of Title - if titled property (1 set)					
Certifications - if applicable (1 original copy)					
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit and Presentation of Documents	1. Receive documents	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>	
	1.1 Check the availability of basic requirements	None	5 minutes		
	1.2 Set date of ocular inspection	None	2 minutes		
	1.3 Conduct Ocular inspection	None	Within the day		
	1.4 Assigning of PIN	None	1 hour		
	1.5 Pre-review, comments and suggestion	None	within the day		<i>City Assessor/ Asst. City Assessor</i>
	1.6 Assigning of PIN	None	within the day		<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.7 Processing and updating of records to the systems	None	1 hour per TD		
	1.8 Generate Tax Declaration and Notice of Assessment	None	2 minutes per TD		
	1.9 Review of all documents, tax declaration and notice of assessment	None	10 minutes	<i>Local Assessment Operations Officer</i>	
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>	
	2.1 Approval of tax declaration and notice of assessment	None	10 minutes	<i>City Assessor/ Asst. City Assessor</i>	
2.2 Receive and acknowledge newly issue tax declaration and notice of assessment	2.2 Issue and released tax declaration and Notice of Assessment	None	5 minutes	<i>LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I</i>	
	2.3 File Records	None	25 minutes (per RPU)	<i>LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I</i>	
	TOTAL	None	3 days, 3 hours and 5 minutes		



8.7 Simple Conformity with Title

To tie up record of assessment based on title issued.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic or photocopy of Title (1 set)		Register of Deeds or Owner's Copy		
Affidavit or letter of Request (1 original copy)				
Confirmation of Subdivision or Consolidation - if applicable (1 original copy)				
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved survey plan – optional (1 copy)				
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAAll/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2 Processing and updating of records to the systems	None	1 hour	
	1.3 Generate Tax Declaration and Notice of Assessment	None	2 minutes (per TD)	
	1.4 Review of all documents, tax declaration and notice of assessment	None	10 minutes	
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>LAOO IV/ Tax mapper IV/ Tax mapper I/ Draftsman I/ LAOO III/ / Admin Asst. III/ DCW/ Admin Aide VI/ Admin Asst IV/ Admin Aide I</i>
	2.1 Approval of tax declaration and notice of assessment	None	10 minutes	
3. Receive and acknowledge newly issue tax declaration and notice of assessment	3. Issue tax declaration and Notice of Assessment	None	5 minutes	<i>LAOO IV/ Tax mapper IV/ LAOO III/ / SAA II/ Assessment Clerk I/ Admin Asst. III/ DCW/ Admin Aide VI/ Admin Asst IV/ Admin Aide I/ RCC I</i>
	3.1 File Records	None	25 minutes	



	TOTAL	None	1 hour and 34 minutes	
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8.8 Simple Subdivision or Consolidation of Lots

This services covers the issuance of tax declaration as per partition of one lot into two or more parcel or consolidation of two or more parcel into one.

Office or Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Real Property Owners or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Affidavit or letter of Request (1 original copy)	
Confirmation of Subdivision or Consolidation (1 original copy)	
Affidavits - if applicable (1 original copy)	
Special Power of Attorney - if applicable (1 original copy)	
Copy of Approved or certified survey plan (1 copy)	
Electronic or photocopy of Title - if titled property (1 set)	
Certifications - if applicable (1 original copy)	
Tax Clearance or Real property tax receipt for the current year	Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ RCC I/ DCW</i>
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2 Set date of ocular inspection - if applicable	None	2 minutes	
	1.3 Conduct Ocular inspection	None	within the day	
	1.4 Processing and updating of records to the systems	None	30 minutes (per TD)	
	1.5 Generate Tax Declaration and Notice of Assessment	None	2 minute (per TD)	
	1.6 Review of all documents, tax declaration and notice of assessment	None	10 minutes	



2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ RCC I/ DCW</i>
	2.1 Approval of tax declaration and notice of assessment	None	5 minutes	
3. Receive and acknowledge newly issue tax declaration and notice of assessment	3. Issue tax declaration and Notice of Assessment	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Tax mapper I/ Tax mapper IV/ RCC I/ DCW</i>
	3.1 File Records	None	25 minutes	
TOTAL		None	1 day, 1 hour and 31 minutes	

8.9 Simple Transfer of Ownership

This service covered all simple transfer of ownership of real property from the previous owner to the new owner.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G7			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registered Deed of Conveyance - sale, donation, extra judicial settlement, etc. (1 original copy)			Office of the Register of Deeds	
Certificate authorizing registration (1 photocopy)			Bureau of Internal Revenue	
Photocopy or electronic copy of Title - if titled property (1 set)			Owner's Copy or Office of the Register of Deeds	
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved or certified survey plan - if applicable (1 copy)				
Transfer Tax Receipt			Office of the City Treasurer	
Tax Clearance or Real property tax receipt for the current year			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ Assessment Clerk III/ Administrative Asst</i>
	1.1 Check the availability of basic requirements	None	5 minutes	



				<i>III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/</i>
	1.2 In case the transaction is with building, machineries or other improvements, the Client and Tax mappers shall set date of ocular inspection	None	5 minutes	<i>Tax mapper III/ Tax mapper I/ Administrative Aide/ Administrative Aide I</i>
	1.3 If the transaction is land only and/or the building or any other improvements that are recently assessed, proceed to preparation of Tax declaration and Notice of Assessment	None		<i>LAOO IV/ LAOO III/ Assessment Clerk III/ Assessment Clerk I/ Admin Assy III/ DCW/ Admin Aide VI/ Admin Asst. IV/ RCC I</i>
	1.4 Conduct Ocular inspection	None	within the day	<i>Tax mapper III/ Tax Mapper I/ Admin Asst III/ Admin Aide I/ Admin Aide</i>
	1.5 Fill-up Field Appraisal and Assessment Sheet and Form	None	30 minutes	
	1.6 Assigning of PIN	None	20 minutes	<i>Tax mapper III/ Tax Mapper I/ Admin Asst III</i>
	1.7 Appraise and assess of real property	None	1 hour	<i>LAOO IV/ LAOO III/ DCW/ Assessment Clerk III/ Assessment Clerk I</i>
	1.8 Processing and updating of records to the systems	None	1 hour (per TD)	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>
	1.9 Review of all documents, tax declaration and notice of assessment	None	20 minutes	<i>Asst. City Assessor/ LAOO IV/ LAOO III</i>
2. Sign the Tax declaration, Notice of Assessment, FAAS and Sworn Statement	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>
	2.1 Approval of tax declaration and notice of assessment	None	30 minutes	<i>City Assessor / Asst. City Assessor</i>
3. Receive and acknowledge newly issue tax declaration and notice of assessment	3. Issue tax declaration and Notice of Assessment	None	15 minutes	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>
	3.1 File Records	None	25 minutes	
	TOTAL		1 day, 4 hours and 40 minutes	



ECONOMIC SERVICES

9. City Public Employment Service Office External Services



9.1 Assistance to Job Seekers in Applying Local and Overseas Employment

This service shall help jobseekers to find productive and gainful work opportunities both for local and overseas employment.

Office or Division:	City Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication letter/ request letter with complete information details.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant registers in the logbook and fills- out the National Skills Registration Program (NSRP) Jobseekers Registration Form.	1. PESO staff accepts duly accomplished biodata/ resume and profiles for possible referral.	None	5 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III</i>
	1.1 PESO staff encodes data of applicant to the PESO Employment Information System (PEIS)	None	5 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III</i>
	1.2 PESO staff files duly accomplished biodata/resume for reference.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III</i>
TOTAL		None	12 Minutes	



ECONOMIC SERVICES

10. City Agricultural and Biosystems Engineering Office External Services



10.1 Submission of Request of Farm Machinery and Equipment, Irrigation and Post-Harvest Facilities, Farm-to-Market Road and Agriinfrastructure

This service is for Barangay and Organized Farmers Associations/ Cooperatives who request/apply for the above facilities from the City Government of Alaminos and National Government Agencies.

Office or Division:	City Agricultural and Biosystems Engineering Office			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C			
Who may avail:	BARANGAY, ORGANIZED FARMERS ASSOCIATIONS/ COOPERATIVES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (Association/ Cooperative)- <i>1 Original Copy</i>		Requesting client		
Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the machinery/equipment/ facility signed by majority members of the Board of Directors- <i>1 Original Copy</i>		Requesting client		
List of members with corresponding signatures and service area- <i>1 Original Copy</i>		Requesting client		
SEC/DOLE/CDA Certificate of Registration- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- <i>1 Original Copy</i>		SEC/ DOLE/ CDA		
Profile of Farmers Organization- <i>1 Original Copy</i>		Requesting client		
MAO/ABE Endorsement- <i>1 Original Copy</i>		Agricultural and Biosystems Engineer Office / City Agriculture Office		
Project Utilization Proposal- <i>1 Original Copy</i>		Requesting client		
Utilization Report of all project acquired from DA/LGU/PhilMEch and other Government Agencies- <i>1 Original Copy</i>		Requesting client		
Latest audited financial statement- <i>1 Photocopy</i>		Requesting client		
Certificate of availability of fund- <i>1 photocopy of passcode</i>		Requesting client		
GeoTagged Photos- <i>1 Original Copy</i>		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitor's Logbook in the Office Information Desk	1. Give the Visitor's Logbook	None	1 minute	<i>Agriculturist, Agri. Tech. II or Admin. Aide</i>
2. Fill-up the Present Pre-required Documents	2. Review as to completeness of documents (For incomplete attachments, return for compliance)	None	1 hour	<i>OIC-ABE or Agriculturist I</i>
	2.1 Conduct Validation	None	1 day	
	2.2 Review of Validation	None	1 hour	
	2.3 Report and Endorsement of all qualified recipients	None	1 hour	



3. Client notified as to the status of application	3. Notify the applicant if they are among the target recipient	None	5 minutes	OIC-ABE or Agriculturist I
	3.1 Notify recipient once release of requested machineries/ equipment is ready	None	5 minutes	
TOTAL		NONE	1 DAY 3 HOURS & 11 MINUTES	

10.2 Submission of Validation, Inspection and Monitoring Reports for Agri-infrastructure.

This service is to provide technical assistance in validation, inspection and monitoring reports and submission for Agricultural Infrastructures.

Office or Division:	City Agricultural and Biosystems Engineering Office			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B			
Who may avail:	LGU's, BARANGAY, ORGANIZED FARMERS ASSOCIATIONS/ COOPERATIVES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent / Resolution- <i>1 Original copy</i>		Requesting client		
Proof of Ownership (Usufract or Donation)- <i>1 Original Copy</i>		Requesting client		
SEC/DOLE/CDA Certificate of Registration- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
Validation Report- <i>1 Original Copy</i>		Agricultural and Biosystems Engineer Office		
Pre-Implementation pictures (Geotagged Photos) of the project site- <i>1 Original Copy</i>		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitor's Logbook in the Office Information Desk	1. Give the Visitor's Logbook	None	1 minute	<i>Agriculturist, Agri. Tech. II or Admin. Aide</i>
2. Fill-up the Present Pre-required Documents	2. Review as to completeness of documents (For incomplete attachments, return for compliance)	None	1 hour	<i>OIC-ABE or Agriculturist I</i>
	2.1 Conduct Field Validation	None	1 day	
	2.2 Review of Validation	None	1 hour	
3. Client notified as to the status of application	3. Notify the applicant if they are among the target recipient	None	5 minutes	<i>OIC-ABE or Agriculturist I</i>
TOTAL		NONE	1 DAY 2 HOURS & 6 MINUTES	



SOCIAL SERVICES

11. City Health Office External Services



11.1 Medical Consultation & Issuance of Medical certificate

General consultation, treatment, prevention and control of illness/diseases/ health problems.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request	Doctor			
Official Receipt	City Treasurers Office			
Anti-rabies Vaccine	Private Pharmacy			
Philhealth ID/ Member Data Record	Philhealth Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration	1. Enlistment/ registration of patient to PCF for Konsulta Package using Philhealth Portal	None	3-15 minutes	<i>Administrative Aide I and Admin Staff assigned</i>
	1.1 Filling-out of patient's data using iClinicSys			
	1.2 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2. History taking and assessment	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	2.1 Request for laboratory examination if needed			
	2.2 Refer for slit-skin smear at Western Pangasinan District Hospital (WPDH)			
	2.3 Prescription of anti-rabies vaccine			
3. Payment of Laboratory test at the City Treasurers Office	3. Accepts payment and issue Official receipt		5 mins	<i>Treasurer's Office Staff</i>
	Drug test	Php 250		
	Urinalysis	Php 60		
	Fecalalysis	Php 60		
	CBC	Php 300		
	Cloting/Bleeding Time	Php 120		
	Blood Typing	Php 150		
	Hepa B	Php 250		
	Direct Sputum Smear Microscopy	Free for follow-up only		
Medical Certificate	Php 100			
4. Present OR for laboratory test	4. Testing	None	30 mins	<i>Medical Technologist IV, Medical Technologist II</i>



	4.1 Record and Release of results		2 minutes (other laboratory test) 7 days (gene expert)	<i>Medical Technologist IV, Medical Technologist II or Administrative Assistant I (Computer Operator I) and Administrative Aide I and Administrative Aide I (Casual- Medical Technologist)</i>
5. Provide Vaccine for Anti-rabies	5. Vaccination	None	5 mins	Nurse II
	5.1 Fill-out Rabies Exposure Registry & Issuance of vaccination card			
6. Present Laboratory Results & Official receipt for medical certificate	6. Evaluate Results	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	6.1 Diagnosis, Health Education and treatment/ referral (if necessary)			
	6.2 Issuance of Medical Certificate			
	TOTAL		Php 675.00	1 hour & 5 mins

11.2 Signing of Certificate of Death

Review the circumstances on the cause of death

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Relatives of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Hospitals/Funeral Parlor		
Barangay Certificate		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completely filled-out Certificate of Death & Barangay Certificate if patient died at home	1. Verify and review data	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	1.1 Interview nearest kin or friends who has knowledge on the probable cause of death (if died at home)			
2. Receive the signed certificate of death	2. Review & sign	None	10 mins	
	TOTAL	None	1 hour & 5 mins	



11.3 Medico-legal & Postmortem Examination

Help to determine the injuries and confirm a known or suspected diagnosis of the disease which cause the death of the patient for legal purposes

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Person with Injuries / Death case			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medico-legal / Postmortem Request		PNP/POSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request for conduct of Medico-legal/ Postmortem from PNP or POSO	1. Verify request and data	None	5 minutes	Admin staff assigned
	1.1 Taking of vital signs (for medico-legal)			
2. Consultation (for medico-legal)	2. Interview and assessment (for medico-legal)	None	20 minutes	City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II
	2.1 Medico-legal examination			
3. Identify the cadaver	3. Conduct of postmortem examination	None	24 hours after the conduct of post mortem examination	
	3.1 Record examination findings			
4. Receive result	3.2 Accomplish Postmortem & Medico-legal report	None	2 minutes	
	4. Record & Release of medico-legal report			
	4.1 Submit Postmortem report to proper authority	None	2 minutes	
	TOTAL	None	2 days	

11.4 Pre-marriage Orientation and Counseling

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for their married life

Office or Division:	City Health Office		
Classification:	Simple		
Type of Transaction:	G2C-Government-to-Citizens		
Who may avail:	Would-be couples		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application for Marriage		Local Civil Registry Office	



Pre-marriage registration checklist		Local Civil Registry Office		
Certificate of non-availability of PMC		Referring LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents pre-registration checklist from LCR. (if from Alaminos City) or certificate of non-availability of PMC for those from other municipalities)	1. Population staff verifies the checklist or certificate and instruct the client to answer the MEIF	None	1 minute	Nutrition Officer II or Nutrition Officer I
2. Client answers the individual Marriage Expectations Inventory Form	2. Population Staff shall receive and check the completeness of the MEIF	None	7 Minutes	
3. Client signs in the PMOC logbook and POPCOM Form 1	3. Population staff shall check the information in the logbook and give schedule for PMOC session, and/or PMC Session for identified clients 25 y/o & below	None		
4. Client attend the PMOC Session	4. Alaminos City PMOC Team conduct the PMOC Session	None	4 hours	Alaminos City PMOC Team
	4.1 Population officer shall release the Certificate of Compliance	None	1 minute	
5. Clients 25 y/o and below shall undergo Pre-marriage Counselling (PMC)	5. Alaminos City PMOC team shall endorse couples for PMC to the certified		1 minute	Alaminos City PMOC Team
TOTAL		None	4 hrs and 10 minutes	

11.5 Nutrition: Out- Patient Therapeutic Feeding

Provide treatment to severely malnourished children to reduce the risk of excess mortality and morbidity

Office or Division:	City Health Office		
Classification:	Simple		
Type of Transaction:	G2C-Government-to-Citizens		
Who may avail:	Severely malnourished children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to Nutrition Section as referred by CHVs	1. Assist client	None	5 minutes	<i>Nutrition Officer II or Nutrition Officer I</i>
	1.1 Interview patient's guardian for personal details and diet history of the child	None		
	1.2 Assist patient for medical check-up	None		
2. Patient undergo medical consultation supplementary food & health education	2. Medical officer shall conduct medical assessment using the OTC form and provide prescription. food and dietary counselling for the patient	None	10 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
3. Patient shall undergo appetite test and receive nutrition commodity and counselling	3. Nutrition staff conducts appetite test	None	15 mins	<i>Nutrition Officer II or Nutrition Officer I</i>
	3.1 Nutrition staff provide nutrition commodity/therapeutic feeding based on the nutrition assessment and conduct nutrition counselling			
	3.2 Nutrition staff advise guardian on follow-up schedule			
TOTAL		None	30 minutes	

11.6 Dental Services

To provide dental care to patients

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration	1. Filling-out of Health Declaration Form and patient's data form	None	3 minutes	<i>Admin Staff Assigned</i>
	1.1 Taking of vital signs and chief complaint		5 minutes	
2. Consultation	2. History taking	None	5 minutes	<i>Dentist II</i>
	2.1 Conduct of Basic Oral examination		10 minutes	
	2.2 Assess if for tooth extraction or observation and prescription		10 minutes	



3. Patient undergo Tooth Extraction	3.1 Prepare dental instruments and equipment	None	15 minutes	<i>Dentist II or Admin staff assigned</i>
	3.2 Conduct of tooth extraction			
4. Receive prescription	4. Prescription	None	5 minutes	<i>Dentist II</i>
	4.1 Health Education			
TOTAL		None	53 minutes	

11.7 Social Hygiene Clinic: Sexually Transmitted Infections (Vaginal Smearing)

Early detection & treatment of infections

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	All Female Sex Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Card		BOSS		
Official Receipt		City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present health cards for registration	1. Validate health cards	None	1 minute	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2. Payment of fees at the City Treasurer's Office	2. Receive payment & issue Official Receipt (OR)	Php 75.00	5 minutes	<i>City Treasurers Office Staff</i>
2.1 Present OR	2.1 Validate OR	None	10 minutes	<i>Medical Technologist IV and Medical Technologist II</i>
	2.2 List the names to be tested in the logbook			
	2.3 Properly label the slides			
	2.4 Do the vaginal smearing and submit specimen to the laboratory			<i>Nurse II and Sanitation Inspector II/Sanitation Inspector I</i>
	2.5 Examine the specimen submitted			None
	2.6 Record and release result			
3. Present Laboratory Results	3. Health Education, Diagnosis & Treatment	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
TOTAL		Php 75.00	1 hour and 21 minutes	



11.8 HIV/ AIDS Prevention and Control

Early detection, counseling & referral

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Filling-out of patient's data form	None	3 minutes	<i>Administrative Aide I and Admin staff assigned</i>
	1.1 Taking of vital signs, weight & height, chief complaint			
2. Consultation	2. History taking and assessment	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	2.1 Request for HIV Counselling & Testing (HCT)			
3. Present laboratory request for HCT	3. Conduct Pre-test counselling	None	1 hour	<i>Medical Specialist II</i>
	3.1 HIV testing	None		
	3.2 (A) Record and Release of result if non-reactive	None		<i>Medical Technologist IV</i>
	3.3 (B) Record and refer for confirmatory testing if reactive result			
	3.4 Post-test counselling			
4. Present Laboratory Results	4. Diagnosis & Health Education	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
TOTAL		None	1 hour and 13 minutes	

11.9 Laboratory Services

To validate diagnosis, predict disease severity and monitor disease progression. To find out whether or not a person has taken a prohibited drug.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C-Government-to-Citizens
Who may avail:	ALL



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card/ Health Card		Client		
Official Receipt		Treasurer's Office		
Laboratory Request		Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Verify Identity, purpose and laboratory request (Patients with Konsulta Registration Confirmation Receipt (PHIC Konsulta laboratory Package - FREE CBC,Urinalysis, Fecalalysis,Lipid Profile,FBS, Creatinine))	None	3 minutes	<i>Medical Technologist IV, Medical Technologist II or Administrative Assistant I (Computer Operator I) and Laundry Worker I and Administrative Aide I (Casual-Medical Technologist)</i>
	1.1 Log patients data			
2. Payment of fees at the City Treasurer's Office	2. Receive payment & issue Official Receipt (OR)		5 minutes	<i>City Treasurers Office Staff</i>
	Drug test	Php 250		
	Urinalysis	Php 60		
	Fecalalysis	Php 60		
	CBC	Php 300		
	Cloting/Bleeding Time	Php 120		
	Blood Typing	Php 150		
	Hepa B Screening	Php 250		
	HIV Screening	Php 500 for Walk-in (Free for DOH program)		
	Syphilis	Php 250 (Free for DOH program)		
	Direct Sputum Smear Microscopy	Free for follow-up only		
	Gram Stain	Php 100		
	FBS	Php 200		
	Cholesterol	Php 250		
	Uric Acid	Php 200		
Blood Urea Nitrogen	Php 200			
Creatinine	Php 200			
ICT	Php 25			
3. Fill-out and sign Drug Testing form and Submit (for drug testing)	3. Check form if completely filled-out and signed (for drug testing)		3 mins	<i>Medical Technologist IV, Medical Technologist II or Administrative Assistant I (Computer Operator I) and Laundry Worker II and</i>



				<i>Administrative Aide I (Casual-Medical Technologist)</i>
	3.1 Observe Urine Collection with proper instruction		2 mins	<i>Administrative Assistant I (Computer Operator I) and Laundry Worker I</i>
4. Submit Specimen for testing	4. Collect and label specimen		30 mins	<i>Medical Technologist IV or Medical Technologist II</i>
	4.1 Testing			
5. Receive laboratory results	5. Encoding/ Recording and issuance of results		5 mins	<i>Medical Technologist IV, Medical Technologist II, Administrative and Assistant I (Computer Operator I)</i>
	TOTAL	-----	53 minutes	

11.10 Hemodialysis Treatment

Early diagnosis & to treat advance Kidney Failure

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory results		Hospitals/DOH accredited laboratories		
Doctor's Referral		Nephrologist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on admission for dialysis treatment	1. Provide laboratory checklist	None	5 minutes	<i>Nurse I, Administrative Aide I (Casual- Nurse Dialysis)</i>
	1.1 Inform patient on the rules and regulations of the clinic.			
2. Submit requirements	2. Check if all requirements are completed	None	20 minutes	<i>ACDC Medical Director</i>
2.1 Present laboratory requirements to the nephrologist	2.1 Assessment & schedule for treatment			
2.2 Initial registration of new patient	2.2 Obtain informed consent for HD treatment			
	2.3 Fill out patient's chart	None		
3. Patient registration	3. Fill-out health declaration form	None	5 mins	<i>Nurse I or Administrative Aide I (Casual- Nurse Dialysis)</i>



	3.1 Obtain vital sign, height & pre-weight	None		
4. Hemodialysis Treatment	4. Prepare HD machines for treatment	None		<i>Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI</i>
	4.1 Conduct of HD treatment with administration of prescribed medications, monitoring of the patient & health education	None		
	4.2 Refer to the doctor on duty for any complications	None		
	4.3 Terminate HD treatment & assess patient including post HD weight & record	None		
5. Payment of fees	5. Compute the total cost & issue Official Receipt	Non PhilHealth Member: 6,350.00 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Individual paying PhilHealth member: 650 (for every new lo-flux dialyzer)	10 minutes	<i>Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI</i>
6. Obtain clearance slip	6. Issue clearance slip & discharge the patient	None	5 mins	<i>Administrative Assistant II or Administrative Aide VI</i>
	TOTAL	Non PhilHealth Member: 3,250 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Individual paying PhilHealth member: 650 (for every new lo-flux dialyzer)	53 minutes	

11.11 Sanitary Service: Application for Sanitary Permit to Operate

Ensure standard on the Sanitary Code of the Philippines

Office or Division:	City Health Office		
Classification:	Simple		
Type of Transaction:	G2C-Government-to-Citizens		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Official Receipt			City Treasurer's Office
Health Card			BOSS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to BOSS	1. Sanitation Inspector assess and checking of checklist of requirements	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2. Payment of sanitary permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	100.00	5 mins	<i>City Treasurers Office Staff</i>
3. Proceed to BOSS and present required documents and Official Receipt	3. Evaluation of required documents (health certificate)	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.1 Receive Sanitary Permit	3.1 Record and release of Sanitary Permit to Operate	None		
	TOTAL	Php 100.00	15 minutes	

11.12 Sanitary Service: Application of Health Certificate

Determine health status of an individual

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C-Government-to-Citizens
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
Laboratory Request		BOSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to BPLO	1. BPLO asses and issue order of payment	None	5 mins	<i>BPLO</i>
2. Payment of fees at the City Treasurers Office	2. Receive payment and issue Official Receipt	Drug Testing-250.00 Urinalysis- 60.00 Fecalalysis- 60.00 Certificate- 100.00	5 mins	<i>City Treasurers Office Staff</i>
3. Clients proceed to laboratory	3. Conduct the required laboratory examinations	None	10-30 mins	<i>Medical Technologist II, Medical Technologist I, Administrative Assistant I (Computer Operator, Laundry Worker II , AAdin Aide I (Casual- Medical Technologist)</i>
	3.1 Release laboratory results			
4. Present laboratory results and Official Receipt	4. Evaluation of laboratory results	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
4.1 Receive Health Certificate	4.1 Recording and Issuance of Health Certificate			



	TOTAL	Drug Testing-250.00 Urinalysis- 60.00 Fecalysis- 60.00 Certificate- 100.00	30-45 mins	
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11.13 Sanitary Service: Application of Transfer Permit of Cadaver/Remains

Health requirement & legal purposes

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt	City Treasurer's Office			
Certification of death	Doctor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to CHO	1. Sanitation Inspector assess and provide checklist of requirements	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2. Payment of Transfer Permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	Php 100	5 mins	<i>City Treasurers Office Staff</i>
3. Present required documents and Official Receipt	3. Review of Documents (death certificate)	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.1 Receive Transfer Permit	3.1 Recording and Issuance of Transfer Permit			
	TOTAL	Php 100	15 mins	

11.14 Sanitary Service: Application for Water Potability Certificate (Water Refilling Stations & ACWD)

Safe water for human consumption

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt	City Treasurer's Office			



Bacteriological & Chemical test results		DOH accredited laboratories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to CHO	1. Sanitation Inspector assists the client	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2 Payment of Water Potability Certificate at the City Treasurers Office (water refilling stations only)	2. Receive payment and issue Official Receipt	Php 130	5 mins	<i>City Treasurers Office Staff</i>
3. Submission of result of Bacteriological examination from duly accredited laboratory by DOH (ACWD & Water Refilling Stations)	3. Review of Water potability result	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.1 Present required documents and Official Receipt	3.1 Recording and Issuance of Water Potability Certificate if results are normal			
TOTAL		Php 130.00	15 mins	

11.15 Sanitary Service: Address Sanitary Complaints

To provide necessary actions to the complaints.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of complaint to City Administrators Office/ City Health Office	1. Receive and assess letter of complaint	None	10 mins	<i>City Health Officer, Sanitation Inspector II and Sanitation Inspector I</i>
	1.1 Issuance of Mission Order by the City Health Officer	None	2 mins	<i>City Health Officer</i>
2. Accompany Sanitation Inspector/s	2. Coordinate to Barangay Officials	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
	2.1 Inspection of site		30 mins	
	2.2 Accomplish report	None	1 hour	
	2.3 Submit report to Archives Office for appropriate action	None	2 mins	
TOTAL		None	1-2 hours	



11.16 Maternal Care & Family Planning

To ensure population control health of women during pregnancy, childbirth and postnatal period.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booklet ni Nanay		Birthing Facility		
PhilHealth Members Data Form		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration for Pre-natal check-up	1.1 Filling-out of patient antenatal chart	None	2 mins	<i>Medical Specialist II, Nurse III, Midwife III and Midwife II</i>
	1.2 Conduct Antenatal check-up			
	1.3 Health Education and prescription of vitamins		10 mins	
	1.4 Update antenatal chart and release booklet ni Nanay		5 min	
	1.5 Admission if patient is in active labor			
2. Labor and Delivery	2.1 Monitoring labor and delivery		N/A	
	2.2 Delivers baby			
	2.3 Refer patient to Higher Health facility (if labor is prolonged)		30 mins	
	2.4 Monitor mother and child after delivery		24 hours	
3. Postpartum check-up & Family Planning	3.1 Conduct newborn screening and to the baby and discharge internal examination to the mother		10 mins	
	3.2 Conduct hearing screening test to the baby		N/A	
	3.3 Suggest family planning methods suitable for the patient		10-15 mins	
	3.4 Give the pills/injection/condoms with advised			
	3.1.5 Update patient's chart and discharge the mother and child with advise			
	TOTAL	None	24 hours-36 hours	



11.17 Primary Health Care: Immunization

To avoid vaccine preventable diseases

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	0-12 months old baby/ pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booklet ni Nanay		Birthing Facility/ Respective Barangay Health Center		
Immunization card		Respective Barangay Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present immunization card/ booklet ni Nanay	1.1 Review immunization card/ booklet ni Nanay	None	5 mins	Midwife III and Midwife II
	1.2 Taking of vital signs, height and weight		2 mins	
2. Client undergo Immunization	2.1 Conduct immunization		30 mins	
	2.2 Observe vaccine reaction to client			
3. Receive immunization card/ booklet ni Nanay	3.1 Update and release immunization card/ booklet ni Nanay			
	TOTAL	None	35 mins	

11.18 Tuberculosis Control Program

Cure the infection & prevent the spread

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission	1. Filling-out of patient's data form	None	3 mins	Administrative Aide I and other Admin Staff Assigned
	1.1 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2. History taking and assessment	None	5 mins	City Health Officer, Assistant CGDH, Medical Specialist II and Medical Officer II
	2.1 Request for chest x-ray			
	2.2 Request for laboratory Direct Sputum Smear Microscopy & GenXpert			



3. Present laboratory request	3. Interview, verify and instruct patient on the collection of the specimen	None	2 mins	Medical Technologist IV, Medical Technologist II
4. Submission of specimen	4. Receive & label specimen	None	10 mins	
	4.1 (A)for GenXpert:Transport specimen to Western Pangasinan District Hospital (WPDH) for testing			
	4.3 (B) for DSSM: staining & microscopy			
	4.4 (A) Receive result from WPDH			
	4.5 Record & Release of result	None	1 min	
5. Present Laboratory Results to the doctor	5. Evaluate Results	None	30 mins	City Health Officer, Assistant CGDH, Medical Specialist II, Medical Officer III, Nurse III and Nurse II
	5.1 Diagnosis, Health Education and enroll for treatment and re			
6. Present Patient TB Treatment Record	6. Releasing of Medicines	None	2 mins	Nurse III and Nurse II
TOTAL		None	1 day& 56 mins	

11.19 Capacity Building/Training/Seminar

Office or Division:	City Health Office – City Epidemiology and Surveillance Unit			
Classification:	Complex Transactions			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All Health Care Services Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation from the Department of Health and other Health Agencies		From the Requesting Group/Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of invitation to the City Health Officer of a specific capacity building/training with profiles of participant	1. Assessment or evaluation of invitation	None	3 minutes	City Health Officer and Nurse IV
	1.1 Orientation on the content of training/seminar		30 minutes	
	1.2 Issuance of Office Order to attend		Depending on the length of the training	
	1.3 Feedback after the attendance		2 days after attending seminar	
TOTAL		None	Depending on the length of the training	



SOCIAL SERVICES

12. City Social Welfare and Development Office External Services



12.1 Assistance to Individual in Crisis Situation

Provision of integrated services such as financial and material assistance

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All citizens of Alaminos City and those from other municipalities and cities who were found in crisis during their stay in the city	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Requirements for Medical Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Any valid or government issued ID (2 photocopy)		
3. Medical Certificate or Medical Abstract (issued within 3 months) (2 photocopy)	Hospital/ clinic	
4. Prescription (Reseta) (2 photocopy)	Hospital/ clinic	
5. Statement of Account for hospital bill (2 photocopy)	Hospital	
6. Laboratory request (for laboratory request) (2 photocopy)	Doctor/Physician	
Requirements for Burial Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Death Certificate (2 photocopy)	LCR	
3. Funeral Contract of Service (2 photocopy)	Servicing Funeral Parlor	
4. 2. Any valid or government issued ID (2 photocopy)		
Requirements for Educational Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Certificate of Enrolment or registration or assessment form (2 photocopy)	School	
3. Current school year Identification Card Statement of Account (for College Students) (2 photocopy)	School	
4. Any valid or government issued ID (2 photocopy)		
Requirements for Transportation Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Police Blotter/ Report (2 photocopy)	PNP/ POSO	
3. SCSR/ Case Summary	CSWDO	



4. Any valid or government issued ID (2 photocopy)				
Requirements for Food Assistance				
1. Certificate of Residency/Indigency of client (1 photocopy, 1 original copy)		Barangay hall where client resides		
1. Any valid identification card of the client/ person to be interviewed; (2 photocopy)				
2. For residents/clients in CRCGs: <ul style="list-style-type: none"> • Project Proposal • Food distribution list 				
Other Requirements may be added depending on the assistance needed.				
1. Food for Work		CSWDO		
2. Cash for Work		CSWDO		
3. Relief Assistance		CSWDO		
4. Non-food Assistance		CSWDO		
5. Emergency Shelter Assistance		CSWDO		
6. Balik- Probinsya Assistance		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements to the CSWDO staff	1. The CSWDO Staff shall assist the client in signing in the logbook 1.1 The CSWDO staff shall receive and verify the submitted requirements for completeness, accuracy, and truthfulness.	None	3 min	SWO III Social Welfare Assistant (SWA), Administrative Aide I
2. The Client will provide the necessary information needed in the AICS form.	2. The CSWDO staff shall interview and gather data to fill-in AICS form and as basis for assessment and recommendation	None	20min	SWO III Social Welfare Assistant (SWA), Administrative Aide I
3. The client will affix his/her signature in the AICS form.	3. The CSWDO staff shall forward the case to the CSWD Officer or CGADH I or designated person in case in the absence of CSWDO/CGADH I for review and to recommend for approval.	None	15 min	CSWDO CGADH I Social Welfare Assistant (SWA), Administrative Aide I
	3.1 The CSWDO staff shall endorse the client to the City Mayor's Office for final approval.			Social Welfare Assistant (SWA), Administrative Aide I
	TOTAL	NONE	38 minutes	



12.2 Persons with Disabilities Affairs Office (PDAO)

Provision of appropriate rehabilitation programs to adults and children with disability- Stimulation and Therapeutic Activity Center (STAC)

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 photocopy)		Barangay hall where client resides		
Medical Certificate (Doctor's Referral) (1 original and 1 photocopy)		Hospital/Physician		
PWD ID (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and intake interview	1. The PDAO staff shall receive, intake, and interview the client and or caregiver	None	20 mins.	<i>Administrative Aide I</i>
2. Evaluation and assessment	2. The Physical Therapist (PT), Occupational Therapist (OT), or Sign Language Trainer will perform the initial evaluation and assessment.	None	20 mins.	<i>Recreation and Welfare Services Officer III, Health Education and Promotion Officer II, Disability Affairs Officer (DAO) IV, Administrative Aide I</i>
	2.1 The PT, OT, or SLT formulates the client's treatment or management plan.	None	May vary as indicated in the treatment plan	<i>Recreation and Welfare Services Officer III or Administrative Aide</i>
3. Physical/ Occupational therapy/Sign Language service	3. The Physical Therapist (PT), Occupational Therapist (OT), or Sign Language Trainer provides the treatment session.	None	60 mins. for OT/PT sessions and 4 hrs. for sign language classes	<i>Recreation and Welfare Services Officer III, Health Education and Promotion Officer II, Disability Affairs Officer (DAO) IV, Administrative Aide I</i>
	3.1 The PDAO staff provides auxiliary services tailored to the client's needs. 3.2 The PDAO staff will assist in coordinating referrals to specialist doctors or other agencies.	None	May vary as indicated in the treatment plan	
4. Signs to log book	4. The therapist/trainer documents the evaluation and services rendered to the client.	None	10 mins.	<i>Recreation and Welfare Services Officer III, Health Education and Promotion Officer II, Disability Affairs Officer (DAO) IV, Administrative Aide I</i>
TOTAL		NONE	1 hour and 5 minutes	



12.3 Case Management (Crisis Intervention Program)

Provision of appropriate interventions program to victims with special protection needs

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order/Request (1 photocopy)		RTC Office		
Birth Certificate (1 photocopy)		LCR		
School Records(1 photocopy)		SCHOOL		
Health Records (1 original copy)		CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will register at the logbook, submit a referral letter.	1. The Social Worker shall receive complaints or referrals which may be in the form of walk-in clients rescued by a referring party (from Barangay, other institutions, other LGUs, PNP other offices, etc.).	None	20 min	<i>CGADH I, SWO III Social Welfare Assistant, Administrative Aide I</i>
2. The client will provide the needed information. Client and family will participate in the Case Management Procedure.	2. CSWDO with client, family & concerned entities will conduct case conference & formulate treatment/intervention plan	None	1 hr	<i>CSWD Officer, CGADH I, Social Welfare Assistant, Administrative Aide I</i>
	2.1 CSWD staff and concerned entities shall implement treatment plan	None	6 months to 1 year or more (May vary as indicated in the treatment plan)	
	2.2 CSWDO with client/family & concerned entities will conduct case conference to monitor and evaluate the case to determine for closure/ termination for referral to other agency.	None	1 hr	
	Total	NONE	2 hrs and 10 minutes	



12.4 Marriage Counselling Services

Conducting PRE-Marriage Counselling to applicants securing their marriage license.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Expectation Inventory Form (MEIF) (1 original copy)		Population Office		
Appointment Slip (1 original copy)		Population Office		
Certification of No accredited Marriage Counselor (if from other municipality) (1 original copy)		From CSWO/MSWDO (origin)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The would-be-couple will attend the Pre - Marriage Counselling (PMC) session	1. The CSWD Officer / Marriage Counsellor shall conduct counseling session to the would-be couple.	None	3 hrs	CSWD Officer, Administrative Officer I
2. The Client will receive the Pre-Marriage Counseling (PMC) Certificate	2. The CSWD Staff shall release the Marriage Counselling Certificate to the would-be couple.	None	3 mins.	CSWD Officer, Administrative Officer I
	Total	NONE	3 hours and 3 minutes	

12.5 Issuance of Referrals, Indigency/Eligibility, Certification, Social Case Study Report (SCSR), Parenting Capability Assessment Report (PCAR) and Solicitation Permits

Issuance of Referral, Assessment Reports & Certification to avail services and assistance.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter/ Checklist		Referring Agency		
2. Request letter/ Checklist		CSWD Office for walk-in clients		
3. Medical Abstract/Medical Certificate (1 photocopy)		Hospital/ Clinic		
4. Certificate of Indigency from Barangay (1 photocopy)		Brgy. Hall where the client resides		
5. Barangay Resolution (1 photocopy)		Brgy. Hall where the client resides		



6. Letter of Intent				
7. Solicitation from CSWDO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will request for Assistance & will provide necessary documents depending on assistance requested	1. The CSWDO staff shall receive and verify submitted documents. The CSWDO staff shall inform the client of the requirements.	None	20 mins	SWO III Social Welfare Assistant Administrative Aide I
	1.1 For SCSR and Referrals, the CSWDO staff shall ask for Medical Records, for medical treatment; school enrollment for scholarship	None		
	1.2 For Certification of Eligibility/ Eligibility, CSWDO Staff shall ask for Barangay Indigency and Barangay Resolution and other support documents depending on assistance being requested (AICS)	None		
	1.3 For Solicitation Permit, the CSWDO staff shall ask for letter of intent addressed to the Mayor, SEC Registration (Incorporation), Constitution and By Laws (Association) and Accomplished Application Form.	None		
	1.4 The CSWDO staff shall verify the submitted requirements for completeness, accuracy and truthfulness.	None		
2. The Client will provide the necessary information.	2. The Social Worker/CSWDO staff shall conduct intake interview, gather further information through the client or client's representative.	None	Maximum of 3 days	CGADH I, SWO III Administrative Officer I
	2.1 For issuance of SCSR, the Social Worker shall conduct Collateral Interviews thru Home Visits for Information Verification and formulate assessment		Maximum of 7 days depending on the data needed by the Social Worker	SWO III, Administrative Aide I or Administrative Officer I
	2.2 The Social Worker/CSWDO staff shall prepare the SCSR to be reviewed and recommended by the CGADH I and for approval by the CSWDO			
3. The Client will personally receive the requested certificate/document. In case the client cannot personally come she/he may have or duly authorized representative	3. The Social Worker/CSWDO Staff shall have the client sign the Logbook upon release of the document as proof of receipt.	None	5 min	CSWD Officer, CGADH I, Administrative Officer I



	Total	NONE	10 days and 25 minutes	
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12.6 Issuance of Solo Parent, Person with Disabilities and Senior Citizen ID

Provision of identification cards to Solo Parent, Person with Disabilities and Senior Citizen.

Office or Division:	City Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	All citizens of Alaminos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Solo Parent Id			
Application Form	CSWD Office		
Social Case Study	CSWD Office		
Birth Certificate of Children below 22 years old (1 photocopy)	Local Civil Registrar (LCR)		
Marriage Certificate (1 photocopy)	Local Civil Registrar (LCR)		
Certificate of No Marriage (1 photocopy)	Local Civil Registrar (LCR)		
Affidavit from 2 disinterested person from applicant area (1 original copy)	Local Civil Registrar (LCR)		
Certificate of Barangay Residency (1 original copy)	Barangay Hall		
Barangay Record of the fact of abandonment (1 photocopy)	Barangay Hall		
Death Certificate (if widow/widower) (1 photocopy)	Hospital/ Physician		
Legal Separation / Declaration of Nullity of Marriage (if necessary)	Regional Trial Court (RTC)		
Certificate of Detention (if the spouse is detained) (1 photocopy)	Regional Trial Court (RTC)		
Medical Certificate of Physical / Mental Incapacity of spouse (1 photocopy)	Psychiatrist		
Overseas Employment Certificate (OEC) (1 photocopy)	OWWA		
Employment Contract (1 photocopy)	OWWA		
2 pcs 1x1 ID picture (2 original)			
For PWD ID			
Medical/ Disability Certificate (1 photocopy)	HOSPITAL/PHYSICIAN/CLINIC		
Certificate of Barangay Residency (1 photocopy)	BARANGAY HALL		
Photocopy of ID (if necessary)			
Birth Certificate (CWD) (1 photocopy)	LCR		
1 whole body picture (1 original)			
3 pcs 1x1 ID picture (3 original)			



Blood type (optional)		CHO OR ANY CLINIC		
For Senior Citizen ID				
Birth Certificate (1 photocopy)		LCR		
Any valid ID (photocopy with signature) (1 photocopy)				
Accomplished Personal Information Sheet		Senior Citizen's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements to the CSWDO staff	1. The CSWDO staff shall receive and verify the submitted requirements for completeness, accuracy and truthfulness		5 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
2. The client will provide the necessary information in the Application form.	2. The CSWDO staff shall conduct an interview to the client	None	20 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
2.1 The client will attend the required orientation prior release of Solo Parent ID	2.1 For Solo Parent ID, the CSWDO staff shall gather further information for case study and home visit	None	7 days depending on the needed data	
	2.2 The CSWDO staff shall conduct orientation prior ID issuance	None	2 hours	
3. The Client shall receive notification about the schedule of release of Solo Parent ID.	3. The CSWDO Focal Person shall inform the client once the ID is ready for release.	None	30 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
3.1 The client shall personally receive the Solo Parent ID	3.1 The CSWDO Focal Person shall require the client to sign in the logbook upon release of ID.		3 mins	
Total		NONE	7 days, 2 hours and 58 minutes	



12.7 Child Development Services

Provision of services to children ages 0-4 for their total Development and Protection

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate (1 photocopy)		LCR		
Health Card from CHO (1 photocopy)		LCR		
Registration Form		CSWDO		
Parent's Consent Form		CSWDO		
CDC Intake Sheet		CSWDO		
Parents Involvement Form		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of Children/Learners by their parents/guardians.	1. The CDW shall ask the parents to present the birth certificate and health card of their children.	None	5 mins	<i>Child Development Worker In charge</i>
	1.1 The CDW shall conduct the interview using the registration form, parent involvement form and parent's consent.	None	20 mins	
	1.2 The CDW shall conduct the intake of relevant information such as name, age, date of birth, height and weight of the child, using the Intake Sheet.	None	20 mins	
2. The learner's parents/guardians shall attend the Parent's Orientation	2. The CDW shall conduct initial meeting with parents.	None	2 hour	<i>Child Development Worker In charge</i>
	2.1 The CDW shall discuss the Child Development Service programs and activities to parents.			
3. The learners will attend Child Development Sessions	3. The CDW shall prepare session plan and Instructional materials to be used for the session.	None	3 hours	<i>Child Development Worker In charge</i>



	3.1 Once the session plan is prepared, the CDW shall conduct the sessions for 10 months from June to March.	None		
	TOTAL	None	5 hours and 45 minutes	



SOCIAL SERVICES

13. City Registrar's Office External Services



13.1 On-time Registration of Certificate of Live Birth (COLB)-Municipal Form No. 102

The birth of a person being a vital event for a person must be registered within the prescribed period of 30 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the birth occurred

Office/Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<u>FOR MARITAL CHILD (CHILDREN BORN AT THE TIME OF MARRIAGE OF THE PARENTS)</u> 1. Duly accomplished Municipal Form No.102- Certificate of Live Birth in quadruplicate (4) 2. Duly accomplished Municipal Form No.102, Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate (4), if applicable 3. Copy of valid IDs of parents (Passport if one or both parents is a foreigner with latest date of arrival)	Local Civil Registry Office/Attendant at Birth/Hospital Authority/Maternity/Lying-In Clinics/other birthing facilities Imam/Muslim mosques Registrant/Applicant/Authorized Issuing Agency
<u>FOR NON-MARITAL CHILD (CHILDREN BORN OUTSIDE OF MARRIAGE OF THE PARENTS):</u> Signed and Notarized Affidavit of 1. Acknowledgment/Admission of Paternity (found at the back of the Certificate of Live Birth, if the child is acknowledged by the father)- four (4) original copies 2. Notarized Affidavit to Use the Surname of the Father (AUSF) (if the illegitimate child will use the surname of father) – four (4) original copies	Notary Public Notary Public
NOTE: • Submission of advance endorsement through courier directly to PSA Civil registration Service is no longer allowed, in accordance with the amended Memorandum Circular No. 2020-12A. •Electronic Endorsement and piecemeal/advance copy of CRDs sent through courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time), such as: Passport application; Processing of Death Claims/Insurances; Hospitalization purposes; Burial purposes; Educational purposes; and other emergency cases	Registrant/Applicant/Authorized Issuing Agency



<ul style="list-style-type: none"> The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID	1. Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying to the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.1 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Receives Certificate of Live Birth for registration; checks entries, attachments and signatures;			
1.2 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments;	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 2			
1.3 Wait for notification	1.3 Receives queuing number and Citizens Charter ARTA Monitoring Form; check the completeness and correctness of the information and attachments of the document;	None	5 minutes (varying on the volume of documents to be registered)	<i>Administrative Assistant III Or Administrative Aide I</i>
	1.4 For child marital status, the Certificate of Live Birth (COLB) will be registered;			
	1.5 For child with non-marital status, the Affidavit of Admission of Paternity (AAP) at the back of the Certificate of Live Birth or separate Affidavit of Admission of Paternity (AAP) and/or Affidavit to Use the Surname of the Father (AUSF) shall be notarized;			
	1.6 If found complete and correct, issues the order of payment;			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Certified Photo Copy Certificate of Live Birth, if applicable	PHP 100.00 per copy		<i>City Treasurer's Office</i>
	Registration of Legal Instrument – AAP and/or AUSF (For non-marital child), if applicable	PHP 500.00 per set		
	Fee for Islam Attachment - per set if applicable	PHP 20.00		
	Endorsement Fee, if applicable	PHP 500.00 per document		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00		



		per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt	3.1 Registers and assigns registry number in the Certificate of Live Birth (COLB);	None	15 minutes	<i>Administrative Assistant III Administrative Aide I Or City Civil Registrar</i>
3.2 Wait for notification	3.2 For child with non-marital status, receives official receipt, record Affidavit of Admission of Paternity (AAP) and Affidavit to Use the Surname of the Father (AUSF) in the Book of Legal Instrument; 3.3 Civil Registrar or authorized signatory signs the Certificate of Live Birth (COLB)		20 minutes (varying on the volume of documents to be registered)	
4. RELEASING OF THE DOCUMENT				
4.1 Receive and review personal copy of registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book, and;	4.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release;	None	5 minutes	<i>Administrative Assistant III Administrative Aide I Or City Civil Registrar</i>
4.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.2 Ask the client to review the registered document for their satisfaction as to accuracy; 4.3 If client requests for advance endorsement of Civil Registry Document (CRD), require the client to submit any Proof of Urgency to be submitted by the Local Civil Registrar at PSA together with the registered civil registry document, issues order of payment if applicable; 4.4 Assists client in signing the client log book and give instructions to the client	PHP 555.00 per document	15 minutes for the processing of endorsement (varying on the number of requesting clients)	
TOTAL		➤ PHP 155.00 COLB for marital child ➤ PHP 685.00 COLB	30 minutes	



	for non-marital child	40 minutes
Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed, if applicable		

13.2 On-Time Registration of Certificate of Marriage (COM) - Municipal Form No. 97

The marriage of a person being a vital event for a person must be registered within the prescribed period of 15 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the marriage occurred

Office/Division:	City Civil Registry Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished and signed Municipal Form No. 97 - Certificate of Marriage in quadruplicate (4)	Solemnizing Officer / Municipal Trial Court / Church / Local Government Unit attending the act of Marriage	
Duly accomplished Municipal Form No. 97 Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable	Imam/Muslim mosques	
Any Government Issued Valid ID (present original copy) – one (1) photocopy	Registrant/Applicant/Authorized Issuing Agency	
Duly Notarized Affidavit of Cohabitation and Joint Affidavit of Witnesses (under Art. 34 of the Family Code, if applicable)– four (4) original copies	Notary Public	
Duly accomplished Municipal Form No. 97 Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate (4), if applicable	Imam/Muslim mosques	
Notarized pre-nuptial agreement and official receipt as proof of registration, if applicable - four (4) original copies	Registrant/Authorized Issuing Agency	



<p>NOTE:</p> <ul style="list-style-type: none"> • Submission of advance endorsement through courier directly to PSA Civil registration Service is no longer allowed, in accordance with the amended Memorandum Circular No. 2020-12A. • Electronic Endorsement and piecemeal/advance copy of CRDs sent through courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time), such as: Passport application; Processing of Death Claims/Insurances; Hospitalization purposes; Burial purposes; Educational purposes; and other emergency cases • The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012. 	<p>Registrant/Authorized Issuing Agency</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Receives Certificate of Marriage for registration; checks entries, attachments and signatures;			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments;	1.3 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 2			
1.4 Wait for notification	1.4 Receives queuing number and Citizens Charter ARTA Monitoring Form; check the completeness and correctness of information and attachments;	None	5 minutes (varying on the number of clients)	<i>Administrative Assistant III or Administrative Aide I</i>
	1.5 If found complete and correct, issues the order of payment			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification	Certified Photo Copy of Certificate of Marriage, if applicable	PHP 100.00 per copy		<i>City Treasurer's Office</i>



<ul style="list-style-type: none"> •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees 	Marriage Solemnization Fee (City Mayor), if applicable	PHP 300.00		
	Sponsor's Fee (Solemnized by the City Mayor), if applicable	PHP 100.00 per sponsor		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Endorsement Fee, if applicable	PHP 500.00 per document		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt	3.1 Receives receipt, register and assigns registry number in the Certificate of Marriage (COM);	None	15 minutes	<i>Administrative Assistant III, Administrative Aide I or City Civil Registrar</i>
3.2 Wait for notification	3.2 Civil Registrar or authorized signatory signs the Certificate of Marriage (COM)		(varying on the volume of documents to be registered)	
4. RELEASING OF THE DOCUMENT				
4.1 Receive personal copy of registered Certificate of Marriage duly signed by the City Civil Registrar, signs log book, and;	4.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release;	None	5 minutes	<i>Administrative Assistant III, Administrative Aide I or City Civil Registrar</i>
4.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.2 Ask the client to review the registered document for their satisfaction as to accuracy;	PHP 555.00 per document	(varying on the volume of documents)	
	4.3 If client requests for endorsement and CPC, require the client to submit any Proof of Urgency to be submitted by the CCR at PSA together with the registered civil registry document, issues order of payment if applicable;			
	4.4 Assists client in signing the client log book and give instructions to the client			
TOTAL		➤ PHP 155.00	30 minutes	
Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed, if applicable				



13.3 On-time Registration of Certificate of Death (COD) - Municipal Form No. 103 and/or Certificate of Fetal Death - Municipal Form No. 103A.

The death of a person being a vital event for a person must be registered within the prescribed period of 30 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the death occurred

Office/Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Certificate of Death (COD) or Municipal Form No. 103, Certificate of Fetal Death or Municipal Form No. 103A, in quadruplicate (4)	Hospital Authority/ Birthing Facility/ Local Health Officer/ Funeral Services Provider
Duly accomplished Municipal Form No. 103 / Municipal Form No. 103A Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable	Imam/Muslim mosques
Any Government Issued Valid ID (present original copy) – one (1) photocopy)	Registrant/Authorized Issuing Agency
Burial Permit, Transfer Permit, Certificate of Cremation, if applicable	City Health Office / City Treasurer/City Cemetery Office / Crematorium Agencies/ Funeral Service Provider/Hospital Authority/ Birthing Facility
<p>NOTE:</p> <ul style="list-style-type: none"> • Submission of advance endorsement through courier directly to PSA Civil registration Service is no longer allowed, in accordance with the amended Memorandum Circular No. 2020-12A. • Electronic Endorsement and piecemeal/advance copy of CRDs sent through courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time), such as: Passport application; Processing of Death Claims/Insurances; Hospitalization purposes; Burial purposes; Educational purposes; and other emergency cases • The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012. 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Receives Certificate of Death/Fetal Death for Registration; check entries, attachments and signatures;			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments;	1.3 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 2			
1.4 Wait for notification	1.4 Receives queuing number and Citizens Charter ARTA Monitoring Form; check the completeness and correctness of the information and attachments of the document; 1.5 If found complete and correct, issues the order of payment	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Assistant III or Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Certified Photo Copy of Certificate of Death/Fetal Death (COD/COFD), if applicable	PHP 100.00 per copy		<i>City Treasurer's Office</i>
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Burial Permit, if applicable	PHP 100.00		
	Transfer Permit, if applicable	PHP 200.00		
	Endorsement Fee, if applicable	PHP 500.00 per document		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt	3.1 Receives receipt, register and assigns registry number Certificate of Death/Fetal Death (COD/COFD);	None	15 minutes (varying on the volume of documents to be registered)	<i>Administrative Assistant III Administrative Aide I or City Civil Registrar</i>



3.2 Wait for notification	3.2 Civil Registrar or authorized signatory signs the Certificate of Death/Fetal Death(COD/COFD)			
4. RELEASING OF THE DOCUMENT				
4.1 Receive the personal copy of registered Certificate of Death/Fetal Death duly signed by the City Civil Registrar, signs log book and;	4.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Assistant III Administrative Aide I or City Civil Registrar</i>
4.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.2 Ask the client to review the registered document for their satisfaction as to accuracy;	PHP 555.00 per document <i>Note: All incomplete data/ requirements will not be accepted. Only documents with official receipt will be processed, if applicable</i>		<i>City Treasurer's Office</i>
	4.3 If client requests for endorsement and CPC, require the client to submit any Proof of Urgency to be forwarded by the CCR at PSA together with the registered civil registry document, issues order of payment issues order of payment if applicable;			
	4.4 Assists client in signing the client log book and give instructions to the client			
TOTAL		➤ PHP 155.00	30 minutes	

13.4 Delayed Registration of Certificate of Live Birth (COLB) Municipal Form No. 102

Registration of live birth that was made beyond the 30 days reglementary period of registration after the occurrence of the event.

Office/Division:	City Civil Registry Office		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
FOR DELAYED REGISTRATION OF BIRTH UNDER REGULAR APPLICATION: Duly accomplished Certificate of Live Birth (COLB) or Municipal Form No. 102, with Signed and Notarized Affidavit of Delayed Registration of Birth at the back of the Certificate of Live Birth form, in quadruplicate		Local Civil Registry Office/Attendant at Birth, /Hospital, Maternity/Lying-In Clinics/other birthing facilities	



<p>Duly accomplished Municipal Form No.102, Attachments on Civil Registry Documents of Muslims and Indigenous People, if applicable, in quadruplicate</p> <p>Form 1B (Birth, Not available) or Form 1C (Birth Destroyed)– 1 original copy</p> <p>Negative Certification of Birth/ CRS Form No. 1, - 1 original copy</p> <p>PhilSys National ID (0 year old and above) – 1 photocopy (present original copy)</p> <p>Any Government Issued Identification Cards (present original copy) – one (1) photocopy</p> <p>Community Tax Certificate (CEDULA) – (present original copy) – 1 photocopy</p> <p>Barangay Certification (as proof of residency) – one (1) original copy and one (1) photocopy</p> <p>Unedited Front Facing Photo of the document owner-registrant (2x2 size, white background, taken 3 months from the date of registration– 4 copies</p> <p>Affidavit of Two (2) Disinterested Persons/Witnesses - 2 original copies</p>	<p>Imam/Muslim mosques</p> <p>Local Civil Registry Office</p> <p>Philippine Statistics Authority (PSA) or National Archives of the Philippines, if applicable</p> <p>Document Owner/ Authorized Issuing Agency/ Party</p> <p>Note: If the applicant has not yet registered with the Philippine Identification System, he/she must register before processing the delayed registration of his/ her birth record.</p> <p>Document Owner/ Authorized Issuing Agency/ Party</p> <p>Authorized Issuing Agency/ Party</p> <p>Punong Barangay</p> <p>Document Owner</p> <p>Local Civil Registry Office / Notary Public</p>
<p>Philippine Statistics Authority (PSA) or Certified Photo Copy (CPC) of Copy of Certificate of Marriage (COM) of document owner, if applicable – 1 original copy</p> <p>Philippine Statistics Authority (PSA) or Certified Photo Copy (CPC) of Certificate of Live Birth (COLB) of siblings with information needed to support the registration, if applicable – 1 original copy</p> <p>Philippine Statistics Authority (PSA) or Certified Photo Copy (CPC) of Certificate of Live Birth (COLB) of child/children with information needed to support the registration, if applicable – 1 original copy</p> <p>Affidavit of the owner or registrant, in case the document owner is deceased, if applicable – four (4) original copies</p>	<p>Philippine Statistics Authority/ Local Civil Registry Office where the marriage certificate was registered</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered</p> <p>Notary Public</p>
<p><u>Any two (2) of the following documentary evidences showing the Registrant's Identity – 1 original Copy and/or 1 Certified Photocopy (CPC)</u></p> <p>Baptismal Certificate</p> <p>School Record (Form 137/ Form 138/SF-10)</p>	<p>Religious Institutions/Issuing church</p> <p>School</p>



<p>Medical/ Health/Immunization Record</p> <p>Pre-Natal Record of the mother if 40 y/o and above at the time of the birth of the child regardless of birth order</p> <p>Voter's Registration Record</p> <p>Employment or Service Records (GSIS/SSS E-1 or E-Form)</p> <p>Barangay Captain's Certification</p> <p>Other documents the office may consider relevant and necessary for the approval of the application (Philhealth-MDR, Service Record, Personal Data Sheet, Medical Record, Senior Citizen Profile, etc.)</p> <p>Personal Appearance of the document owner for 18 years old and above</p> <p>Parents of Marital Minor document owner</p> <p>In default of Parents of Marital Minor document owner:</p> <ol style="list-style-type: none"> a) The Surviving Grandparents b) The Oldest Brother/ Sister, Brother/ Sister, over 21 years of age, unless unfit or disqualified c) The child's Actual Custodian, over 21 years of age, unless unfit or disqualified 	<p>Concerned Hospitals/ Private Clinics/ Government Health Centers or other birthing facilities</p> <p>Concerned Hospitals/ Private Clinics/ Government Health Centers or other birthing facilities</p> <p>COMELEC</p> <p>Authorized Issuing Agency</p> <p>Punong Barangay</p> <p>Authorized Issuing Agency/ Party</p>
<p>Personal Appearance of the Mother for Non-marital minor document owner. In the absence of the Mother, Affidavit/Sworn Statement of present whereabouts of the mother, if applicable – four (2) original copies</p> <p>Certificate of Death (COD) of the document owner - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if the application for delayed registration is filed on behalf of a deceased person – 1 copy</p>	<p>Notary Public</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered</p>
<p><u>Any two (2) of the following Documentary Evidences showing the identity of the Parents stating the name, date, place of birth and filiation of child such as but not limited to the following: -1 original copy and 1 photocopy</u></p> <p>Certificate of Live Birth (COLB)- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable</p> <p>Government-issued ID,</p> <p>Certificate of Marriage of the Parents- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable</p>	<p>Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered</p> <p>Authorized Issuing Agency/ Party</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the marriage certificate was registered</p>



<p>Certificate of Death of deceased Parents (COD) - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable</p> <p>Baptismal Certificate</p> <p>Voter's Registration Record/Certification</p> <p>Member's Data Record/Form (SSS E1 or E4Form/GSIS/PhilHealth/Pag-Ibig)</p> <p>Senior Citizen Profile</p> <p>Certificate of Live Birth (COLB) of Siblings of the document owner- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable</p> <p>Affidavit certifying the veracity and genuineness of the supporting documents submitted for delayed registration of birth.</p> <p>Special Power of Attorney (SPA)/ Authorization Letter, if applicable - 1 original copy</p> <p>Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- one (1) photocopy , if applicable</p>	<p>Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered</p> <p>Religious Institutions/Issuing church</p> <p>COMELEC</p> <p>Authorized Issuing Agency/ Party</p> <p>Office of the Senior Citizens Affairs (OSCA)</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered</p> <p>C/MCR or the City/Municipal Mayor</p> <p>Notary Public/ Authorizing Party</p> <p>Authorizing and Authorized Person/ Authorized Issuing Agency/Party</p>
<p><u>Additional Requirements for Non-Marital Child:</u></p> <p>Born before August 3, 1988, the PARENTS (Father and Mother) must sign the Affidavit of Acknowledgment at the back of COLB- 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p>
<p>Born on or after August 3, 1988, the FATHER must sign the Admission of Paternity at the back of COLB- 4 original copies</p> <p>If Father is deceased, submit documents that will prove the filiation of the child or documents showing that the father has acknowledged the child (public document and private handwritten instrument) – original copy/ies</p> <p>Notarized Affidavit of Admission of Paternity (AAP) or Private Hand Written Instrument/ PHI -instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime, (separate public document) if applicable- 1 original copy and 1 photocopy (separate public document) - 4 original copies</p> <p>Private Handwritten Instrument/ PHI (instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime), if applicable- 1 original copy and 1 photocopy</p> <p>Signed and Notarized Affidavit to Use the Surname of the Father (AUSF) (separate public document) - 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Private Handwritten Instrument/ PHI (instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime), if applicable- 1 original copy and 1 photocopy</p> <p>Local Civil Registry Office / Notary Public</p>



<p>NOTE: *If with Admission of Paternity but no AUSF, the child shall use the SURNAME OF THE MOTHER *If with Admission of Paternity and with AUSF, the child shall use the SURNAME OF THE FATHER</p> <p>For 0-6 yrs. old- AUSF to be executed by the mother or the guardian, in the absence of the mother</p> <p>For 7-17 yrs. old- AUSF to be executed by the child attested by the mother or the guardian (Sworn Attestation)</p> <p>For 18 yrs. and above – AUSF to be executed by the child without need of attestation</p> <p>The AAP, PHI, or AUSF shall be registered within twenty (20) days from date of execution. Otherwise, the rules on delayed registration under Administrative Order No.1, Series of 1993 shall apply.</p> <p>If one of the parents is a foreigner, submit the marriage contract of parents (marital child), birth certificate of parents, and valid Passport or BI Clearance Certificate or ACR I-Card of the foreign parent. Passport or BI Clearance Certificate or ACR I-Card (with latest date of arrival)</p>	<p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Authorized Issuing Authority/ Philippine Foreign Service Post</p>
<p><u>FOR DELAYED REGISTRATION OF BIRTH UNDER BIRTH REGISTRATION ASSISTANCE PROJECT (BRAP):</u></p> <p>Duly accomplished Certificate of Live Birth (COLB) or Municipal Form No. 102, with Signed and Notarized Affidavit of Delayed Registration of Birth at the back of the Certificate of Live Birth form, in quadruplicate</p> <p>Duly accomplished Municipal Form No.102, Attachments on Civil Registry Documents of Muslims and Indigenous People, if applicable, in quadruplicate</p> <p>Form 1B (Birth, Not available) or Form 1C (Birth Destroyed)– 1 original copy</p> <p>Any Government Issued Valid ID (present original copy) – one (1) photocopy</p> <p>Negative Omnibus Certification</p> <p>Unedited Front Facing Photo of the document owner-registrant (2x2 size, white background, taken 3 months from the date of registration– 4 copies</p> <p>Affidavit of Two (2) Disinterested Persons/Witnesses - 2 original copies</p>	<p>Local Civil Registry Office, Attendant at Birth, Hospital, Maternity/Lying-In Clinics, other birthing facilities</p> <p>Imam/Muslim Mosque</p> <p>Local Civil Registry Office</p> <p>Document Owner/ Authorized Issuing Agency</p> <p>Philippine Statistics Authority (PSA)</p> <p>Document Owner</p> <p>Local Civil Registry Office / Notary Public</p>



<u>Original Copy and/or Certified Photocopy (CPC) of any two (2) of the following documentary evidences showing the Registrant's Identity</u>	
Baptismal Certificate	Religious Institutions/Issuing church
Certificate of Marriage of the Parents- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable	Philippine Statistics Authority/ Local Civil Registry Office where the marriage certificate was registered
School Record (Form 137/ Form 138/SF-10)	School
Medical/ Health/Immunization Record	Concerned Hospitals/Private Clinics/Government Health Centers or other birthing facilities
Pre-Natal Record of the mother if 40y/o and above at the time of the birth of the child regardless of birth order	Concerned Hospitals/Private Clinics/Government Health Centers or other birthing facilities
Voter's Registration Record	COMELEC
Employment or Service Records (GSIS/SSS E-1 or E-Form)	Authorized Issuing Agency/ Party
Barangay Captain's Certification	Punong Barangay
Other documents the office may consider relevant and necessary for the approval of the application (Philhealth-MDR, Service Record, Personal Data Sheet, Medical Record, Senior Citizen Profile, etc.)	Authorized Issuing Agency/ Party
Certificate of Indigency	Punong Barangay
Mandatory Personal Appearance of the document owner for 18 years old and above Mandatory Parents of Marital Minor document owner In default of Parents of Marital Minor document owner <ol style="list-style-type: none"> a) The Surviving Grandparents b) The Oldest Brother/ Sister, Brother/ Sister, over 21 years of age, unless unfit or disqualified c) The child's Actual Custodian, over 21 years of age, unless unfit or disqualified <p>Personal Appearance of the Mother for Non-marital minor document owner. In the absence of the Mother, Affidavit/ Sworn Statement of present whereabouts of the mother, if applicable – four (4) original copies</p> <p>Certificate of Death (COD) of the document owner - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if the application for delayed registration is filed on behalf of a deceased person- 1 Copy</p>	<p>Notary Public</p> <p>Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered</p>



<p>Special Power of Attorney (SPA)/ Authorization Letter, if applicable - 1 original copy</p> <p>Valid ID of the Authorizing person and the person authorized- one (1) photocopy (present original), if applicable</p> <p>Affidavit of Explanation or Undertaking/ Letter of Intent, if applicable – 1 original copy and 1 photocopy</p>	<p>Notary Public/ Authorizing Party</p> <p>Authorizing and Authorized Person/ Authorized Issuing Agency/Party</p> <p>Notary Public/ Document Owner/ Applicant</p>
<p><u>ADDITIONAL REQUIREMENTS FOR NON-MARITAL CHILD:</u></p> <p>Born before August 3, 1988, the PARENTS (Father and Mother) must sign the Affidavit of Acknowledgment at the back of COLB- 4 original copies</p> <p>Born on or after August 3, 1988, the FATHER must sign the Admission of Paternity at the back of COLB- 4 original copies</p> <p>If Father is deceased, submit documents that will prove the filiation of the child or documents showing that the father has acknowledged the child (public document and private handwritten instrument) – original copy/ies</p> <p>Notarized Affidavit of Admission of Paternity (AAP) or Private Hand Written Instrument/ PHI -instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime, (separate public document) if applicable- 1 original copy and 1 photocopy (separate public document) - 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p>
<p>Private Handwritten Instrument/ PHI (instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime), if applicable- 1 original copy and 1 photocopy</p> <p>Signed and Notarized Affidavit to Use the Surname of the Father (AUSF) (separate public document) - 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p> <p>Document Owner/ Authorized Issuing Agency/ Party</p>
<p>NOTE: IF WITH ADMISSION OF PATERNITY BUT NO AUSF, the child shall use the SURNAME OF THE MOTHER</p> <p>If with Admission of Paternity and with AUSF, the child shall use the SURNAME OF THE FATHER</p> <p>For 0-6 yrs. old- AUSF to be executed by the mother or the guardian, in the absence of the mother.</p> <p>For 7-17 yrs. old- AUSF to be executed by the child attested by the mother or the guardian (Sworn Attestation)</p> <p>For 18 yrs. and above – AUSF to be executed by the child without need of attestation</p>	<p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p>



The AAP, PHI, or AUSF shall be registered within twenty (20) days from date of execution. Otherwise, the rules on delayed registration under Administrative Order No.1, Series of 1993 shall apply.				
<u>ADDITIONAL REQUIREMENTS FOR OUT-OF-TOWN REGISTRATION OF CERTIFICATE OF LIVE BIRTH:</u> Certification issued by C/MCR (PSA Form No. 1, Series of 2024) Affidavit of Out of Town Registration and above stated requirements		Local Civil Registry Office Local Civil Registry Office/ Notary Public		
NOTE: ●Electronic Endorsement (EE) and piecemeal/advance copy of Civil Registry Document (CRD) sent thru local courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time) such as follows, if applicable: 1)Passport application; 2)Processing of Death Claims/Insurances; 3)Hospitalization purposes; 4)Burial purposes; 5)Educational purposes; 6)Signed Letter or Certification from other authorized issuing agencies; 7) Other Supporting Documents that can substantiate the urgency, such as follows: a court summons or legal notice, medical certificates issued by physicians; death certificates of a loved one in cases of bereavement, marriage certificates for application status, and the like. The processor will determine applicable documents (depends on the documents required)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 4			



<p>1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;</p> <p>1.4 Wait for notification</p>	<p>1.3 Receives queuing number and Citizens Charter ARTA Monitoring Form; examine and pre-evaluate the prepared COLB (if available) and all documents submitted for completeness and correctness;</p> <p>1.4 If found complete and correct, interviews the applicant for the preparation of the COLB, ask the client to review the information given for their satisfaction as to the accuracy before signing, and issue verification slip with instruction;</p>	<p>None</p>	<p>25 minutes (varying on the volume of documents to be reviewed)</p>	<p><i>Registration Officer II, Administrative Aide I Administrative Aide or City Civil Registrar</i></p>
<p>1.5 Review and sign prepared COLB form, if applicable;</p>	<p>1.5 If for inquiries only, interviews applicant and provides list of requirements for the application of delayed registration.</p>			
<p>1.6 Receive verification slip with instruction and signs log book, if applicable</p>				
<p>2. PROCESSING AND VERIFICATION OF DOCUMENTS</p>				
<p>2.1 Wait for completion of 5 working days for the evaluation and verification of submitted documents by the LCRO;</p> <p>2.2 Wait for the notification thru SMS test or call</p>	<p>2.1 Conducts evaluation and verification of the submitted mandatory requirements from the authorized issuing agency/party through personal interview or conduct of field visit by the City Civil Registrar;</p> <p>2.2 Upon receipt of Certificate of Authenticity and Veracity from the authorized issuing agency/party, LCRO will notify the client thru SMS text or call;</p>	<p>None</p>	<p>5 working days (the number of days for the investigation of the CCR is indefinite depending upon the issuance of Certificate of Authenticity and Veracity of the documents from the issuing agency/party)</p> <p>NOTE: <ul style="list-style-type: none"> •The application for delayed registration of birth but shall not be deemed received for processing and subsequent posting, and </p>	<p><i>Registration Officer II, Administrative Aide I or City Civil Registrar</i></p>



shall be examined by the Local Civil Registrar, including the Certificate of Live Birth and evaluate the veracity and genuineness of the statements made in the Affidavits and the completeness and authenticity of other submitted supporting documentary requirements

●If found inconsistencies/irregularities and/or misinformation in the information provided in the COLB and submitted supporting documents, the Local Civil Registrar shall refuse acceptance of the application until given remedy

2.3 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and new verification slip;	2.3 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
2.4 Get queuing number and Citizens Charter (ARTA) Monitoring Form	2.4 Issues queuing number and (ARTA) Monitoring Form and informs client to submit Verification Slip at Window 4			



2.5 Submit queuing number, (ARTA) Monitoring Form and Verification Slip	2.5 Receives queuing number and (ARTA) Monitoring Form and Verification Slip; issues the order of payment		5 minutes	<i>Registration Officer II or Administrative Aide I</i>
3. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
3.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Penalty Fee for Delayed Registration	PHP 100.00 per document		<i>City Treasurer's Office</i>
	Fee of COLB/Municipal Form No. 102, if applicable	PHP 30.00 per set		
	Fee for Islam Attachment - per set, if applicable	PHP 20.00 per document		
	Registration of Legal Instrument, if applicable	PHP 500.00 per document		
	Processing Fee for Out of Town Delayed Registration, if applicable	PHP 500.00 per document		
	Other Civil Registry Document Certification fee, if applicable	PHP 100.00		
	Documentary Stamp Tax	PHP 30.00 per document		
ICT Fee	PHP 25.00 per official receipt			
4. PROCESSING OF DOCUMENTS				
4.1 Present Official Receipt, receives new Verification Slip and returns after the 10 days mandatory posting period of Notice	4.1 Receives the official receipt, process the documents and prepares the notice of posting for 10 days, issues new Verification Slip indicating the date of release, and; 4.2 Instruct the client to return after 10 days mandatory posting period;	None	20 minutes and 10 days mandatory posting period (varying on the number of requesting clients) Note: If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Registration Officer II, Administrative Aide I or City Civil Registrar</i>
5. RELEASING OF THE DOCUMENT				
5.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and new verification slip;	5.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>



5.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	5.2 Issues queuing number and Citizens Charter ARTA Monitoring Form ; inform client to submit new Verification Slip at Window 4	None	20 minutes (varying on the volume of documents to be registered)	<i>Registration Officer II, Administrative Aide I, or City Civil Registrar</i>
5.3 Present queuing number, new Verification Slip and Citizens Charter ARTA Monitoring Form; Wait for notification;	5.3 Receives queuing number, new verification slip and Citizens Charter ARTA Monitoring Form; Register the Certificate of Live Birth on the 11 th day after the posting period;			
5.4 Receive and review personal copy of the registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book and;	5.4 Civil Registrar or authorized signatory signs the Certificate of Live Birth;			
5.5 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	5.5 Ask the client to review the documents for their satisfaction as to accuracy and format, ensure completeness of signatories before release;			
	5.6 Releases personal copy of the registered Certificate of Live Birth and assists in signing log book			
TOTAL		<ul style="list-style-type: none"> ➤ PHP 125.00 (for marital child) ➤ PHP 655.00 (for non-marital child) ➤ *No Fees for BRAP Applicants 	2 hours,10 minutes, and 5 working days (verification) 10 days (posting period)	
ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.				



13.5 Delayed Registration of Certificates of Marriage (COM) Municipal Form No. 97

Registration of marriage that was made beyond the 15 days reglementary period of registration

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Certificate of Marriage (COM) Municipal Form No. 97, with Signed and Notarized Affidavit of Delayed Registration of Marriage at the back, in quadruplicate (4)	Local Civil Registry Office, Solemnizing Officer
Duly accomplished Municipal Form No.97, Attachments on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate	Imam/Muslim Mosque
Form 3B (Marriage, not available) or Form 3C (Marriage, destroyed) – one (1) original copy	Local Civil Registry Office
Negative Certification of Marriage / CRS Form No.3 – one (1) original copy	Philippine Statistics Authority (PSA)
Certificate of No Marriage (CENOMAR) / CRS Form No. 4 of the registrants – one (1) original copy	Philippine Statistics Authority (PSA)
Affidavit of Delayed Registration of Certificate of Marriage (stating the exact place and date of marriage, facts and circumstances surrounding the marriage and the reason or cause of delay) – two (2) original copies	Notary Public/Local Civil Registry Office
Affidavit of Reconstructed Certificate of Marriage – two (2) original copies	Notary Public/Local Civil Registry Office
Affidavit of Solemnizing Officer/Authority, if applicable –two (2) original copies	Notary Public/Local Civil Registry Office
Affidavit of Wedding Witnesses or Affidavit of Two (2) Disinterested Persons, if applicable – two (2) original copies	Notary Public/Local Civil Registry Office



<p>Original or Duplicate copy of Old Certificate of Marriage (COM) with signatures, if applicable</p> <p>Certificate of Marriage from the Church/ Solemnizing Officer or Court / Local Government Unit, indicating the names of the couple registrants or spouses, date and place of said marriage based from their record, if copy of old Certificate of Marriage is not available – one (1) original copy and one (1) photocopy</p> <p>Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy of Certificate of Live Birth (COLB) of child/children with date and place of marriage of parents, if applicable- one (1) copy</p> <p>Any other supporting documents stating the names, date and place of marriage of the couple – registrant or spouses, if applicable -1 original copy and 1 photocopy</p> <p>Any Government Issued Identification Cards of the applicant/registrant (present original copy) – one (1) photocopy</p> <p>Affidavit of Explanation or Undertaking/ Letter of Intent, if applicable – 1 original copy and 1 photocopy</p> <p>Special Power of Attorney (SPA) / Authorization Letter, if applicable - 1 original copy</p> <p>Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- one (1) photocopy , if applicable</p> <p>Wedding picture (4R), if applicable</p> <p><u>ADDITIONAL REQUIREMENTS FOR OUT OF TOWN DELAYED REGISTRATION:</u></p> <ul style="list-style-type: none"> ●Affidavit of Out of Town Registration and above stated requirements 	<p>Solemnizing Officer / Court / Church / Local Government Unit, attending the act of Marriage</p> <p>Church/Solemnizing Officer / Court / Local Government Unit, attending the act of Marriage</p> <p>Local Civil Registry Office / Philippine Statistics Authority</p> <p>Authorized Issuing Agency/ Party</p> <p>Applicant/ Registrant Authorized Person/Authorized Issuing Agency</p> <p>Notary Public/ Document Owner/ Applicant</p> <p>Notary Public / Authorizing Person</p> <p>Authorizing and Authorized Person/ Authorized Issuing Agency/Party</p> <p>Document Owner</p> <p>Local Civil Registry Office/ Notary Public</p>
<p>NOTE:</p> <ul style="list-style-type: none"> ●Electronic Endorsement (EE) and piecemeal/advance copy of Civil Registry Document (CRD) sent thru local courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time) such as follows, if applicable: <p>1)Passport application;</p>	



2) Processing of Death Claims/Insurances; 3) Hospitalization purposes; 4) Burial purposes; 5) Educational purposes; 6) Signed Letter or Certification from other authorized issuing agencies; 7) Other Supporting Documents that can substantiate the urgency, such as follows: a court summons or legal notice, medical certificates issued by physicians; death certificates of a loved one in cases of bereavement, marriage certificates for application status, and the like. ● The processor will determine applicable documents (depends on the documents required)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 4	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>



1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;	1.3 Receives queuing number and Citizens Charter (ARTA) Monitoring Form; examine and pre-evaluate the completeness and correctness of the prepared COM (if available) and supporting documents;	None	60 minutes (varying on the volume of documents to be reviewed)	<i>Registration Officer II or Administrative Aide I</i>
1.4 Wait for notification	1.4 Interviews the applicant for the preparation of the Certificate of Marriage (COM) (if applicable), ask the client to review for their satisfaction as to the accuracy before signing;			
	1.5 If for inquiries only, interviews applicant and provides list of requirements for the application of delayed registration			
	1.6 If all necessary documents and requirements are found to be in order, prepares the Certificate of Marriage (COM) form and issues the order of payment.			

2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE

2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Penalty Fee for Delayed Registration	PHP 100.00 per document		<i>City Treasurer's Office</i>	
	Marriage Solemnization Fee (City Mayor), if applicable	PHP 300.00			
	Sponsor's Fee (Solemnized by the City Mayor), if applicable	PHP 100.00			
	Fee of Municipal Form No. 97, if applicable	PHP 30.00 per set			
	Fee for Islam Attachment, if applicable	PHP 20.00 per set			
	Processing Fee for Out of Town Delayed Registration, if applicable	PHP 500.00 per document			
	Other Civil Registry Document Certification fee, if applicable	PHP 100.00			
	Documentary Stamp Tax	PHP 30.00 per document			
ICT Fee	PHP 25.00 per official receipt				

3. PROCESSING OF DOCUMENTS



<p>3.1 Present Official Receipt, check and sign the encoded COM form</p> <p>3.2 Receive Verification Slip and return after the 10 days mandatory posting period of Notice</p>	<p>3.1 Receives the receipt, issues Verification Slip indicating the date of release and instruct the client to return after 10 days mandatory posting period;</p> <p>3.2 Process registration of document and attached mandatory requirements and prepares the notice of posting for 10 days</p>	<p>None</p>	<p>20 minutes and 10 days mandatory posting period (varying on the number of requesting clients)</p> <p>Note: If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday</p>	<p><i>Registration Officer II, Administrative Aide I or City Civil Registrar</i></p>
<p>4. RELEASING OF THE DOCUMENT</p>				
<p>4.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide VI or Administrative Aide I</i></p>
<p>4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 4</p>			
<p>4.3 Submit queuing number, new Verification Slip and Citizens Charter ARTA Monitoring Form;</p>	<p>4.3 Receives queuing number, Citizens Charter ARTA Monitoring Form and Verification Slip;</p>			
<p>4.4 Wait for notification;</p>	<p>4.4 Register the Certificate of Marriage on the 11th day after the posting period;</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Registration Officer II, Administrative Aide I or City Civil Registrar</i></p>
<p>4.5 Receive personal copy of the registered Certificate of Marriage duly signed by the City Civil Registrar, signs log book and;</p>	<p>4.5 Civil Registrar or authorized signatory signs the Certificate of Live Birth;</p>		<p>(varying on the volume of documents to be registered)</p>	
<p>4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)</p>	<p>4.6 Ask the client to review the documents for their satisfaction as to accuracy and format, ensure completeness of signatories before release;</p>			



	4.7 Releases personal copy of the registered Certificate of Marriage and assists in signing log book		
TOTAL		➤ PHP 125.00	1 hour and 50 minutes and 10 days
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Registration of Late Filing of Certificate of Marriage is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.</p>			

13.6 Delayed Registration of Certificates of Death Municipal Form No. 103 and Municipal Form No. 103A

Registration of death that was made beyond the 30 days reglementary period of registration.

Office/Division:	City Civil Registry Office		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Client		
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished Certificate of Death (COD) or Municipal Form No.103 / Certificate of Fetal Death (COFD) or Municipal Form No.103A, with Signed and Notarized Affidavit of Delayed Registration of Death at the back of the Certificate of Death/ Fetal Death form, in quadruplicate (4)		Hospital Authority/Local Health Officer/Funeral Services Authority	
Duly accomplished Certificate of Death (COD) or Municipal Form No.103 / Certificate of Fetal Death (COFD) or Municipal Form No.103A, Attachments on Civil Registry Documents of Muslims and Indigenous People, if applicable, in quadruplicate (4)		Imam/Muslim Mosque	
Form 2B (Death, not available) or Form 2C (Death, Destroyed), if applicable –1 original copy Negative Certification of Death / CRS Form No. 2 –1 original copy Affidavit of Two Disinterested Persons – 2 original copies		Local Civil Registry Office Philippine Statistics Authority (PSA)	
Affidavit of Delayed Registration of Certificate of Death (stating the place and date of death, facts and circumstances surrounding the death and the reason or cause of delay) – 2 original copies		Notary Public / Local Civil Registry Office	



<p>Certificate of Death issued by the church, if applicable – one (1) original copy</p> <p>Picture of Tombstone (Lapida) – 1 original copy</p> <p>Barangay Captain’s Certification –1 original copy</p> <p>Affidavit of Explanation or Undertaking/ Letter of Intent, if applicable – 2 original copies and 1 photocopy</p> <p>Any other supporting documents stating the name, date and place of death of the registrant- 1 original copy and 1 photocopy</p> <p>Any Government Issued Identification Cards of the Applicant/ Registrant (present original copy) – 1 photocopy</p> <p>Special Power of Attorney (SPA) / Authorization Letter, if applicable – 1 original copy</p> <p>Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- 1 photocopy , if applicable</p> <p>ADDITIONAL REQUIREMENTS FOR OUT OF TOWN DELAYED REGISTRATION OF CERTIFICATE OF DEATH:</p> <p>●Affidavit of Out of Town Registration and above stated requirements</p>	<p>Notary Public / Local Civil Registry Office/ Family or Nearest relative of the deceased</p> <p>Issuing Authority</p> <p>Cemetery/Crematorium</p> <p>Barangay Captain</p> <p>Authorized Issuing Agency</p> <p>Authorized Issuing Party /Agency</p> <p>Document Owner/Applicant/Authorized Person/Authorized Issuing Agency</p> <p>Notary Public / Authorizing Person/ Authorized Person</p> <p>Authorizing Person/ Authorized Person</p> <p>Local Civil Registry Office/ Notary Public</p>
<p>NOTE:</p> <p>●Electronic Endorsement (EE) and piecemeal/advance copy of Civil Registry Document (CRD) sent thru local courier may be availed only by clients with verified Proof of Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time) such as follows, if applicable:</p> <ol style="list-style-type: none"> 1)Passport application; 2)Processing of Death Claims/Insurances; 3)Hospitalization purposes; 4)Burial purposes; 5)Educational purposes; 	



6) Signed Letter or Certification from other authorized issuing agencies; 7) Other Supporting Documents that can substantiate the urgency, such as follows: a court summons or legal notice, medical certificates issued by physicians; death certificates of a loved one in cases of bereavement, marriage certificates for application status, and the like. ● The processor will determine applicable documents (depends on the documents required)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 4			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;	1.3 Receives queuing number and Citizens Charter (ARTA) Monitoring Form; examine and pre-evaluate the completeness and correctness of the Certificate of Death/Fetal Death (COD/COFD), if available and supporting documents;			
1.4 Wait for notification	1.4 Interviews the applicant for the preparation of the Certificate of Death/Fetal Death (COD/FD) (if applicable);	None	60 minutes (varying on the volume of documents to be registered)	<i>Registration Officer II, Administrative Aide I, Administrative Aide IV, Registration Officer IV or City Civil Registrar</i>
1.5 Receive verification slip with instruction and signs log book, if applicable	1.5 If for inquiries only, interviews applicant and provides list of requirements for the application of delayed Registration; 1.6 If all necessary documents and requirements are found to be in order, prepares the Certificate of Death/Fetal Death (COD/FD) form and issues the order of payment			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
	Penalty Fee for Delayed Registration	PHP 100.00 per document		<i>City Treasurer's Office</i>



2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Processing Fee for Out of Town Delayed Registration, if applicable	PHP 500.00		
	Fee per set of Municipal Form No. 103 / 103A if applicable	PHP 30.00		
	Burial Permit Fee, if applicable	PHP 100.00		
	Transfer Permit Fee, if applicable	PHP 200.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, check and sign the encoded COD/COFD form 3.2 Receive Verification Slip and return after the 10 days mandatory posting period of Notice	3.1 Receives the receipt, issues Verification Slip indicating the date of release and instruct the client to return after 10 days mandatory posting period; 3.2 Process registration of document and attached mandatory requirements and prepares the notice of posting for 10 days	None	20 minutes and 10 days mandatory posting period (varying on the number of requesting clients) Note: If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Registration Officer II, Administrative Aide I or City Civil Registrar</i>
4. RELEASING OF THE DOCUMENT				
4.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 4			
4.3 Submit queuing number, Citizen's Charter (ARTA) Monitoring Form and Verification Slip;	4.3 Receives queuing number, Citizens Charter ARTA Monitoring Form and Verification Slip;	None	20 minutes	<i>Registration Officer II Administrative Aide I or City Civil Registrar</i>



4.4 Wait for notification;	4.4 Register the Certificate of Death/Fetal Death (COD/FD) on the 11 th day after the posting period;		(varying on the volume of documents to be registered)	
4.5 Receive personal copy of the registered Certificate of Death/Fetal Death(COD/FD) duly signed by the City Civil Registrar, signs log book and;	4.5 Civil Registrar or authorized signatory signs the Certificate of Certificate of Death/Fetal Death (COD/FD);			
4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.6 Ask the client to review the documents for their satisfaction as to accuracy and format, ensure completeness of signatories before release;			
	4.7 Releases personal copy of the registered Certificate of Certificate of Death/Fetal Death and assists in signing log book			
TOTAL		➤ PHP 125.00	1 hour and 50 minutes and 10 days	

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED
 Registration of Late Filing of Certificate of Death/Fetal Death is qualified for multi-stage processing.
 All incomplete data/requirements will not be accepted.

13.7 Issuance of Certified Photocopy or Transcription of Civil Registry Documents such as Certificates of Live Birth, Marriage, Death and Conversion to Islam

Issuance of the available certifications, not available and destroyed certifications of Certificate of Live Birth, Marriage, Death and Conversion to Islam

Office/Division:	City Civil Registry Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Request Slip for Birth, Marriage, Death and Fetal Death- one (1) copy for each request		Local Civil Registry Office/Information Desk/Window 1



<p><u>CERTIFICATE OF LIVE BIRTH</u> IF THE REQUESTER IS THE DOCUMENT OWNER AND OF LEGAL AGE:</p> <ul style="list-style-type: none"> ●Any Government Issued Valid ID (present original copy) – one (1) photocopy; ●Any Government Issued Valid ID of the parent/s, mother, if document owner is minor, legal guardian, nearest kin (present original copy) – one (1) photocopy <p>IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE:</p> <ul style="list-style-type: none"> ●If Document Owner is of Legal Age, Duly Notarized Special Power of Attorney (SPA) or Authorization letter and Valid ID from Document Owner; one (1) original copy ●If Document Owner is Minor and/or Non-Marital Unacknowledged Child, Duly Notarized Special Power of Attorney (SPA) or Authorization letter and Valid ID from the Mother; or Father if his name is indicated in the Certificate of Live Birth of the child; one (1) original copy, one (1) original copy or; ● In the absence of mother and/or father, <ul style="list-style-type: none"> -Nearest Kin, submit Duly Notarized Special Power of Attorney (SPA) or Authorization letter, Affidavit of Nearest Kin/ and Valid ID, from the nearest kin, provided that they show link/relationship to the child; one (1) original copy, one (1) original copy -Guardian, submit Court decision assigning the requester as legal guardian, and/or Duly notarized Affidavit of Guardianship supported by any of the following, one (1) original copy, one (1) original copy: <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the requesting party/guardian, or 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy) ●Valid ID of authorized representative Valid ID of authorized representative,(present original copy) – one (1) photocopy, or; ●Printed copy of Authorization Letters/SPA with picture of the Document Owner or Authorizing Person holding both the original Authorization Letter and Valid ID (for Authorization Letter sent via email or messenger), if applicable – one (1) copy <p>Affidavit of Nearest Kin / Explanation, if applicable</p>	<p>Document Owner/Applicant Mother or Father if he is indicated in the Certificate of Live Birth of the child, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Notary Public/ Document Owner/Applicant/Authorized Person in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs Notary Public/ Authorizing Person /Authorized Person</p> <p>Notary Public/ Applicant/Authorized Person</p> <p>Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p> <p>Authorizing Person/ Authorized Person</p> <p>Document Owner/ Authorizing Person/ Authorized Person</p> <p>Notary Public</p>
<p><u>CERTIFICATE OF MARRIAGE</u> IF THE REQUESTER IS THE DOCUMENT OWNER:</p>	<p>Document Owner</p>



<ul style="list-style-type: none"> ●Any Government Issued Valid ID of either the husband, wife or children provided that they show link/proof of relationship to the couple– one (1) photocopy <p>IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE:</p> <ul style="list-style-type: none"> ●Notarized Special Power of Attorney (SPA) or Authorization letter and Valid ID from either husband, wife or children of the couple, provided that they show link/relationship to the couple; and ● Valid ID of authorized representative Valid ID of authorized representative,(present original copy) – one (1) photocopy, or; ● For Authorization Letter sent via email or messenger, Printed copy of Authorization letter with picture of the authorizing person holding both the Authorization Letter and Valid ID, if applicable – one (1) copy 	<p>Notary Public/ Document Owner/Applicant/Authorized Person in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Authorized Person</p> <p>Authorizing Person/ Authorized Person</p>
<p><u>CERTIFICATE OF DEATH/FETAL DEATH</u></p> <p>IF THE DECEASED IS MARRIED:</p> <ul style="list-style-type: none"> ●Valid identification card of surviving spouse, marital children, non-marital children, in the order mentioned and provided that they show link/relationship to the deceased. <p>IF THE DECEASED IS NOT MARRIED:</p> <ul style="list-style-type: none"> ●Valid identification card of mother, father, non-marital children, siblings in the order mentioned provided that they show link/relationship to the deceased. <p>IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE:</p> <ul style="list-style-type: none"> ●Notarized Special Power of Attorney (SPA) or Authorization letter and valid ID from either Husband, wife or children, provided that they show link/relationship to the deceased; and ●Valid ID of authorized representative, (present original copy) – one (1) photocopy, or; ● For Authorization Letter sent via email or messenger, Printed copy of Authorization letter with picture of the authorizing person holding both the Authorization Letter and Valid ID, if applicable – one (1) copy <p>IF DOCUMENT OWNER IS MINOR AND THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE:</p> <ul style="list-style-type: none"> ●Duly Notarized Special Power of Attorney (SPA) or Authorization letter from: one (1) original and one (1) photocopy ●Mother, if document owner is minor, or; ● Father if he is indicated in the Certificate of 	<p>Husband, wife or children, or in the order mentioned in Memorandum Circular No. 2024-11</p> <p>Mother, father, or in the order mentioned in Memorandum Circular No. 2024-11</p> <p>Notary Public /Authorized Person or in the order mentioned in Memorandum Circular No. 2024-11</p> <p>Authorized Person</p> <p>Authorizing Person/ Authorized Person</p> <p>Mother or Father if he is indicated in the Certificate of Live Birth of the child, , in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Notary Public /Authorized Person</p> <p>Authorizing Person/ Authorized Person</p>



Live Birth of the child;

- Nearest kin (in the absence of mother and/or father), provided that they show link/relationship to the deceased, submit Affidavit of Nearest Kin ;
- Guardian, submit Court decision assigning the requester as legal guardian, and/or Duly notarized Affidavit of Guardianship supported by any of the following: one (1) original copy
 - 1) Barangay Certification that the minor is in the custody of the requesting party/guardian, or
 - 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian
- Valid ID of the authorized person (present original copy) or;
- For Authorization Letter sent via email or messenger, Printed copy of Authorization letter with picture of the authorizing person holding both the Authorization Letter and Valid ID, if applicable

NOTE:

- Electronic Endorsement (EE) of CRDs sent thru local courier may be availed only by clients with verified proof of urgency such as follows, if applicable:
 - 1)Passport application;
 - 2)Processing of Death Claims/Insurances;
 - 3)Hospitalization purposes;
 - 4)Burial purposes;
 - 5)Educational purposes;
 - 6)Signed Letter or Certification from other authorized issuing agencies; and
 - 7) Other Supporting Documents that can substantiate the urgency, such as follows: a court summons or legal notice, medical certificates issued by physicians; death certificates of a loved one in cases of bereavement, marriage certificates for application status, and the like.
- Capture/Scanned image of the actual SPA from the Document Owner with signature that matches the accompanying Valid ID is allowed;
- Authorization Letter from the Document Owner sent thru email and other instant messaging application is acceptable, provided that the full name and signature appearing in the Authorization Letter must be identical to the Valid ID of the Document Owner and the Authorized Person;

Office of the Barangay where the Guardian currently resides

Educational institution recognized by the Department of Education.

Authorizing Person/ Authorized Person



<ul style="list-style-type: none"> ●Scanned Authorization Letters/SPA submitted for request for copy issuances of CRDs/Certifications, the pertinent provisions of RA 8792 or the Electronic Commerce Act of 2000 shall be applied; ●The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012 and Memorandum Circular 2024-22 issued by Philippine Statistics Authority (PSA). 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
<p>1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and Authorization Letter/SPA, if applicable;</p> <p>1.2 Fill-out request form;</p> <p>1.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p> <p>1.2 If the requesting party is the document owner, verifies the Valid ID presented;</p> <p>1.3 If the requesting party is an authorized representative, verifies the relationship of the requesting party to the document owner and the authenticity and correctness of the authorization letter/SPA by the authorizing person;</p> <p>1.4 If found authentic and complete. instructs the client to fill-out request form;</p> <p>1.5 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to submit queuing number and request form at Window 2</p>	None	<p>5 minutes</p> <p>(varying on client's filling-out of request form)</p>	<p><i>Administrative Aide VI</i></p> <p><i>Administrative Aide I</i></p>
<p>1.4 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;</p> <p>1.5 Wait for notification</p>	<p>1.6 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and filled-out Request Form;</p> <p>1.7 Verifies the completeness and correctness of the information given in the request form;</p>	None	<p>5 minutes</p> <p>(varying on the volume of documents to be verified)</p>	<p><i>Administrative Aide VI</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Administrative Aide IV</i></p> <p><i>Administrative Aide I</i></p> <p><i>Administrative Aide</i></p>



	<p>1.8 Verifies document's availability from the Digital Archiving Section thru the Manage Point System (database) and/or transmits to Records and Archiving Section for searching;</p> <p>1.9 Verifies the availability and veracity of the document; if found available (positive) or not available (negative) in the archives and/or register of books, issue the order of payment.</p>		<p>20 minutes</p> <p>(varying on the volume of documents to be verified)</p> <p>NOTE: The office will issue certification for availability and/or unavailability of the requested civil registry document</p>	
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
<p>2.1 Personal Information System (PIS) Verification</p> <ul style="list-style-type: none"> •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees 	Certified Photocopy (CPC)/Certified Transcription/Certification	<p>PHP 100.00 per copy (both local purposes and abroad)</p> <p>1. Certificate of Live Birth; 2. Certificate of Marriage; 3. Certificate of Death; 4. Certificate of Fetal Death; 5. Conversion to Islam, and; 6. Certificate of Islam Divorce</p>		<i>City Treasurer's Office</i>
	Endorsement fee, if applicable	PHP 500.00 per document		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
<p>3.1 Present Official Receipt;</p> <p>3.2 Wait for notification</p>	<p>3.1 Receives Official Receipt, records its Unique Transaction Number (UTN) and assists the client to sign in the log book;</p> <p>3.2 Transmits the Official Receipt to the document verifier; prepare and/or encode the Certified Photocopy (CPC)/Certified Transcription/</p>	None	<p>5 minutes</p> <p>(varying on the volume of documents to be verified and prepared)</p>	<p><i>Administrative Aide IV</i> <i>Administrative Aide VI</i> <i>Administrative Assistant III</i> <i>Administrative Officer I</i> <i>Registration Officer II</i> <i>Registration Officer II</i> <i>Registration Officer III</i> <i>Registration Officer IV</i></p>



City Civil Registrar

Certification of the requested document upon presentation of Official Receipt;
3.3 Civil Registrar or authorized signatory signs the document;

4. RELEASING OF DOCUMENT

4.1 Receive and review the copy of the requested civil registry document and signs log book and;
4.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)

4.1 Releases copy of the requested civil registry document and ensure completeness of signatories before release;
4.2 Ask the client to review the requested document for their satisfaction as to accuracy;
4.3 For Civil Registry Document (CRD) with negative result or not available, instruct the client to apply for delayed registration, if applicable;
4.4 For Civil Registry Document (CRD) issued with negative result from the Philippine Statistics Authority (PSA) but available or duly registered in the archives and/or register of books, inform the client on the submission of CRD for Electronic Endorsement (EE) processing thru a local courier may be availed only by clients with verified Proof of Urgency as an attachment, pursuant to PSA Memorandum Circular No. 2024-7 and Memorandum Circular No. 2020-12A; issues order of payment, if applicable;
4.5 Assists client in signing the client log book and give instructions to the client

None

5 minutes

Administrative Aide VI
Administrative Aide I

(varying on the number of requesting clients)

15 minutes

PHP 500.00 per document

TOTAL

➤ **PHP 155.00**
➤ **PHP 555.00**
(with endorsement)

40 minutes
55 minutes

All incomplete data/requirements will not be accepted.
Only documents with official receipt will be processed.



13.8 Application and Issuance of Marriage License

This procedure covers the needed requirements and procedures in the Application for Marriage License for couples who intends and are qualified to get married. Either applicants must be a resident of Alaminos City and 18 years old and above.

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by PSA and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly accomplished Application for Marriage License (AML) –three (3) original copies	Local Civil Registry Office
Philippine Statistics Authority (PSA) copy or Certified Photo Copy (CPC) of Certificate of Live Birth – one (1) original copy and one (1) photocopy; If None, Baptismal Certificate, Earliest School Record (Form 137) or Voter’s Registration Record- one (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registry Office Applicants/Authorized Issuing Agency
Community Tax Certificate and Any Government Issued Valid ID as Proof of Identification with sufficient information (present original) – two (2) photocopies; If None Police Clearance, NBI Clearance, Voter’s Registration Record -one (1) original copy and one (1) photocopy	Applicants/Authorized Issuing Agency
Picture of Applicants – three (3) copies (2R - Landscape with white background)	Applicants
Certificate of No Marriage/CENOMAR (CRS Form No. 4) – one (1) original copy and one (1) photocopy	Philippine Statistics Authority
Certificate of Pre-Marriage Orientation - one (1) original copy and one (1) photocopy	City Social Welfare and Development/City Health Office
Certificate of Pre-Marriage Counselling (for couples ages 18-25 years old) - one (1) original copy and one (1) photocopy	City Social Welfare and Development Office



<p>Parent's Consent (for applicants aged between 18-21 years old) Father's appearance to sign the consent form – two (2) original copies Advice upon Intended Marriage of Parents (for applicants aged between 21 to 25 years old) Parents appearance to sign the advice form- two (2) original copies</p> <p>Any Government Issued Valid ID as Proof of Identification of Parents (present original copy)</p> <p>PSA Copy / Certified Photo Copy (CPC) of Certificate of Death of parent/s, if applicable one (1) original copy and one (1) photocopy</p> <p>Philippine Statistics Authority (PSA) copy or Certified Photo Copy (CPC) of Certificate of Death of spouse, if widow/er one (1) original copy & one (1) Certified Photo Copy</p> <p>Affidavit of Explanation, if applicable</p> <p>Joint Affidavit of Applicants (request to solemnized outside of the City Mayor's Office), if applicable</p> <p><u>IF EITHER OF THE CONTRACTING PARTIES IS PREVIOUSLY MARRIED: 1</u> original copy and 1 Certified Photo Copy</p> <ul style="list-style-type: none"> • Court Decree/Decision, Certificate of Finality and Authenticity, Certificate of Registration of the Decision, Declaration of Nullity of his/her previous marriage • Judicial Decree of Annulment • Judicial decree of Absolute Divorce • Certificate of Marriage with Remarks of Annulment or Divorce • Advisory on Marriages with Remarks of Annulment or Divorce • Death Certificate of deceased spouse, if applicable <p><u>ADDITIONAL REQUIREMENT FOR FOREIGN APPLICANTS:</u></p>	<p>Local City Civil Registry Office / Notary Public/Parent/s/Authorized Issuing Agency</p> <p>Local City Civil Registry Office / Notary Public/ Parent/s/Authorized Issuing Agency</p> <p>Parents/ Oldest sibling/Grandparents</p> <p>Philippine Statistics Authority / Local Civil Registry Office</p> <p>Philippine Statistics Authority / Local Civil Registry Office</p> <p>Notary Public</p> <p>Notary Public</p> <p>Regional Trial Court in the Philippines (RTC-Phil) of the place where the decision was rendered/ Local Civil Registry Office where the concerned RTC-Phil functions/PSA</p> <p>Regional Trial Court in the Philippines (RTC-Phil) of the place where the decision was rendered Regional Trial Court in the Philippines (RTC-Phil) of the place where the decision was rendered Philippine Statistics Authority/Local Civil Registry Office Philippine Statistics Authority Philippine Statistics Authority/Local Civil Registry Office</p> <p>Embassy of country of origin based in the Philippines/ respective Diplomatic or Consular Officials</p>
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<ul style="list-style-type: none"> • Legal Capacity to Contract Marriage with Original Receipt or Certificate of No Impediment to Contract Marriage (CNI) 1 original copy • Photocopy of valid passport (indicating the date of arrival) <p><u>IF APPLICANT IS DIVORCED AND DIVORCE WAS VALIDLY OBTAINED ABROAD INITIATED BY THE FOREIGN SPOUSE:</u></p> <p>1 original and 1 photocopy</p> <ul style="list-style-type: none"> • Foreign Divorce Decree/Foreign Judgment/Order, Certificate of Finality and Authenticity, Certificate of Registration of the Judgment/Order, • Certificate of Marriage/Report of Marriage (marriage was registered abroad) with annotation • Valid Passport (present original) <p>NOTE:</p> <ul style="list-style-type: none"> • Personal appearance of both the contracting parties is required; • Marriage License is valid for 120 days from the date of issuance. • If both parents are deceased, oldest sibling or grandparents / will execute consent/advice • The processor will determine applicable documents/attachments (depends on the documents required) 	<p>Embassy of country of origin based in the Philippines/ respective Diplomatic or Consular Officials</p> <p>PSA/ Embassy of country of origin based in the Philippines/ respective Diplomatic or Consular Officials Applicant/s</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log-book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant/s and determine the residence of contracting party/ies; signs client log book;	None	5 minutes (varying on client's filling-out of application form)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Fill out Application form for Marriage License (AML), get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides Application for Marriage License (AML) Form and instructs the client to fill-out the entries;			
1.3 Submit queuing number, (ARTA) Monitoring Form and Application for Marriage License (AML) form and other required documents;	1.3 If found complete and correct; issues queuing number and Citizens Charter (ARTA) Monitoring Form, and;			



1.4 Wait for notification;	1.4 Informs client to submit the Application for Marriage License (AML) Form to Window 5	None	45 minutes	<i>Administrative Officer I, Registration Officer IV, Registration Officer III, Administrative Aide VI or City Civil Registrar</i>
1.5 Review and sign the Application for Marriage License (AML) Form	1.5 Receives queuing number, (ARTA) Monitoring Form and Application for Marriage License (AML) Form;		(varying on the volume of mandatory requirements to be reviewed)	
	1.6 Review and validate the completeness and correctness of the information entered in the Application for Marriage License (AML) Form and the mandatory requirements before payment of fees;			
	1.7 Interviews the couples, Assists couples and their parents/guardian to sign Consent/Advice upon Intended Marriage, if applicable;			
1.8 If all necessary and mandatory requirements are found complete and correct, receives the Application for Marriage License form and issue the order of payment;				
1.9 If for inquiries only, provides list of requirements for the application				
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Application for Marriage License Fee	PHP 1,000.00		<i>City Treasurer's Office</i>
	For marriage to be solemnized by the City Mayor, (to be paid at the CTO right after the wedding ceremony), if applicable: •Solemnization Fee •Municipal Form No. 97 – Certificate of Marriage (COM) •Sponsor's Fee	PHP 300.00 PHP 30.00 per set PHP 100.00 per sponsor		
	Mayor's Affidavit Fee (AML Subscribed by City Mayor), if applicable	PHP 100.00		
	Registration Fee of Legal Capacity for foreign applicant, if applicable	PHP 500.00		
	Other Legal Instrument, if applicable	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 per document		



	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, 3.2 Receive Verification Slip and return after the 10 days mandatory posting period of Notice	3.1 Receives receipt, issues Verification Slip indicating the date of release, and instructs client to return after 10 days; 3.2 Registers in the Book of Application of Marriage License book, assigns registry number in the AML form and processes submitted mandatory requirements; 3.3 Prepares Marriage License form and Notice of Posting; post the notice at the bulletin board for 10 days	None	20 minutes and 10 days posting NOTE: Marriage license shall be issued on the 11th day from the submission of the application. If release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Administrative Officer I Registration Officer IV or City Civil Registrar</i>
4. RELEASING OF THE DOCUMENT				
4.1 After 10 days, return to the Office of the Local Civil Registrar; signs Visitor's Log Book, presents Valid ID and Verification Slip;	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting client)	<i>Administrative Aide VI or Administrative Aide I</i>
4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.2 Provide queuing number and Citizen's Charter (ARTA) Monitoring Form;	PHP 2.00 Marriage License	10 minutes	<i>Administrative Officer I Registration Officer IV Registration Officer III Administrative Aide VI or City Civil Registrar</i>
4.3 Present Verification Slip, queuing number and Citizens Charter (ARTA) Monitoring Form and sign log book;	4.3 Informs client to submit queuing number, Citizen's Charter (ARTA) Monitoring Form and verification slip at Window 5			
4.4 Pay marriage license and receive Marriage License duly signed by City Civil Registrar/Authorized Signatory;	4.4 Receives Verification Slip, queuing number and Citizens Charter (ARTA) Monitoring Form; assists client in signing log book;		15 minutes	<i>Maribeth C. Berbon Administrative Officer I Maricar R. Nening Registration Officer IV Lovely D. Milles City Civil Registrar</i>
4.5 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional);	4.5 Receives payment of Marriage License and issues Marriage License with mandatory attachments duly signed by Local Civil Registrar;			
4.6 For marriage to be solemnized by the City Mayor (if applicable), client will make	4.6 If applicants will be solemnized by the City Mayor; instructs client to make an appointment at the City Mayor's Office;			



an appointment at the City Mayor's Office and present the issued Marriage License;				
4.7 Submits LCRO Copy of Appointment Form issued by the City Mayor's Office and issued Marriage License at Window 5;	4.7 Once approved by the City Mayor, signs and receives LCRO Copy of Appointment Form and prepares Certificate of Marriage;			
4.8 Review and Present and submit the prepared COM at the City Mayor's Office and Marriage License	4.8 Ask the client to review the COM for their satisfaction as to accuracy;			
4.9 For Marriage license issued from other Local Civil Registry Office (LCRO) and wishes to have their marriage solemnized by the City Mayor (if applicable), client will make an appointment at the City Mayor's Office and present the issued Marriage License;	4.9 Issues the prepared Certificate of Marriage, Copy of Appointment Form and instructs client to submit it at the City Mayor's Office and to register the Certificate of Marriage (COM) after the wedding			
4.10 Submit LCRO Copy of Appointment Form issued by the City Mayor's Office and copy of Marriage License at Window 5	4.10 If applicants will be solemnized by the City Mayor; instructs client to make an appointment at the City Mayor's Office;	Municipal Form No. 97 - Certificate of Marriage PHP 30.00 per set	15 minutes	<i>Administrative Officer I, Registration Officer IV or City Civil Registrar</i>
	4.11 Once approved by the City Mayor, signs and receives LCRO Copy of Appointment Form issued by the City Mayor's Office;			
	4.12 Instructs the client to pay applicable fees at the City Treasurer's Office;			
	4.13 Receives the Official Receipt and prepares the Certificate of Marriage;			
	4.14 Ask the client to review the COM for their satisfaction as to accuracy;			
	4.15 Issues the prepared Certificate of Marriage, Copy of Appointment Form and instructs client to submit it at the City Mayor's Office and to register the Certificate of Marriage (COM) after the wedding			
TOTAL		➤ PHP 1,055.00	1 hour and 25 minutes and 10 days	



**Only documents with official receipt will be processed.
All incomplete data/requirements will not be accepted.**

13.9 Registration of Court Order

Court order is an official proclamation by a judge that defines the legal relationships between the parties to a hearing, a trial, an appeal or other court proceedings. Such ruling requires or authorizes the carrying out of certain steps by one or more parties to a case.

It shall be the duty of the Clerk of Court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's office where the court is functioning within ten (10) days, except for Adoption which is 30 days, after the decree has become final and executory. This procedure covers the correction of clerical error, adoption, nullity of marriage, presumptive death, guardianship and other registrable decrees issued by the honorable court.

Office/Division:	City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circular and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>NULLITY/LEGAL SEPARATION/PRESUMPTIVE DEATH</u> Original and/or Certified Photo Copy (CPC) of the following, four (4) sets/copies <ul style="list-style-type: none"> ● Certificate of Finality or Entry of Judgment ● Certificate of Authenticity ● Duly signed Certified Photo Copy (CPC) of Court Order/Decision ● Duly signed Certified Photo Copy (CPC) Decree of Nullity of Marriage ● Certificate of Certification of Registration ● Certificate of Authenticity ● PSA or Certified Photo Copy of Marriage Certificate, if applicable 		Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered LCRO where the concerned RTC-Phil functions LCRO where the concerned RTC-Phil functions PSA/ Local Civil Registry Office
<u>RECOGNITION OF FOREIGN DECREE</u> Original and/or Certified Photo Copy (CPC) of the following, if applicable– four (4) sets/copies <ul style="list-style-type: none"> ● Court Foreign Decree (Divorce) ● Foreign Judgment/Order rendered by Foreign Courts ● Divorce Certificate from Manila Civil Registry ● Certificate of Certification of Registration 		Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered LCRO where the concerned RTC-Phil functions



- Certificate of Authenticity
- PSA or Certified Photo Copy of Marriage Certificate, if applicable

CORRECTION OF ENTRY/IES
 Original and/or Certified Photo Copy (CPC) of the following, if applicable– four (4) sets/copies

- Certificate of Finality or Entry of Judgment
- Certificate of Authenticity
- Duly signed Certified Photo Copy (CPC) of Court Order/Decision
- Amended Decision / Order issued by the Clerk of Court, if applicable
- Certificate of Certification of Registration
- Certificate of Authenticity
- PSA or Certified Photo Copy of Birth/Marriage/Death Certificate, if applicable

ADOPTION
 Original and/or Certified Photo Copy (CPC) of the following, if applicable– four (4) sets/copies

- Certificate of Finality or Entry of Judgment
- Certificate of Authenticity
- Duly signed Court Order/Decision
- Amended Decision / Order issued by the Clerk of Court, if applicable
- Decree of Adoption, if applicable
- Certificate of Certification of Registration
- Certificate of Authenticity
- PSA or Certified Photo Copy of Birth

ORDER OF ADOPTION:
 Original and/or Certified Photo Copy (CPC) of the following, if applicable– four (4) sets/copies

- Certified Photo Copy of the Order of Adoption and Draft New Certificate of Live Birth/Report of Birth– four (4)
- Certificate of Finality of the Order of Adoption– four (4)

FOR ORDER OF RESCISSION OF ADOPTION:

LCRO where the concerned RTC-Phil functions
 PSA/ Local Civil Registry Office

Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 LCRO where the concerned RTC-Phil functions
 LCRO where the concerned RTC-Phil functions
 PSA/ Local Civil Registry Office

Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
 LCRO where the concerned RTC-Phil functions
 LCRO where the concerned RTC-Phil functions
 PSA/ Local Civil Registry Office

National Authority for Child Care (NACC)/DSWD Regional Office/Petitioner



<p>Original and/or Certified Photo Copy (CPC) of the following, if applicable– four (4) sets/copies</p> <ul style="list-style-type: none"> ●Certified Photo Copy of the Order of Rescission of Adoption ●Certificate of Finality of the Order of Rescission of Adoption, if applicable <p>Any Government Issued Valid ID of client and/or representative -present original Authorization Letter of Authorizing Person or Duly Notarized Special Power of Attorney (SPA)/Authorization Letter and Valid ID of the person authorized, if applicable – one (1) original copy</p> <p>Affidavit of Late Registration of Court Order, If not registered within the prescribed period, if applicable -three (3) original copies</p> <p>NOTE:</p> <ul style="list-style-type: none"> ●For Court Orders originated from other Local Civil Registry Offices (LCRO) and Regional Trial Court (RTC), a Letter of Verification as to the authenticity of the document to the concern Civil Registrar and RTC is required before processing the registration of the court order and annotation of the subject civil registry document. ●The Certificate of Finality of the Decision/Order shall be registered within 10 days from date of execution, except for Petition for Adoption which is within 30 days. ●The processor will determine applicable documents (depends on the documents required) 	<p>National Authority for Child Care (NACC)/DSWD Regional Office/Petitioner</p> <p>Petitioner/ Authorized Person/Authorizing Person</p> <p>Notary Public / Authorized Person/Authorizing Person</p> <p>Notary Public / Authorized Person/Authorizing Person</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant; assist client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to proceed to submit documents at Window 3			
1.3 Submit queuing number, (ARTA) Monitoring Form and required documents; signs log book;	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and required documents;	None	15 minutes	<i>Registration Officer IV, Registration Officer II, or City Civil Registrar</i>



1.4 Wait for notification;	1.4 Receives and reviews completeness and accuracy of the mandatory documents required for the registration of court decree/ order	NOTE: Fees for local couriers are subject to change without prior notice	(varying on the volume of the documents to be verified)	
1.5 Status follow-up after 7 days	1.5 If all documents are found complete and in order, receives the document and issue order of payment			
If Court Decree was not registered within the prescribed period (Late Registration: (if applicable) 1.6 Submit queuing number, (ARTA) Monitoring Form and required documents; signs log book;	1.6 Informs the client on the endorsement of advance copy of civil registry document through local courier services on the date of release, if applicable			
1.7 Status follow-up after 10 days posting period	1.7 Receives the duly notarized Affidavit of Late Registration of Court Order and the mandatory requirements but shall not be deemed received for processing and subsequent posting;	None	15 minutes	<i>Registration Officer IV, Registration Officer II, or City Civil Registrar</i>
If Court Decrees/Order Originated from other issuing RTC and registered from other LCRO (if applicable): 1.8 Submit queuing number, (ARTA) Monitoring Form and required documents; signs log book;	1.8 If all documents are found complete and in order, issues Verification Slip indicating the date of release, instructs the client to return after 10 days mandatory posting period and assists in signing the log book;			
1.9 Wait for the office's SMS text or call	1.9 Issues order of payment to the client			
	1.10 Receives and reviews completeness and accuracy of the mandatory documents required for the registration of court decree/ order; 1.11 If found in order, receives the mandatory documents but shall not be deemed received for processing pending the conduct of verification; 1.12 Prepares Verification Letter to confirm the veracity and authenticity of the document to the concern LCRO and issuing RTC;	None	15 minutes	<i>Registration Officer IV, Registration Officer II, or City Civil Registrar</i>



1.13 Issues verification slip with instructions and informs the client to wait for the office's notification thru call or text upon reply of the concern LCRO and issuing court.

2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE

<p>2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees</p>	<p>Registration of Court Decree/ Order and other registrable Court Decrees</p>	<p>PHP 1,200.00 per set PHP 3, 600.00 (PHP 1,200.00 x 3 copies) 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Personal Copy of the Registrant 4. Copy for Follow-Up at PSA (optional) For additional copy request: PHP 1,200.00 per copy/set</p>		<p><i>City Treasurer's Office</i></p>
	<p>Processing Fee of Court Decree/Order originated outside the city/other RTC/LCRO, and/or; Court Decree/Order wherein the concern document was registered at other Local Civil Registry Office, if applicable</p>	<p>PHP 1,200.00 per set PHP 4,800.00 (PHP 1,200.00 x 4copies) 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant</p>		



		For additional copy request: PHP 1,200.00		
	Endorsement Fee, for advance forwarding of OCRG copy at PSA	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS For Court Decree/Order issued at RTC Alaminos City and CRD registered/not registered at LCRO Alaminos City:				
3.1 Presents Official Receipt; signs the log book	3.1 Receives receipt, issues Verification Slip indicating the date of release;		40 minutes and 7 day (processing period)	<i>Registration Officer IV Registration Officer II or City Civil Registrar</i>
3.2 Receive Verification Slip to return after 7 days for the processing of registration	3.2 Review and validate pages and signatures in the court order; Registers in the Register of Court Decrees book and assign registry number;			
For Late Registration of Court Decree/Order: 3.3 Status follow-up after the 10 days posting period	3.3 Place annotation to civil registry documents or amended Certificate of Live Birth;			
3.4 Presents Official Receipt and Verification Slip; signs the log book	3.4 Local Civil Registrar signs the documents;		10 days mandatory posting period Note: If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday release shall be on a Monday (If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday)	<i>Registration Officer IV Registration Officer II or City Civil Registrar</i>



<p>For Court Decrees/Order issued from other RTC/CRD is registered at LCRO Alaminos City:</p> <p>3.5 Receive notification and proceeds to LCRO for endorsement</p>	<p>3.5 Receives official receipt;</p>	<p>Upon receipt of Certificate of Authenticity and Veracity from the authorized issuing agency/party, LCRO will notify the client thru SMS text or call;</p>	<p>40 minutes and 15 days (varying on the reply of the issuing court)</p>	<p><i>Registration Officer IV, Registration Officer II, or City Civil Registrar</i></p>
<p>3.6 Presents Official Receipt and Verification Slip; signs the log book</p>	<p>3.6 After 10 days of posting period, Registers court decree/ order in the Register of Court Decrees book and assign registry number;</p> <p>3.7 Place annotation to civil registry documents or amended Certificate of Live Birth, if applicable;</p> <p>3.8 Local Civil Registrar signs the documents; assist client to sign the log book;</p>		<p>Note: Time Frame is indefinite depending upon the receipt of Letter of Confirmation of Authenticity and Veracity of the submitted documents coming from the concern LCRO and RTC Documents shall not be deemed received for processing pending the conduct of verification by the CCR thru a Letter of Request to confirm the veracity and authenticity of the document from the LCRO and RTC</p>	
<p>4. RELEASING OF THE DOCUMENT</p>	<p>3.9 Upon receipt of Letter of Confirmation of Authenticity and Veracity of the submitted documents from the concern LCRO and RTC and Official Receipt; LCRO will notify the client thru SMS text or call;</p> <p>3.10 Review and validate pages and signatures in the court order; Registers in the Register of Court Decrees book and assign registry number;</p> <p>3.11 Place annotation to civil registry document or amended Certificate of Live Birth;</p> <p>3.12 Informs the client on the endorsement of advance copy of civil registry document through local courier services and prepares endorsement;</p> <p>3.13 Local Civil Registrar signs the documents; assist client to sign the log book;</p>			



<p>4.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;</p> <p>4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign in the log book;</p> <p>4.2 Provides queuing number and Citizen's Charter (ARTA) Monitoring Form; inform client to submit verification slip at Window 4</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide IV or Administrative Aide I</i></p>
<p>4.3 Present Verification Slip, (ARTA) Monitoring Form and queuing number;</p> <p>4.4 Receive and review personal copy duly signed by the City Civil Registrar, signs log book;</p> <p>4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip;</p> <p>4.4 Ask the client to review the documents for their satisfaction as to accuracy</p> <p>4.5 Informs the client on the endorsement of advance copy of civil registry document through local courier services MC No. 2024-7 of PSA) and prepares endorsement;</p> <p>4.6 Issues courier receipt and personal copy of duly registered document and assists client in signing log book</p>	<p>NOTE: Fees for local couriers are subject to change without prior notice</p>	<p>10 minutes</p>	<p><i>Registration Officer IV or City Civil Registrar</i></p>
<p>TOTAL</p>		<p>➤ PHP 4,245.00 ➤ PHP 5,475.00 (CRD registered at other LCRO)</p>	<p>1 hour and 15 minutes and 7 working days; 10 days posting period (for late registration) 15 days (for the reply of RTC and LCRO)</p>	
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Registration of Court Order is qualified for multi-stage processing. All incomplete date/requirements will not be accepted.</p>				



13.10 Registration of Affidavit to Use the Surname of the Father (AUSF- R.A. 9255)

This procedure covers illegitimate children to use the surname of the father; if acknowledged by his/her biological father. Affidavit of Acknowledgement is a public document executed by the biological father establishing paternal relationship with the child.

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circular and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth of child – one (1) original copy	Philippine Statistics Authority (PSA)
Certified Photo Copy (CPC) of Certificate of Live Birth of child, with Signed and Notarized Acknowledgment/ Admission of Paternity (AAP) at the back, if the child is acknowledged by the father– four (4) copies	Local Civil Registry Office
Affidavit to Use the Surname of the Father (AUSF) – three (3) original copies	Notary Public/ Philippine Foreign Service Post
Affidavit of Late Registration of AUSF and/or AAP (if not registered within the prescribed period) – three (3) original copies	Notary Public
Any Government Issued Valid ID of Applicant (present original copy) – one (1) photocopy	Applicant/Parents
Special Power of Attorney (SPA)/Authorization Letter and Valid ID of the person authorized, if applicable – one (1) original copy and 1 photocopy	Notary Public / Authorizing Person / Authorized Person
Affidavit of whereabouts of the mother, if applicable- three (3) original copies	Notary Public
PSA Copy - one (1) original or Certified Photo Copy of Certificate of Death, or either parents, if applicable – four (4) copies	Local Civil Registry Office/ Philippine Statistics Authority (PSA)



Authentic Writing (with fresh signature of the father) will be needed if father is deceased and any other records that will prove the filiation of the child or documents showing that the father has acknowledged the child.

IF NOT ACKNOWLEDGED BY THE FATHER:

- Affidavit of Admission of Paternity (AAP)
- three (3) original copies; and
- At least two (2) supporting documents as a proof of filiation bearing the Name of Father and child: - one (1) original copy
 - Baptismal Certificate
 - Medical/Immunization Record
 - School Record (F-137) or Report Card (F-138) (wherein the name of the father is declared, and the signature of the father is affixed at the card)
 - SSS/GSIS/PhilHealth/Pag-Ibig Member's Data Record/Insurance Policy
 - Income Tax Return (ITR)
 - Statement of Assets and Liabilities (SALN)

IF CHILD IS 0-6 YEARS OLD:

- Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother-three (3) original copies

IF CHILD IS 7-17 YEARS OLD:

- Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child -4 original copies
- Sworn Attestation of the Mother –three (3) original copies

IF CHILD IS ABOVE 18 YEARS OLD:

- Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child – three (3) original copies

NOTE:

- Personal Appearance of both parents and minor child is required
- The AAP, PHI, or AUSF shall be registered within 20 days from date of execution.
- The processor will determine applicable documents (depends on the documents required)

Applicant/Concerned Party

Father/Notary Public/ Philippine Foreign Service Post

Authorized Issuing Agency

Religious Institutions/Issuing church
Concerned Hospitals or other birthing facilities
School

Insurance provider
Authorized Issuing Agency/ Party
Authorized Issuing Agency/ Party

Notary Public/ Local Civil Registry Office/Philippine Foreign Service Post

Notary Public/ Local Civil Registry Office/Philippine Foreign Service Post

Notary Public/ Local Civil Registry Office/Philippine Foreign Service Post

Notary Public/ Local Civil Registry Office/Philippine Foreign Service Post



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments; signs log book	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; 1.4 Reviews and validates the completeness and accuracy of the mandatory documents required for the registration; 1.5 If all documents are found complete and in order, receives the document and issue order of payment; 1.6 If for inquiries of requirements, provide list of requirements for registration;	None	20 minutes (varying on the volume of documents to review)	<i>Administrative Officer I Registration Officer IV Administrative Aide IV or City Civil Registrar</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Registration of Affidavit to Use the Surname of the Father (AUSF)	PHP 500.00 per set PHP 2,000.00 (PHP 500.00 x 4 copies) 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA		<i>City Treasurer's Office</i>



		<p>4. Personal Copy of the Registrant</p> <p>Note: Whichever is applicable for the following:</p> <p>For newly registered AUSF: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AUSF with no annotation of PSA Copy: PHP 1,000.00 (PHP 500.00 x 2 copies)</p> <ol style="list-style-type: none"> 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA <p>For additional copy request: PHP 500.00 (PHP 500.00 x1 copy)</p>		
	<p>Registration of Admission of Paternity, if applicable, per set</p>	<p>PHP 500.00 per set</p> <p>PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>Note: Whichever is applicable for the following: For newly registered AAP: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AAP with no annotation of PSA Copy: PHP 1,000.00</p>		



		(PHP 500.00 x 2 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA For additional copy request: PHP 500.00 (PHP 500.00 x 1 copy)		
	Endorsement Fee, for advance forwarding of OCRG copy at PSA	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 per document/set PHP 150.00 4 copies of AUSF and 1 Endorsement		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, receive Verification Slip and returns after the 7 days processing of registration;	3.5 Receives official receipt; issues Verification Slip indicating the date of release of the document; 3.6 Registers the document in the Register of Legal Instrument book and assign registry number; 3.7 Prepares Certifications and Certified Photo Copies of attached requirements and place annotation to civil registry document; 3.8 Civil Registrar signs the documents.		20 minutes and 7 working days (varying on the volume of documents to review)	<i>Administrative Officer I Registration Officer IV Administrative Aide IV or City Civil Registrar</i>
4. RELEASING OF THE DOCUMENT				



<p>4.1 After 7 days, Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;</p> <p>4.2 Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p> <p>4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide IV or Administrative Assistant III</i></p>
<p>4.3 Presents Verification Slip, (ARTA) Monitoring Form and queuing number</p> <p>4.4 Receives personal copy duly signed by the City Civil Registrar, and signs log book;</p> <p>4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip;</p> <p>4.4 Ask the client to review the registered document for their satisfaction as to accuracy;</p> <p>4.5 Informs the client on the mailing of endorsed civil registry document through a local courier services to be made by the office (PSA MC No. 2024-10); assists client in signing log book</p> <p>4.6 Prepares endorsement, issues courier receipt, personal copy of endorsement letter and copy for follow-up at PSA of duly registered document, if applicable;</p>	<p>NOTE: Fees for local couriers are subject to change without prior notice</p>	<p>10 minutes</p>	<p><i>Registration Officer IV or City Civil Registrar</i></p>
TOTAL		➤ PHP 2,675.00	1 hour and 7 working days processing period	

All incomplete data/requirements will not be accepted.
Only documents with official receipt will be processed.

13.11 Registration of Legitimation

Legitimation is applicable to those children conceived and born outside of wedlock of parents who at the time of the conception of the former were not disqualified by any impediment to marry each other (Article 77 of the Family Code).



Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth of child to be legitimated – one (1) original copy	Philippine Statistics Authority
Certified Photo Copy (CPC) of Certificate of Live Birth (COLB) of child- four (4) copies Joint Affidavit of Legitimation- three (3) original copies	Local Civil Registry Office Notary Public/Philippine Foreign Service Post
Joint Supplemental Affidavit of Minor Parents for RA 9858 (Children Born for Parents Below Marrying Age) - three (3) original copies	Notary Public
Philippine Statistics Authority (PSA) copy of Certificate of Marriage– one (1) original copy or Certified Photo Copy (CPC) of Certificate of Marriage (COM) – - three (3) original copies	Philippine Statistics Authority/ Local Civil Registry Office
Certificate of No Previous Marriage/CENOMAR (CRS Form No. 4) or Advisory on Marriages (CRS Form No.5) of both parents- one (1) original copy	Philippine Statistics Authority
Any Government Issued Valid ID of Applicant (present the original) – one (1) photocopy	Applicant
Special Power of Attorney (SPA) or Authorization Letter and Valid ID of the person authorized, if applicable – one (1) original copy and one (1) photocopy	Notary Public
PSA Copy one (1) original copy or Certified Photo Copy (CPC) of Certificate of Death of former spouse, if applicable- and four (4) photocopies	Philippine Statistics Authority/ Local Civil Registry Office
Affidavit of Admission of Paternity, if not previously acknowledged, if applicable – three (3) original copies	Notary Public



If the name of the father does not appear in the Certificate of Live Birth of the child, submit any two (2) supporting documents as a proof of filiation bearing the name of father and child: - one (1) original copy

- Baptismal Certificate
- Medical/Immunization Record
- School Record (F-137) or Report Card (F-138) (wherein the name of the father is declared, and the signature of the father is affixed at the card)
- SSS/GSIS/PhilHealth/Pag-Ibig Member's Data Record/Insurance Policy
- Income Tax Return (ITR)
- Statement of Assets and Liabilities (SALN)

If either parent is deceased, Philippine Statistics Authority (PSA) copy of Certificate of Death(COD) – one (1) original copy or Certified Photo Copy (CPC) of Certificate of Death (COD) – four (4) photocopies

Affidavit of Late Registration of Legitimation (if not registered within the prescribed period) - three (3) original copies

Affidavit of Explanation, if applicable - three (3) original copies

If either parent is foreigner with divorce status:
Certificate of Finality of Divorce, Judgment and Decree of Dissolution of Marriage

NOTE:

- Personal appearance of mother, father and child, if eighteen (18) years old and above, is needed.
- The Affidavit of Legitimation shall be registered within 30 days from date of execution.
- The processor will determine applicable documents (depends on the documents required)

Religious Institutions/Issuing church
Concerned Hospitals or other birthing facilities
School

Insurance provider
Authorized Issuing Agency/ Party
Authorized Issuing Agency/ Party
Philippine Statistics Authority/ Local Civil Registry Office

Notary Public

Notary Public

Embassy of country of origin based in the Philippines/ respective Diplomatic or Consular Official

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs			



	client to submit documents, queuing number and ARTA Monitoring Form at Window 3			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements for registration; signs log book;	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; signs client log book;	None	25 minutes	<i>Registration Officer IV Administrative Officer I Administrative Aide IV or City Civil Registrar</i>
1.4 Wait for notification	1.4 Reviews and validates the completeness and accuracy of the mandatory documents required for the registration;			
	1.7 If all documents are found complete and in order, receives the document and issue order of payment;			
	1.8 If for inquiries of requirements, provide list of requirements for registration;			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	Registration of Legitimation, per set	PHP 2,000.00 (500.00 per set x 4 copies) 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant		<i>City Treasurer's Office</i>
	Registration of Admission of Paternity, if applicable, per set	PHP 2,000.00 (500.00 per set x 4 copies) 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant		



		<p>Note: Whichever is applicable for the following:</p> <p>For newly registered AAP: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AAP with no annotation of PSA Copy: PHP 1,000.00 (PHP 500.00 x 2 copies)</p> <p>For additional copy request: PHP 500.00 (PHP 500.00 x1 copy)</p>		
	<p>Registration of Affidavit to Use the Surname of the Father (AUSF), if applicable, per set</p>	<p>PHP 2,000.00 (500.00 per set x 4 copies)</p> <ol style="list-style-type: none"> 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant <p>Note: Whichever is applicable for the following:</p> <p>For newly registered AUSF: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AUSF with no annotation of PSA Copy: PHP 1,000.00</p>		



		(PHP 500.00 x 2 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA For additional copy request: PHP 500.00 (PHP 500.00 x1 copy)		
	Endorsement Fee, for advance forwarding of OCRG copy at PSA	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 Per document PHP 210.00 4 copies of Legitimation 2 copies of AUSF 1 Endorsement		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, receive Verification Slip indicating the date of release of the document; 3.2 Client to return after the 7 days processing of registration; signs the log book	3.1 Receives official receipt; issues Verification Slip indicating the date of release of the document; 3.2 Instructs the client to return after 7 working days; assist client to sign the logbook; 3.2 Registers the document in the Register of Legal Instrument book and assign registry number; 3.3 Prepares Certifications and Certified Photo Copies of attached requirements and place annotation to civil registry document; 3.4 Local Civil Registrar signs the documents.		15 minutes and 7 working days (varying on the volume of the documents)	<i>Registration Officer IV Administrative Officer I Administrative Aide IV or City Civil Registrar</i>
4. RELEASING OF THE DOCUMENT				



4.1 After 7 days, return to the Office of the Local Civil Registrar;	4.1 Information personnel inquires the specific transaction of the applicant and assists client; signs log book;	None	5 minutes	<i>Administrative Aide IV or Administrative Assistant III</i>	
4.2 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form;	4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to Verification Slip at Window 3				
4.3 Submit Verification Slip, (ARTA) Monitoring Form and queuing number, and signs log book;	4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip; signs log book;		NOTE: Fees for local couriers are subject to change without prior notice	10 minutes	<i>Registration Officer IV Administrative Officer I Administrative Aide IV or City Civil Registrar</i>
4.4 Receives personal copy duly signed by the City Civil Registrar, and signs log book;	4.4 Ask the client to review the registered document for their satisfaction as to accuracy;				
4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.5 Informs the client on the mailing of endorsed civil registry document through a local courier services to be mailed by the office (PSA MC No. 2024-07); assists client in signing the log book;				
	4.6 Prepares endorsement, issues courier receipt, personal copy of endorsement letter and copy for follow-up at PSA of duly registered document, if applicable				
TOTAL		➤ PHP 2,675.00	1 hour and 7 working days processing period		
All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.					



13.12 Supplemental Report

Supplemental Report is used to supply entries / information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death, and Certificate of Fetal Death, which were inadvertently omitted when the civil registry document was registered

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth // Marriage / Death / Fetal Death- one (1) original copy		Philippine Statistics Authority		
Certified Photo Copy (CPC) of Certificate of Live Birth / Marriage / Death / Fetal Death four (4) copies		Local Civil Registry Office		
Affidavit of Supplemental Report executed by the party concerned if aged 18 and above, or by the parent if Document Owner is a minor - three (3) original copies		Notary Public		
At least two (2) supporting documents bearing the information that needs to be supplied in the omitted entry/ies - one (1) original copy		Authorized Issuing Agency		
Any Government Issued Valid ID of Applicant (present the original)		Applicant/Authorized Issuing Agency		
Special Power of Attorney (SPA) or Authorization Letter and Valid ID of the person authorized, if applicable – one (1) original copy		Notary Public / Authorizing Person / Authorized Person		
PSA Copy one (1) original copy or Certified Photo Copy (CPC) of Certificate of Death of former spouse, if applicable		Philippine Statistics Authority/ Local Civil Registry Office		
NOTE: The processor will determine applicable documents (depends on the documents required)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				



1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements, signs log book and wait for notification	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; assists client to sign the log book; 1.4 Reviews and validates the completeness and accuracy of the mandatory documents required for the registration; 1.5 If all documents are found complete and in order, receives the document and issue order of payment; 1.6 If for inquiries of requirements, provide list of requirements for registration;	None	15 minutes (Varying on the volume of the documents to review)	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	2.1 Processing Fee of Supplemental Report	PHP 500.00 per set PHP 1,000.00 (PHP 500.00 x 2 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Personal Copy of the Registrant 3. Copy for Follow-Up at PSA (optional) For additional copy request:		<i>City Treasurer's Office</i> Note: The Office of the City Treasurer's fees for charges on certifications, clearances, medical services, permits and other fees enumerated in the 2022 Local Revenue Code of the City of Alaminos, Pangasinan otherwise known as Tax Ordinance No. 2022-01



		PHP 500.00		duly enacted on 15th November, 2022.
Processing Fee of Supplemental Report for OCRG Approval		PHP 300.00 per set PHP 900.00 (PHP 300.00 x 3 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Personal Copy of the Registrant 3. Copy for Follow-Up at PSA		
Endorsement Fee, for advance forwarding of OCRG copy at PSA		PHP 500.00		
Documentary Stamp Tax		PHP 30.00 Per document PHP 210.00 4 copies of Legitimation 2 copies of AUSF 1 Endorsement		
ICT Fee		PHP 25.00 per official receipt		

3. PROCESSING OF DOCUMENTS

3.1 Present Official Receipt, receive Verification Slip and returns after the 7 days processing of registration;	3.1 Receives official receipt; issues Verification Slip indicating the date of release; Instructs the client to return after 7 working days; 3.2 Process Supplemental Report, prepares Certified Photo Copies of attached requirements and place annotation to civil registry document; 3.3 Local Civil Registrar signs the documents.		20 minutes and 7 working days upon receipt (Varying on the volume of the documents to review) Note: If supplying more than two (2) omitted entries, approval from Philippine Statistics Authority-Central Office is mandatory. Time Frame of approval is indefinite	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>
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(approximate period of three (3) months)

4. RELEASING OF THE DOCUMENT

<p>4.1 After 7 days, return to the Office of the Local Civil Registrar;</p> <p>4.2 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;</p> <p>4.3 Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p> <p>4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3</p> <p>4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip;</p>	<p>None</p>	<p>5 minutes (Varying on the number of requesting clients)</p>	<p><i>Administrative Aide IV or Administrative Assistant III</i></p>
<p>4.4 Submit Verification Slip, (ARTA) Monitoring Form and queuing number, and signs log book;</p> <p>4.5 Receive and review personal copy duly signed by the City Civil Registrar, and signs log book;</p> <p>4.6 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>4.4 Ask the client to review the registered document for their satisfaction as to accuracy;</p> <p>4.5 Informs the client on the mailing of endorsed civil registry document through a local courier services to be made by the office (PSA MC No. 2024-07); assist client in signing the log book;</p> <p>4.6 Prepares endorsement, issues courier receipt; personal copy and copy for follow-up at PSA of duly registered document, if applicable</p>	<p>NOTE: Fees for local couriers are subject to change without prior notice</p>	<p>5 minutes</p> <p>Note: If supplying more than two (2) omitted entries, approval from Philippine Statistics Authority-Central Office is mandatory. Time Frame of approval is indefinite (approximate period of three (3) months)</p>	<p><i>Registration Officer III Registration Officer II or City Civil Registrar</i></p>



TOTAL	➤ PHP 2,675.00	50 minutes and 7 working days processing period plus 90 days PSA processing days for more than 2 entries to supplement
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Supplemental Report is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.</p>		

13.13 Application for Petition for Correction of Clerical Error in the Certificate of Birth, Death/ Fetal Death and Marriage pursuant to R.A. 9048

Clients may file petition at the office of the city or municipal civil registrar to correct a clerical or typographical error in an entry without need of a judicial order pursuant to R.A. 9048

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philippine Statistics Authority (PSA) Copy of Certificate of Live Birth (COLB), Certificate of Marriage (COM) or Certificate of Death (COD) sought to be corrected/changed – one (1) original copy	Philippine Statistics Authority (PSA)
Certified Photo Copy (CPC) of Certificate of Live Birth (COLB), Certificate of Marriage (COM) or Certificate of Death (COD) sought to be corrected/changed– 1 copy	Local Civil Registry Office
Community Tax Certificate and/or any Government issued valid ID of the Petitioner (present original)- one (1) photocopy	Authorized Issuing Agency
Certificate of Indigency and 4Ps ID, if applicable - 1 original copy	C/MSWDO and Punong Barangay
Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the person authorized, if applicable - 1 original copy	Notary Public / Authorizing Person / Authorized Person
Affidavit of Explanation, if applicable	Notary Public / Authorizing Person / Authorized Person



Any three (3) of the following Supporting Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified photo copies to be submitted: - one (1) original copy

- Baptismal Certificate - 1 original copy
- School Record (Form 137), Transcript of Record or Diploma
- PSA Copy / Certified Photo Copy (CPC) of Certificate of Marriage of document owner, if married
- Voter's Registration Record/Voter's Certification
- Medical/ Health Record
- Member's Data/Employment Record (SSS E1 or E4Form/ GSIS/ PhilHealth/ Pag-Ibig
- Senior Citizen Profile
- Employment Service Record, if employed
- Land Title or Tax Declaration
- PSA Copy / Certified Photo Copy (CPC) Certificate of Live Birth, Marriage and / or Death Certificate of parents, and at least two (2) Siblings, if applicable
- Other relevant supporting documents the Civil Registrar may require for the approval of the Petition

NOTE: The processor will determine applicable documents (depends on the documents required)

Religious Institutions/Issuing Church
 Issuing School
 Philippine Statistics Authority / Local Civil Registry Office=
 COMELEC
 Concerned Hospitals/Birthing facilities or clinics
 Authorized Issuing Agency/ Party
 Office of the Senior Citizens Affair (OSCA)
 Authorized Issuing Agency/ Party
 Authorized Issuing Agency/ Party
 Philippine Statistics Authority / Local Civil Registry Office
 Authorized Issuing Agency/ Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and documents sought for correction;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements; signs log book	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents;	None	30 minutes	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>



	<p>1.4 Reviews and compare PSA and local copy for consistency of discrepancy, and evaluate if the documents and mandatory requirements are complete, correct and in order;</p> <p>1.5 If all documents and mandatory requirements are found to be in order, interviews the applicant and issue the order of payment;</p> <p>1.6 If for inquiries of requirements, provide list of requirements for registration;</p>		(varying on the volume of documents to review)	
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
<p>2.1 Personal Information System (PIS) Verification</p> <ul style="list-style-type: none"> •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees 	Filing Fee, as prescribed by the law	PHP 1,000.00 per petition		<i>City Treasurer's Office</i>
	Miscellaneous Fee, for petition, notice of posting, certificate of posting, records sheet and transmittal	PHP 500.00		
	Migrant Petition, if applicable	PHP 500.00		
	Filing fee for CCE, if applicable	PHP 500.00		
	Miscellaneous Fee for CCE	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 per petition/set		
ICT Fee	PHP 25.00 per official receipt			
3. PROCESSING OF DOCUMENTS				
<p>3.1 Present Official Receipt, review and sign petition, and; notarize the correct petition, if applicable;</p> <p>3.2 Submit the notarized petition;</p> <p>3.3 Receive Verification Slip and returns after the ten (10) days mandatory posting period, and publication for 2 consecutive weeks</p>	<p>3.1 Receive receipt, processes petition, and; assign petition number;</p> <p>3.2 Instruct client to review and sign the petition; instruct the client to notarize the petition, if applicable</p> <p>3.3 Issue Verification Slip indicating the time and date of release;</p>	None	10 days mandatory posting period	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>



<p>3.4 After the 10 days reglementary posting period, proceed to City Civil Registry Office (CCRO), and;</p>	<p>Instruct the client to return after ten (10) days mandatory posting period</p> <p>3.4 Process the Petition: Data Entry and assigning petition numbers</p>			
<p>3.5 Log personal information and purpose on the Client Log- book for Contact Trace at Window 1, presents Valid ID and documents sought for correction;</p> <p>3.6 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>3.5 Receive queuing number and Verification Slip; and assists client to sign the log book;</p> <p>3.6 Review of petition for signature/ decision of the Civil Registrar;</p> <p>3.7 Inform the client on the mailing of endorsed civil registry document at PSA-Legal Division for affirmation through local courier services to be sent directly by the office;</p> <p>3.8 Upon receipt of (owner's copy) and give instruction.</p> <p>Note: Staff notifies client (via call and/or text) upon receipt of the Affirmed Petition from the PSA-OCRG</p>	<p>NOTE: Fees for local couriers are subject to change without prior notice</p>	<p>Note: The total length of period for processing at PSA-CO takes an Approximate period of four (4) months</p> <p>The follow-up of the status of the document is scheduled after three (3) months upon receipt of petition</p>	<p><i>Registration Officer III</i> <i>Registration Officer II</i> <i>or City Civil Registrar</i></p>
<p>4. RELEASING OF THE DOCUMENT</p>				
<p>4.1 Upon receipt of notification via text and/or call, return to the Office of the Local Civil Registrar;</p> <p>4.2 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p> <p>4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents at Window 3</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide IV</i> <i>or Administrative Aide I</i></p>
<p>4.3 Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form; sign the log book;</p>	<p>4.3 Receive queuing number and Verification Slip; and assists client to sign the log book;</p>	<p>None</p>	<p>1 hour and 5 minutes</p>	<p><i>Registration Officer III</i> <i>Registration Officer II</i> <i>or City Civil Registrar</i></p>



4.4 If the approved petition of the CCR is AFFIRMED by the OCRG (Civil Registrar General), advise client to pay necessary fees;

4.5 Upon receipt of courier's Official Receipt, process the Affirmed Petition; Data entry; Preparation of Finality and annotation; Final evaluation/ review of Finality and annotation for signature; Reproduction of CTC of unannotated and annotated CRD and Finality ; and Final transmittal of annotated civil document to Provincial Statistics Office- Decentralized Copy Annotation Process (DECAP);

4.6 Issue Certificate of Finality with annotated copy of CRD and give instruction for follow-up;

4.7 If the approved petition of the CCR is IMPUGNED by the OCRG (Civil Registrar General), inform the client to file for MOTION FOR RECONSIDERATIO, to be processed and forwarded by the office to OCRG, if applicable, and;

4.8 Advise the client to wait for the affirmation. Staff will notify the client via call and/or text) upon receipt of the Affirmed Petition from the PSA-OCRG

(varying on the volume of documents to prepare)

Note:
Processing of affirmed petitions is indefinite as it depends on the action and return of documents from PSA.

5. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE

4.5 Personal Information System (PIS) Verification
●Without PIS, proceed to Management Information System Section

Certificate of Finality Fee

PHP 500.00 per set

PHP 1,000.00
(500.00 per set x 2 copies)

City Treasurer's Office



●With PIS, proceed to City Treasurer's Office For payment of applicable fees		1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA		
	Documentary Stamp Tax	PHP 30.00 per document/set		
	ICT Fee	PHP 25.00 per official receipt		
4.6 Presents Official Receipt, receive the Certificate of Finality	4.9 Receive the receipt, issue copy Certificate of Finality, Certified Photo Copy of unannotated and annotated civil registry document, Certified Photo Copies of Petition, Approval and Affirmation, and give instruction to the client		5 minutes	Registration Officer III Registration Officer II or City Civil Registrar
TOTAL		➤ PHP 2,610.00 PHP1,555.00 filing fee) + PHP 1,055.00 Certificate of Finality for affirmed petition)	1 hour, 55 minutes and 6 months	
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED</p> <p>Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048 and is qualified for multi-stage processing.</p> <p>Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted.</p>				

13.14 Application for Petition for Change of First Name (CFN) Pursuant to R. A. 9048 and Petition for Correction of Sex/Date of Birth Pursuant to R.A. 10172

Clients may file petition at the office of the city or municipal civil registrar to change name or nickname given to a person which may consist of one or more names in addition to the middle and last name pursuant to R.A. 9048. Furthermore, the office of the City Civil registrar may accept and facilitate petition of Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register without Need of a Judicial Order Amending for this Purpose Republic Act Numbered Ninety Forty-Eight under Clerical law (R.A. 10172)

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Philippine Statistics Authority (PSA) Copy of the sought to be corrected/changed – one (1) original copy	Philippine Statistics Authority
Certified Photo Copy (CPC) of the Certificate sought to be corrected/changed– one (1) photocopy	Local Civil Registry Office
Community Tax Certificate and/or any Government issued valid ID of the Petitioner (present original)- one (1) photocopy	Authorized Issuing Agency / Notary Public
Affidavit of Publication - 1 copy	Local Newspaper / National Circulating Newspaper
Certificate of Indigency and 4Ps ID, if applicable - 1 original copy	C/MSWDO and Punong Barangay
Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the person authorized, if applicable - 1 original copy	Notary Public / Authorizing Person / Authorized Person
Affidavit of Explanation, if applicable	Notary Public
Mandatory requirements to be submitted – one (1) original copy	
<ul style="list-style-type: none"> •Baptismal Certificate •Earliest School Record (Form 137) showing date of birth, gender and name of the applicant; If no longer available or school is closed execute affidavit attesting the facts; 	<ul style="list-style-type: none"> Religious Institutions/Issuing Church Issuing School
<ul style="list-style-type: none"> •Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergo sex change or sex transplant with the following required information: 	<ul style="list-style-type: none"> City Health Physician/City Health Office (CHO)
<ul style="list-style-type: none"> - Full name of government physician with valid medical/PRC license - Name of hospital, designation, and contact number 	
<ul style="list-style-type: none"> •Medical Records issued by the hospital or by a clinic where the Document Owner was born, if its already closed, execute an affidavit attesting to the facts; and 	<ul style="list-style-type: none"> Hospital/Clinic
<ul style="list-style-type: none"> • NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex/CFN • Police Clearance (latest with 6 months validity) Purpose: Petition to correct Date of Birth/Sex/CFN 	<ul style="list-style-type: none"> National Bureau of Investigation (NBI) PNP Headquarter nearest to your residence
<ul style="list-style-type: none"> • Certification of Employment with no pending case (if employed); 	<ul style="list-style-type: none"> Employer of Client
<ul style="list-style-type: none"> If employed abroad and employer/company does not issue such, submit affidavit that he/she has no pending administrative/ criminal case filed against him/her and that the employer does not issue 	



such certification; •Affidavit of Non-Employment (If not employed); •PSA Copy / Certified Photo Copy (CPC) of Certificate of Marriage of document owner (if married) -1 copy •PSA Copy / Certified Photo Copy (CPC) Certificate of Live Birth, Marriage and / or Death Certificate of parents and at least two (2) Siblings, if applicable •Other relevant supporting documents the Civil Registrar may require for the approval of the Petition (depends on the documents required) NOTE: •Personal appearance of document owner (for Petition to correct Sex) •The processor will determine applicable documents (depends on the documents required)		Notary Public / Document Owner Philippine Statistics Authority / Local Civil Registry Office Philippine Statistics Authority / Local Civil Registry Office Authorized Issuing Agency/ Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and documents sought for correction; 1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents, queuing number and ARTA Monitoring Form at Window 3	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements, signs log book; 1.4 Wait for notification	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; 1.4 Reviews and compare PSA and local copy for consistency of discrepancy, and evaluate if the documents and mandatory requirements are complete, correct and in order;	None	30 minutes (varying on the volume of documents to review)	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>



	1.5 If all documents and mandatory requirements are found to be in order, interviews the applicant and issue the order of payment;			
	1.6 If for inquiries of requirements, provide list of requirements for registration;			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	2.1 Filing Fee, as prescribed by the law	PHP 3,000.00 per petition		<i>City Treasurer's Office</i>
	Miscellaneous Fee, for petition, notice of posting, certificate of posting, CTC of Affidavit of Publication, records sheet and transmittal	PHP 500.00		
	Certificate of Authenticity (issued by the City Health Physician), for Petitions of Correction of Sex	PHP 100.00		
	Publication Fee Local Newspaper	PHP 2,000.00		
	Publication Fee National Circulating Newspaper, if applicable			
	Migrant Petition, if applicable	PHP 1,000.00		
	Filing fee for CCE, if applicable	PHP 500.00		
	Miscellaneous Fee for CCE			
Documentary Stamp Tax	PHP 30.00 per petition/set			
ICT Fee	PHP 25.00 per official receipt			
2.2 Present Official Receipt, review and sign petition, and notarize the correct petition, if applicable;	2.2 Receive receipt and process the Petition: Data Entry; assign petition number and instruct client to review and sign the petition;	None	10 days mandatory posting period	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>
2.3 Submit the notarized petition;	2.3 Instruct client to notarize the petition, if applicable;			
2.4 Receive Verification Slip and returns after the ten (10) days mandatory posting period, and publication for 2 consecutive weeks	2.4 Issue Verification Slip indicating the time and date of release; Instruct the client to return after ten (10) days mandatory posting period;		2 Weeks consecutive publication	
2.5 Publish the Notarized petition to a Local Newspaper				
3. RELEASING OF APPROVAL				



<p>3.1 After the 10 days reglementary posting period and publication for 2 consecutive weeks, proceed to City Civil Registry Office (CCRO); Signs Visitor's Log Book, presents verification slip;</p> <p>3.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>3.1 Information personnel inquires the specific transaction of the applicant, and assist client to sign the log book;</p> <p>3.2 Issue queuing number and inform client to submit verification slip at Window 3</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide VI or Administrative Aide I</i></p>
<p>3.3 Present Verification Slip and queuing number, sign log book</p> <p>3.4 Receive Approved Petition (owner's copy) and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>3.3 Receive queuing number and Verification Slip; and assists client to sign the log book;</p> <p>3.4 Review of petition for signature/ decision of the Civil Registrar;</p> <p>3.5 Inform the client on the mailing of endorsed petition at PSA-Legal Division for affirmation through local courier services and to be sent directly by the office;</p> <p>3.6 Upon receipt of courier's Official Receipt, issue Approved Petition (owner's copy) and give instruction; staff will notify client (via call and/or text) upon receipt of the Affirmed Petition from the PSA-OCRG</p>	<p>PHP 120.00 Mailing fee (Endorsement to PSA-CO)</p> <p>NOTE: Fees for local courier are subject to change without prior notice</p>	<p>Note: The total length of period for processing at PSA-CO takes an approximate period of four (4) months</p> <p>The follow-up of the status of the document is scheduled after three (3) months upon receipt of petition</p>	<p><i>Registration Officer III Registration Officer II or City Civil Registrar</i></p>
<p>4. RELEASING OF FINALITY</p>				
<p>4.1 Upon receipt of notification via text and/or call , proceed to City Civil Registry Office (CCRO);</p> <p>4.2 Log personal information and purpose on the Client Log- book for Contact Trace at Window 1,</p>	<p>4.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book;</p> <p>4.2 Issue queuing number and inform client to submit Verification Slip and present notification at Window 3</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide VI or Administrative Aide I</i></p>



presents Valid ID and documents sought for correction; 4.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form;	4.3 Receive queuing number and Verification Slip; and assists client to sign the log book;			
4.4 Present notification, get queuing number and Citizens Charter (ARTA) Monitoring Form	4.4 If the approved petition of the CCR is AFFIRMED by the OCRG (Civil Registrar General), advice client to pay necessary fees;	None	1 hour and 5 minutes (varying on the number of requesting clients) Note: Processing of affirmed petitions is indefinite as it depends on the action and return of documents from PSA.	<i>Registration Officer III Registration Officer II or City Civil Registrar</i>
5. PAYMENT OF FEES OF CERTIFICATE OF FINALITY				
5.1 Personal Information System (PIS) Verification ●Without PIS, proceed to Management Information System Section ●With PIS, proceed to City Treasurer's Office For payment of applicable fees	5.1 Certificate of Finality Fee	PHP 500.00 per set PHP 1,000.00 (500.00 per set x 2 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA		<i>City Treasurer's Office</i> November, 2022.
	Documentary Stamp Tax	PHP30.00 per petition/set		
	ICT Fee	PHP25.00 per official receipt		



<p>5.2 Present Official Receipt, and receive the Certificate of Finality and personal copy of petition</p>	<p>5.2 Upon receipt of Official Receipt, process the Affirmed Petition; Data entry; Preparation of Finality and annotation; Final evaluation/ review of Finality and annotation for signature; Reproduction of CPC of unannotated and annotated CRD and Finality ; and Final transmittal of annotated civil document to Provincial Statistics Office-Decentralized Copy Annotation Process (DECAP);</p> <p>5.3 Issue Certificate of Finality with annotated copy of CRD and give instruction for follow-up;</p> <p>5.4 If the approved petition of the CCR is IMPUGNED by the OCRG (Civil Registrar General), inform the client to file for MOTION FOR RECONSIDERATION, to be processed and forwarded by the office to OCRG, if applicable;</p>		<p>5 minutes</p>	<p><i>Registration Officer III Registration Officer II or City Civil Registrar</i></p>
<p style="text-align: right;">TOTAL</p>		<p>➤ PHP 6,610.00 (Correction of Change of First Name and Date of Birth) (PHP 3,555.00 filing fee + PHP 2, 000.00 publication fee + PHP 1,055.00 -Certificate of Finality for affirmed petition)</p> <p>➤ PHP 6,810.00 (Correction in the Entry of Sex) (PHP 3,655.00 filing fee + PHP 100.00 Certificate of Authenticity + PHP 2, 000.00 publication fee + PHP 1,055.00 -Certificate of Finality for affirmed petition)</p> <p>For Migrant Petition (Correction of Change of First</p>	<p>1 hour, 3 minutes and 10 days for posting period and 2 consecutive weeks Publication Period (Period of Notice of Publication)</p>	



Name and Date of Birth):
Additional fee
➤ **PHP 1,555.00**
per copy/set

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED
Petition for Change of First Name (CFN) is covered under R. A. 9048 and Petition for Correction of Sex/Date of Birth is covered under R.A. 10172 is qualified for multi-stage processing.
Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate.
All incomplete date/requirements will not be accepted.

13.15 Offline Request of PSA Copy of Certificates of Live Birth, Marriage, Death, Fetal Death and CENOMAR Thru Batch Request Query System (BREQS) REQUEST QUERY SYSTEM (BREQS)

Offline issuance of the available certification, not available certification of Certificates of Live Birth, Marriage, Death, Fetal Death and CENOMAR thru Batch Request Query System (BREQS)

Office/Division:	City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>FOR THE DOCUMENT OWNER: Duly accomplished Request/Application Form of document to be requested (Birth, Marriage, Death/Fetal Death and Certificate of No Marriage, Certificate of No Death Record and annotated or endorsed documents provided said documents have already been issued by PSA previously) - 1 copy</p> <p>Any Government Issued Valid Identification (ID) of the requesting party (present original)</p>		<p>Local Civil Registry Office</p> <p>Document Owner</p>
<p>FOR THE REPRESENTATIVE OF THE DOCUMENT OWNER: Notarized Special Power of Attorney (SPA)/Authorization Letter of the Document Owner and Valid ID of the person authorized (stating the intent to secure Civil Registry Document, type of document to be requested, number of copies and other specific details of the document to be requested), provided that they show link/relationship to the Document Owner – 1 original copy</p>		<p>Notary Public / Authorizing Person / Authorized Person, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p>



Affidavit of Nearest Kin/Explanation, if applicable		Notary Public		
NOTE: The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Window 1 and log personal information and purpose on the Client Log-book for Contact Trace, presents Valid ID and Authorization Letter/SPA, if applicable;	1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;	None	5 minutes (varying on client's filling-out of request form)	<i>Helen B. Mesa Administrative Aide VI Bernardo P. Ramirez Jr. Administrative Aide I</i>
1.2 Fill-out request form;	1.2 If the requesting party is the document owner, verifies the Valid ID presented;			
1.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.3 If the requesting party is an authorized representative, verifies the relationship of the requesting party to the document owner and the authenticity and correctness of the authorization letter/SPA by the authorizing person;			
	1.4 If found authentic and complete. instructs the client to fill-out request form;			
	1.5 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to submit queuing number and request form at Window 2			
1.4 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;	1.4 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and filled-out Request Form;		15 minutes (varying on the number of requesting clients)	<i>Administrative Aide I or Administrative Aide IV</i>
1.5 Wait for notification	1.5 Verifies the completeness and correctness of the information given in the request form;			
	1.6 if found in order, issue the order of payment			
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				



<p>2.1 Personal Information System (PIS) Verification</p> <ul style="list-style-type: none"> •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees 	<p>2.1 Service Fee</p>	<p>PHP 100 .00 per document request</p>		<p><i>City Treasurer's Office</i> on 15th November, 2022.</p>
<p>2.2 Present Official Receipt and pay applicable fees for PSA copy of civil registry document requested;</p> <p>2.3 Receive BREQS Acknowledgement Slip and return after 14 working days (2 weeks) upon request; Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>2.2 Receive receipt, collects payment for request of civil registry document in PSA copy;</p> <p>2.3 Issue BREQS Acknowledgment Slip and instruct the client to return after 14 working days (2 weeks) for the release;</p> <p>2.4 Process the request: Data Entry, and print transmittal thru BREQS; and save flash drive containing the data file</p> <p>2.5 Prepare deposit slip of the collected fees to be deposited at LandBank –Alaminos City Branch</p> <p>2.6 Submit requests with transmittal, proof of payment and flash drive containing the data file to BREQS Collecting Officer-Provincial Statistics Office-Calasiao, Pangasinan</p> <p>2.7 Receive Claim stub indicating the date of release; Wait for the schedule of release;</p> <p>2.8 Claim the requested civil registry documents in PSA copy by presenting the claim stub;</p>	<p>Payment to PSA PSO:</p> <p>PHP 155.00 per copy of the following: Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death(COD)/ Fetal Death (COFD), Certificate of No Death Record (CENODEATH) and annotated or endorsed documents issued previously by PSA</p> <p>PHP 210.00 per copy of the following: Certificate of No Marriage (CENOMAR)/ Advisory on Marriages (ADMAR)</p>	<p>14 working days (2 weeks)</p> <p>Note: Payment collected by the CCRO will be deposited under the Account Name of PSA Clearing Account at LandBank-Alaminos City Branch as per MOA between LGU-Alaminos City and PSA</p>	<p><i>Administrative Aide I or Administrative Aide IV</i></p>



2.9 Check correctness and completeness of issued civil registry documents based on the copy of the Transmittal; Sign in the receipt and Control Form

3. RELEASING OF DOCUMENTS AFTER PRESCRIBED PERIOD

<p>3.1 After 2 weeks, Proceed to LCRO and log personal information and purpose on the Client Log- book for Contact Trace at Window 1, presents Valid ID and documents sought for correction;</p> <p>3.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p> <p>3.3 Present notification, get queuing number and Citizens Charter (ARTA) Monitoring Form</p>	<p>3.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book;</p> <p>3.2 Issue queuing number and inform client to submit BREQS Acknowledgement Slip at Window 6;</p> <p>3.3 Receive queuing number and Acknowledgement Slip; Verifies Valid ID;</p>	<p>None</p>	<p>5 minutes (varying on the number of requesting clients)</p>	<p><i>Administrative Aide VI or Administrative Aide I</i></p>
<p>3.4 Present queuing number, BREQS Acknowledgement Slip and Valid ID;</p> <p>3.5 Sign BREQS Acknowledgement Slip, receive the requested civil registry document and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>3.4 Release the requested civil registry document; assist client in signing the BREQS Acknowledgement Slip and logbook</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I or Administrative Aide IV</i></p>

<p>TOTAL</p>	<p>➤ PHP 280.00 for COLB, COM, COD and CENODEATH</p> <p>➤ PHP 335.00 for CENOMAR / ADMAR</p>	<p>30 minutes and 14 working days</p>
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ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED
Request for Issuance of Certified True Copy of Birth/ Marriage and Death Certificates via Civil Registry Online Services is qualified for multi-stage processing.
All incomplete data/requirements will not be accepted.



13.16 Endorsement and Advance Transmittal of Civil Registry Documents to Philippine Statistics Authority

Endorsement to Philippine Statistics Authority (PSA) of newly registered, previously registered, no available record and/or blurred and unreadable and Civil Registry Documents to be enrolled in the PSA databases.

Office/Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circulars issued by the PSA and Data Privacy Act of 2012 (R.A. 10173)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CERTIFICATE OF LIVE BIRTH</p> <ul style="list-style-type: none"> •PSA CRS Form No. 1 Negative Certification of Birth, if applicable •Duly accomplished Municipal Form No.102- Certificate of Live Birth- OCRG Copy •Endorsement Letter to PSA •Certified Photo Copy (CPC) of Certificate of Live Birth, if applicable •Civil Registry Form No. 1A (Birth Available), if applicable •Certified Photo Copy (CPC) of Certificate of Live Birth with proper annotation, if applicable •Duly accomplished Municipal Form No.102, Attachment on Civil Registry Documents of Muslims and Indigenous People, if applicable •Affidavit of Acknowledgment/Admission of Paternity, if applicable - 4 original and/or Certified Photo Copy • Affidavit to Use the Surname of the Father (AUSF) (if the illegitimate child will use the surname of father), signed and notarized, if applicable - 4 original and/or Certified Photo Copy 	<p>Philippine Statistics Authority (PSA) Local Civil Registry Office/Attendant at Birth/Hospital Authority/Maternity/ other birthing facilities Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office Imam/Muslim mosques Notary Public / Authorizing Person / Authorized Person Notary Public / Authorizing Person / Authorized Person</p>
<p>CERTIFICATE OF MARRIAGE</p> <ul style="list-style-type: none"> • PSA CRS Form No. 1 Negative Certification of Marriage, if applicable •PSA CRS Form No. 4 Certificate of No Marriage, if applicable •PSA CRS Form No. 5 Advisory on Marriages, if applicable •Duly accomplished Municipal Form No.97- Certificate of Marriage OCRG Copy •Endorsement Letter to PSA •Civil Registry Form No. 3A (Marriage Available), if applicable •Certified Photo Copy (CPC) of Certificate of Marriage, if applicable •Certified Photo Copy (CPC) of Certificate of Marriage with proper annotation, if applicable •Duly accomplished Municipal Form No.97, Attachment on Civil Registry Documents of Muslims and Indigenous People, if applicable 	<p>Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office Local Civil Registry Office Imam/Muslim mosques</p>



CERTIFICATE OF DEATH/FETAL DEATH

- PSA CRS Form No. 2 Negative Certification of Death
- Duly accomplished Municipal Form No.103/103A- Certificate of Death/Fetal Death OCRG Copy
- Endorsement Letter to PSA
- Civil Registry Form No. 2A (Death Available), if applicable
- Certified Photo Copy (CPC) of Certificate of Death , if applicable
- Certified Photo Copy (CPC) of Certificate of Death with proper annotation, if applicable
- Duly accomplished Municipal Form No.103, Attachment on Civil Registry Documents of Muslims and Indigenous People, if applicable

ADDITIONAL MANDATORY REQUIREMENTS/ATTACHMENTS:

Original and/or Certified Photo Copy – 4 copies

- Proof or Urgency (documentation that clearly demonstrates imminent emergency or need for immediate filing and processing of certain document within a fixed amount of time) such as follows, if applicable:
 - 1)Passport application;
 - 2)Processing of Death Claims/Insurances;
 - 3)Hospitalization purposes;
 - 4)Burial purposes;
 - 5)Educational purposes;
 - 6) Letter or Certification from other authorized issuing agencies; and
 - 7) Other Supporting Documents that can substantiate the urgency ,such as follows: a court summons or legal notice, medical certificates issued by physicians; death certificates of a loved one in cases of bereavement, marriage certificates for application status, and the like.
- Certified Photo Copy of page number of Registry Book as supporting document in addition to those prescribed in the PSA issued Memorandum Circular No. 2010-04, if applicable
- Affidavit of Supplemental Report
- Court Decree/Order
- Certificate of Finality/Petition for Correction of Clerical Errors and/or Change of First Name (RA 9048)
- Certificate of Finality/Petition for Correction in the Date of Birth (Month and Day)/Sex (RA 10172)
- Other Mandatory Supporting Documents

Any Government Issued Valid ID of the authorizing Person , authorized person, parent/s or mother(if document owner is minor), legal guardian (Court decision assigning the requester as

Philippine Statistics Authority (PSA)
 Local Civil Registry Office/ Hospital Authority
 Local Civil Registry Office
 Local Civil Registry Office
 Local Civil Registry Office

Local Civil Registry Office
 Imam/Muslim mosques

Registrant/Applicant/Authorized Issuing Agency

Notary Public/Authorizing Person / Authorized Person
 Regional Trial Court where the Judgment/Order was rendered/ LCRO where the court is located

Local Civil Registry Office

Local Civil Registry Office

Registrant/Applicant/Authorized Issuing Agency



<p>legal guardian, and/or Duly notarized Affidavit of Guardianship supported by documents), nearest kin (present original copy), if applicable– one (1) photocopy</p> <p>Duly Notarized Special Power of Attorney (SPA)/Authorization Letter of the Document Owner (stating the intent to secure Civil Registry Document, type of document to be requested, number of copies and other specific details of the document to be requested) and Valid ID of the person authorized, if applicable– 1 original copy</p> <p>Affidavit of Nearest Kin/Explanation provided that they show link/relationship to the Document Owner, if applicable</p> <p>Affidavit of Delayed Registration, if applicable</p> <p>NOTE:</p> <ul style="list-style-type: none"> • Submission of advance endorsement through courier directly to PSA Civil registration Service is no longer allowed, in accordance with the amended Memorandum Circular No. 2020-12A. Electronic Endorsement and piecemeal/advance copy of CRDs sent through courier may be availed only by clients with verified Proof of urgency. • The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012. 	<p>Notary Public/Authorizing Person / Authorized Person, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Notary Public/Authorizing Person / Authorized Person, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Authorizing Person / Authorized Person, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs</p> <p>Notary Public</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
<p>1.1 Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID and Authorization Letter/SPA, if applicable;</p> <p>1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form</p> <p>1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments;</p>	<p>1.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book;</p> <p>1.2 If the requesting party is the document owner, verifies the Valid ID presented;</p> <p>1.3 If the requesting party is an authorized representative, verifies the relationship of the requesting party to the document owner and the</p>	<p>None</p>	<p>5 minutes (varying on client's filling-out of request form)</p>	<p><i>Administrative Aide VI or Administrative Aide I</i></p>



1.4 Wait for notification	<p>authenticity and correctness of the authorization letter/SPA by the authorizing person;</p> <p>1.4 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to submit queuing number and request form at Window 2</p>			
	<p>1.5 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and filled-out Request Form;</p> <p>1.6 Receives and Verifies the completeness and correctness of the civil registry document for endorsement; and conduct interview;</p> <p>1.7 if found in order, issue the order of payment</p>		<p>20 minutes (varying on the volume of documents to review)</p>	<p><i>Administrative Aide IV Administrative Aide VI Administrative Assistant III Administrative Officer I Registration Officer II Registration Officer II Registration Officer III Registration Officer IV or City Civil Registrar</i></p>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
<p>2.1 Personal Information System (PIS) Verification</p> <ul style="list-style-type: none"> •Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees 	<p>Certified Photocopy (CPC)/Certified Transcription/Certification, applicable</p>	<p>PHP 100.00 per copy</p> <ol style="list-style-type: none"> 1. Certificate of Live Birth; 2. Certificate of Marriage; 3. Certificate of Death; 4. Certificate of Fetal Death; 5. Conversion to Islam, and; 6. Certificate of Islam Divorce 		<p><i>ity Treasurer's Office</i></p>
	<p>Registration of Legitimation, applicable, per set</p>	<p>PHP 2,000.00 (500.00 per set x 4 copies)</p> <ol style="list-style-type: none"> 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant 		



	<p>Registration of Admission of Paternity, applicable, per set</p>	<p>PHP 2,000.00 (500.00 per set x 4 copies)</p> <ol style="list-style-type: none"> 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant <p>Note: Whichever is applicable for the following:</p> <p>For newly registered AAP: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AAP with no annotation of PSA Copy: PHP 1,000.00 (PHP 500.00 x 2 copies)</p> <p>For additional copy request: PHP 500.00 (PHP 500.00 x1 copy)</p>		
	<p>Registration of Affidavit to Use the Surname of the Father (AUSF), if applicable, per set</p>	<p>PHP 2,000.00 (500.00 per set x 4 copies)</p> <ol style="list-style-type: none"> 1. Copy for OCRG for Monthly Transmittal Report 		



		<p>2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant</p> <p>Note: Whichever is applicable for the following:</p> <p>For newly registered AUSF: PHP 2,000.00 (PHP 500.00 x 4 copies)</p> <p>For previously registered AUSF with no annotation of PSA Copy: PHP 1,000.00 (PHP 500.00 x 2 copies)</p> <p>1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA</p> <p>For additional copy request: PHP 500.00 (PHP 500.00 x1 copy)</p>		
	<p>Registration of Court Decree/ Order and other registrable Court Decrees, applicable,</p>	<p>PHP 1,200.00 per set</p> <p>PHP 3, 600.00 (PHP 1,200.00 x 3 copies)</p> <p>1. Copy for OCRG for Monthly Transmittal Report</p>		



		<p>2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Personal Copy of the Registrant 4. Copy for Follow-Up at PSA (optional)</p> <p>For additional copy request: PHP 1,200.00 per copy/set</p>		
	<p>Processing Fee of Court Decree/Order originated outside the city/other RTC/LCRO, and/or; Court Decree/Order wherein the concern document was registered at other Local Civil Registry Office, if applicable</p>	<p>PHP 1,200.00 per set</p> <p>PHP 4,800.00 (PHP 1,200.00 x 4copies)</p> <p>1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA-CO for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant</p> <p>For additional copy request: PHP 1,200.00</p>		
	<p>Processing Fee of Supplemental Report, if applicable</p>	<p>PHP 500.00 per set</p> <p>PHP 1,000.00 (PHP 500.00 x 2 copies)</p> <p>1. Copy of Endorsement at PSA-CO for Annotation purposes</p>		



		2. Personal Copy of the Registrant 3. Copy for Follow-Up at PSA (optional) For additional copy request: PHP 500.00		
	Processing Fee of Supplemental Report for OCRG Approval, if applicable	PHP 300.00 per set PHP 900.00 (PHP 300.00 x 3 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Personal Copy of the Registrant 3. Copy for Follow-Up at PSA		
	Filing Fee of RA 9048 (correction of clerical error), as prescribed by the law, if applicable	PHP 1,000.00 per petition		
	Filing Fee for RA 9048 (CFN and/or RA 10172 (Sex/Date of Birth-day and month) as prescribed by the law, if applicable	PHP 3,000.00 per petition		
	Miscellaneous Fee, for petition, notice of posting, certificate of posting, records sheet and transmittal, if applicable	PHP 500.00		
	Certificate of Authenticity (issued by the City Health Physician), for Petitions of Correction of Sex, if applicable	PHP 100.00		
	Publication Fee, Local Newspaper, if applicable	PHP 2,000.00		
	Publication Fee National Circulating Newspaper, if applicable			
	Migrant Petition, if applicable	PHP 1,000.00		



Filing fee for CCE, if applicable	PHP 500.00
Miscellaneous Fee for CCE	
Fee for Islam Attachment - per set if applicable	PHP 20.00
CPC of Conversion to Islam fee, if applicable	PHP 100.00
CPC of Certificate of Muslim Divorce fee, if applicable	PHP 100.00
Penalty Fee for Delayed Registration of Birth, Marriage and Death/Fetal Death, if applicable	PHP 100.00 per document
Transferred Civil Registry Document fee, if applicable	PHP 1,000.00
Other Legal Instruments, if applicable	PHP 500.00
Other Civil Registry Document Certification Fee, if applicable	PHP 100.00
Endorsement Fee	PHP 500.00 per document
Documentary Stamp Tax	PHP 30.00 per petition/set
ICT Fee	PHP 25.00 per official receipt

3. PROCESSING OF CIVIL REGISTRY DOCUMENT For Electronic Endorsement with PSA Negative Result, Feedback and processed thru CDLI/RA 9048/RA 10172/Supplemental Report:

3.1 Presents Official Receipt;	3.1 Receives receipt, issues Verification Slip indicating the date of release;		20 minutes and 3 day (processing period)	<i>Administrative Aide IV</i> <i>Administrative Aide VI</i> <i>Administrative Assistant III</i> <i>Registration Officer I</i> <i>Registration Officer II</i> <i>Registration Officer III</i> <i>Registration Officer IV</i> <i>or City Civil Registrar</i>
3.2 Wait for notification	3.2 Prepare Endorsement/Transmittal Letter, certified photo copy of civil Registry document and required attachments to be endorsed;		(varying on the volume of documents to be verified and prepared)	
3.3 Receives Verification Slip indicating the date of release;	3.3 Civil Registrar or authorized signatory signs the document;		Note: Once the CRD's endorsement has been approved by the CRS, the same may be requested for copy issuance subject to payment of prescribed processing fees in any PSA CRS outlets nationwide	
3.4 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.4 Ask the client to review the registered document for their satisfaction as to accuracy;			
	3.5 Informs the client on the processing period in requesting PSA Copy;			



	<p>3.6 Transmit to PSA CRS Division thru local courier service (PSA MC No. 2024-07), for CDLI with COMBO annotation of RA 9048, RA 10172 and Supplemental Report</p> <p>3.7 Transmit to PSA Regional Office thru Decentralized Copy Annotation Project (DeCAP) to be submitted by the CCR for documents under RA 9048, RA 10172 and Supplemental Report</p> <p>3.8 Assists client in signing log book</p>	<p>NOTE: Fees for local couriers are subject to change without prior notice</p>	<p>60 days (PSA processing days)</p>	
<p>For Piecemeal/Advance Endorsement of OCRG Copy to PSA (for on-time registration):</p>				
<p>3.1 Presents Official Receipt;</p> <p>3.2 Wait for notification</p> <p>3.3 Receive Verification Slip to return after 3 days for the processing of registration</p>	<p>3.1 Receives receipt, issues Verification Slip indicating the date of release;</p> <p>3.2 Pull-out and photocopy the OCRG Copy of requested document with statistical portion properly coded;</p> <p>3.3 Prepare Endorsement/Transmittal Letter, proof of urgency and other mandatory attachments;</p> <p>3.4 Civil Registrar or authorized signatory signs the document;</p> <p>3.5 Ask the client to review the registered document for their satisfaction as to accuracy;</p> <p>3.6 Transmit the requested Civil Registry Document to PSA CRS Outlet through an office-to-office transaction by the Local Civil Registrar (PSA MC No. 2024-07 dated 15 February 2024)</p> <p>3.7 Instruct the client to return after 14 working days to claim the transmittal form and of the processing</p>	<p>Note: Electronic Endorsement is free of charge pursuant to PSA Advisory</p>	<p>20 minutes (varying on the volume of documents to be verified and prepared)</p>	<p><i>Administrative Aide I Administrative Aide VI Administrative Assistant III or City Civil Registrar</i></p>



	period in requesting PSA Copy; assists client in signing log book.		14 working days (PSA processing days)	
4. RELEASING OF DOCUMENTS For Electronic Endorsement with PSA Negative Result, Feedback and processed thru CDLI/RA 9048/RA 10172/Supplemental Report:				
4.1 After 3 days, Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	4.1 Information personnel inquires the specific transaction of the applicant and assists client;	None	5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Assistant III</i>
4.2 Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form	4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit Verification Slip at Window 3			
4.3 Submit Verification Slip, (ARTA) Monitoring Form and queuing number, and signs log book;	4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip;		5 minutes	<i>Administrative Aide IV Administrative Officer I Registration Officer II Registration Officer III Registration Officer IV or City Civil Registrar</i>
4.4 Receive and review personal copy duly signed by the City Civil Registrar, and signs log book;	4.4 Ask the client to review the registered document for their satisfaction as to accuracy;			
4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.5 Photocopy the courier receipt and release personal copy of endorsement Letter, requested document and copy for follow-up at PSA of duly registered document;			
	4.6 Inform the client on the processing period in requesting PSA Copy at PSA Central Office and assists client in signing log book;			
	4.7 Advices the client to wait for 2-3 months (as per advice of the PSA Authority) to request PSA copy at any PSA CRS outlets, for endorsed document under CDLI and CDLI with COMBO annotation under RA 9048, RA 10172 and Supplemental Report;		60-90 days (PSA processing days)	



	<p>4.8 Advises the client to wait for 60 working days (as per advice of the PSA Authority) to request PSA copy at any PSA CRS outlets, for endorsed document under RA 9048, RA10172 and Supplemental Report;</p> <p>4.9 Assists client to sign the log book.</p>		<p>60 days (PSA processing days)</p> <p>Note: Once the CRD's endorsement has been approved by the CRS, the same may be requested for copy issuance subject to payment of prescribed processing fess in any PSA CRS outlets nationwide</p>	
For Piecemeal/Advance Endorsement of OCRG Copy to PSA (for on-time registration):				
4.1 After 3 days, Proceed to Window 1 and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID;	4.1 Information personnel inquires the specific transaction of the applicant and assists client;		5 minutes (varying on the number of requesting clients)	<i>Administrative Aide VI or Administrative Aide I</i>
4.2 Presents Verification Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form	4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit Verification Slip at Window 2			
4.4 Presents Verification Slip, (ARTA) Monitoring Form and queuing number;	4.4 Receives queuing number, (ARTA) Monitoring Form and verification slip, assists client to sign the log book;	None	5 minutes	<i>Administrative Aide I Administrative Aide VI Administrative Assistant III or City Civil Registrar</i>
4.5 Receives personal copy duly signed by the City Civil Registrar, and signs log book;	4.5 Issue personal copy of transmittal form/piecemeal and copy for follow-up at PSA of duly registered document;			
4.6 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.6 inform the client on the processing period in requesting PSA Copy;		22 to 24 working days	



	<p>4.15 Advices the client to wait for 22 to 24 working days (as per advice of the PSA Authority) to request PSA copy at any PSA CRS outlets and;</p> <p>4.16 Assists client to sign the log book.</p>		<p>Note: Once the CRD's endorsement has been approved by the CRS, the same may be requested for copy issuance subject to payment of prescribed processing fess in any PSA CRS outlets nationwide</p>	
TOTAL		➤ PHP 555.00	55 minutes and 3 working days (for Electronic Endorsement), 14 working days (for Advance Transmittal) plus PSA processing days	
<p>ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Endorsement and Advance Transmittal of Civil Registry Documents to PSA is qualified for multi-stage processing. All incomplete date/requirements will not be accepted.</p>				



SOCIAL SERVICES

14. City Library Office External Services



14.1 Accessing Computer and Internet Services

The use of computer/ internet for an hour. *(Ang paggamit ng kompyuter/ internet ng mga kliyente sa loob ng isang oras)*

Office or Division:	Office of the City Librarian			
Classification:	Simple			
Type of Transaction:	G2C-Government to Public			
Who may avail:	the general public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tech4ED Logsheet			Alaminos City Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about computer availability. <i>(Magtanong kung may maaaring magamit na kompyuter).</i>	1. The Tech4ED Center Manager shall check if there are unoccupied computer stations. <i>(Suriin ng Tech4ED Center Manager kung may bakanteng kompyuter).</i>	None	1 min.	Tech4ED Center Manager
2. The clients shall register their TIME-IN in the Tech4ED Logsheet. <i>(Itatala ng mga kliyente ang oras ng kanilang TIME-IN sa Tech4ED Logsheet).</i>	2. The Tech4ED Center Manager shall assist the user in filling the logsheet. <i>(Gagabayan ng Tech4ED Center Manager ang kliyente sa pagtatala sa Tech4ED Logsheet).</i>	None	1 min.	
3. Use the computer for maximum of 1 hour, may extend its use provided there is no queue. <i>(Gamitin ang kompyuter sa loob ng isang oras, maaaring pahabain ang paggamit nito kung walang nakapila).</i>	3. The Tech4ED Center Manager shall assist you with regards to your technical needs. <i>(Ang Tech4ED Center Manager ang siyang tutulong sa inyong pangangailangang teknikal).</i>	None	10 mins.	
4. The clients shall indicate the TIME-OUT in the Tech4ED Logsheet <i>(Itatala ng mga kliyente ang oras ng kanilang TIME-OUT sa Tech4ED Logsheet)</i>	4. The Tech4ED Center Manager shall assist the clients in filling the logsheet <i>(Gagabayan ng Tech4ED Center Manager ang mga kliyente sa pagtatala sa Tech4ED Logsheet)</i>	None	1 min.	
TOTAL			13 minutes	



14.2 Reader's Reference Service

Using of books and other materials inside the library. (*Paggamit ng mga libro at iba pang materyales sa loob ng silid-aklatan*)

Office or Division:	Office of the City Librarian			
Classification:	Simple			
Type of Transaction:	G2C-Government to Public			
Who may avail:	the general public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
E-logbook, Reader's Reference Logbook			Alaminos City Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register new client and Scan the QR Code: <i>(Irehistro ang bagong kliyente at I-scan ang QR Code)</i>	1. The front desk officer shall register the clients in the e-logbook system <i>(Irehistro ng front desk officer ang mga kliyente sa e-logbook)</i>	None	1 min.	<i>Front Desk Officer</i>
1.1 The users shall scan their QR code for their TIME-IN <i>(note: in case of power interruption, the clients shall utilize the Reader's Reference Logbook).</i> <i>(I-scan ng mga kliyente ang kanilang QR code para sa kanilang TIME-IN (tandaan: kung sakaling mawalan ng kuryente, gagamitin ng mga kliyente ang Reader's Reference Logbook).</i>	1.1 The front desk officer shall provide the registered user a copy of the generated QR code or request the client to photograph the generated QR code. <i>(Ang front desk officer ay magbibigay sa rehistradong kliyente ng kopya ng QR code o hilingin sa kliyente na kunan ng larawan ang QR code).</i>			
2. Deposit Personal Belongings: <i>(Iwanan ang Personal na Pag-aari)</i>	2. Request the client to deposit their personal belongings at the control desk, if any. <i>(Hilingin sa kliyente na ideposito sa control desk ang kanilang mga personal na gamit, kung mayroon man).</i>	None	1 min.	<i>Front Desk Officer</i>
2.1 Checking the availability of material/s: <i>(Tignan ang availability ng mga materyal)</i>	2.1 The front desk officer shall provide the client with number tag and remind them not to leave any valuable item/s inside their baggage <i>(Bibigyan ng front desk officer ang kliyente ng number tag at papaalalahanan silang huwag mag-iwan ng anumang mahalagang bagay sa loob ng kanilang bagahe)</i>			



3. Check the availability of material/s through the use of Koha OPAC or browsing through the shelves <i>(Tignan ang availability ng mga materyal sa pamamagitan ng paggamit ng Koha OPAC o pag-browse sa mga shelves)</i>	3. The section in-charge shall assess the need of the client and point the location of the material if necessary <i>(Susuriin ng section in-charge ang pangangailangan ng kliyente at ituturo ang lokasyon ng materyal kung kinakailangan)</i>	None	10 mins.	Section in-charge
4. Return Personal Belongings and Scan the QR Code: <i>(Ibalik ang Mga Personal na gamit at I-scan ang QR Code)</i>	4. The front desk officer shall return the personal belongings of the user upon receipt of number tag, if any. <i>(Ibabalik ng front desk officer ang mga personal na gamit ng kliyente kapag natanggap ang number tag, kung mayroon man).</i>	None	1 min.	Front Desk Officer
4.1 The clients shall scan their QR code for their TIME-OUT <i>(note: in case of power interruption, the client shall utilize the Reader's Reference Logbook).</i> <i>(I-scan ng mga kliyente ang kanilang QR code para sa kanilang TIME-OUT (tandaan: kung sakaling mawalan ng kuryente, gagamitin ng kliyente ang Reader's Reference Logbook).</i>				
TOTAL		None	13 minutes	

14.3 Circulation of Library Materials

Borrowing and returning of books or non-book materials outside the library. *(Panghihiram ng mga libro o iba pang gamit sa labas ng aklatan)*

Office or Division:	Office of the City Library
Classification:	Simple
Type of Transaction:	G2C-Government to Public
Who may avail:	the reading public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Borrower's Slip	Alaminos City Library
Any valid ID	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of books or materials: 1. Present the book/s or material/s to borrow: <i>(Ipakita ang mga libro o materyales na hihiramin)</i>	1. The Circulation Section In-charge shall check the status and physical condition of the book/s or material/s <i>(Susuriin ng Circulation Section In-charge ang status at pisikal na kondisyon ng mga libro o materyales)</i>	None	1 min.	Circulation Section in-charge
1.1 Leave Valid ID <i>(Mag-iwan ng Valid ID)</i>	1.1 The Library Staff shall check the validity of the ID <i>(Susuriin ng Library Staff ang bisa ng ID)</i>	None	1 min.	
1.2 The client shall fill up the borrower's slip in order to borrow any book/s to read except for materials considered "FOR ROOM USE ONLY." Books in Reserved Section may be borrowed within a day and one week for Fiction Collection, other books may be borrowed over-night <i>(Pupunan ng kliyente ang borrower's slip upang makahiram ng anumang librong babasahin maliban sa mga materyal na itinuturing na "FOR ROOM USE ONLY." Ang mga libro sa RESERVED SECTION ay maaaring hiram sa loob ng naturang araw at isang linggo naman para sa Fiction Collection, ang iba pang mga libro ay maaaring hiram ng magdamag)</i>	1.2 The Circulation Section In-charge shall fill up the Book Card and the Date Due Slip of the book <i>(Pupunan ng Circulation Section In-charge ang Book Card at ang Date Due Slip ng libro)</i>	None	3 min.	
1.3 The client can borrow the book or material until its due date <i>(Maaari ng hiram ng kliyente ang libro o materyal hanggang sa takdang petsa)</i>	1.3 The Circulation Section in-charge shall scan the barcode of the book to update the Koha. <i>(I-scan ng Circulation Section In-charge ang barcode ng libro para i-update ang Koha)</i>			
	1.4 The Circulation Section In-charge shall issue the book or material and remind its due date <i>(Ang Circulation Section In-charge ang magbibigay ng libro o materyal at magpapaalala sa takdang petsa ng pagbabalik)</i>	None	1 min.	



<p>Returning of books or materials: (Pagbabalik ng mga libro o materyales) 2. Present the borrowed book/s or material/s to the Circulation Section in-charge <i>(Ipakita ang hiniram na mga libro o materyal sa circulation section in-charge)</i></p>	<p>2. The Circulation Section In-charge shall check the due date and the physical condition of the material <i>(Susuriin ng Circulation Section In-charge ang takdang petsa at ang pisikal na kondisyon ng materyal)</i></p>	None	3 min.	
	<p>2.1 The Circulation Section In-charge shall scan the barcode of the returned book to update the Koha <i>(I-scan ng Circulation Section In-charge ang barcode ng ibinalik na libro upang i-update ang Koha)</i></p>	None	1 min.	
	<p>2.2 The Circulation Section In-charge shall return the Valid ID of the client <i>(Ibabalik ng Circulation Section In-charge ang Valid ID ng kliyente)</i></p>	None	1 min.	
	TOTAL	None	11 minutes	



SOCIAL SERVICES

15. City Public Order and Safety Office External Services



15.1 Settlement of Penalty/Fine on Traffic Violations and Other Ordinances

A violator of traffic ordinance, other local ordinances and/or executive orders who was apprehended and issued Ordinance Violation Receipt (OVR) ticket or Notice of Violation needs to settle the corresponding fine/ penalty of his/her violation within three (3) days; otherwise, it will be forwarded to the City Legal Office appropriate legal action. Further, for traffic violators, record of their traffic violation shall be forwarded to the Land Transportation Office (LTO) for alarms purposes after thirty (30) days of failure to settle their corresponding fine/penalty.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Violators of ordinances or their Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issued OVR Ticket (duplicate copy) or Notice of Violation	POSO Apprehending Officer/Enforcer			
Official Receipt showing Payment of Fine / Penalty	City Treasurer's Office or POSO Traffic Office (POSO One-Stop-Shop)			
Valid ID Card or Proof of Identity	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company			
Personal Information System (PIS) Registered	City Management Information System (CMIS) or POSO Traffic Office (POSO One-Stop-Shop)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Violator/authorized representative shall proceed to POSO station and log in at the Visitors / Clients Logbook	1. Ask the client to log in at the Visitors / Clients Logbook	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
2. Violator/authorized representative shall present the OVR ticket or Notice of Violation issued to him/her.	2. Check on the database if the details on the OVR ticket had been entered/ encoded in the database. If yes, proceed immediately to 2.3.	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	2.1 Check on the Logbook if the Traffic Officer or Enforcer had already turned-over or surrendered the original copy of OVR ticket to POSO station. If YES, proceed immediately to the NEXT STEP.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	If NOT , the personnel shall encode in the database all details indicated on the OVR ticket.	None	5 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>



	2.2 Check how many times the violator had committed the present violation/s then certify and sign it on the back of said OVR ticket.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	2.3 Check in the PIS database if violator's data had been captured. *If violator ALREADY HAD DATA , proceed immediately to Step No. 4 for collection of payment. * IF NO DATA IS FOUND , proceed to Step No. 3 - Registration/ enrollment in the Personal Information System (PIS)	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
3. Registration/ enrollment in the Personal Information System (PIS)	3. Client shall fill-up and submit duly accomplished PIS Data Capture Form and present valid ID card or proof of identity	None	7 minutes	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	3.1 Client shall undergo photo capture then confirms that the encoded data is correct	None	2 minutes	
4. Traffic violator shall pay the corresponding fine / penalty of his/her violation	4. Collect payment of traffic violator and issue Official Receipt of his/her payment	<ul style="list-style-type: none"> ➤ Refer to the table of violations and corresponding penalties ➤ ICT Fee: ₱ 25.00 pesos ➤ Documentary stamp, if necessary: ₱ 30.00 pesos 	3 minutes	<i>Traffic Operations Officer I Administrative Aide IV POSO Bonded Collecting Officers</i>
5. Traffic violator shall present the Official Receipt as proof of payment for his/her violation penalty.	5. Encode important details of the Official Receipt such as the OR number, amount paid, and date of payment on the database	NONE	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
TOTAL		Violation (Refer to the table of violations and corresponding penalties listed below) + Php 25.00	28 minutes	



If OVR ticket or Notice of Violation is lost
Violation (Refer to the table of violations and
 corresponding penalties listed below) + **Php 55.00**

TABLE OF VIOLATIONS WITH CORRESPONDING PENALTIES

Inclusive of ₱ 25.00 ICT Fee per ticket/transaction

Tax Ordinance # 2022-01 - 2023 Revised Revenue Code of Alaminos City. Chapter III. Article F. Section 110. Paragraph O. Violations and Penalties of Comprehensive Transportation and Traffic Ordinance

Violations	Penalties
1. Wearing Sando, Shorts, Slippers or Barefooted While Driving	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and cancellation of Local Franchise issued by LGU Alaminos City upon due notice
2. Disregarding Signals/Signs: A.No Parking, Loading, Unloading B.No U-Turn C.No Entry D.No Left Turn/ No Right Turn E.Making U-Turn, Left or Right Turn on Pedestrian Lanes	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00
3. Obstruction to Traffic	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00
4. Use of City Roadsides as Parking Space by Machine Shops/Talyer	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 2,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and revocation of business permit upon due notice
5. Violation of “Nose in, Nose Out” Policy	1 st offense: ₱ 2,025.00 2 nd offense: ₱ 3,025.00 3 rd and succeeding offenses: ₱ 5,025.00
6. Driving/Parking Against Traffic Flow / Driving Backward Along Thoroughfare	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid



7. Driving Under the Influence of Liquor/Drug	1 st offense: ₱ 2,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
8. Reckless Driving / Racing with Another Vehicle	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
9. Texting/Talking Using Cellphone While Driving	₱ 1,025.00 Provided, however, that if a violation causes a traffic accident, the driver shall be subjected to an additional fine not exceeding ₱ 5,000.00 Provided further that the violator shall be subjected to the confiscation of his/her driver's license by the Traffic Management Unit of the PNP, other duly authorized/ deputized traffic personnel by the LTO. The confiscated license shall then be turned-over to the LTO for retrieval by the person upon payment at the City Treasurer's Office of the fine as above-provided.
10. Smoking while Driving	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
11. Blocking Vehicle / Cutting Vehicle / Overtaking Vehicle	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00 and impounding until fine is paid
12. Driving/Riding a Motorcycle Without Wearing Protective Helmet	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
13. Driving a Motorcycle with More Than One (1) Back rider	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
14. Driving Without License / Driving with Student Permit Only (Public Utility Vehicles)	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
15. Driving with Fake License / Revoked License / Expired License / Borrowed License	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
16. Driving with Improper Restriction Code/Improper License	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
17. Driving with Student Permit without the company of duly license driver	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00



18. Refusal to show or surrender his/her Driver's License	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
19. Evading Apprehension / Running Away Due to Unsettled/Previous Violation	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
20. Refusal to Convey Passengers	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and cancellation of Local Franchise issued by LGU Alaminos City upon due notice
21. Overcharging / Not Giving Discount to Student/ Senior Citizen/Disabled	1 st offense: ₱ 525.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 1,025.00 and impounding until fine is paid
22. Arrogance or Discourtesy (Driver) / Employing Arrogant Driver	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
23. Colorum / Unregistered / No Plate	1 st offense: ₱ 2,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
24. Fake OR/CR	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
25. Expired OR/CR / Expired Mayors Permit / Expired Sticker	1 st offense: ₱ 425.00 and impounding until fine is paid 2 nd offense: ₱ 525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 625.00 and impounding until fine is paid
26. No authorized Driver's ID (Public Motorized Tricycles)	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
27. Authorized Driver's ID Does Not Correspond to the Body Number	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
28. Tricycle Fare Rate Not Posted Inside Side Car Facing Passenger	1 st offense: ₱ 325.00 and impounding until fine is paid 2 nd offense: ₱ 425.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
29. No Trash Can/Garbage Receptacle	1 st offense: ₱ 125.00 2 nd offense: ₱ 225.00



	3 rd and succeeding offenses: ₱ 325.00
30. Unreadable/Disfigured Plate Number	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
31. No Lights at the back Where the Body Number and Plate Number or Mark "NOT FOR HIRE" Are Indicated or Said Lights Are Defective and Not Lighted During Night Operation	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid
32. Defective/Not Functioning Stop Light/ Flasher	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
33. No Backrest	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
34. More Than One (1) back Rider (All Tricycles)	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
35. Nuisance muffler	1 st offense: ₱ 525.00 and confiscation of muffler 2 nd offense: ₱ 625.00 and confiscation of muffler 3 rd and succeeding offenses: ₱ 725.00 and confiscation of muffler
36. No Mark "NOT FOR HIRE" IN Front and Back of Body (Private Tricycles & Jeepneys	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid
37. Failure to Give Signal When Turning left and Right	1 st offense: ₱ 125.00 2 nd offense: ₱ 150.00 3 rd and succeeding offenses: ₱ 175.00 and impounding until fine is paid
38. Overloading (Tricycles: maximum of four (4) passengers only)	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 3,025.00 and suspension of one (1) month of local franchise issued by the City Government upon due notice 3 rd and succeeding offenses: ₱ 5,025.00 and revocation of the local franchise issued by the City Government upon due notice If such violation causes damage or injury to person or property, then the appropriate provisions of the Civil Code and the Revised Penal Code shall be enforced



39.Children placed in Front of the Tricycle or Motorcycle Driver	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																	
40.Carrying Protruding Loads Without Warning Device Vividly Visible to Other Drivers	₱ 325.00																																	
41.Tricycles from Other Towns Conveying Passengers of Alaminos Within the Territorial Jurisdiction of the City	1 st offense: ₱ 525.00 and impounding until fine is paid 2 nd offense: ₱ 1,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid																																	
42.No Backlight (4-wheeled tractors)	1 st offense: ₱ 225.00 2 nd offense: ₱ 275.00 3 rd and succeeding offenses: ₱ 375.00 and impounding until fine is paid																																	
43.No Light & Reflector During Night Travel (kuliglig w/ attached carriage)	1 st offense: ₱ 225.00 2 nd offense: ₱ 275.00 3 rd and succeeding offenses: ₱ 375.00 and impounding until fine is paid																																	
44.Minor Using Padyak/Push Cart / Minor Driving a Motor/Motorized Vehicle	1 st offense: ₱ 325.00 2 nd offense: ₱ 525.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid																																	
45.Drinking at Parking Terminal / Gambling at Parking Terminal	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00 and impounding until fine is paid																																	
46.Using Sidewalk/Footway for Private Convenience	₱ 1025.00 or imprisonment of 5 days, or both upon the discretion of the court																																	
47.Leaving of unserviceable, dilapidated or junk vehicle on any part of the roads/thoroughfares	<table border="1"> <thead> <tr> <th data-bbox="907 1040 1241 1073">Vehicles</th> <th data-bbox="1255 1040 1522 1073">Towing fee</th> <th data-bbox="1537 1040 1846 1073">Impounding fee/day</th> </tr> </thead> <tbody> <tr> <td data-bbox="907 1073 1241 1105">a. Push cart</td> <td data-bbox="1255 1073 1522 1105">P500.00</td> <td data-bbox="1537 1073 1846 1105">P50.00</td> </tr> <tr> <td data-bbox="907 1105 1241 1138">b. Tri-bike</td> <td data-bbox="1255 1105 1522 1138">500.00</td> <td data-bbox="1537 1105 1846 1138">50.00</td> </tr> <tr> <td data-bbox="907 1138 1241 1170">c. Motorcycle</td> <td data-bbox="1255 1138 1522 1170">500.00</td> <td data-bbox="1537 1138 1846 1170">100.00</td> </tr> <tr> <td data-bbox="907 1170 1241 1203">d. Kuliglig</td> <td data-bbox="1255 1170 1522 1203">500.00</td> <td data-bbox="1537 1170 1846 1203">100.00</td> </tr> <tr> <td data-bbox="907 1203 1241 1235">e. Tricycle</td> <td data-bbox="1255 1203 1522 1235">500.00</td> <td data-bbox="1537 1203 1846 1235">100.00</td> </tr> <tr> <td data-bbox="907 1235 1241 1268">f. Tractor</td> <td data-bbox="1255 1235 1522 1268">700.00</td> <td data-bbox="1537 1235 1846 1268">100.00</td> </tr> <tr> <td data-bbox="907 1268 1241 1300">g. 4-Wheelers</td> <td data-bbox="1255 1268 1522 1300">1,000.00</td> <td data-bbox="1537 1268 1846 1300">100.00</td> </tr> <tr> <td data-bbox="907 1300 1241 1333">h. 6-Wheelers</td> <td data-bbox="1255 1300 1522 1333">1,500.00</td> <td data-bbox="1537 1300 1846 1333">100.00</td> </tr> <tr> <td data-bbox="907 1333 1241 1365">i. 10-14 Wheelers</td> <td data-bbox="1255 1333 1522 1365">2,500.00</td> <td data-bbox="1537 1333 1846 1365">100.00</td> </tr> <tr> <td data-bbox="907 1365 1241 1398">j. 18-Wheelers</td> <td data-bbox="1255 1365 1522 1398">3,000.00</td> <td data-bbox="1537 1365 1846 1398">100.00</td> </tr> </tbody> </table>	Vehicles	Towing fee	Impounding fee/day	a. Push cart	P500.00	P50.00	b. Tri-bike	500.00	50.00	c. Motorcycle	500.00	100.00	d. Kuliglig	500.00	100.00	e. Tricycle	500.00	100.00	f. Tractor	700.00	100.00	g. 4-Wheelers	1,000.00	100.00	h. 6-Wheelers	1,500.00	100.00	i. 10-14 Wheelers	2,500.00	100.00	j. 18-Wheelers	3,000.00	100.00
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i. 10-14 Wheelers	2,500.00	100.00																																
j. 18-Wheelers	3,000.00	100.00																																
48.Stealing/Selling of Traffic Sign Boards	₱ 1525.00 /sign board and 30 days' imprisonment																																	



49. Removal, Transfer or Change of position of Any Traffic Control Sign/Item Without Proper Authority	1 st offense: ₱ 525.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 1025.00 and 5 days' imprisonment
50. Erection, Display or Maintenance of Anything Which Purports to be an Imitation of Any Traffic Control Sign or Item	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and 3 days' imprisonment
51. Leaving/Parking a Vehicle or loading/Unloading Inside Towing Zone	1 st offense: ₱ 525.00 with towing and impounding fee 2 nd offense: ₱ 625.00 with towing and impounding fee 3 rd and succeeding offenses: ₱ 725.00 with towing and impounding fee
52. Jaywalking	1 st offense: ₱ 525.00 2 nd offense: ₱ 1025.00 3 rd and succeeding offenses: ₱ 3025.00 or imprisonment of not less than 15 days but not more than 6 months
53. Failure to dim headlights	₱ 175.00
54. Fake ID/Permit	₱ 1,525.00
55. Not Carrying Driver's License	₱ 175.00
56. Illegal Terminal	₱ 525.00
57. No CR/OR	₱ 325.00
58. No Body Number (Plate) For Hire Motor Vehicle	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
59. No Body Number (Public Motorizes Tricycles)	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
60. Smoke Belching	₱ 425.00
61. Truck Ban	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
62. No Side Mirror	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
63. No Head Light / Defective Headlight	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 2,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
64. Violation on the Provision of Number Coding	1 st offense: ₱ 525.00



	2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid																																	
65. Minor Driving Motorcycle / Motorized Vehicle	1 st offense: ₱ 2,025.00 2 nd offense: ₱ 3,025.00 3 rd and succeeding offenses: ₱ 5,025.00 and impounding until fine is paid																																	
66. No Horn	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid																																	
67. Disregarding Traffic Signal	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																	
68. Overloading (Private Vehicles)	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid																																	
69. Disregarding Traffic Signal	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																	
70. Not carried OR/CR Upon Apprehension	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																	
71. Not Carried Driver's License Upon Apprehension	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																	
72. All vehicles subjected to towing and/or impoundment shall pay the corresponding fines indicated as follows:	<table border="1"> <thead> <tr> <th>Vehicles</th> <th>Towing fee</th> <th>Impounding fee/day</th> </tr> </thead> <tbody> <tr> <td>a. Push cart</td> <td>P500.00</td> <td>P50.00</td> </tr> <tr> <td>b. Tri-bike</td> <td>500.00</td> <td>50.00</td> </tr> <tr> <td>c. Motorcycle</td> <td>500.00</td> <td>100.00</td> </tr> <tr> <td>d. Kuliglig</td> <td>500.00</td> <td>100.00</td> </tr> <tr> <td>e. Tricycle</td> <td>500.00</td> <td>100.00</td> </tr> <tr> <td>f. Tractor</td> <td>700.00</td> <td>100.00</td> </tr> <tr> <td>g. 4-Wheelers</td> <td>1,000.00</td> <td>200.00</td> </tr> <tr> <td>h. 6-Wheelers</td> <td>1,500.00</td> <td>200.00</td> </tr> <tr> <td>i. 10-14 Wheelers</td> <td>2,500.00</td> <td>300.00</td> </tr> <tr> <td>j. 18-Wheelers</td> <td>3,000.00</td> <td>500.00</td> </tr> </tbody> </table>	Vehicles	Towing fee	Impounding fee/day	a. Push cart	P500.00	P50.00	b. Tri-bike	500.00	50.00	c. Motorcycle	500.00	100.00	d. Kuliglig	500.00	100.00	e. Tricycle	500.00	100.00	f. Tractor	700.00	100.00	g. 4-Wheelers	1,000.00	200.00	h. 6-Wheelers	1,500.00	200.00	i. 10-14 Wheelers	2,500.00	300.00	j. 18-Wheelers	3,000.00	500.00
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73. PMT operating Out of Route	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
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15.2 Releasing of Impounded Vehicle

The Public Order and Safety Office is in-charge in the management of Impounding Area located at Brgy. Tangcarang, Alaminos City where all vehicles, including pushcarts and tri-bikes subjected for impoundment and safekeeping, are kept for temporary custody until it has been claimed. This process is provided in order to deliver the simplest and fastest, yet proper way of releasing impounded vehicle to the client.

Office/Division:	Public Order and Safety Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Registered owner of vehicle; Lawful possessor of the vehicle; Authorized representative of registered owner/ lawful possessor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OR/CR of vehicle/ motorcycle	LTO
For lawful possessor: Dead of Absolute Sale of Motor Vehicle; Certificate of Mortgage	Notary Public
Additional requirement for authorized person/ representative: Authorization Letter and valid ID of owner/ lawful possessor	Registered owner/ lawful possessor
Clearance if vehicle was involved in a crime	ACPS- Investigation Section / POSO Investigation Section
Clearance / Order, if a case had been filed	City Prosecutor's Office or Court
Impounding Receipt duplicate copy	Issued by the Towing and Impounding Staff
Official Receipt showing payment of the corresponding penalty	City Treasurer's Office or POSO Traffic Office (POSO One-Stop-Shop)
Personal Information System (PIS) Registered, if applicable	City Management Information System (CMIS) or POSO Traffic Office (POSO One-Stop-Shop)
Valid ID Card or Proof of Identity of claimant/ payor	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial interview and logging in at the Visitors / Clients Logbook	1. Conduct initial interview as to the purpose of the client then ask him/her to log in at the Visitor's / Client's Logbook	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
2. Payor/ claimant shall present the duplicate copy of Towing and	2. Check TIR, OR/CR of impounded vehicle, and other documentary	None	7 minutes	<i>Administrative Aide, Administrative Aide I,</i>



Impounding Receipt (TIR), and the OR/ CR of the impounded vehicle, including other documentary requirements, if applicable	requirements presented by the claimant/ payor Note: If impounding receipt was not issued, proceed immediately to Step No. 5			<i>Administrative Aide IV, and Traffic Operations Officer I</i>
	2.1 The traffic clerk shall compute the total number of days the vehicle was impounded, starting on the first day of impoundment, then sign on the computed amount. Pushcart & Tribike: Motorcycle, Kuliglig, Tricycle, Tractor: 4 to 6 wheelers 10-14 wheelers: 18 wheelers:	**List of vehicles with corresponding impounding fee: 50 pesos per day 100 pesos per day 200 pesos per day 300 pesos per day 500 pesos per day	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	2.3 Check in the PIS database if violator's data had been captured. *If violator ALREADY HAD DATA , proceed immediately to Step No. 4 for collection of payment. * IF NO DATA IS FOUND , proceed to Step No. 3 - Registration/ enrollment in the Personal Information System (PIS)	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
3. Registration/ enrollment in the Personal Information System (PIS)	3. Client shall fill-up and submit duly accomplished PIS Data Capture Form and present valid ID card or proof of identity 3.1 Client shall undergo photo capture then confirms that the encoded data is correct	None	7 minutes	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
		None	2 minutes	



4. Client shall pay the computed amount	4. Collect payment of violator and issue Official Receipt of his/her payment	<ul style="list-style-type: none"> ➤ Towing/impounding fee: The fee depends on the type of vehicle and how many days it has been impounded (Refer to agency action 2.2) ➤ ICT Fee: ₱ 25.00 pesos ➤ Documentary stamp, if necessary: ₱ 30.00 pesos 	3 minutes	<i>Traffic Operations Officer I Administrative Aide IV POSO Bonded Collecting Officers</i>
5. Client shall proceed to the Impounding area located at Brgy. Tangcarang, Alaminos City and present to the guard-on-duty the following: *Proof of payment (Official Receipt) issued from the City Treasurer's Office or by the POSO Bonded collecting officer, if applicable; *CLEARANCE issued from the PNP and/or POSO indicating the release of impounded vehicle, if applicable, including other documentary requirements such as Court Order	5. Check the documents presented.	None	3 minutes	<i>Security Guard on duty</i>
	5.1 Both claimant and Guard on duty shall inspect the condition of the impounded vehicle.	None	10 minutes	<i>Security Guard on duty</i>
	5.2 Release the impounded vehicle to the claimant and let him sign the release document in the logbook	None	5 minutes	<i>Security Guard on duty</i>
TOTAL	Impounding Fee days (depends on the type of vehicle) x No. of days + Php 25.00 <u>If Impounding Receipt is lost</u> Impounding Fee days (depends on the type of vehicle) x No. of days + Php 55.00		44 minutes	



15.3 Issuance of POSO Clearance

The Tax Ordinance No. 2022-01 otherwise known as the new Revenue Code of Alaminos City requires all tricycle operators/ drivers applying new/renewal for tricycle permit/ legalization to secure clearance from Public Order and Safety Office, hence, the office provided the simplest and fastest process for the client to avail the service.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Tricycle owners/ operators/ drivers applying for tricycle permit/ legalization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration and latest Official Receipt (OR/CR)		LTO		
Official Receipt indicating payment for POSO Clearance		City Treasurer's Office or POSO Traffic Office (POSO One-Stop-Shop)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logging in at the Visitors / Clients Logbook and request POSO Clearance.	1. Ask the client to log in at the Visitors / Clients Logbook	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
1.1 Client shall present documents for tricycle permit/legalization, OR/CR and proof of payment paid at the City Treasurer's Office.	1.1 Verify presented Official Receipt if amount paid corresponds to the exact amount to be paid. <div style="text-align: right;"> POSO Clearance ₱ 50.00 Documentary Stamp ₱ 30.00 ICT Fee ₱ 25.00 </div>	None	3 minutes	
	1.2 Verify in the database if the owner/ operator/ driver and/or the tricycle plate number or MV file number has no pending traffic violation/s IF THERE IS PENDING TRAFFIC VIOLATION, proceed to 15.1 Settlement of Penalty/Fine on Traffic Violations and Other Ordinances			
	1.3 Prepare the requested document	None	3 minutes	
2. Signing and Issuance of POSO clearance	2. Traffic clerk and Head of Office (or authorized officer in the absence of Head of Office) shall sign the POSO clearance	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, or Traffic Operations Officer I</i> <i>Executive Asst. IV Authorized Officer/s: Traffic Operations Officer I</i>



				Security Officer I Administrative Aide IV Traffic Aide II or Traffic Aide I
	2.1 Let the client acknowledge receipt of requested document	None	1 minute	Administrative Aide, Administrative Aide I, Administrative Aide IV, or Traffic Operations Officer
TOTAL		₱ 105.00	9 MINUTES	

15.4 Receiving and Recording of Complaint/Report

The Public Order and Safety Office was created to act as force multiplier to the Alaminos City Police Station in maintaining peace and order and providing safety and security to the public. It responds to emergency calls or situations and helps ease the burden of Alaminos City Police Station in handling minor cases and petty crimes.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All victims of minor cases or petty crimes that transpired within the territorial jurisdiction of Alaminos City; Witness/es on the commission of a certain crime that transpired within the territorial jurisdiction of Alaminos City; or those requesting to record reports and other untoward incidents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of victim or witness		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logging in at the Visitors / Clients Logbook	1. Assist the client in logging in at the Visitors / Clients Logbook	None	1 minute	<i>Administrative Aide or Security Officer I</i>
2. Recording of facts and details of the incident on the blotter logbook / PINK book	2. Interview the client (victim/witness). Gather information answering 5Ws and 1H (What, Who, Where, When, Why, and How) surrounding the incident.	None	25 minutes	<i>Administrative Aide or Security Officer I</i>
	2.1 Write down /or record on the Blotter logbook (or in PINK Book by the VAWC Officer, if the case is confidential involving women and/or children) all gathered details surrounding the incident	None	35 minutes	
	2.2 Let the client read the content of blotter entry, then both client and desk officer shall sign over their respective printed names after the blotter entry	None	5 minutes	
3. Request for Medico-Legal Examination, if applicable	3. Fill-out Form CPOSO-RIC-F06 Request for Medico-Legal Examination (For the ff cases: Physical Injury, VAWC, and Child Abuse other cases that needed Medico-Legal Certificate	None	10 minutes	<i>Administrative Aide or Security Officer I</i>



	3.1 The Head of Office (or authorized officer in the absence of the Head of Office; or the Duty Investigator in the absence of the authorized officer shall sign the filled-out CPOSO-RIC-F06	None	1 minute	<i>Executive Asst. IV Authorized officer: Security Officer I Traffic Operations Officer I Administrative Aide IV Duty Investigator</i>
TOTAL		None	1 hour and 17 minutes	

15.5 Issuance of Blotter/Journal Certification

The Public Order and Safety Office keeps a Blotter Logbook for all cases being recorded, handled and responded. Most often times, the client requests for a copy of recorded entry in the logbook; hence, the office provided the simplest and fastest process for him/her to avail the service.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Client who made the report; Either any of the involved parties in the incident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID Card or Proof of Identity		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration. Company		
Personal Information System (PIS) Registered		City Management Information System (CMIS) or POSO Traffic Office (POSO One-Stop-Shop)		
Official Receipt showing payment for the processing of Certification		City Treasurer's Office or POSO Traffic Office (POSO One-Stop-Shop)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial interview and logging in at the Visitors / Clients Logbook	1. Conduct initial interview on the client's purpose then assist him/her in logging in at the Visitor's / Client's Logbook	None	2 minutes	<i>Administrative Aide (Desk Officer or Duty Investigator) Security Officer I</i>
	1.2 – Check the particular entry in the Blotter Book/ Pink Book that the client asked for Certification	None	3 minutes (If the client knows the exact date of entry in the blotter book)	<i>Administrative Aide (Desk Officer or Duty Investigator) Security Officer I</i>
2. Client shall pay the corresponding amount for the requested document	2. Collect payment of client and issue Official Receipt of his/her payment *IF client have not registered/ enrolled in the PIS database, instruct client to proceed to POSO Traffic Office for Registration/	POSO Certification: ₱ 50.00 Documentary stamp: ₱ 30.00 ICT Fee: ₱ 25.00	3 minutes	<i>Traffic Operations Officer I Administrative Aide IV POSO Bonded Collecting Officers</i>



	enrollment in the Personal Information System (PIS)			
3. Preparation of the requested document	3. Office clerk shall ENCODE the excerpt entry from the Blotter Logbook on the Blotter/ Journal Certification template, print three (3) copies	None	20 minutes	<i>Administrative Aide (Desk Officer or Duty Investigator), Security Officer I</i>
	3.1 The duty personnel who prepared the document and the Head of Office (or authorized officer in the absence of the Head of Office) shall sign the Blotter/ Journal Certification	None	1 minute	<i>Administrative Aide (Desk Officer or Duty Investigator), Security Officer I</i> <i>Executive Asst. IV</i> Authorized officer/personnel: <i>Security Officer I</i> <i>Traffic Operations Officer I</i> <i>Administrative Aide IV</i>
4. Issuance of the requested document	4. Let the client acknowledge the receipt of requested document	None	1 minute	<i>Administrative Aide (Desk Officer or Duty Investigator), Security Officer I</i>
TOTAL		₱ 105.00	30 MINUTES	



SOCIAL SERVICES

16. City Youth and Sports Development Office External Services



16.1 Alaminos City Sports Complex Reservation

This procedure is for clients to use the Alaminos City Sports Complex.

Office or Division:	City Youth and Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication letter/ request letter with complete information details.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on the availability of the Alaminos City Sports Complex (ACSC).	1. CYSDO Staff shall assist and interview the client. 1.1 Inform client to will submit request letter for reservation of the Alaminos City Sports Complex (ACSC) at City Archives Office	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Construction Maintenance Man, Administrative Assistant I or Local Youth Dev't Officer I</i>
2. Submit request letter at the City Archives Section.	2. Receive request letter and forward to the City Administrator's Office for approval.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Construction Maintenance Man, Administrative Assistant I or Local Youth Dev't Officer I</i>
3. Received approved letter and file the copy.	3. Calendar the date of Alaminos City Sports (ACSC) reservation.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Construction Maintenance Man, Administrative Assistant I or Local Youth Dev't Officer I</i>
TOTAL		None	7 Minutes	



INFRASTRUCTURE SERVICES

17. City Engineering Office External Services



17.1 Securing Building Clearance for Business Permit

Building Clearance issued upon application of Business Permit to ensure compliance of National Building Code of the Philippines (P.D. 1096) and its Implementing Rule and Regulation and other related Laws and Ordinance.

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business, and G2C-Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form for Business		Business One-Stop-Shop (BOSS) Office		
2. Issued Occupancy Permit (1 photocopies)		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Receive application form	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Verification of Occupancy Permit	None	15 minutes	<i>Acting City Building Official or Acting Assistant City Building Official</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Building Clearance Fee	Php 20.00		
	2.1 Approve and issue Building Clearance for Business Permit	None	15 minutes	<i>Acting City Building Official or Acting Assistant City Building Official</i>
3. Client get the approved Building Clearance at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve Building Clearance to client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
TOTAL:		Php 75.00	42 minutes	



17.2 Securing Zoning Clearance for Business Permit

Zoning is the division of a community/city into zones or districts according to the present and potential uses of its lands to maximize, regulate and direct their use and development in accordance with the physical development plan of the city/community. Zoning clearance issued upon application of New Business permit to ensure that the location and activity of the business is allowed and conformed to the provision of Zoning Ordinance and Implementation of zoning law or regulation.

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business, and G2C-Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
17.2.1 For New Business, Change of Location, Change or Addition of Business Activity and Expansion of the Area.				
1. Duly accomplished Application Form for Business		Business One-Stop-Shop (BOSS) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Receive application form	None	5 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
	1.1 Verification of business location and activity	None	15 Minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	<i>City Treasury Office Staff</i>
	Zoning Clearance for Business fee	PHP 20.00		
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	2.1 Approve and issue Zoning Clearance for Business Permit	None	15 Minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>



3. Client get the approved Zoning Clearance at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve Zoning Clearance to client	None	5 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
TOTAL:		Php 75.00	42 minutes	

17.3 Securing Locational Clearance for Building Permit

Zoning is the division of a community/city into zones or districts according to the present and potential uses of its lands to maximize, regulate and direct their use and development in accordance with the physical development plan of the city/community. Prior to the start of construction, all enterprises and private persons constructing a new building or expansion/ renovation thereof are required to secure a Locational clearance upon application for building permit to ensure that the building is allowed.

Office or Division:	City Engineering Office
Classification:	Simple-Complex
Type of Transaction:	G2C-Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>17.3.1 Construction/erection/addition/alteration/renovation/repair/legalization of the following project activity /structures/Occupancy under Group J Section 701 Division of the NBCP:</p> <ul style="list-style-type: none"> • Private garage not more than ninety (90) square meters; • Carport; • Sheds not less than six (6) square meters; • Agricultural structures; • Steel or concrete tanks; • Swimming pools; and • Towers • Fences over 1.80 meters in height • Excavation and Ground Preparation Permit <p>Note: Please visit PD 1096 and City Ordinance No. 2017-11 for more information.</p>	
1. Duly accomplished and notarized Unified Application Form for Building Permit (1 copy)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. A. In case the applicant is the REGISTERED OWNER of the lot:	



• Certified True Copy of Certificate of Title (1 photocopy)	Registry of Deeds
• Certified true copy of Tax Declaration (1 photocopy)	City Assessor's Office
• Land Tax Receipt of current year (1 photocopy)	Business One-Stop-Shop (BOSS) Office (CTO 2) or City Treasury Office - Window 9, 10, 11
B. In the absence of Certificate of Title in the name of applicant:	
• Notarized Deed of Absolute Sale or Notarized Deed of Donation (1 photocopy)	Notary Public
• Notarized Pro-forma Affidavit (1 original copy)	
• Barangay Certification as to lot ownership and related controversy, if any (1 photocopy)	Barangay Hall
C. In case the applicant is NOT the owner of the lot, in addition to the above;	
• Notarized Affidavit of Consent by the lot owner (1 original copy); or • Notarized Contract of Lease (1 photocopy)	Notary Public
3. Architectural (<i>including Vicinity map & Site Development Plan</i>) and Structural Plans signed and sealed by a duly licensed Architect & Civil Engineer with the conformity of the owner (1 original copy)	Architect or Civil Engineer of the Project
4. Notarized Detailed cost of Materials with Specifications signed and sealed by a duly licensed Civil Engineer or Architect with the conformity of the owner (1 original copy)	Architect or Civil Engineer of the Project
5. Sworn Special Power of Attorney for the authorized representative (1 original copy)	Notary Public
6. Affidavit of Non-objection from adjacent lot owners, for non/conforming projects only (1 original copy)	Notary Public
7. Affidavit of Non-objection from Mortgage, if lot is mortgaged (1 original copy)	Notary Public
8. Certification from MARO that lot is not Tenanted or within the coverage of CARP, for small scale regular projects located in existing/zoned agricultural areas (1 original copy, 1 photocopy)	Department of Agrarian Reform
9. Conversion Clearance or Certificate of Exemption for Conversion (1 original copy, 1 photocopy)	Department of Agrarian Reform
10. Environmental Compliance Certificate for applicable projects only (1 original copy, 1 photocopy)	Department of Environment and Natural Resources
11. Road-Right-of-Way of at least three (3) meters for dwellings to be constructed on rear lots	N/A
12. Order of Payment (1 original, 1 photocopy)	Business One-Stop-Shop (BOSS) Office (CEO 2)
13. Official Receipt (1 original, 3 photocopy)	City Treasury Office – Window 4,5,6,7



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	15 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Verification of Land Use (Zoning)	None	1 day	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	1.2 Assess and print payment order of fees	None		
	1.3 Issue payment order of fees	None		
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 Minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Locational Clearance fee	Based on the assessment of fees		
3. Client get the approved Locational Clearance at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Approve and issue Locational Clearance	None	1 Day	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	3.1 Release the approve Locational Clearance to client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 55.00 + Locational Clearance fee (assessment based on City Ordinance No. 2017-11)	2 Days, 22 minutes	



17.3.2 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following of Project Activity/ Structures/ Occupancy:

- Interior Renovations covered by an appropriate Building Permit;
- Conversion of existing building occupancy classification;
- Multiple unit residential houses (such as row houses, townhouses, and the like);
- Single detached residential house
- Commercial buildings
- Warehouses
- Market buildings
- Billboard structures

Note: Please visit PD 1096 and City Ordinance No. 2017-11 for more information.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized Unified Application Form for Building Permit (1 copy)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. A. In case the applicant is the REGISTERED OWNER of the lot:	
• Certified True Copy of Certificate of Title (1 photocopy)	Registry of Deeds
• Certified true copy of Tax Declaration (1 photocopy)	City Assessor's Office
• Land Tax Receipt of current year (1 photocopy)	Business One-Stop-Shop (BOSS) Office (CTO 2) or City Treasury Office - Window 9, 10, 11
B. In the absence of Certificate of Title in the name of applicant:	
• Notarized Deed of Absolute Sale or Notarized Deed of Donation (1 photocopy)	Notary Public
• Notarized Pro-forma Affidavit (1 original copy)	
• Barangay Certification as to lot ownership and related controversy, if any (1 photocopy)	Barangay Hall
C. In case the applicant is NOT the owner of the lot, in addition to the above;	
• Notarized Affidavit of Consent by the lot owner (1 original copy); or	Notary Public
• Notarized Contract of Lease (1 photocopy)	
3. Architectural (<i>including Vicinity map & Site Development Plan</i>) and Structural Plans signed and sealed by a duly licensed Architect & Civil Engineer with the conformity of the owner (1 original copy)	Architect or Civil Engineer of the Project



4. Notarized Detailed cost of Materials with Specifications signed and sealed by a duly licensed Civil Engineer or Architect with the conformity of the owner (1 original copy)	Architect or Civil Engineer of the Project
5. Sworn Special Power of Attorney for the authorized representative (1 original copy)	Notary Public
6. Affidavit of Non-objection from adjacent lot owners, for non/conforming projects only (1 original copy)	Notary Public
7. Affidavit of Non-objection from Mortgage, if lot is mortgaged (1 original copy)	Notary Public
8. Certification from MARO that lot is not Tenanted or within the coverage of CARP, for small scale regular projects located in existing/zoned agricultural areas (1 original copy, 1 photocopy)	Department of Agrarian Reform
9. Conversion Clearance or Certificate of Exemption for Conversion (1 original copy, 1 photocopy)	Department of Agrarian Reform
10. Environmental Compliance Certificate for applicable projects only (1 original copy, 1 photocopy)	Department of Environment and Natural Resources
11. Road-Right-of-Way of at least three (3) meters for dwellings to be constructed on rear lots	N/A
12. Order of Payment (1 original, 1 photocopy)	Business One-Stop-Shop (BOSS) Office (CEO 2)
13. Official Receipt (1 original, 3 photocopy)	City Treasury Office – Window 4,5,6,7

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	15 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Verification of Land Use (Zoning)	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	1.2 Assess and print payment order of fees	None		
	1.3 Issue payment order of fees	None		
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 Minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Locational Clearance fee	Based on the assessment of fees		



3. Client get the approved Locational Clearance at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Approve and issue Locational Clearance	None	2 Days	Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II
	3.1 Release the approve Locational Clearance to client	None	5 minutes	Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI
	TOTAL:	Php 55.00 + Locational Clearance fee (assessment based on City Ordinance No. 2017-11)	4 Days, 22 minutes	

17.4 Securing Zoning Certification

To promote and protect the health, safety, peace, comfort, convenience and general welfare of the inhabitants of this city. Guide, control and regulate the growth and development of public and private lands in accordance with its Comprehensive Land Use Plan (CLUP) Provide the proper regulatory environment to maximize opportunities for creativity, innovation and make ample room for development within the framework of good governance and community participation; and to enhance the character and stability of residential, commercial, industrial, institutional, forestry, agricultural, open space and other functional areas within the City and promote the orderly and beneficial development of the same.

Office or Division:	City Engineering Office
Classification:	Simple – Complex
Type of Transaction:	G2C-Government to Client
Who may avail:	All

17.4 .1 Lot Certification

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Declaration		City Assessor Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the submitted document	None	5 minutes	Administrative Assistant II,



1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)				Alternates: <i>Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
	1.1 Verification of the submitted document	None	1 Day	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Zoning Certification	Php 50.00		
	2.1 Prepare and print Certification	None		
2.2 Approve and issue Zoning Certification	None	15 Minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>	
3. Client get the approved Zoning Certification at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve Zoning Certification	None	5 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
TOTAL:		Php 105.00	1 day, 27 minutes	

17.4.2 Zoning Certification for Occupancy or Zoning Certification for Change of Use or Occupancy Applications for Simple Application	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)



2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>		Business One-Stop-Shop (BOSS) Office (CEO 2)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Receive	None	2 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
	1.1 Verification	None	2 minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Zoning Certification	Php 50.00		
	2.1 Prepare and print Certification	None		
	2.2 Approve and issue Zoning Certification	None	2 Minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
3. Client get the approved Zoning Certification at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve Zoning Certification	None	2 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,</i>
TOTAL:		Php 105.00	10 minutes	



17.4 .3 Zoning Certification for Occupancy or Zoning Certification for Change of Use or Occupancy Applications for Complex and Highly Technical Application

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	Business One-Stop-Shop (BOSS) Office (CEO 2)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Receive	None	30 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI</i>
	1.1 Verification	None	1 Day	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Zoning Certification fee	Php 50.00		
	2.1 Prepare and print Certification	None		
2.2 Approve and issue Zoning Certification	None		30 Minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>



3. Client get the approved Zoning Certification at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve Zoning Certification	None	5 minutes	<i>Administrative Assistant II, Alternates: Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI</i>
TOTAL:		Php 105.00	1 Day, 1 hr & 7 mins	

17.5 Securing Locational Clearance for Backfilling/Site Filling

The City Ordinance No. 2019-12 regulating Backfilling/Site Filling to ensure environmental protection and public safety. Additionally, regulations help maintain natural drainage patterns, reduce flood risks, and prevent unauthorized or hazardous materials from being used as fill.

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer of Certificate of Title (TCT) or Tax Declaration of the Subject Lot		City Assessor Office		
2. Lot/ Sketch Plan		Geodetic Engineer		
3. Drainage Plan/ If it covers natural way of water		Design Professional's		
4. City Planning and Development Office Clearance as to the presence or absence of waterway in the subject property		City Planning and Development Office		
5. Barangay Clearance where the subject property is located that the property is not a subject of controversy and the proposed backfilling/site filling will not impede natural flow of water and		Barangay where the subject is located		
6. Inspection and verification report from the City Engineering Office		City Engineering Office		
7. Lease Contract (if Applicable)		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required document	None	15 minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II</i>
	1.1 Inspection & Verification	None	1 Day	



2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2. Accept payment based on the Order of Payment		2 Minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance fee	<i>Php 3.00 per square meter</i>		
	2.1 Prepare the necessary documents for the approval of Locational Clearance by the Building Administrator		1 Hour	Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II
	2.2 Sign Approve the Locational Clearance			
3. Client get the approved Locational Clearance	3. Release the approve Locational Clearance	None	5 minutes	Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II
	TOTAL:	Php 255.00 + Locatiional fee (based on the the total area)	1 Day,1 Hour,50 minutes	

17.6 Securing a Building Permit & Other Construction Related Permits (Simple Applications)

The National Building Code of the Philippines also known as PD 1096 section 301 states that, no person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

Office or Division:	City Engineering Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C-Government to Client
Who may avail:	All



17.6.1 Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/Occupancy under Group J Section 701 Division of the NBCP:

- Private garage not more than ninety (90) square meters;
- Carport;
- Sheds not less than six (6) square meters;
- Agricultural structures;
- Steel or concrete tanks;
- Swimming pools; and
- Towers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Certificate of Construction Occupational Safety and Health Program from DOLE Office <i>Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process</i> (1 original copy, 2 photocopies)	Department of Labor and Employment Office
2. Locational Clearance (3 original copies)	Business One-Stop-Shop (BOSS) Office (Zoning Officer/Zoning Administrator)
3. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
4. Ancillary and Accessory Permit Forms, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
4. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
5. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ul style="list-style-type: none"> a. Licensed Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i> 	Design professionals



<p>b. Licensed Architect, in case if Architectural plans and documents; c. Licensed Civil Engineer, in case of Civil/Structural plans and documents; d. Licensed Professional Electrical Engineer, in case of Electrical plans and documents; e. Licensed Professional Mechanical Engineer, in case of mechanical plans and documents; f. Licensed Sanitary Engineer, in case of sanitary plans and documents; g. Licensed Master Plumber, in case of plumbing plans and documents; h. Licensed Electronics Engineer, in case of electronics plans and documents</p>	
<p>6. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Licensed Architect or Civil Engineer of the project</p>
<p>7. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Design professionals</p>
<p>8. Assessment of Building Permit Fees (1 original copy, 3 photocopies)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>9. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)</p>	<p>City Treasury Office - Window 4,5,6,7</p>
<p>10. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)</p>	<p>Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction works)</p>
<p>ADDITIONAL REQUIREMENTS:</p>	
<p>In case the applicant is the REGISTERED owner of the lot: 1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 3 photocopies) 2. Certified true copy of Tax Declaration (1 original Copy, 3 photocopies) 3. Current Real Property Tax Receipt (1 original copy, 3 photocopies)</p>	<ul style="list-style-type: none"> • Registry of Deeds • City Assessor's Office • City Treasury Office - Window 9, 10, 11
<p>In case the applicant is NOT the registered owner of the lot, in addition to the above:</p> <ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 3 photocopies) • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 3 photocopies) • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 3 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopy) 	<ul style="list-style-type: none"> • Notary Public • Notary Public • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall
<p>In case of Government lots: 1. Certificate of Award (3 photocopies)</p>	
<p>In case the building/structure requires electrical permit: 1. Electrical Design Analysis, Schedule of Loads and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 3 photocopies) 2. Fire Safety Evaluation Clearance, Endorsement and receipt issued</p>	<ul style="list-style-type: none"> • Professional Electrical Engineer of the project • Business One-Stop-Shop (BOSS) Office -



(1 original copy, 3 photocopies)		Bureau of Fire Protection (BFP 1 & BFP 2)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>	
	1.1 Conduct evaluation of plans and documents submitted.				
	Land Use & Zoning	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>	
	Line & Grade	None	10 minutes	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>	
	Architectural	None	10 minutes	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>	
	Civil/ Structural	None	10 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>	
	Plumbing	None	10 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>	
	Electrical	None	10 minutes	<i>Engineer III or Engineer I</i>	
	Sanitary	None	10 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>	
	Electronics	None	10 minutes		
	Mechanical	None	10 minutes		
	1.2 Schedule and conduct inspection and verification		None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment		None	3 Hours	<i>Administrative Assistant III</i>



				Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.4 Review and print order of payment	None	10 minutes	Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.5 Sign for approval of order of payment			Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	Acting City Building Official Or Acting Assistant City Building Official Supervising Administrative Officer
	1.7 Sign fire endorsement			
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	1 Day	Administrative Assistant VI, Alternates: Construction and Maintenance Man Administrative Aide
2.2 Approve the permit	None		Acting City Building Official or Acting Assistant City Building Official Administrative Assistant III	
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business	3. Release the approved permit to the client	None	5 minutes	Alternates: Administrative Aide, Construction and Maintenance Man,



One-Stop-Shop (BOSS) Office (CEO 2)				Administrative Assistant II, Administrative Assistant VI
	TOTAL:	Php 455.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	2 days, 5 hours, 22 minutes	

17.6.2 Excavation and Ground Preparation Permit	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Accessory Permit Form, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
4. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ul style="list-style-type: none"> a. Licensed Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i> b. Licensed Architect, in case if Architectural plans and documents; 	Design professionals



5. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (3 original copies)	Licensed Architect or Civil Engineer of the project
6. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (3 original copies)	Design professionals
7. Assessment of Building Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
8. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)	City Treasury Office - Window 4,5,6,7
9. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)	Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction works)
<u>ADDITIONAL REQUIREMENTS:</u>	
In case the applicant is the REGISTERED owner of the lot: 1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 2 photocopies) 2. Certified true copy of Tax Declaration (1 original Copy, 2 photocopies) 3. Current Real Property Tax Receipt (1 original copy, 2 photocopies)	<ul style="list-style-type: none"> • Registry of Deeds • City Assessor's Office • City Treasury Office - Window 9, 10, 11
In case the applicant is NOT the registered owner of the lot, in addition to the above: <ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 2 photocopies) • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 2 photocopies) • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 2 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopy) 	<ul style="list-style-type: none"> • Notary Public • Notary Public • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall
In case of Government lots: 1. Certificate of Award (3 photocopies)	
Clearance from other Agency: 1. Department of Public Works and Highways (DPWH), <i>for projects affecting national roads</i> (1 original, 2 photocopies)	<ul style="list-style-type: none"> • Department of Public Works and Highways (DPWH)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Architectural	None	10 minutes	<i>Architect III</i> Alternates: <i>Architect II</i> <i>Supervising Administrative Officer</i>
	Civil/ Structural	None	10 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II</i> <i>Administrative Assistant III</i>
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	3 Hours	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer,</i>
	1.4 Review and print order of payment	None	10 minutes	<i>Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
	1.5 Sign for approval of order of payment			<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i>
2. Proceed to City Treasury Office for the payment of fees and	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		



present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	Building permit fees			
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None		
2.2 Approve the permit	None			
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 455.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	2 days, 4 hours, 17 minutes	

17.6.3 Demolition of a single residential structure not more than three hundred (300) square meters and three (3) storeys in height	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)



2. Accessory Permit Form, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Certified true copy of OCT/TCT of lot, on file with the Registry of Deeds (1 original copy, 2 photocopies)	<ul style="list-style-type: none"> • Registry of Deeds
4. Certified true copy of Tax Declaration of the Building (1 original Copy, 2 photocopies)	<ul style="list-style-type: none"> • City Assessor's Office
5. Current Real Property Tax Receipt (1 original copy, 2 photocopies)	<ul style="list-style-type: none"> • City Treasury Office - Window 9, 10, 11
6. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
7. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ol style="list-style-type: none"> Licensed Architect, in case if Architectural plans and documents; Licensed Civil Engineer, in case of Civil/Structural plans and documents; Licensed Professional Electrical Engineer, in case of Electrical plans and documents; Licensed Professional Mechanical Engineer, in case of mechanical plans and documents; Licensed Sanitary Engineer, in case of sanitary plans and documents; Licensed Master Plumber, in case of plumbing plans and documents; Licensed Electronics Engineer, in case of electronics plans and documents 	Design professionals
8. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (3 original copies)	Licensed Architect or Civil Engineer of the project
9. Photographs of the Structure to be demolish	Owner



10. Assessment of Building Permit Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
11. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)		City Treasury Office - Window 4,5,6,7		
ADDITIONAL REQUIREMENTS:				
In case the applicant is NOT the registered owner of the building, in addition to the above: <ul style="list-style-type: none"> Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 2 photocopies) 		Notary Public		
Notarized Special Power of Attorney for the authorized representative of the building owner/applicant		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Architectural	None	10 minutes	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	Civil/ Structural	None	10 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	Plumbing	None	10 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	10 minutes	<i>Engineer III</i> Alternate: <i>Engineer I</i>



	Sanitary	None	10 minutes	<i>Acting City Building Official or Acting Assistant City Building Official</i>
	Electronics	None	10 minutes	
	Mechanical	None	10 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	1 Hours	<i>Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
	1.4 Review and print order of payment	None	10 minutes	
1.5 Sign for approval of order of payment			<i>Acting City Building Official or Acting Assistant City Building Official, Supervising Administrative Officer</i>	
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Building permit fees	Based on the assessment of fees		
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	1 Day	<i>Administrative Assistant VI, Alternates: Construction and Maintenance Man Administrative Aide</i>
2.2 Approve the permit	None	<i>Acting City Building Official or Acting Assistant City Building Official</i>		



3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 455.00 + Building permit fees (based on PD No. 1096)	2 days, 2 hours, 57 minutes	

17.6.4. Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/Occupancy under Group J Section 701 Division of the NBCP:

- Fences over 1.80 meters in height**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Certificate of Construction Occupational Safety and Health Program from DOLE Office (1 original copy, 2 photocopies) <i>Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process</i>	Department of Labor and Employment Office
2. Locational Clearance (3 original copies)	Business One-Stop-Shop (BOSS) Office (Zoning Officer/Zoning Administrator)
3. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
4. Ancillary and Accessory Permit Forms, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)



<p>5. Photocopies of valid IDs:</p> <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
<p>6. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets)</p> <p>b. Licensed Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i></p> <p>b. Licensed Architect, in case if Architectural plans and documents;</p> <p>c. Licensed Civil Engineer, in case of Civil/Structural plans and documents;</p> <p>d. Licensed Professional Electrical Engineer, in case of Electrical plans and documents;</p>	<p>Design professionals</p>
<p>7. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Licensed Architect or Civil Engineer of the project</p>
<p>8. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Design professionals</p>
<p>9. Assessment of Building Permit Fees (1 original copy, 3 photocopies)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>10. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)</p>	<p>City Treasury Office - Window 4,5,6,7</p>
<p>11. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)</p>	<p>Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction works)</p>
<p>ADDITIONAL REQUIREMENTS:</p>	
<p>In case the applicant is the REGISTERED owner of the lot:</p> <ol style="list-style-type: none"> 1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 3 photocopies) 2. Certified true copy of Tax Declaration (1 original Copy, 3 photocopies) 3. Current Real Property Tax Receipt (1 original copy, 3 photocopies) 	<ul style="list-style-type: none"> • Registry of Deeds • City Assessor's Office • City Treasury Office - Window 9, 10, 11
<p>In case the applicant is NOT the registered owner of the lot, in addition to the above:</p> <ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 3 photocopies) • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 3 photocopies) 	<ul style="list-style-type: none"> • Notary Public • Notary Public • Notary Public



<ul style="list-style-type: none"> • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 3 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopy) 	<ul style="list-style-type: none"> • City Treasury Office – Window 4 & 5/Barangay Hall
<p>In case the building/structure requires electrical permit:</p> <ol style="list-style-type: none"> 1. Electrical Design Analysis, Schedule of Loads and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 3 photocopies) 2. Fire Safety Evaluation Clearance, Endorsement and receipt issued (1 original copy, 3 photocopies) 	<ul style="list-style-type: none"> • Professional Electrical Engineer of the project • Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Architectural	None	10 minutes	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	Civil/ Structural	None	10 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	Plumbing	None	10 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	10 minutes	<i>Engineer III or Engineer I</i>
	Sanitary	None	10 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	10 minutes	
	Mechanical	None	10 minutes	



	1.2 Schedule and conduct inspection and verification	None	1 day	Inspectorate Team
	1.3 Assessment of plans for order of payment	None	1 Hours	Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.4 Review and print order of payment	None	10 minutes	Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.5 Sign for approval of order of payment			
2. Proceed to City Treasury Office for the payment of locational clearance together with building permit fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	Building permit fees			
2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	1 Day	Administrative Assistant VI, Alternates: Construction and Maintenance Man Administrative Aide	
2.2 Approve the permit	None		Acting City Building Official or Acting Assistant City Building Official	
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI



	TOTAL:	Php 455.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	2 days, 3 hours, 7 minutes	
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17.7 Securing a Building Permit & Other Construction Related Permits (Complex Applications)

The National Building Code of the Philippines also known as PD 1096 section 301 states that, no person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

Office or Division:	City Engineering Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C-Government to Client
Who may avail:	All



17.7.1 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/ Structures/ Occupancy:

- Interior Renovations covered by an appropriate Building Permit;
- Conversion of existing building occupancy classification;
- Multiple unit residential houses (such as row houses, townhouses, and the like);
- Single detached residential house not more than 7 storeys;
- Commercial buildings not more than 9 storeys;
- Warehouses not more than 9 storeys;
- Market buildings not more than 9 storeys;
- Demolition (any type of occupancy/use with area of more than three hundred (300) square meters);
- Billboard structures; and
- All other types of Occupancy not more than 9 storeys

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Certificate of Construction Occupational Safety and Health Program from DOLE Office (1 original copy, 2 photocopies) <i>Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process</i>	Department of Labor and Employment Office
2. Locational Clearance (3 original copies)	Business One-Stop-Shop (BOSS) Office (Zoning Officer/Zoning Administrator)
3. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
4. Ancillary and Accessory Permit Forms, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
5. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall



<p>6. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets)</p> <p>a. Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i></p> <p>c. Architect, in case if Architectural plans and documents; <i>Note: in case of architectural interior / interior design documents, either an architect or interior designer may sign</i></p> <p>c. Civil Engineer, in case of Civil/Structural plans and documents;</p> <p>d. Professional Electrical Engineer, in case of Electrical plans and documents;</p> <p>e. Professional Mechanical Engineer, in case of mechanical plans and documents;</p> <p>f. Sanitary Engineer, in case of sanitary plans and documents;</p> <p>g. Master Plumber, in case of plumbing plans and documents;</p> <p>h. Electronics Engineer, in case of electronics plans and documents</p>	<p>Design professionals</p>
<p>7. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Licensed Architect or Civil Engineer of the project</p>
<p>8. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)</p>	<p>Design professionals</p>
<p>9. Assessment of Building Permit Fees (1 original copy, 3 photocopies)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>10. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)</p>	<p>City Treasury Office - Window 4,5,6,7</p>
<p>11. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)</p>	<p>Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction works)</p>
<p><u>ADDITIONAL REQUIREMENTS:</u></p>	
<p>In case the applicant is the REGISTERED owner of the lot:</p> <ol style="list-style-type: none"> 1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 2 photocopies) 2. Certified true copy of Tax Declaration (1 original Copy, 2 photocopies) 3. Current Real Property Tax Receipt (1 original copy, 2 photocopies) 	<ul style="list-style-type: none"> • Registry of Deeds • City Assessor's Office • City Treasury Office - Window 9, 10, 11
<p>In case the applicant is NOT the registered owner of the lot, in addition to the above:</p> <ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 2 photocopies) 	<ul style="list-style-type: none"> • Notary Public • Notary Public



<ul style="list-style-type: none"> • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 2 photocopies) • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 2 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopies) 		<ul style="list-style-type: none"> • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall 		
In case of Government lots: 1. Certificate of Award (3 photocopies)				
In case the building/structure requires electrical permit: 1. Electrical Design Analysis, Schedule of Loads and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 3 photocopies) 2. Fire Safety Evaluation Clearance, Endorsement and receipt issued (1 original copy, 3 photocopies)		<ul style="list-style-type: none"> • Professional Electrical Engineer of the project • Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2) 		
For Two (2) storey structures and more 1. Structural Design Analysis and Design Computations, duly signed and sealed by Civil Engineer (1 original copy, 2 photocopies)		<ul style="list-style-type: none"> • Licensed Civil Engineer 		
For Three (3) storey structures or 7.50 meters high, and more 1. Structural Design Analysis and Design Computations, duly signed and sealed by Licensed Civil Engineer (1 original copy, 2 photocopies) 2. Geotechnical Report and Soil Boring Test Certification, duly signed and sealed by Licensed Geotechnical Engineer (1 original copy, 2 photocopies)		<ul style="list-style-type: none"> • Licensed Civil Engineer • Licensed Geotechnical Engineer 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>



	Line & Grade	None	20 minutes	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	Architectural	None	20 minutes	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	Civil/ Structural	None	20 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	Plumbing	None	20 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	20 minutes	<i>Engineer III or Engineer I</i>
	Sanitary	None	20 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	20 minutes	
	Mechanical	None	20 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	3 Hours	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
	1.4 Review and print order of payment	None	10 minutes	
	1.5 Sign for approval of order of payment			<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i>
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	<i>Construction and Maintenance Man,</i> Alternates: <i>Administrative Assistant III</i> <i>Administrative Assistant VI</i>



	1.7 Sign fire endorsement			Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	Building permit fees			
2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	2 days	Administrative Assistant VI, Alternates: Construction and Maintenance Man Administrative Aide	
2.2 Approve the permit	None		Acting City Building Official or Acting Assistant City Building Official	
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI
	TOTAL:	Php 455.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	5 days, 6 hours, 32 minutes	



17.7.2 Demolition (any type of occupancy/use with area of more than three hundred (300) square meters)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Accessory Permit Form, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Certified true copy of OCT/TCT of lot, on file with the Registry of Deeds (1 original copy, 2 photocopies)	<ul style="list-style-type: none"> Registry of Deeds
4. Certified true copy of Tax Declaration of the Building (1 original Copy, 2 photocopies)	<ul style="list-style-type: none"> City Assessor's Office
5. Current Real Property Tax Receipt (1 original copy, 2 photocopies)	<ul style="list-style-type: none"> City Treasury Office - Window 9, 10, 11
6. Photocopies of valid IDs: <ul style="list-style-type: none"> Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> All professionals involved in the project City Treasury Office – Window 4 & 5/ Barangay Hall
7. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ol style="list-style-type: none"> Licensed Architect, in case if Architectural plans and documents; Licensed Civil Engineer, in case of Civil/Structural plans and documents; Licensed Professional Electrical Engineer, in case of Electrical plans and documents; Licensed Professional Mechanical Engineer, in case of mechanical plans and documents; Licensed Sanitary Engineer, in case of sanitary plans and documents; Licensed Master Plumber, in case of plumbing plans and documents; Licensed Electronics Engineer, in case of electronics plans and documents 	Design professionals
8. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (3 original copies)	Licensed Architect or Civil Engineer of the project
9. Photographs of the Structure to be demolish	Owner
10. Assessment of Building Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)



11. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)		City Treasury Office - Window 4,5,6,7		
ADDITIONAL REQUIREMENTS:				
In case the applicant is NOT the registered owner of the building, in addition to the above: <ul style="list-style-type: none"> Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 2 photocopies) 		Notary Public		
Notarized Special Power of Attorney for the authorized representative of the building owner/applicant		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Architectural	None	1 Hour	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	Civil/ Structural	None	1 Hour	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	Plumbing	None	1 Hour	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	1 Hour	<i>Engineer III or Engineer I</i>
	Sanitary	None	1 Hour	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	1 Hour	
	Mechanical	None	1 Hour	
	1.2 Schedule and conduct inspection and verification		None	2 days



	1.3 Assessment of plans for order of payment	None	1 Hour	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i> <i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i>
	1.4 Review and print order of payment	None	10 minutes	
	1.5 Sign for approval of order of payment			
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Building permit fees	Based on the assessment of fees		
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	2 Days	<i>Administrative Assistant VI,</i> Alternates: <i>Construction and Maintenance Man</i> <i>Administrative Aide</i> <i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
2.2 Approve the permit	None			
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>



	TOTAL:	Php 455.00 + Building permit fees (based on PD No. 1096)	5 days, 47 minutes	
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17.7.3 Electrical Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ancillary permit forms, duly accomplished, signed and sealed over printed names by licensed professional and registered electrical engineer (3 original copies)	Department of Labor and Employment Office
2. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) with attached Community Tax Certificate for the current year (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
3. Complete set of plans prepared, signed and sealed over printed names of the duly licensed professional electrical engineer with the conformity of the owner (3 Sets)	Design professionals
4. Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Professional Electrical Engineer or Registered Electrical Engineer or Registered Master Electrician with the conformity of the owner (3 original copies)	Licensed Civil Engineer of the project
5. Specifications, duly signed and sealed by Licensed Professional Electrical Engineer or Registered Electrical Engineer or Registered Master Electrician with the conformity of the owner (3 original copies)	Design professionals
6. Electrical Design Analysis, Schedule of Loads and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 1 photocopy)	Design professionals



7. Fire Safety Evaluation Clearance and receipt issued (1 original copy, 1 photocopy)		<ul style="list-style-type: none"> • Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2) 		
8. Assessment of Building Permit Fees (1 original copy, 1 photocopy)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
9. Receipt of Electrical Permit Fees (1 original copy, 1 photocopy)		City Treasury Office - Window 4,5,6,7		
ADDITIONAL REQUIREMENTS:				
In case the applicant is the REGISTERED owner of the lot:				
1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 1 photocopy)		<ul style="list-style-type: none"> • Registry of Deeds 		
2. Certified true copy of Tax Declaration (1 original Copy, 1 photocopy)		<ul style="list-style-type: none"> • City Assessor's Office 		
3. Current Real Property Tax Receipt (1 original copy, 1 photocopy)		<ul style="list-style-type: none"> • City Treasury Office - Window 9, 10, 11 		
In case the applicant is NOT the registered owner of the lot, in addition to the above:				
<ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 3 photocopies) • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 3 photocopies) • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 3 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopy) 		<ul style="list-style-type: none"> • Notary Public • Notary Public • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall 		
Barangay Clearance , as to lot ownership and related controversy, (if any)		Barangay Hall		
ADDITIONAL REQUIREMENTS for Temporary Electrical Connection Permit:				
<ul style="list-style-type: none"> • Issued Building Permit and ancillary permits (1 Photocopy) 		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Electrical	None	10 minutes	<i>Engineer III or Engineer I</i>



	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	30 minutes	<i>Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer</i>
	1.4 Review and print order of payment	None	10 minutes	
	1.5 Sign for approval of order of payment			
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Building permit fees	Based on the assessment of fees		
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	2 Days	<i>Administrative Assistant VI, Alternates: Construction and Maintenance Man Administrative Aide Acting City Building Official or Acting Assistant City Building Official</i>
	2.2 Approve the permit	None		



3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 255.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	3 days, 1 hour, 27 minutes	

17.8 Securing a Building Permit & Other Construction Related Permits (Highly Technical Applications)

The National Building Code of the Philippines also known as PD 1096 section 301 states that, no person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done.

Office or Division:	City Engineering Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C-Government to Client
Who may avail:	All



17.8.1 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/ Structures/ Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and
 - iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Certificate of Construction Occupational Safety and Health Program from DOLE Office (1 original copy, 2 photocopies) <i>Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process</i>	Department of Labor and Employment Office
2. Locational Clearance (3 original copies)	Business One-Stop-Shop (BOSS) Office (Zoning Officer/Zoning Administrator)
3. Notarized Unified application form for building permit, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)



4. Ancillary and Accessory Permit Forms, duly accomplished, signed and sealed over printed names by licensed and registered professionals (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
5. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
6. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ol style="list-style-type: none"> a. Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i> b. Architect, in case if Architectural plans and documents; <i>Note: in case of architectural interior / interior design documents, either an architect or interior designer may sign</i> c. Civil Engineer, in case of Civil/Structural plans and documents; d. Professional Electrical Engineer, in case of Electrical plans and documents; e. Professional Mechanical Engineer, in case of mechanical plans and documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	Design professionals
7. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)	Licensed Architect or Civil Engineer of the project
8. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer with the conformity of the owner (4 original copies)	Design professionals
9. Assessment of Building Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
10. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)	City Treasury Office - Window 4,5,6,7
11. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)	Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction works)
ADDITIONAL REQUIREMENTS:	



<p>In case the applicant is the REGISTERED owner of the lot:</p> <ol style="list-style-type: none"> 1. Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 2 photocopies) 2. Certified true copy of Tax Declaration (1 original Copy, 2 photocopies) 3. Current Real Property Tax Receipt (1 original copy, 2 photocopies) 	<ul style="list-style-type: none"> • Registry of Deeds • City Assessor's Office • City Treasury Office - Window 9, 10, 11
<p>In case the applicant is NOT the registered owner of the lot, in addition to the above:</p> <ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 2 photocopies) • or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 2 photocopies) • or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 2 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> of the lot owner/administrator (1 photocopies) 	<ul style="list-style-type: none"> • Notary Public • Notary Public • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall
<p>In case of Government lots:</p> <ol style="list-style-type: none"> 1. Certificate of Award (3 photocopies) 	
<p>In case the building/structure requires electrical permit:</p> <ol style="list-style-type: none"> 1. Electrical Design Analysis, Schedule of Loads and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 3 photocopies) 2. Fire Safety Evaluation Clearance, Endorsement and receipt issued (1 original copy, 3 photocopies) 	<ul style="list-style-type: none"> • Professional Electrical Engineer of the project • Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2)
<p>For Three (3) storey structures or 7.50 meters high, and more</p> <ol style="list-style-type: none"> 3. Structural Design Analysis and Design Computations, duly signed and sealed by Licensed Civil Engineer (1 original copy, 2 photocopies) 4. Geotechnical Report and Soil Boring Test Certification, duly signed and sealed by Licensed Geotechnical Engineer (1 original copy, 2 photocopies) 	<ul style="list-style-type: none"> • Licensed Civil Engineer • Licensed Geotechnical Engineer
<p>For Four (4) storey structures or 12 meters high, and more</p> <ol style="list-style-type: none"> 1. Fire Suppression System Plan, computations and specification, signed and sealed (4 original copy) 2. Elevator System plan, specifications, and computations (4 original copy) 	<ul style="list-style-type: none"> • Licensed Fire Protection Engineer • Licensed Mechanical Engineer
<p>For structures 50 meters high, or 10,000 sq. meters or more; hospitals (50 beds or more); or schools (20 classrooms and 3 storeys or more)</p> <ol style="list-style-type: none"> 1. Application for installation of accelerogram, with baseline parameters and seismic analysis (1 original copy, 2 photocopies) 	



For Structures 75 meters high or more				
1. Structural Design Peer Review (1 original copy, 2 photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	1 hour	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Line & Grade	None	1 day	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	Architectural	None	1 day	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	Civil/ Structural	None	1 day	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	Plumbing	None	1 day	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	1 day	<i>Engineer III or Engineer I</i>
	Sanitary	None	1 day	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	1 day	
	Mechanical	None	1 day	
	1.2 Schedule and conduct inspection and verification		None	1 day



	1.3 Assessment of plans for order of payment	None	1 day	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i> <i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i> <i>Construction and Maintenance Man,</i> Alternates: <i>Administrative Assistant III, Administrative Assistant VI</i> <i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i>
	1.4 Review and print order of payment	None	1 hour	
	1.5 Sign for approval of order of payment			
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	
	1.7 Sign fire endorsement			
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	Building permit fees			
2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	2 days	<i>Administrative Assistant VI,</i> Alternates: <i>Construction and Maintenance Man</i> <i>Administrative Aide</i>	
2.2 Approve the permit	None			<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>



3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
TOTAL:		Php 455.00 + Locational Clearance fee (depends on the project cost) and Building permit fees (based on PD No. 1096)	14 days, 2 hours, 12 minutes	

17.9 Securing a Certificate of Occupancy

The National Building Code also known as PD 1096 section 309 states that, no building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy therefor as provided in this Code.

A Certificate of Occupancy shall be posted or displayed in a conspicuous place on the premises and shall not be removed except upon order of the Building Official.

The non-issuance, suspension and revocation of Certificates of Occupancy and the procedure for appeal therefrom shall be governed in so far as applicable, by the provisions of Section 306 and 307 of the PD 1096.

Office or Division:	City Engineering Office
Classification:	Simple – Highly Technical
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C-Government to Client
Who may avail:	All



**17.9.1 Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/Occupancy under Group J
Section 701 Division of the NBCP:**

- Private garage not more than ninety (90) square meters;
- Carport;
- Agricultural structures;

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	• Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction	• Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction)
4. Zoning Certification (<i>from Zoning Officer that the building has complied with the Locational/Zoning of land use</i>)	Business One-Stop-Shop (BOSS) Office (CEO 2)
4. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents;	Design professionals



g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents				
5. Photocopies of valid IDs: • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy)		All professionals involved in the project		
6. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)		Owner		
7. Issued Building Permit with ancillary permit forms photocopy)		Owner		
8. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)		Bureau of Fire Protection Office		
9. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
9. Receipt of Certificate of Occupancy (1 original, 3 photocopies)		City Treasury Office – Window 4, 5, 6, 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conducted evaluation of plans and documents submitted			
	<i>Land Use & Zoning</i>	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	<i>Line & Grade</i>	None	5 minutes	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II,</i>



				<i>Supervising Administrative Officer</i>
	<i>Architectural</i>	None	5 minutes	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	<i>Civil/ Structural</i>	None	5 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	<i>Plumbing</i>	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	<i>Electrical</i>	None	5 minutes	<i>Engineer III or Engineer I</i>
	<i>Sanitary</i>	None	5 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	<i>Electronics</i>	None	5 minutes	
	<i>Mechanical</i>	None	5 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	3 hours	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
	1.4 Review and print order of payment	None	10 minutes	
	1.5 Sign for approval of order of payment	None		<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i> <i>Supervising Administrative Officer</i>
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	<i>Construction and Maintenance Man,</i> Alternates: <i>Administrative Assistant III</i> <i>Administrative Assistant VI</i>
	1.7 Sign fire endorsement	None		<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>



				Supervising Administrative Officer
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		
	Occupancy Permit fee	Based on the assessment of fees		
	2.1 Issue approved Zoning Certification	None	10 minutes	Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II Administrative Assistant VI,
2.2 Prepare the necessary documents of permit for the approval of Building Official	None	1 day	Alternates: Construction and Maintenance Man Administrative Aide	
2.3 Approve the permit	None		Acting City Building Official or Acting Assistant City Building Official Administrative Assistant III	
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI
	TOTAL:	Php 360.00 + Occupancy permit fees (based on PD No. 1096)	2 days, 4 hours, 52 minutes (Simple Application);	



17.9.2 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/ Structures/ Occupancy:

- Interior Renovations covered by an appropriate Building Permit;
- Conversion of existing building occupancy classification;
- Multiple unit residential houses (such as row houses, townhouses, and the like);
- Single detached residential house not more than 7 storeys;
- Commercial buildings not more than 9 storeys;
- Warehouses not more than 9 storeys;
- Market buildings not more than 9 storeys;
- All other types of Occupancy not more than 9 storeys.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	• Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction	• Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction)
4. Zoning Clearance (<i>from Zoning Officer that the building has complied with the Locational/Zoning of land use</i>)	Business One-Stop-Shop (BOSS) Office (CEO 2)
5. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) a. Architect, in case if Architectural plans and documents;	Design professionals



b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents				
6. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 		All professionals involved in the project		
7. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)		Owner		
8. Issued Building Permit with ancillary permit forms (1 photocopy)		Owner		
9. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)		Bureau of Fire Protection Office		
10. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
11. Receipt of Certificate of Occupancy (1 original, 3 photocopies)		City Treasury Office – Window 4, 5, 6, 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conducted evaluation of plans and documents submitted			
	<i>Land Use & Zoning</i>		None	2 days



				Zoning Officer I, Architect II
	Line & Grade	None	20 minutes	Engineer II Alternates: Engineer III, Architect III, Architect II, Supervising Administrative Officer
	Architectural	None	20 minutes	Architect III Alternates: Architect II Supervising Administrative Officer
	Civil/ Structural	None	20 minutes	Acting Assistant City Building Official Alternates: Engineer III, Engineer II Administrative Assistant III
	Plumbing	None	20 minutes	Administrative Assistant III Alternates: Architect II, Zoning Officer I
	Electrical	None	20 minutes	Engineer III or Engineer I
	Sanitary	None	20 minutes	Acting City Building Official or Acting Assistant City Building Official
	Electronics	None	20 minutes	
	Mechanical	None	20 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	
	1.3 Assessment of plans for order of payment	None	3 hours	Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.4 Review and print order of payment	None	10 minutes	Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.5 Sign for approval of order of payment	None		Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	



	1.7 Sign fire endorsement	None		<i>Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer</i>
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		
	Occupancy Permit fee	Based on the assessment of fees		
2.1 Issue approved Zoning Certification	None	10 minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II Administrative Assistant VI,</i>	
2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	<i>Alternates: Construction and Maintenance Man Administrative Aide</i>	
2.3 Approve the permit	None		<i>Acting City Building Official or Acting Assistant City Building Official Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>	
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	



	TOTAL:	Php 360.00 + Occupancy permit fees (based on PD No. 1096)	5 days, 6 hours, 42 minutes (Complex Application);	
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17.9.3 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/ Structures/ Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and
 - iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>1. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished, signed and sealed over printed names by licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) (5 original copies)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i></p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction</p>	<ul style="list-style-type: none"> ● Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction)
<p>4. Zoning Clearance (<i>from Zoning Officer that the building has complied with the Locational/Zoning of land use</i>)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>5. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets)</p> <ul style="list-style-type: none"> a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	<p>Design professionals</p>
<p>6. Photocopies of valid IDs:</p> <ul style="list-style-type: none"> ● Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); ● Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<p>All professionals involved in the project</p>
<p>7. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)</p>	<p>Owner</p>



8. Issued Building Permit with ancillary permit forms (1 photocopy)	Owner
9. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)	Bureau of Fire Protection Office
10. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
11. Receipt of Certificate of Occupancy (1 original, 3 photocopies)	City Treasury Office – Window 4, 5, 6, 7

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	1 hour	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conducted evaluation of plans and documents submitted			
	<i>Land Use & Zoning</i>	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	<i>Line & Grade</i>	None	1 day	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	<i>Architectural</i>	None	1 day	<i>Architect III</i> Alternates: <i>Architect II, Supervising Administrative Officer</i>
	<i>Civil/ Structural</i>	None	1 day	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II, Administrative Assistant III</i>
	<i>Plumbing</i>	None	1 day	<i>Administrative Assistant III</i> Alternates:



				Architect II, Zoning Officer I
	Electrical	None	1 day	Engineer III or Engineer I
	Sanitary	None	1 day	Acting City Building Official or Acting Assistant City Building Official
	Electronics	None	1 day	
	Mechanical	None	1 day	
	1.2 Schedule and conduct inspection and verification	None	1 day	Inspectorate Team
	1.3 Assessment of plans for order of payment	None	1 day	Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.4 Review and print order of payment	None	1 hour	
	1.5 Sign for approval of order of payment	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI
	1.7 Sign fire endorsement	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2).	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		



*Make sure to secure Official Receipt that will be issued upon payment	Occupancy Permit fee	Based on the assessment of fees		
	2.1 Issue approved Zoning Certification	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	<i>Administrative Assistant VI,</i> Alternates: <i>Construction and Maintenance Man</i> <i>Administrative Aide</i>
	2.3 Approve the permit	None		<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide,</i> <i>Construction and Maintenance Man,</i> <i>Administrative Assistant II,</i> <i>Administrative Assistant VI</i>
	TOTAL:	Php 360.00 + Occupancy permit fees (based on PD No. 1096)	14 days, 2 hours, 22 minutes	

17.10 Certificate of Annual Inspection Applications

The National Building Code also known as PD 1096, states that the building/structure shall be subject to annual inspection and issuance of a certificate of occupancy for a period of one (1) year from the date of issuance of Certificate of Occupancy and yearly thereafter.

The Owner/Lessee SHALL properly maintain the building/structure to enhance Architectural well-being, Structural stability, Electrical, Mechanical, Sanitation, Plumbing, Electronics, Interior Design and Fire-protective properties and shall not be occupied or used for purposes other than its intended use.



The owner/occupant of the building under the character of occupancy group B to J shall notify in writing the office of the building official for the granting/issuance of an annual inspection certificate after one (1) year from the date of the issuance of the Certificate of Occupancy and yearly thereafter.

Single detached dwelling units and duplexes are not subject to annual inspections. The owner may still request for inspection.

Office or Division:	City Engineering Office
Classification:	Complex
Type of Transaction:	G2C-Government to Client
Who may avail:	Public

17.10.1 Building under the character of occupancy group B to J such as but not limited to:

- Commercial buildings
- Apartment, Transients,
- Hotel, motels, inns, pension house and apartels;
- Dormitories;
- Condominiums;
- Boarding and Lodging house;
- Educational Institutions;
- Warehouses;
- Market buildings;
- Hospital and;
- All other types of Occupancy from group B to J.

Note: Please visit PD 1096 for more information.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter.	Owner
2. A Certification duly signed and sealed from a duly licensed Architect/Civil Engineer, Professional Electrical Engineer/Electronic Engineer/Professional Mechanical Engineer, Master Plumber and Sanitary Engineer Hired by the owner was submitted and who undertook the annual inspection that the building/structure is Architecturally presentable, structurally safe, the Electrical/Electronic/Mechanical/Plumbing/Sanitary installation are in order.	Design professionals
3. Photocopies of valid licenses of all involved professionals	All professionals involved in the project



(1 photocopies, signed and sealed)				
4. Photocopies of Approved Occupancy Permit/ Latest Certificate Annual Inspection (1 photocopies)		Owner		
5. Photographs of Approved Certificate of Final Electrical Inspection (1 photocopies)		Owner		
6. Assessment of Certificate Annual Inspection Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
7. Receipt of Certificate Annual Inspection Fees (1 original copy, 3 photocopies)		City Treasury Office – Window 4, 5, 6, 7		
8. Approval of the Building Official		Business One-Stop-Shop (BOSS) Office (CEO 2)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	1 hour	<i>Administrative Assistant III, Alternates: Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conduct evaluation of documents submitted	None	2 Days	<i>Engineer III Engineer II Alternates: Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant III, Administrative Assistant VI,</i>
	1.2 Schedule and conduct inspection and verification	None	1 Day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	1 day	<i>Administrative Assistant III Alternates:</i>
	1.4 Review and print order of payment	None		<i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
2. Proceed to City Treasury Office for the	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>



payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Signboard	Php 200.00		
	Inspection & Verification	Php 200.00		
	Locational Clearance	Based on the assessment of fees		
	Building permit fees			
	2.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None		
2.2 Approve the permit	None	<i>Acting City Building Official or Acting Assistant City Building Official</i>		
3. Receive the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approved permit to the client	None	5 minutes	<i>Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 455.00 + Building permit fees (based on PD No. 1096)	6 days, 1 hours, 7 minutes	



17.11 Change of Use or Occupancy Applications

The National Building Code also known as PD 1096 section 702 states that, no change shall be made in the character of occupancy or use of any building which would place the building in a different division of the same group of occupancy or in a different group of occupancies, unless such building is made to comply with the requirements of PD 1096 for such division or group of occupancy. The character of occupancy of existing buildings may be change subject to the approval of the building official and the building may be occupied for purposes set forth in other groups: Provided the new or proposed use is less hazardous, based on life and fire risk, than the existing use.

Office or Division:	City Engineering Office
Classification:	Simple – Highly Technical
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C-Government to Client
Who may avail:	All

17.11.1 Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/Occupancy under Group J Section 701 Division of the NBCP:

- Private garage not more than ninety (90) square meters;
- Carport;
- Agricultural structures;

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A Change of Use or Occupancy Application Form, duly accomplished (4 copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	• Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction	• Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction)
4. Zoning Certification (<i>from Zoning Officer that the building has complied with the Locational/Zoning of land use</i>)	Business One-Stop-Shop (BOSS) Office (CEO 2)



<p>4. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets)</p> <ul style="list-style-type: none"> a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	Design professionals				
<p>5. Photocopies of valid IDs:</p> <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	All professionals involved in the project				
<p>6. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)</p>	Owner				
<p>7. Issued Building Permit with ancillary permit forms (1 photocopy)</p>	Owner				
<p>8. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)</p>	Bureau of Fire Protection Office				
<p>9. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)</p>	Business One-Stop-Shop (BOSS) Office (CEO 2)				
<p>9. Receipt of Certificate of Occupancy (1 original, 3 photocopies)</p>	City Treasury Office – Window 4, 5, 6, 7				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1. Submit accomplished application form and required documents at</p>	<p>1. Review the submitted documents and attach checklist of requirements and evaluation checklist</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i></p>	



Business One-Stop-Shop (BOSS) Office (CEO 2)	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Line & Grade	None	5 minutes	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	Architectural	None	5 minutes	<i>Architect III</i> Alternates: <i>Architect II</i> <i>Supervising Administrative Officer</i>
	Civil/ Structural	None	5 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II</i> <i>Administrative Assistant III</i>
	Plumbing	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	5 minutes	<i>Engineer III</i> Alternate: <i>Engineer I</i>
	Sanitary	None	5 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	5 minutes	
	Mechanical	None	5 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	3 hours	<i>Administrative Assistant III</i> Alternates: <i>Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I</i>
	1.4 Review and print order of payment	None	10 minutes	



	1.5 Sign for approval of order of payment	None		<i>Acting City Building Official or Acting Assistant City Building Official or Supervising Administrative Officer</i>
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	<i>Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI</i>
	1.7 Sign fire endorsement	None		<i>Acting City Building Official or Acting Assistant City Building Official or Supervising Administrative Officer</i>
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	<i>City Treasury Office Staff</i>
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		
	Occupancy Permit fee	Based on the assessment of fees		
	2.1 Issue approved Zoning Certification	None	10 minutes	<i>Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II Administrative Assistant VI,</i>
2.2 Prepare the necessary documents of permit for the approval of Building Official	None	1 day	<i>Alternates: Construction and Maintenance Man Administrative Aide</i>	
2.3 Approve the permit	None		<i>Acting City Building Official or Acting Assistant City Building Official</i>	



3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
TOTAL:		Php 360.00 + Occupancy permit fees (based on PD No. 1096)	2 days, 4 hours, 52 minutes (Simple Application);	

17.11.2 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/ Structures/ Occupancy:

- Interior Renovations covered by an appropriate Building Permit;
- Conversion of existing building occupancy classification;
- Multiple unit residential houses (such as row houses, townhouses, and the like);
- Single detached residential house not more than 7 storeys;
- Commercial buildings not more than 9 storeys;
- Warehouses not more than 9 storeys;
- Market buildings not more than 9 storeys;
- All other types of Occupancy not more than 9 storeys.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A Change of Use or Occupancy Application Form, duly accomplished (4 copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	<ul style="list-style-type: none"> • Business One-Stop-Shop (BOSS) Office (CEO 2)



3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction	<ul style="list-style-type: none"> Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction) 			
4. Zoning Clearance (<i>from Zoning Officer that the building has complied with the Locational/Zoning of land use</i>)	Business One-Stop-Shop (BOSS) Office (CEO 2)			
4. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets) <ul style="list-style-type: none"> a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	Design professionals			
5. Photocopies of valid IDs: <ul style="list-style-type: none"> Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	All professionals involved in the project			
6. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)	Owner			
7. Issued Building Permit with ancillary permit forms (1 photocopy)	Owner			
8. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)	Bureau of Fire Protection Office			
9. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)			
9. Receipt of Certificate of Occupancy (1 original, 3 photocopies)	City Treasury Office – Window 4, 5, 6, 7			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Line & Grade	None	20 minutes	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	Architectural	None	20 minutes	<i>Architect III</i> Alternates: <i>Architect II</i> <i>Supervising Administrative Officer</i>
	Civil/ Structural	None	20 minutes	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II</i> <i>Administrative Assistant III</i>
	Plumbing	None	20 minutes	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	20 minutes	<i>Engineer III</i> Alternate: <i>Engineer I</i>
	Sanitary	None	20 minutes	<i>Acting City Building Official</i> or <i>Acting Assistant City Building Official</i>
	Electronics	None	20 minutes	
	Mechanica	None	20 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	<i>Inspectorate Team</i>
	1.3 Assessment of plans for order of payment	None	3 hours	<i>Administrative Assistant III</i>



	1.4 Review and print order of payment	None	10 minutes	Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.5 Sign for approval of order of payment	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI
	1.7 Sign fire endorsement	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		
	Occupancy Permit fee	Based on the assessment of fees		
	2.1 Issue approved Zoning Certification	None	10 minutes	Zoning Officer/Zoning Administrator Alternates: Zoning Officer I, Architect II Administrative Assistant VI,
	2.1 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	Alternates: Construction and Maintenance Man Administrative Aide



	2.2 Approve the permit	None		<i>Acting City Building Official or Acting Assistant City Building Official</i>
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	<i>Administrative Assistant III Alternates: Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	TOTAL:	Php 360.00 + Occupancy permit fees (based on PD No. 1096)	5 days, 6 hours, 42 minutes (Complex Application);	



17.11.3 The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/ Structures/ Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and
 - iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A Change of Use or Occupancy Application Form, duly accomplished (4 copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
2. Notarized Certificate of Completion (<i>NBC Form No. B-10</i>), duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works	Business One-Stop-Shop (BOSS) Office (CEO 2)



<p><i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i></p>	
<p>3. Construction Logbook with Certification, signed and sealed by the full-time supervisor or inspector of construction</p>	<ul style="list-style-type: none"> • Licensed Architect or Civil Engineer (full-time supervisor or inspector of construction)
<p>4. Zoning Clearance <i>(from Zoning Officer that the building has complied with the Locational/Zoning of land use)</i></p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>4. Complete set of plans prepared, signed and sealed over printed names of the duly licensed and registered professionals with the conformity of the owner (4 Sets)</p> <ul style="list-style-type: none"> a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	<p>Design professionals</p>
<p>5. Photocopies of valid IDs:</p> <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt for the current year & valid PRC ID) (1 photocopy, signed and sealed); • Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy) 	<p>All professionals involved in the project</p>
<p>6. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)</p>	<p>Owner</p>
<p>7. Issued Building Permit with ancillary permit forms (1 photocopy)</p>	<p>Owner</p>



8. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)		Bureau of Fire Protection Office		
9. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
9. Receipt of Certificate of Occupancy (1 original, 3 photocopies)		City Treasury Office – Window 4, 5, 6, 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	1 hour	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI</i>
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	Line & Grade	None	1 day	<i>Engineer II</i> Alternates: <i>Engineer III, Architect III, Architect II, Supervising Administrative Officer</i>
	Architectural	None	1 day	<i>Architect III</i> Alternates: <i>Architect II</i> <i>Supervising Administrative Officer</i>
	Civil/ Structural	None	1 day	<i>Acting Assistant City Building Official</i> Alternates: <i>Engineer III, Engineer II</i> <i>Administrative Assistant III</i>
	Plumbing	None	1 day	<i>Administrative Assistant III</i> Alternates: <i>Architect II, Zoning Officer I</i>
	Electrical	None	1 day	<i>Engineer III or Engineer I</i>
	Sanitary	None	1 day	<i>Acting City Building Official</i>



	Electronics	None	1 day	or Acting Assistant City Building Official
	Mechanical	None	1 day	
	1.2 Schedule and conduct inspection and verification	None	1 day	Inspectorate Team
	1.3 Assessment of plans for order of payment	None	1 day	Administrative Assistant III Alternates: Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I
	1.4 Review and print order of payment	None	1 hour	
	1.5 Sign for approval of order of payment	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
	1.6 Prepare and print fire endorsement, if needed	None	5 minutes	Construction and Maintenance Man, Alternates: Administrative Assistant III Administrative Assistant VI
	1.7 Sign fire endorsement	None		Acting City Building Official or Acting Assistant City Building Official Supervising Administrative Officer
2. Proceed to City Treasury Office for the payment of fees and present the official receipt at Business One-Stop-Shop (Boss) Office (CEO 2). *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff
	Documentary Stamp	Php 30.00		
	ICT Fee	Php 25.00		
	Inspection & Verification	Php 200.00		
	Zoning Certification	Php 105.00		



	Occupancy Permit fee	Based on the assessment of fees		
	2.1 Issue approved Zoning Certification	None	10 minutes	<i>Zoning Officer/Zoning Administrator</i> Alternates: <i>Zoning Officer I, Architect II</i>
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	<i>Administrative Assistant VI,</i> Alternates: <i>Construction and Maintenance Man</i> <i>Administrative Aide</i>
	2.3 Approve the permit	None		<i>Acting City Building Official</i> <i>or</i> <i>Acting Assistant City Building Official</i>
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3. Release the approve permit to client	None	5 minutes	<i>Administrative Assistant III</i> Alternates: <i>Administrative Aide,</i> <i>Construction and Maintenance Man,</i> <i>Administrative Assistant II,</i> <i>Administrative Assistant VI</i>
	TOTAL:	Php 360.00 + Occupancy permit fees (based on PD No. 1096)	14 days, 2 hours, 22 minutes	



ENVIRONMENTAL SERVICES

18. City General Services Office External Services



18.1 Solid Waste Management

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C , G2B, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Availing of Soil Condition / Vermicasts /Worms/Eco-Bricks				
A. For Private Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	1.3 Check on the availability of the stock and provides the payment order form	Php 170.00 per sack for soil conditioner plus Php 25.00 ICT Fee	5 mins	<i>City Government Assistant Department Head I</i>
2. Client pays to the City Treasurer's Office	2.1 MRF Staff releases the requested material	None	32 mins min	<i>-MRF Staff</i>
	TOTAL	195 per sack	49 MINUTES	
B. For Government Programs				
1 Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	12 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	3. Check on the availability of the stock	None	30 mins	<i>City Government Assistant Department Head I</i>
	TOTAL	None	47 MINUTES	
II. Collection of Solid Wastes				



A. From Barangay Materials Recovery Facility (MRF)				
1. Client informs the City General Services Office for the need to collect plastic residuals from Brgy MRFs	1.1 Informs the client for the time of collection	None	5 mins	<i>City Government Assistant Department Head I</i>
TOTAL		None	5 MINUTES	
B. From Private Individual/Entity				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO. Engr. Bonifacio T. Martinez Jr. (City General Services Officer) to take action on the approved letter.	None	5 mins	<i>City General Services Officer</i>
	1.3 Informs the client for the time of collection	None	5 mins	<i>City Government Assistant Department Head I</i>
TOTAL		None	17 MINUTES	

18.2 Availment of Government Vehicle and Equipment

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Availing Government Vehicle/Vessel (Private/Government)				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	5 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request		5 mins	<i>City General Services Officer</i>



2. Client secures and accomplishes Request Form (CGSO-RUCP-F19 / CGSO-RUCP-F20)	2.1 Check the availability of the vehicle and a. if available -book the travel b. if unavailable - assign other vehicle	None	3 mins	<i>Administrative Assistant VI</i>
	2.2 Prepares request letter for travel Order	None	20 mins	
	2.3 Once travel order is approved, dispatch the vehicle/vessel on the scheduled date	None	3 mins	<i>Supervising Administrative Officer</i>
TOTAL		None	36 MINUTES	
B. Availing of monoblock chairs & tables, sound system, podium, flags etc.)				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	12 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	1.3 Prepares / Issues Event Order Slip to responsible person	None	6 mins	<i>Engineer III</i>
TOTAL		None	23 MINUTES	
C. Availing City Heavy Equipment (grader,loader,dumptrucks,backhoe,manlift/lowbed trucks)				
a. For Private Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	1.3 Endorse accomplished Rental for Heavy Equipment Form to the City Administrator for approval	None	7 mins	<i>Administrative Assistant VI</i>
2. Payment of Fees at the City Treasurers Office and submit a copy of official receipt to CGSO staff	2.1 Once approved, dispatch requested heavy equipment on the schedule date	None	6 mins	<i>Executive Assistant V</i>



	TOTAL	None	24 MINUTES	
b. For Government Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1. Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	2. Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	3. Dispatch requested heavy equipment on the schedule date	None	5 mins	<i>Executive Assistant V</i>
	TOTAL	None	22 MINUTES	



ENVIRONMENTAL SERVICES

18. City General Services Office Internal Services



18.3 Request for Office Supplies

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires availability of supplies	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	1.3 Prepares the RIS for the approval of the City Mayor/City Administrator	None	5 mins	<i>Supply Officer I</i>
	1.4 Once approved by the City Mayor/City Administrator, issue the available supplies.	None	2 mins	<i>Supervising Administrative Officer</i>
	5. If requested supplies are unavailable it will proceed to procurement process (RA 9184)	None		
	TOTAL	None	19 MINUTES	



18.4 Request for Repair and Maintenance

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Motorpool (Vehicles)				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Mechanical Shop General Foreman</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	<i>Engineer II</i>
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Motorpool staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Motorpool staff</i>
B. Building Maintenance				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>



2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>
C. Electrical Maintenance				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Engr. Nelson Nacar Jr. assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>



D. AIR CONDITION				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement process.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>
	TOTAL	None	Depends on the Program of Work	



ENVIRONMENTAL SERVICES

19. City Disaster Risk Reduction and Management Office External Services



19.1 Request for Ambulance Conduction 24/7

This service renders emergency transport of patients from the hospital of origin to hospital of choice following hospital protocols.

Office or Division:	City Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID of patient (1 photocopy)	Requesting Party			
Coordinated Referral Slip or Laboratory Request Slip (1 original)	Hospital of Origin from the Doctor on duty			
Temporary Travel Order (1 original)	Alaminos Response Team Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Review the requirements and interview the requesting party.	None	5 minutes	<i>Nurse I or Administrative Aide I Action Officers</i>
2. Request for ambulance	2. Confirm referral slip thru phone call	None	5 minutes	
	2.1 Generate temporary travel order.	None	2 minutes	
3. Sign the travel Order	3. Dispatch conducting team.	None	2 minutes	
	TOTAL*	None	14 minutes	

19.2 Request for Emergency Response 24/7

Provision of immediate response to any untoward incident reported or monitored and providing first aid and if necessary, transfer to the appropriate and nearest health facility.

Office or Division:	City Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CDRRMO or call the Emergency Hotline any untoward incident, vehicular accident or request for medical assistance	1. Gather vital information like location or landmark, the nature of incident, numbers of involved identified on the scene, extent of injury, name and address of the caller.	None	5 minutes	<i>CGADH I or Administrative Aide</i>



	1.1 The Command Center will relay the information to the Action Officer. If necessary, request for augmentation from response cluster agencies if required.	None	2 minutes	Command Center Staff and Personnel
	1.2 The Action Officer will dispatch the team for emergency response.	None	1-5 minutes	<i>Nurse I or Administrative Aide I</i> Action Officers
	TOTAL*	None	12 minutes	



ENVIRONMENTAL SERVICES

20. City Environment and Natural Resources Office External Services



20.1 Securing Partnership and Sponsorship in the Conduct of Environment Related Activities

To forge partnerships in the conduct of environmental activities such as but not limited to mangrove or tree propagation and planting, SCUBAsurero, clean-up drives and financial or logistical assistance.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Government Agencies, Non-Government Organizations, Academe, Youth Organizations, Private Companies and other concerned individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Intent		The letter request must be prepared by the client.		
Memorandum of Agreement (for at least 6 months partnership)		Proposed Memorandum of Agreement must be submitted by the proponent or interested party.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	1. Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
2. Submit a Letter of Intent to the City Archives Office	2. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
	2.1 Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide</i>
	2.2 Request a resolution from the Sangguniang Panlungsod for City Mayor's authority to sign to a Memorandum of Agreement or send a confirmation letter/form to the interested party whichever is applicable.	None	10 working days	<i>City Government Department Head I or Engineer III</i>
3. Memorandum of Agreement signing	3. Facilitate signing of the Memorandum of Agreement upon the issuance of resolution of Authority to Sign for the City Mayor from the Sangguniang Panlungsod	None	30 minutes	<i>City Government Department Head I or Engineer III</i>
3.1 Conduct/Participate in the activity.	3.1 Require participants to fill-up the attendance forms	None	4 hours	<i>Environmental Management Specialist II or Administrative Aide I</i>
	3.2 Document the activity			
	3.3 Provide certificates of partnership and sponsorship	None	1 minute	
TOTAL		None	10 day, 5 hours and 1 minute	



20.2 Accommodation of Volunteers in the Conduct of Environment Related Activities

To accommodate volunteers in the conduct of environmental activities such as but not limited to mangrove or tree propagation and planting and clean-up drives.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Government Agencies, Non-Government Organizations, Academe, Youth Organizations, Private Companies and other concerned individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Intent		The letter request must be prepared by the client.		
Memorandum of Agreement (for at least 6 months partnership)		Proposed Memorandum of Agreement must be submitted by the proponent or interested party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	1. Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
2. Submit a Letter of Intent to the City Archives Office	2. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	
	2.1 Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	
3. Conduct/Participate in the activity.	3. Require participants to fill-up the attendance forms	None	4 hours	
	3.1 Document the activity			
	3.2 Provide certificates of participation	None	1 minute	
	TOTAL	None	4 hours and 31 minutes	

20.3 Securing Permit to conduct Scientific and Environment Related Research Project

To issue permits in the conduct of scientific and environment related research project in order to protect and conserve the natural resources of the City and to promote ethics in the conduct of studies.

Office or Division:	City Environment and Natural Resources Office		
Classification:	Highly Technical		
Type of Transaction:	G2C, G2B, G2G		
Who may avail:	Individual Researcher or Research Institutions conducting research involving sampling and collection of specimens, surveys and monitoring of environmental parameters.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent		The letter request must be prepared by the client.	



Memorandum of Agreement Prior Informed Consent (PIC) when applicable		Proposed Memorandum of Agreement must be submitted by the proponent or interested party PIC Issued by the concern National Agency/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	1. Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Engineer III or Administrative Aide I</i>
1.1 Submit a Letter of Intent and other requirements to the City Archives Office	1.1 Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	
	1.2 Request a resolution from the Sangguniang Panlungsod for City Mayor's authority to sign to a Memorandum of Agreement.	None	10 days	<i>City Government Department Head I or Engineer III</i>
2. Memorandum of Agreement signing	2. Facilitate signing of the Memorandum of Agreement upon the issuance of resolution of Authority to Sign for the City Mayor from the Sangguniang Panlungsod.	None	30 minutes	<i>City Government Department Head I or Engineer III</i>
2.1 Secure a Prior Informed Consent	2.1 Issuance of a Prior Informed Consent Form signed by the City Mayor	None	5 minutes	<i>City Government Department Head I</i>
3. Conduct of the research activity	3. Require participants to fill-up the registration forms	None	5 minutes	<i>Engineer III or Administrative Aide I</i>
3.1 Feedback Results	3.1 Facilitate a conference for the feedbacking of results	None	30 minutes	
3.2 Provide the LGU a copy of the final paper (published or unpublished)	3.2 Issue Certificate for the End of Research Study	None	5 minutes	<i>Administrative Aide I</i>
	TOTAL.	None	10 days, 1 hour and 35 minutes	



20.4 Wildlife Stranding and Rescue

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Residents or Institutions within Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo/Video Documentation		Photo/ Video Documentation must be sent by the informant through the messenger of Alaminos City ENRO.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident	1. Receive report and take all necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
	1.1 Coordinate with other offices and agencies for assistance.	None	10 inutes	
2. Fill-up the information sheet	2. Conduct rescue and assessment.	None	20 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
3. Surrender the wildlife	3. Assess the well-being of the wildlife.	None	10 minutes	<i>Environmental Management Specialist II</i>
	3.1 Facilitate rehabilitatio0n and/or release.	None	2 hours (when rehabilitation is not needed)	<i>Environmental Management Specialist II or Administrative Aide I</i>
	3.2 Provide feedback to the informant	None	10 minutes	<i>Administrative Aide I</i>
	3.3 Issue certificate of recognition	None	10 minutes	
TOTAL		None	3 hours and 10 minutes	



INSTITUTIONAL SERVICES

21. City Information Office External Services



21.1 Events Documentation

This service covers all the latest events undertaken by the Local Government Unit, Government Line Agencies, NGOs and other entities that provide relevant, adequate and timely information to the general public.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Local Government Unit, Government Line Agencies, NGOs and other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter and Action Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received the Action Slip				
1. The client writes a letter/ program of invitation to the Office of the City Mayor and/or the City Administrator for approval/route to document through the action slip.	1.1 Receive and log the Communication/Program of Activities with Action Slip to document events, programs, projects, and/or activities and calendar to the schedule of activities board	None	2 minutes	<i>City Information Officer, CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	1.2 The CIO Head or Officer - In – Charge shall assign focal person/s to the events.	None	1 minute	
	1.3 Assigned focal person/s shall coordinate with the office concerned regarding the details of the event/activity	None	5 minutes (depends on the availability of the concerned department/ agency)	
2. Document the Event				
	2. Prepare the necessary equipment needed for the event	None	5 - 20 mins (depends on the equipment needed, includes charging time)	<i>Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	2.1 The focal person shall document the event by taking photos/Videos	None	2-8 Hours (Depends on the duration of the activity/ event)	
	2.2 Make final selection of the photos to be uploaded and edit as required	None	30mins - 1 Hour (Depends on how big or small is the activity/ event)	



	2.3 Prepare caption of the edited photos	None	30 Mins - 1Hour (Depends on how big or small is the activity/ event)	
	2.4 Submit the edited photos and draft caption to the editor for review	None	10 Mins - 1 Hour (Depends on the internet speed and number of photos to be uploaded)	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
3. Publish Final Output				
3. Client may like/share the uploaded photos of the events document through the social media forms	3. Once the edited photos and drafted caption are approved, publish the final output to the LGU Alaminos City, Pangasinan Facebook Page	None	10 Mins - 30 Mins - Small Events 1 hour – Big Events (Depends on the internet speed and number of photos to be uploaded)	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	TOTAL	None	2 - 12 Hours (depends on the factors indicated)	

21.2 Preparation of Business Correspondence

This service shall facilitate a better flow of internal and external communication in the organization and in the other government line agencies and entities.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Local Government Unit, Government Line Agencies, NGOs and other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter and Action Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Client/s (external) writes a request letter to the Office of the City Mayor and/or the City Administrator for approval and action slip.				
	1. Log the received request letter with action slip from the Archives Section. Once logged, request shall be forwarded to the CIO Head or Officer - In - Charge.	None	2 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI,</i>



				<i>Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	2. Upon receipt of approved request from the Archives Section, the CIO Head or Officer - In – Charge shall delegate/assign the request to the CIO Staff assigned in preparing business correspondence.	None	2 minutes	<i>OIC - City Information Officer/CGADH-1</i>
	3. The CIO Staff assigned shall draft the business correspondence based on the action slip.	None	3 minutes (templated) 5 minutes (simple correspondence MEMO/NOM, short letters) 5 minutes (Message) 7 minutes (Executive Orders)	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	4. The assigned CIO Staff shall forward the drafted business correspondence to the CIO Head or Officer - In – Charge checking/comments.	None	5 minutes	
	5. The assigned CIO Staff shall forward the drafted business correspondence to the City Administrator for checking/comments once approved by the CIO Head or Officer - In – Charge	None	5 minutes	
	6. Upon approval of the business correspondence by the City Mayor/ Administrator, the CIO staff shall finalize it by integrating the revisions based on the comments provided for the signature of the City Mayor and/or the City Administrator. (Printing is included)	None	5 - 7 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	7. Once signed, the CIO Staff shall log the final copy of the Business Correspondence to the Business Correspondence and Outgoing Logbook.	None	2 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	8. After logging, the staff shall bring the final copy of the business correspondence at the Archives Section for release.	None	5 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	TOTAL	None	30 minutes	
<i>B. Client/s (internal and without action slip) request/coordinate to the City Information Head for the request of business correspondence</i>				
	1. Upon receipt of the request, the CIO Head or Officer - In – Charge shall delegate/assign the	None	2 minutes	<i>OIC - City Information Officer/CGADH-1</i>



	request to the CIO Staff assigned in preparing business correspondence.			
	2. The CIO Staff receives the request and have the requestor fill- out and sign the Office Services Logbook.	None	2 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	3. The assigned CIO Staff shall draft the business correspondence based on the instruction of the CIO Head or Officer - In – Charge /requestor	None	3 minutes (templated) 5 minutes (simple correspondence MEMO/NOM, short letters) 5 minutes (Message) 7 minutes (Executive Orders)	
	4. The CIO Staff shall coordinate with the requestor to have the drafted business correspondence be checked.	None	5 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	5. Once approved by the requestor, the assigned CIO Staff shall finalize it by integrating the revisions based on the comments provided.	None	5 minutes	
	6. Once finalized, the assigned CIO Staff shall forward the drafted business correspondence to the City Administrator for checking/comments.	None	5 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	7. Upon approval of the business correspondence by the City Mayor/ Administrator, the CIO staff shall finalize it by integrating the revisions based on the comments provided for the signature of the City Mayor and/or the City Administrator. (Printing is included)	None	5 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	8. Once signed, the CIO Staff shall log the final copy of the Business Correspondence to the Business Correspondence and Outgoing Logbook.	None	2 minutes	<i>OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	9. After logging, the staff shall bring the approved requested business correspondence at the Archives Section for release.	None	2 minutes	
	TOTAL	None	30 minutes	



INSTITUTIONAL SERVICES

22. City Planning & Development Office External Services



22.1 Requesting data and other information about the City

The City Planning and Development Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Service Request Form (CPDO-IM-F04)			City Planning and Development Office (CPDO)	
Approved Letter Request			Requesting Client	
Data Protection Officer Clearance (For Demographic Data and Sensitive Information); if applicable			City Legal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client obtains a copy of their approved request letter containing the details of their request from the Archives Office.	1. Receives the approved request letter of duly accomplished Service Request form.	None	5 minutes	<i>Administrative Aide I, Administrative Assistant I, Administrative Assistant VI, Planning Officer I, Planning Officer II, Project Evaluation Officer II Economist IV, Planning Officer IV or City Government Assistant Department Head</i>
	1.1 Staff in charge refers the approved letter and service request form of the client to the City Planning and Development Coordinator (CPDC)	None	2 minutes	<i>Administrative Aide I, Administrative Assistant I, Administrative Assistant VI, Planning Officer I, Planning Officer II, Project Evaluation Officer II, Economist IV, Planning Officer IV or City Government Assistant Department Head</i>
	1.3. The CPDC assesses the request and, if available, coordinates with the concerned staff to provide data, documents, or maps.	None	15 minutes	<i>City Planning and Development Coordinator / City Government Assistant Department Head</i>
	I. Core Areas:			
	1. Financial Administration and Sustainability		8 hours	<i>City Government Assistant Department Head</i>
	2. Disaster Preparedness		8 hours	<i>Administrative Assistant VI</i>
	3. Social Protection and Sensitivity		8 hours	<i>Project Evaluation Officer II</i>
	4. Health Compliance and Responsiveness		8 hours	<i>Administrative Assistant VI</i>
	5. Sustainable Education		8 hours	<i>City Government Assistant Department Head</i>



	6. Business Friendliness and Competitiveness		8 hours	<i>Economist IV</i>
	7. Safety, Peace and Order		8 hours	<i>Project Evaluation Officer II</i>
	8. Environmental Management		8 hours	<i>Planning Officer IV</i>
	9. Tourism, Heritage Development, Culture and the Arts		8 hours	<i>Administrative Aide I</i>
	10. Youth Development		8 hours	<i>Planning Officer IV</i>
	II. Development Sectors:			
	1. Social Sector		8 hours	<i>City Government Assistant Department Head</i>
	2. Environment		8 hours	<i>Planning Officer IV</i>
	3. Economic Sector		8 hours	<i>Project Evaluation Officer II</i>
	4. Infrastructure Sector		8 hours	<i>Economist IV</i>
	5. Institutional Sector		8 hours	<i>Administrative Aide I or Planning Officer II</i>
	6. Maps			
	a. Simple Maps		1 hour per map	<i>Economist IV, Administrative Assistant I or Planning Officer I</i>
	b. Complex Maps		8 hours per map	<i>Economist IV</i>
	7. Demographic Data and Sensitive Information		4 hours	<i>Administrative Assistant VI or Administrative Aide I</i>
	1.4. The staff in charge logs the released data, documents, or maps in the log sheet. The Client shall sign in the log sheet upon receiving the data, document, or map.	None	2 minutes	<i>Administrative Aide I, Administrative Assistant I, Administrative Assistant VI, Planning Officer I, Planning Officer II, Project Evaluation Officer II, Economist IV, Planning Officer IV or City Government Assistant Department Head</i>
2. The Client receives the requested data and accomplishes the Harmonized Client Satisfaction Survey Form.	2. The staff in charge provides the client with the Harmonized Client Satisfaction Survey Form.	None	3 minutes	<i>Administrative Aide I, Administrative Assistant I, Administrative Assistant VI, Planning Officer I, Planning Officer II, Project Evaluation Officer II, Economist IV, Planning Officer IV or City Government Assistant Department Head</i>
	2.1 The staff in charge collects the Harmonized Client Satisfaction Survey Form for filing.		2 minutes	
	TOTAL	None	within 2 working days	



INSTITUTIONAL SERVICES

23. City Management Information System Section External Services



23.1 Enrollment in the Personal Information System

The general public is encouraged to enroll in the Personal Information System (PIS) to facilitate availment of services being provided by the City. It involves data capture of basic information of the City's client, including digital photo and biometric which will be stored in the City's database. This will be done only once upon personal appearance of the client.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form (1 original)		Management Information System Section		
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company and other government agencies issuing pertinent documents.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1.1 Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I or Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2.1 Assists the client in filling up the form	None	4 minutes	
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity	3.1 Verifies the valid ID Card or proof of identity and encodes data in the PIS database	None	3 minutes	
4. Undergo photo capture	4. Captures photo registration	None	1 minute	
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	
6. Undergo thumbprint registration (Optional)	6. Enroll thumbprint if required (Optional)	None	2 minutes	
	TOTAL	None	12 minutes	



23.2 Enrollment in the Personal Information System-by Representation

The general public is encouraged to enroll in the PIS to facilitate availment of services being provided by the City. It involves data capture of basic information of the City's clients, including digital photo and biometrics which will be stored in the City's database. This will be done only once and is available to clients that are indisposed.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form by the Client (1 original)	Management Information System Section			
Duly accomplished PIS Capture Form by the Representative (1 original)	Management Information System Section			
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company and other government agencies issuing pertinent documents.			
Valid ID Card with photo or proof of identity of the Representative to facilitate verification (1 original)				
Colored 2"x2" picture of the Client (1 original)	Photo Studio			
Letter of Authorization of the Client to enroll in the PIS (1 original)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	4 minutes	
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity and Letter of Authorization	3. Verifies the valid ID Card or proof of identity and Letter of Authorization; and encodes data in the PIS database	None	3 minutes	
4. Submits 2x2 picture	4. Captures 2x2 picture for photo registration	None	1 minute	
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	
TOTAL		None	10 minutes	



23.3 Updating Information in the Personal Information System

This service is available to clients who wish to update their information captured in the Personal Information System.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form by the Client (1 original)		Management Information System Section		
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company and other government agencies issuing pertinent documents.		
Documents required for updating (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	4 minutes	
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity	3. Verifies the valid ID Card or proof of identity and encodes data in the PIS database	None	3 minutes	
4. Undergo photo capture if necessary	4. Captures photo registration if necessary	None	1 minute	
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	
6. Undergo thumbprint registration (Optional)	6. Enroll thumbprint if required (Optional)	None	2 minutes	
	TOTAL	None	12 minutes	



23.4 Updating Information in the Personal Information System-by Representation

This service is available to clients who wish to update their information captured in the Personal Information System thru the clients' representative.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form by the Client (1 original)		Management Information System Section		
Duly accomplished PIS Capture Form by the Representative (1 original)		Management Information System Section		
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company and other government agencies issuing pertinent documents.		
Valid ID Card with photo or proof of identity of the Representative to facilitate verification (1 original)				
Documents required for updating (1 original)				
Letter of Authorization of the Client to update information in the PIS (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	4 minutes	
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity and Letter of Authorization	3. Verifies the valid ID Card or proof of identity and Letter of Authorization; and encodes data in the PIS database	None	3 minutes	
4. Submits 2x2 picture	4. Captures 2x2 picture for photo registration	None	1 minute	
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	
	TOTAL	None	10 minutes	



INSTITUTIONAL SERVICES

24. City Accounting Office Internal Services



24.1 Voucher Processing

Disbursement Vouchers (DV), Petty Cash Vouchers (PCV), and Liquidation Vouchers (LV) go through the process of Allotment Obligation, Pre-Audit, and Issuance of Accountant's Advice of Local Check Disbursement.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may avail:	City Employees:(1) In-Charge in Voucher Processing, (2) Payees of Voucher/ Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished DV, PCV, and LV		City Accounting Office (Soft / Hard Copy of Forms)		
Duly approved Obligation Request		City Budget Office		
Complete voucher supporting documents (per COA checklist)		Issuer of Source Documents, City Accounting Office (COA Checklist)		
Approved DV & Issued Check (for Accountant's Advice)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voucher for Obligation of Budgetary Allotment	1. Claims are charged to respective Budgetary Allotment	None	10 minutes	<i>Management & Audit Analyst III (Office Accounts)</i>
			10 minutes	<i>City Government Assistant Department Head-I (Special Purpose, Development Funds, & Continuing Appropriations)</i>
2. Present Voucher for: Pre-Audit	2. Vouchers are checked as to: (a)Completeness of supporting documents; (b)Obligation of Budget Allotment; and (c)Validity of claims & accuracy of computation	None	20min (Travelling), 15min (Cash Advance), 60min (Civil Works & Other Public Bidding Transactions) 20min(Labor Services), 20min (Financial Assistance), 60min (Fuel), 5min (Petty Cash Voucher) 20min (Other Transactions)	<i>Supervising Administrative Officer (Disbursement Vouchers & Liquidation Vouchers)</i> <i>Management & Audit Analyst III (Petty Cash Vouchers)</i>
3.Present Voucher for: Assignment of number	3. Vouchers and Support Documents are assigned and stamped with a DV Number	None	5 to 20 minutes (depending on the number of sheets attached to the DV)	<i>Administrative Assistant VI</i>
4.Present Voucher for: Signature of the City Accountant	4. City Accountant signs on Box A of the Disbursement Voucher to certify as to (1) Allotment Obligated (2) Supporting Documents Complete	None	5 minutes	<i>City Accountant</i>
5. Present DV & Check for: Issuance of Accountant's	5. Preparation/ Uploading of Accountant's Advice of Local Check Disbursement;	None	10 minutes	<i>Administrative Assistant VI</i>



Advice of Local Check Disbursement	5.1 On-line approval/ signing of the Accountant's Advice of Local Check Disbursement	None	5 minutes	City Accountant
TOTAL*		None	110 minutes	

*Computed on the longest waiting time

24.2 Issuance of Certificate of Net Take Home Pay

Employees of the City Government are issued Certificate of Net Take Home Pay to form part of the requirements for their Personal Loan Applications and/or for other purposes.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Document Request Form	City Accounting Office			
Official Receipt (Certification Fee)	City Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Net Take Home Pay by filling out the City Accounting Office's Document Request Form.	1. City Accountant approves the Accounting Office Document Request Form.	None	1 minute	<i>City Accountant</i>
	1.1 Retrieval of payroll files for data reference	None	10 minutes	<i>Administrative Assistant VI</i>
2. Pay the certification fee at the Office of the City Treasurer	2. Receive payment and issue official receipt.	Certification Fee Php 50.00 ICT Fee Php 25.00 Doc Stamps Php 30.00		<i>Collecting Officer/Staff at the City Treasurer's Office</i>
3. Present the Original Copy of Official Receipt to the City Accounting Office	3. Prepare the Certificate of Net Take Home Pay, incorporating the number of Official Receipt on the Certificate	None	5 minutes	<i>Administrative Assistant VI</i>
	3.1 City Accountant signs the Certificate of Net Take Home Pay		3 minutes	<i>City Accountant</i>
4. Receive the original copy of the Certificate of Net Take Home Pay	4. Release the original copy of the Certificate of Net Take Home Pay	None	1 minute	<i>Administrative Assistant VI</i>
TOTAL		None	20 minutes	



INSTITUTIONAL SERVICES

24. City Accounting Office External Services



24.3 Issuance of BIR Form No. 2307

Accredited Suppliers/Contractors of the City Government are issued Certificate of Creditable Tax Withheld at Source (BIR Form No.2307) on Income Payments withheld by the City for remittance to the Bureau of Internal Revenue.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Accredited Suppliers of Goods, Services, and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Disbursement Voucher		City Treasurer's Office / City Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR Form 2307 by filling out the City Accounting Office's Document Request Form	1. Prepare BIR Form 2307 in triplicate	None	10 minutes	<i>Management & Audit Analyst III</i>
	1.1 City Accountant affixes signature on BIR Form 2307	None	3 minutes	<i>City Accountant</i>
2. Receive two copies of the duly accomplished BIR Form 2307	2. Issue two copies of the duly accomplished BIR Form 2307	None	1 minute	<i>Management & Audit Analyst III</i>
	TOTAL	None	14 minutes	



INSTITUTIONAL SERVICES

25. City Treasurer's Office External Services



25.1 Collection of Community Tax

This procedure covers the collection of real property tax, business tax, other general collections, miscellaneous fees, and remittances from economic enterprise, grants and shares from partnership with national government agencies, community tax certificate in the City of Alaminos.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Public G2B - Government to Business Entity			
Who may avail:	All residents 18 years old and above and all registered business owners or who owns real properties in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PIS (personal appearance)		Management Information Section Office		
2. Barangay Clearance (original or Photocopy) or Valid Identification Card		Barangay where the requestor is a resident or any valid company or government issued ID		
3. Authorization / SPA (for business representatives)		Business owner / company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Community Tax Certificate at the cashier at Window 4, 5, or at the Business One Stop Shop (CTO 5) counter.	1. Verifies submitted requirements and checks the database for the PIS of the client	None	3 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III, BOSS Counter CTO – 5 - Adm. Aide</i>
2. Payment of required community taxes.	2. Receives the required payment, ask the client to sign the CTC Form and issue the Community Tax Certificate		5 minutes	<i>Window 4 – RCC II, Window 5 – Adm. Aide, BOSS Counter CTO – 5 - Adm. Asst. II</i>
	Employed Individuals Basic Community Tax + ICT Fee	P1.00 for every 1,000 gross income + P5.00 + P25.00 <i>Total: Varies depending on the declared gross receipts.</i>		
	Unemployed Individuals Basic Community Tax + ICT Fee	P20.00 + P5.00 + P25.00 <i>Total: Php50.00</i>		
	Senior Citizens: Basic Community Tax + ICT Fee	Php5.00 + Php5.00 + Php25.00 <i>Total: Php35.00</i>		
	Students (18 years old and above): Basic Community Tax ICT Fee	P5.00 + P25.00 <i>Total: Php30.00</i>		



	<p>Business (Individual): Basic Community Tax + ICT Fee</p> <p>Business (Corporation): Basic Community Tax + ICT Fee</p> <p>Interest applies for all CTC Request after February.</p>	<p>P1 for every 1,000 gross receipts + P5.00 + P25.00 <i>*Rate varies depending the on declared gross earnings</i></p> <p>P2 for every 5,000 gross receipts + P500.00 + P25.00 <i>*Rate varies depending the on declared gross earnings</i></p> <p>Interest: 2% from the total of Basic community tax and rate from the gross earnings.</p>		
		TOTAL	8 MINUTES	

25.2 Collection of Business Taxes

All business owners/operators renewing their business permit shall pay their Business Taxes based on their gross receipts of the preceding year.

Office or Division:	City Treasurer's Office		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business Entity		
Who may avail:	All registered business owners in the city		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
	1. Barangay Business Clearance (original or photocopy)	Business One Stop Shop – Issuance of Barangay Clearance	
	2. Payment Order Form for renewal (system generate) (BPLS Form No: 3-B) (original)	Business One Stop Shop (CTO 4)	
	3. Community Tax Certificate (Individual) BIR Form 0016 or Community Tax Certificate (Corporate) BIR Form 0017 (original or photocopy)	Business One Stop Shop (CTO 5)	
	4. BIR Income Tax Returns for the previous year or Financial Statements (original or photocopy) for corporations.	Bureau of Internal Revenue or from the company	
	Principal		
	1. PIS (personal appearance)	Management Information Section Office	
	2. Application form for Business (New / Renewal)	Business Permit and Licensing Office / Business One Stop Shop	
	3. Sanitary Permits / Clearances (Zoning, RPT, Account Clearances) (original or photocopy)	Business One Stop Shop – CHO 1, CEO 1, CTO 1 and CTO 2	



4. Financial Statements / Income Tax Returns / Sales Journals / POS Reports (photocopy)		BIR, Applicant		
Representative				
1. PIS (personal appearance)		Management Information Section Office		
2. Special Power of Attorney / Authorization (original or photocopy)		Principal / Business Owner		
3. Sanitary Permits / Clearances (Zoning, RPT, Account Clearances) (Original or photocopy)		Business One Stop Shop – CHO 1, CEO 1, CTO 1 and CTO 2		
4. Identification card of the principal / person being represented (Original or photocopy)		Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)		
5. Identification card of the representative		Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of approved application forms including all clearances	1. Receives the application form and checks the completeness of the attached documentary requirements.	None	5 minutes	<i>City Treasurer, Supervising Adm. Officer</i>
	1.1 Interview client and assess gross receipts or review financial statements submitted or adopt the Presumptive Income Level Assessment Approach (PILAA). Staff ask the client to confirm or approve with the assessment thru biometrics.	None	30 minutes	
	1.2 City Treasurer approve or deny the assessment - Gross receipts with increase or decrease.	None	10 minutes	<i>City Treasurer</i>
	1.3 Inform the client the amount of tax due. Provide the option for payment and issue three (3) original print copies of Payment Order Form (POF)–BPLS Form 3-B Mode of Payment Annually On or before January 20 of the current year Semi-Annual On or before January 20 and July 20 of the current year Quarterly On or before January 20, April 20, July 20 and October 20 of the current year	None	5 minutes	<i>SAO / Adm. Aide VI</i>



<p>2. Payment of required taxes.</p>	<p>2. For walk-in clients: Receives the required payment for CTC, ask the client to sign the CTC Form and issue the Community Tax Certificate (BIR Form 0016 for Individual and Form 0017 for Corporation. Client proceeds to the Business Tax Payment Counter or proceed with Inter-Branch Deposit, Inter Banking Transfer or vial Link.BizPortal for payment of Business Tax</p>	<p>Community Tax Certificate: Business (Individual): P1.00 for every P1,000.00 gross receipts + P5.00 Basic community tax + P25.00 ICT Fee</p> <p>Business (Corporation): P2.00 for every P5,000.00 gross receipts + P500.00 Basic community tax + P25.00 ICT Fee</p> <p><i>*Rate varies depending the on declared gross earnings</i></p> <p>Interest applies for all CTC Request after February. Interest: 2% from the total of Basic community tax and rate from the gross earnings</p>	<p>5 minutes</p>	<p>Community Tax Certificate: BOSS Counter CTO 5 – Adm. Asst. III</p>
	<p>2.1 Staff receives payment in accordance with the Payment Order Form and issue Official Receipt (AF-51)</p>	<p>The business taxes due Tax Ordinance No. 2022-01</p>	<p>5 minutes per official receipt</p>	<p>Business Tax Payment BOSS Counter CTO 5 – RCC II</p>
<p>For Online Payment: Inter Bank Transfer (IBT) or Inter Bank Deposit</p> <p>Client deposit the exact amount from the SOA sent by the CTO at any Land Bank Branch or via online Banking <i>(Note: Commercial Bank to Land Bank Transfer is not accessible). Clients emails or send via messenger (Official FB Page) the</i></p>	<p>2.1 Staff receives and prints the emailed validated deposit slip and submit to the Liquidating Officer for validation from the bank</p>	<p>Tax Code A – Article K, Section 60 Local Revenue Code of 2022 (Page 29) Tax Code B – Article K, Section 60 Local Revenue Code of 2022 (Page 29-30) Tax Code C-A – Article K, Section 60 Local Revenue Code of 2022 (Page 31)</p>	<p>1 day</p>	<p>SAO, Adm. Asst. VI</p>
	<p>2.2. Issue Official Receipt (AF No. 51)</p>		<p>5 minutes per official receipt</p>	<p>BOSS: RCC II</p>
	<p>2.3 Email the scanned official receipts to the client and send original receipts via registered mail or courier. <i>(Clients may also opt to pick up official receipts at the City Treasurer's Office)</i></p>		<p>1 day</p>	<p>SAO, RCC II</p>



<p><i>image (picture, scanned copy) of the teller-validated deposit slip</i></p>		<p>Tax Code C-B – Article K, Section 60 Local Revenue Code of 2022 (Page 31-32)</p>		
<p>For LinkBiz Portal Payments: Client opens the link https://www.lbp-eservices.com/egps/portal/Merchants.jsp and follow all the instructions required by the system</p>	<p>2.1 Staff monitor / check the LinkBiz Portal Account of the city, print all payments made by clients and submit to the Liquidating Officer for validation from the bank</p>	<p>Tax Code C-D Not to Exceed 400,000.00 (Gross Receipts) = One and One-Half Percent (1.5%)</p> <p>More than 400,000.00 First 400,000.00 (Gross Receipts) = One and One-Half Percent (1.5%) plus In excess of 400,000.00 (Gross Receipts) = Seventy-Five Hundredths Percent (0.75%)</p> <p>Tax Code D Not to Exceed 400,000.00 (Gross Receipts) = Three Percent (3%)</p> <p>More than 400,000.00 First 400,000.00 (Gross Receipts) = Three Percent (3%) plus In excess of 400,000.00 (Gross Receipts) = One and One-Half Percent (1.5%)</p> <p>Tax Code E – Article K, Section 60 Local Revenue Code of 2022 (Page 33)</p>	<p>1 day</p>	<p>SAO, Adm. Asst. VI</p>
	<p>2.2. Issue Official Receipt (AF No. 56)</p>		<p>5 minutes per official receipt</p>	<p>BOSS: RCC II</p>
	<p>2.3 Email the scanned official receipts to the client and send original receipts via registered mail or courier. (Clients may also opt to pick up official receipts at the City Treasurer's Office)</p>		<p>1 day</p>	<p>SAO, RCC II</p>



		<p>Tax Code F – Seventy-Five Percent (75%) of One Percent (1%) from of the gross receipts.</p> <p>Tax Code G – Seventy-Five Pesos (P 75.00) per peddler annually</p> <p>Tax Code H – Two Percent (2%) of One Percent (1%) from of the gross receipts.</p> <p>Tax Code I – Article K, Section 60 Local Revenue Code of 2022 (Page 34-35)</p> <p>Tax Code J – Article K, Section 60 Local Revenue Code of 2022 (Page 35-36)</p> <p>Tax Code K – Twenty Percent (20%) of the gross receipts from general admission fees.</p> <p>Tax Code L – One Percent (1%) of the gross receipts from general admission fees.</p> <p>Tax Code M – Five Hundred Pesos (P 500.00) per day.</p> <p>Tax Code N – Article N, Section 68 Local Revenue Code of 2022 (Page 37)</p> <p>Tax Code O – Not More than Ten Percent (10%) of fair market value</p>		
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		<p><i>in locality per cu.m. of sand, gravel and other quarry resources</i></p> <p><i>*Penalties apply after the quarterly deadline and interest apply after it is due.</i></p> <p>Penalty: <i>Principal x Twenty-Five Percent (25%)</i></p> <p>Interest: <i>(Principal + Penalty) x (Two Percent (2%)/30 days) x (No. days with Interest)</i></p>		
2. Client receives AF 51 (Official Receipt) and proceeds to the next counter for the next step.		<p>Total business taxes vary depending on the assessment of gross earning including penalties and interests (if applicable)</p>	<p>Total: For Walk In 60 MINUTES per Business Establishment</p> <p>For IBT and Link.Biz Portal: 2 DAYS and 5 MINUTES</p>	

25.3 Collection of Real Property Tax

Collection of tax levied on Real Property such as land, building, machinery & other improvement which are determined on the basis of a fixed proportion of the value of the property.

Office or Division:	City Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2B & G2C	
Who may avail:	All real property tax owners in the City of Alaminos	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PIS Registered		Management Information Section Office



2. One (1) copy Tax Declaration (original or photocopy) or Tax Declaration Number.		City Assessor's Office		
3. One (1) copy Statement of Accounts (original or photocopy)		City Treasurer's Office		
4. One (1) copy Old Official Receipts (AF Form No. 56 Revised 1992) (original or photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In Clients				
1. Walk-in clients: Client requests for payment of real property taxes	1. Staff reviews the Statement of Account, Tax Declaration, Old Receipts (AF 56) or Tax Declaration Number from the client and verify the record of the taxpayers from the Land Tax System (LTS) or from the Real Property Tax Account Register (RPTAR) if the subject property is delinquent or not.	None	5 minutes	Window 9 – LRCO I, Window 11 - RCC III, Window 12 - RCC I, Land Tax Section – LRCO IV, LRCO III,
	1.1 Inform the client the amount of tax due and provide the option for payment. Schedule of Payment: Q1: Jan. 2 - Mar. 31 Q2: Apr. 1 - June 30 Q3: July 1-Sept. 30 Q4: Oct. 1 - Dec. 31	None	5 minutes	Window 9 – LRCO I, Window 11 - RCC III, Window 12 - RCC I, Land Tax Section – LRCO IV, LRCO III,
For Online Clients: Client request for SOA via Email or Facebook Official Page	1.1 email receiving staff ask in-charge to prepare the SOA and email back the client the prepared SOA together with the instructions for online payment and Linkbiz Portal.	None	30 minutes	SAO, LRCO IV, LCRO III, Adm. Asst. II
2. Payment of Required Taxes:	2.1. For Walk-In Clients: Receives the required payment, and issue Official Receipt (AF Form No. 56)	Tax Due Assessed Value x One percent (1%) x 2 (Basic & SEF) + ICT Fee (P25.00) (Delinquent) Assessed Value x One percent (1%) x 2 (Basic & SEF) + Interests + ICT Fee (P25.00) (Advance Payment)	5 minutes per receipt.	Window 9 – LRCO I, Window 11 - RCC III, Window 12 - RCC I, Land Tax Section – LRCO IV, LRCO III,
For Online Payment: Inter Bank Transfer (IBT) or Inter Bank Deposit Client deposit the exact amount from the SOA sent by the CTO at any Land Bank Branch or via online Banking	2.1. Staff receives and prints the emailed validated deposit slip and submit to the Liquidating Officer for validation from the bank		1 day	SAO, Adm. Asst. VI and Ticket Checker
	2.2. Issue Official Receipt (AF No. 56)		5 minutes per official receipt	Window 9 - RCC III, Window 11 - RCC III, Window 12 - RCC II, Land Tax Section – LRCO IV, LRCO III, Adm. Aide



<p><i>(Note: Commercial Bank to Land Bank Transfer is not accessible). Clients emails or send via messenger (Official FB Page) the image (picture, scanned copy) of the teller-validated deposit slip</i></p>	<p>2.3 Email the scanned official receipts to the client and send original receipts via registered mail or courier. <i>(Clients may also opt to pick up official receipts at the City Treasurer's Office)</i></p>	<p><i>RPT payments made before the 1st of January in succeeding year shall be entitled to twenty (20%) discount</i></p> <p>(Prompt Payment) <i>RPT payments made on or before 31st of March in the current shall be entitled to fifteen percent (15%) discount:</i> Assessed Value x One percent (1%) x 2 (Basic & SEF) less Fifteen percent (15%) + ICT Fee (P25.00)</p> <p>Interest two percent (2%) per month on the unpaid amount</p>	<p>1 day</p>	<p>SAO, Adm. Asst. VI</p>
<p>For LinkBiz Portal Payments: Client opens the link https://www.lbp-eservices.com/egps/portal/Merchants.jsp and follow all the instructions required by the system</p>	<p>2.1 Staff monitor / check the LinkBiz Portal Account of the city, print all payments made by clients and submit to the Liquidating Officer for validation from the bank</p>	<p>Interest two percent (2%) per month on the unpaid amount</p>	<p>1 day</p>	<p>SAO, Adm. Asst. VI</p>
	<p>2.2. Issue Official Receipt (AF No. 56)</p>		<p>5 minutes per receipt.</p>	<p><i>Window 9 - RCC III, Window 11 - RCC III, Window 12 - RCC II, Land Tax Section – LRCO IV, LRCO III, Adm. Aide</i></p>
	<p>2.3 Email the scanned official receipts to the client and send original receipts via registered mail or courier. <i>(Clients may also opt to pick up official receipts at the City Treasurer's Office)</i></p>		<p>1 day</p>	<p>SAO, Adm. Asst. VI</p>
			<p>Total: Walk In Clients: 15 MINUTES per receipt</p> <p>For IBT and Link.Biz Portal: 2 DAY and 5 MINUTES</p>	



25.4 Collection of Other Fees and Charges

Collection of fees and charges for services, documents and other legal instruments from other offices.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PIS Registered			Management Information Section Office	
2. One (1) copy Payment Order Form / Slip from the Department issuing service or Accomplished Payment Request Form (original)			Department / Office Concerned	
3. One (1) copy Ordinance Violation Receipt (original)			POSO / PNP	
4. One (1) copy Contract of Lease (For Payment of Tomb Rental) (original)			City Market and Cemetery Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients				
1. Client present the Payment Order Form / Slip from the department issuing service and all the required documents to the cashier	1.1 Verifies POF and the client's PIS. If PIS is not available, cashier, instructs client to proceed to MIS for PIS enrolment.	None	5 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker
2. Payment of Required Fees	2.1 Receives the required payment, and issue Official Receipt (AF Form No. 51)	Refer to the Schedule of Fees excerpt from <i>Tax Ordinance No. 2022-01</i> entitled "An Ordinance Revising Tax Ordinance No. 1, series of 1993, otherwise known as "The Revenue Code of the Municipality of Alaminos, Pangasinan dated November 15, 2022	5 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker
		Total	10 MINUTES	
For Grants				
1. Other agencies shall inform the city to collect / or have deposited a grant / donation / or	1.1 CTO staff shall update from the bank if the grant, donation or share is credited to the LGU bank account.	None	Bank Validation: 1 day	City Treasurer / Adm. Asst. VI



share from PCSO, STL and from any other offices.				
	3.2 CTO staff shall claim the check and issue corresponding Official Receipt Accountable Form No. 51-C	None	Pick-up: 1 day	<i>City Treasurer / LRCO II / Sr. Adm. Asst. II</i>
	1.2 CTO staff shall claim the check to the agency concerned	None	1 day	<i>City Treasurer / LRCO II / Sr. Adm. Asst. II</i>
	1.3 Issue corresponding Official Receipt Accountable Form No. 51-C	None	10 minutes	<i>City Treasurer / LRCO II / Sr. Adm. Asst. II</i>
		TOTAL	2 DAYS and 10 mins	

25.5 Issuance of Account Clearance

Account Clearance is issued to all business owners / tricycle operators renewing their business permits / tricycle legalization without outstanding balances.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All Tricycle operators and business and real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Business				
1. PIS registered		Management Information Section Office		
2. Renewal: One (1) copy - Application Form (original)		Business Permit and Licensing Section		
3. Retirement: One (1) copy Retirement - Application Form for Retirement of Business (original)		Business Permit and Licensing Section		
For Tricycle				
1. PIS registered		Management Information Section Office		
2. One (1) copy - Application Form for Tricycle Legalization (original or photocopy)		Transportation and Regulation Office		
For Real Property Tax				
1. PIS registered		Management Information Section Office		
2. One (1) copy - Tax Declaration (original or photocopy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Business				



1. Client present the accomplished application form required to the Cashier at Window 4, 5, or 7	1. Verify the information indicated in the application form, the availability or PIS record of the client and print the Payment Order Form for Account Clearance	None	2 minutes	BOSS Counter – RCC II, Adm. Aide I Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker
2. Payment of required fees	2. Receives the required payment, and issue Official Receipt (AF Form No. 51)	<p>Delinquent: Outstanding balance + twenty-five percent (25%) penalty from the business tax penalties + two percent (2%) monthly interest + P50.00 Account Clearance Fee + P30.00 Doc. Stamp Tax + P25.00 ICT Fee <i>*Rate varies depending the on the amount of delinquency.</i></p> <p>Non-delinquent: P50.00 Account Clearance Fee + P30.00 Doc. Stamp + P25.00 ICT Fee Total: P105.00</p> <p>Business Retirement: P20.00 Certification of Business Closure P50.00 Account Clearance Fee: P30.00 Doc. Stamp: P25.00 ICT Fee: Total: P155.00</p>	3 minutes	BOSS Counter – RCC II, Adm. Aide I Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker
	2.1. Prepare account clearance for approval of the City Treasurer and release the approved clearance to the client.	None	5 minutes	BOSS Counter – RCC II, Adm. Aide I Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker
3. Client receives the approved account clearance and in the receiving logbook.				CTO – LRCO I
		TOTAL	10 MINUTES	



For Tricycle Legalization				
1. Client present the accomplished application form and Payment Order Form from the concerned office.	1. Verify the information indicated in the application form, the availability or PIS record of the client.	None	2 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I
2. Payment of required fees	2. Receives the required payment, and issue Official Receipt (AF Form No. 51)	<p align="center">Renewal (per unit)</p> <p align="center">Franchise Fee -P200.00 Mayor's Permit -P100.00 Account Clearance -P50.00 Sticker -P65.00 POSO Clearance -P50.00 Registration / Filing Fee -P150.00 ICT Fee -P25.00 Total: P 640.00</p> <p>Surcharge: Twenty-five percent (25%) of the total fees for failure to renew the required permit on time.</p>	3 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I
	2.1 Staff in charge records all the necessary information in the log book and issue the Account Clearance	None	5 minutes	Adm. Asst. VI
		TOTAL	10 MINUTES	
For Real Properties				
1. Client present the Official Receipt of RPT Payments or Tax Declaration and request for Account Clearance	1. Verify the information indicated in the Official Receipt or Tax Declaration presented and the availability of PIS of the payor	None	5 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I
	Delinquent properties 1.1 Cashier inform the client to settle the outstanding balances prior to issuance of Account Clearance	None	10 minutes	Window 9 – LRCO I Window 11 - RCC III Window 12-RCC II Land Tax Section (augmenting counters) – LRCO IV, LRCO III, RCC III, RCC II



2.Payment of required fees	2. Receives the required payment delinquent tax dues and issue Official Receipt (AF Form No. 56)	Delinquent property: Outstanding balance + 2% interest / month for a maximum of 72 months + ICT Fee P25.00	10 minutes	Window 9 – LRCO I Window 11 - RCC III Window 12-RCC II Land Tax Section (augmenting counters) – LRCO IV, LRCO III, RCC III, RCC II
	2.1 Receives the required payment for account clearance fee, and issue Official Receipt (AF Form No. 51)	Account Clearance: Account Clearance -P50.00 Doc. Stamp -P30.00 ICT Fee -P25.00 Total P105.00	5 minutes	Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I
	2.2 Prepare and issue the approved RPT Clearance to the Client.	None	10 minutes	LRCO IV, LRCO III, Adm. Asst. II
		TOTAL	Updated Account: 20 MINUTES Delinquent Account: 40 MINUTES	

25.6 Issuance of Accountable Forms to Bonded Officers of City and Barangays

All bonded officers of the City and Barangay are issued with Accountable Forms (CTC, Accountable Form No. 51 and Ordinance Violation Tickets).

Office or Division:	City Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PIS Registered		Management Information Section Office
2. All Duplicate copy of AF No. 51 issued (for LGU Accountable Officers)		All LGU bonded Accountable Officers
3. All Duplicate copy of CTC (Individual, Corporation) issued (for LGU Accountable Officers)		All LGU bonded Accountable Officers
4. One (1) copy Report of used Accountable Form 51 and CTC (individual) (For Barangay Treasurers) (original or photocopy)		Barangay



5. One (1) copy Bank deposit slip of remittance of Accountable Form 51 (for Barangay Treasurers) (original or photocopy)		Land Bank of the Philippines (LBP)		
6. One (1) copy Accountable Form 51 (remittance of CTC Collection) (for Barangay Treasurers) (original or photocopy)		City Treasurer's Office		
7. Two (2) copies of Requisition Issue Slip (RIS) (original and duplicate)		Barangay		
8. One (1) request for issuance Ordinance Violation Receipts (original or photocopy) approved by the City Mayor or by the City Administrator		POSO, City Veterinary Office, Philippine National Police (PNP) - Alaminos City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For the Barangay Officials				
1. Barangay Treasurer request for Accountable Forms and CTC and liquidated the previous issuance of accountable forms and pay to the cashier.	1. Receive remittance consumed accountable forms and approved RIS	Amount varies depending on the collection of barangay treasurer.	5 minutes	<i>Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I</i>
2. Payment of required fees. Payment of Accountable Forms (AF 51 and CTC)	2.1 Receives the required amount for payment of Accountable Forms (AF 51 and CTC) and issue Official Receipt.	AF No. 51 = P 120 /pad CTC = Free	5 minutes	<i>Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I</i>
	2.2 Issue the requested Accountable Form to the requesting Barangay Treasurer.	None	5 minutes	<i>LRCO I, Adm. Aide VI, Adm. Asst. II</i>
	TOTAL	P 120 x no. of pad	15 MINUTES	
LGU Bonded Officers				
1. Bonded officer liquidate the previous issuance of accountable forms to the Accountable Forms Officer	1.1 CTO Staff will process the request for accountable form for approval of the City Treasurer	None	5 minutes	<i>LRCO II</i>
2. Bonded officer receives the Accountable Forms Requested and confirm receipt at the logbook of issued accountable forms		None	5 minutes	<i>LRCO II</i>
	TOTAL	None	10 MINUTES	



25.7 Issuance of Ownership and Transfer of Ownership of Large Cattle

Anybody owning large cattle shall register their ownership and anybody transferring ownership of large cattle shall register the same at the CTO

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All owners of Large Cattles			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PIS Registered			Management Information Section Office	
2. One (1) copy Certification from the Barangay Captain of real ownership of large cattle (original).			Barangay where the owner resides.	
3. One (1) Individual Brand (original)			Cattle Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Ownership				
1. Present the proof of ownership and brand used to the personnel in-charge for verification and schedule of inspection	1. Verify the authenticity of the Brgy. Captain's certification and brand used and schedule the inspection of large cattle and prepare the certificate of ownership/	None	1 day	<i>Adm. Aide VI, Adm. Aide IV</i>
2. Payment of required fees	2. Issue corresponding Official Receipt.	Issuance of Ownership of Large Cattle: P 200.00/head ICT Fee: P 25.00/issuance Accountable Form No. 53 - Certificate of Ownership of Large Cattle = P 5.00/head Total = P 230.00 Registration of Individual Brand: P 200.00 ICT Fee: P 25.00 Total: P 225.00	5 minutes	<i>Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I</i>
	2.1 Register in the Registry of Large Cattle Book and issue the ownership to the client	None	5 minutes	<i>Adm. Aide VI, Adm. Aide IV</i>
	TOTAL		1 day and 10 mins	



Transfer of Ownership				
1. Client present original copy of certificate of ownership to the Personnel in charge.	1.1 Verify the authenticity of the Brgy. Captain's certification and brand used, accomplish AF 52 and schedule the inspection of the cattle.	None	1 day	<i>Adm. Aide VI, Adm. Aide IV</i>
2. Payment of Required Fees	2.1 Issue corresponding Official Receipt.	Transfer of Ownership of Large Cattle: P200.00/head ICT Fee: P25.00/issuance Accountable Form No. 52 - Certificate of Record of Transfer of Large Cattle = P10.00/head Total = P 235.00	5 minutes	<i>Window 4 – RCC II Window 5 – Adm. Aide Window 7 – Ticket Checker I</i>
	2.2 Register in the Registry of Book and issue the Certificate of Record of Transfer of Large Cattle	None	5 minutes	<i>Adm. Aide VI, Adm. Aide IV</i>
TOTAL			1 DAY and 10 mins	

25.8 Payment of Approved Vouchers

Payment of duly approved expenses of the City Government of Alaminos.

Office or Division:	City Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2G, G2B & G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Two (2) copies duly approved disbursement vouchers (Original and Duplicate including all supporting documents as pre-audited by the Accounting Office.	Accounting Office	
2. One (1) Official Receipts of Payee (original)	Payee	
3. One (1) copy of Identification card of payee / authorized representative (Any Valid I.D.) (original or photocopy)	Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)	
4. One (1) copy Authorization of the Authorized Representative / Special Power of Attorney (SPA) (original or photocopy)	Business Owner, Board of Directors of the Business	



5. One (1) Community Tax Certificate (original or photocopy)		City Treasurer's Office / Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Collection				
1. Client / payee shall present duly approved vouchers for payment	1. Receive the approved voucher	None	Approval of Voucher 3 minutes	<i>City Treasurer / Asst. City Treasurer</i>
	1.1 CTO staff shall prepare the check based on the approved voucher and forward the check for signature of the City Mayor or the City Administrator	None	5 minutes per check	<i>Sr. Administrative Asst. II, RCC II, Adm. Aide I, Adm. Aide</i>
	1.2 City Treasurer signs sign all the check forwarded from the City Mayor or the City Administrator's Office	None	2 minutes per check	<i>City Treasurer / Asst. City Treasurer</i>
	TOTAL	None	10 MINUTES per check	
Check Claim				
1. Client request to claim check and present an identification (for representatives) and present an Official Receipt as acknowledgement of Collection (for collections), ID for individual claimants.	1. CTO Staff verifies the identification presented and ask the client to prepare the official receipts corresponding the amount on the check.	None	3 minutes	<i>Sr. Administrative Asst. II, RCC II, Adm. Aide I, Adm. Aide</i>
	1.1 Instructs the client to acknowledge receipt of check into the disbursement voucher and into the logbooks and release the check to the claimant	None	5 minutes	
	TOTAL	None	8 MINUTES per check	

25.9 Payment of Approved Petty Cash Vouchers

Duly approved expenses, one thousand pesos (Php 1,000.00) and below are paid out of the Petty Cash Fund.

Office or Division:	City Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2G, G2B & G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Two (2) copies duly approved petty cash vouchers (Original and Duplicate including all supporting documents as pre-audited by the Accounting Office.	Accounting Office	
2. One (1) or all Official Receipts of Payee	Payee	
3. One (1) copy of Identification card of payee / authorized representative (Any Valid I.D.) (original or photocopy)	Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)	



4. One (1) copy Authorization of the Authorized Representative / Special Power of Attorney (SPA) (original or photocopy)		Business Owner, Board of Directors of the Business		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUEST FOR COLLECTION				
1. Client / payee shall present duly approved petty cash vouchers together with the corresponding receipts to the Petty Cash custodian	1.1 Petty cash custodian verify the petty cash voucher(s) presented.	None	3 minutes	<i>Supervising Adm. Officer, Adm. Asst IV</i>
2. Payee acknowledge receipt of payment by signing on the cash received portion of the Petty Cash Voucher.	2.1 Petty cash custodian will pay the payee the amount of petty cash.	None	5 minutes	<i>Supervising Adm. Officer, Adm. Asst IV</i>
	TOTAL	None	8 MINUTES	



INSTITUTIONAL SERVICES

26. City Budget Office Internal Services



26.1 Allotment Obligation

To account and monitor all obligations incurred against government funds and appropriations of the City Government of Alaminos.

Office or Division:	City Budget Office	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Various Departments / Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Payroll purposes		
1.1 Payroll (3 original)		Accounting
1.2 Obligation Request (4 original)		Budget
1.3 Summary of Payroll (2 original)		Accounting
1.4 Daily Time Record (for casual and Job Order employees) (1 original)		HRMO
2. Other financial transactions		
2.1 Disbursement / Petty Cash Voucher (2 original)		Originating Office
2.2 Obligation Request (4 original)		
2.3 Acceptance and Inspection Report (4 original)		Originating Office
2.4 Requisition and Issue Slip (4 original)		GSO
2.5 Purchase Order (4 original)		
2.6 Purchase Request (4 original)		GSO
2.7 BAC Resolution (3 original)		GSO
2.8 Notice of Award (if applicable) (3 original)		GSO
3. Travelling		
3.1 Disbursement Voucher / Petty Cash Voucher (2 original)		Originating Office
3.2 Itinerary of Travel (2 original)		
3.3 Obligation Request (4 original)		Originating Office
3.4 Travel Order (1 original)		Originating Office
3.5 Communication Letter (1 photocopy)		HRMO
3.6 Terminal Report (1 original)		Host / Inviting Organization
3.7 Certificate of Appearance (1 original)		Originating Office
3.8 Airline / Bus ticket (if applicable)		Airline / Bus Company



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Incoming / Outgoing Logbook to register Obligation Request	1. Receive Obligation Request	None	1 minute	<i>Budget Office Staff</i>
	1.1 Review authenticity and completeness of documents	None	2 minutes	<i>Budget Office Staff</i>
	1.2 Verify availability of fund allocation	None	1 minute	<i>Budget Office Staff</i>
	1.3 Fill out the obligation request with the control number, date, office code, account to be charged and amount to be obligated	None	3 minutes	<i>Budget Office Staff</i>
	1.4 Forward complete documents to Budget Officer for approval	None	1 minute	<i>City Budget Officer</i>
	1.5 Record the duly signed Obligation Request to the departments' respective Registry of Allotments, Obligations and Balances	None	3 minutes	<i>Budget Office Staff</i>
	1.6 Update soft copy of the Purchase Requests Registry and the Statement of Appropriations, Allotments, Obligations and Balances per office	None	3 minutes	<i>Budget Office Staff</i>
	1.7 Register the approved documents in the Incoming / Outgoing Logbook & forward the same to Accounting Department	None	1 minute	<i>Budget Office Staff</i>
	TOTAL	None	15 minutes	

26.2 Barangay and Sangguniang Kabataan Annual/Supplemental Budget Review

To review Barangay and Sangguniang Kabataan Annual and Supplemental Budget Review.

Office or Division:	City Budget Office	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Various Departments / Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Budget Forms		
1.1 Barangay Budget Preparation Form No. 1 (Budget of Expenditures and Sources of Financing) (1 original, 14 photocopy)		DBM / Budget Office
1.2 Barangay Budget Preparation Form No. 2 (Programmed Appropriation by Projects, Programs and Activities (PPA), Expense Class, Object of Expenditure and Expected Results) (1 original, 14 photocopy)		DBM / Budget Office
1.3 Barangay Budget Preparation Form No. 2A (List of Projects Chargeable Against the 20% Development Fund) (1 original, 14 photocopy)		DBM / Budget Office



1.4 Barangay Budget Preparation Form No. 3 (Plantilla of Personnel) (1 original,14 photocopy)		DBM / Budget Office		
1.5 Barangay Budget Preparation Form No. 4 (Statement of Indebtedness) (1 original,14 photocopy)		DBM / Budget Office		
1.6 Barangay / SK Appropriation Ordinance (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.7 Budget Message (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.8 Annual Investment Plan (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.9 Barangay Expenditure Program (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.10 Functional Statement and General Objectives (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2. Budgetary Requirements				
2.1 20% Development Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.2 10% Sangguniang Kabataan Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.3 5% Barangay Disaster Risk Reduction and Management Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.4 Statutory and Contractual Obligations (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.5 Other Attributions (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Receiving / Outgoing Logbook to register the request for Budget Review	1. Receive Barangay/SK Budget Documents	None	5 minutes	<i>Budget Office Staff</i>
	1.1 Review completely Barangay/SK Budget documents	None	7 days	<i>Budget Office Staff</i>
2. Provide copies to concerned departments / offices	2. Prepare endorsement letter and forward together with the Budget documents to Sangguniang Panlungsod	None	1 hour	<i>Budget Office Staff</i>
3. Attend budget hearing	3. Attend Budget Hearing	None	30 minutes per barangay	<i>City Budget Officer and/or Budget Office Staff</i>
	3.1 Retain copies of the reviewed Budget documents	None		<i>Budget Office Staff</i>
	TOTAL		7 days, 1 hour & 35 minutes	



INSTITUTIONAL SERVICES

27. City Human Resource Management Office Internal Services



27.1 Filing of Application for Leave

An employee shall file application for leave if he/she may not able to go to work and leave of absence shall be deducted from their accrued leave credits. Application leave must be filed at least 5 days before the leave. For sick leave, the application must be filed immediately after an employee returns to work.

Office or Division:	City Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	LGU Plantilla personnel and casual	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CSC Form No. 1 Application for Leave (2 original copy)		Employee
<u>Additional Requirements for:</u>		
<u>Sick Leave</u> 1. Medical Certificate for ½ day, 5 days and above Sick leave (1 photocopy)		Private/Government Physician
<u>Materniy Leave</u> 1. Proof of Pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery (1 photocopy) 2. Accomplished Notice of Allocation of Maternity Leave Credits (CS Forn 6a), if needed (2 original copy)		Private/Government Physician Employee
<u>Paterniy Leave</u> 1. Proof of Child's Delivery e.g. birth certificate, medical certificate and marriage contract (1 photocopy)		Employee
<u>Solo Parent Leave</u> 1. Updated Solo Parent Identification Card (1 photocopy)		Employee
<u>Study Leave</u> 1. Contract between the agency head or authorized representative and the employee concerned (4 original copy)		City Human Resource Management Office
<u>VAWC Leave, any of the following</u> 1. Barangay Protection Order (1 photocopy) 2. Temprary/Permanent Protection Order (1 photocopy) 3. If the protection is not yet issued, a certification that the application of BPO, TPO or PPO has been filed (1 photocopy)		Barangay Court Punong Barangay/Kagawad, Prosecutor or Clerk of the Court
<u>Rehabilitation Leave</u> 1. Letter request supported by relevant reports such as the police report, if any (1 original copy) 2. Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation and rehabilitation, as the case may be (1 original copy) 3. Written concurrence of government physician if the attending physician is a private practitioner relative to the recommendation for rehabilitation, particularly on the duration of the period of rehabilitation (1 original copy)		Employee Private/Government Physician Government Physician



Special Privilege Leave				
1. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the surgery. (1 original copy)				
30 days or more leave of absence Clearance for money and/or property responsibilities (2 original copy)				City Human Resource Management Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Leave and supporting documents, if needed	1. Receive the application for leave	None	1 minute	Senior Administrative Asst. II, Administrative Aide III, Administrative Aide I or Administrative Aide
	1.1 Enter application for leave in the Employee's Leave Card	None	5 minutes	Administrative Aide III or Administrative Aide I
	1.2 Sign Certification of Leave Credits	None	1 minute	City Government Department Head I
	1.3 Forward Application for Leave at the City Administrator's Office for approval	None	5 minutes	Administrative Aide III, Administrative Aide I or Administrative Aide
	1.4 Sign for Approval	None	4 hrs	City Administrator
2. Receive personal copy of Application for Leave	2. Release copy of Application for Leave	None	8 hrs	Administrative Aide IV or Construction and Maintenance Man
TOTAL		None	12 hrs & 12 minutes	

27.2 Securing a Pass Slip

City Government employees who will go out of the office for field work are advised to secure a Pass Slip for security purposes.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees of LGU Alaminos, Pangasinan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CHRMO-GHRS-F15		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up CHRMO-GHRS-F15	1. Issue CHRMO-GHRS-F15.	None	1 minute	Administrative Aide III, Administrative Aide I or Construction and Maintenance Man



2. Submit approved CHRMO-GHRS-F15 to timekeeper.	2.1 Receive approved CHRMO-GHRS-F15.	None	5 minute	<i>Construction and Maintenance Man</i>
	2.2 Update daily time record of city employees.	None	10 minutes	
TOTAL		None	16 minutes	

27.3 Securing Official Travel

Official Travel Order is only required if an employee or a barangay vehicle who goes out of town or outside the territories of Alaminos City for an official business.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees of LGU Alaminos, Pangasinan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request to travel		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an official travel order and sign in the logbook.	1. Prepare and print travel order	None	5 minutes	<i>Administrative Officer II (HRMO I), Administrative Aide I or Administrative Aide</i>
	1.1 Release the printed Travel Order to requesting employee for signature of Department Head.	None	2 minutes	
2. Return the Travel Order to CHRMO.	2. Sign Travel Order for approval.	None	1 minute	<i>Supervising Administrative Officer</i>
3. Receive the approved Travel Order.	3. Released the approved travel order.	None	2 minutes	<i>Administrative Officer II (HRMO I), Administrative Aide I or Administrative Aide</i>
TOTAL		None	10 minutes	



27.4 Issuance of Service Record, Certification, Authority to Travel and Copy of Documents from 201 File to active personnel

Issuance of Service Record (SR), Certification, Authority to Travel and Copy of Documents from 201 Files and is issued upon request.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	LGU Employees and former employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Form (CHRMO-DRF-FO11) (1 original)			City Human Resource Management Office	
Authorized Representative				
Authorization Letter (1 original copy)			Requesting party	
1 Photocopy of ID duly signed by the authorized representative			Requesting party	
1 Photocopy of ID duly signed by the requestor			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up HR Document Request Form (CHRMO-DRF-FO11)	1. Receive & review the HR Document Request Form (CHRMO-DRF-FO11) and advise the client to proceed to the City Treasurer's Office if Certificate of Employment and Certificate of Leave Credits is requested, all other certificate and forms are free.	None	2 minutes	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
2. Pay the required fees at the Office of the City Treasurer and return to City Human Resource Management Office <i>*If Certificate of Employment and Certificate of Leave Credits is requested</i>	2. CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	<i>City Treasurer's Office</i>
	Certificate of Employment (CE) + ICT Fee – Php105.00			
	Certificate of Employment and Compensation (CEC) + ICT Fee – Php105.00			
	Certificate of Leave Credits (CLC) + ICT FEE – PHP105.00			
	2.1 Prepare and print requested HR Document or Certification	None	5 minutes	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
2.2 Sign the document for certification and certified true copy.	None	2 minutes	<i>City Gov't Dept. Head I, SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>	
3. Receive the document requested	3. Released the document and certification requested	None	1 minute	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
TOTAL		Php105.00	15 minutes	



INSTITUTIONAL SERVICES

27. City Human Resource Management Office External Services



27.5 Issuance of Service Record, Certificate of Employment and Certificate of Leave Credits to former employee

Issuance of Service Record (SR), Certificate of Employment (CE) and Certificate of Leave Credits (CLC) are issued upon request.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	LGU Employees and former employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Form (CHRMO-DRF-FO11) (1 original)			Human Resource Management Office	
Authorized Representative				
Authorization Letter (1 original copy)			Requesting party	
1 Photocopy of ID duly signed by the authorized representative			Requesting party	
1 Photocopy of ID duly signed by the requestor			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up HR Document Request Form (CHRMO-DRF-FO11)	1. Receive & review the HR Document Request Form (CHRMO-DRF-FO11) and advise the client to proceed to the City Treasurer's Office if Certificate of Employment and Certificate of Leave Credits is requested, all other certificate and forms are free.	None	2 minutes	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
2. Pay the required fees at the Office of the City Treasurer and return to City Human Resource Management Office <i>*If Certificate of Employment and Certificate of Leave Credits is requested</i>	2. CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	<i>City Treasurer's Office</i>
	Certificate of Employment (CE) + ICT Fee – Php105.00			
	Certificate of Employment and Compensation (CEC) + ICT Fee – Php105.00			
	Certificate of Leave Credits (CLC) + ICT FEE – PHP105.00			
	2.1 Prepare and print requested HR Document or Certification	None	5 minutes	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
	2.2 Sign the document for certification and certified true copy.	None	2 minutes	<i>City Gov't Dept. Head I, SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
3. Receive the document requested	3. Released the document and certification requested	None	1 minute	<i>SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I</i>
TOTAL		Php 105.00	15 minutes	



INSTITUTIONAL SERVICES

28. City Archives Office External Services



28.1 Issuance of Mayor's Clearance

This covers the issuance of Mayor's Clearance for the following purposes: for Local Employment, OJT/Work Immersion Requirement, PNP/AFP/BFP/PCG Application, Marriage Requirement, Graduation, Board Examination. (As per Resolution No. 47 Series of 2023, Mayor's Clearance for Work Immersion is free of charge)

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Municipal Trial Court in Cities Clearance			Municipal Trial Court in Cities	
Police Clearance			Philippine National Police	
Official Receipt (Fee: Clearance - PhP 50.00 + ICT - 25.00 + Doc. Stamp - 30.00) = PhP 105.00			City Treasurer's Office	
Authorization (<i>in case the requestor is not available</i>)			Client	
Photocopied Identification Card			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to pay at the City Treasurer's Office	1.1 Ask client to pay at the City Treasurer's Office	MC – 50.00 Doc Stamp – 30.00 ICT Fee – <u>25.00</u> Total – 105.00	2 minutes	<i>City Archives Office Staff</i>
2. Present the needed requirements (MTCC Clearance, Police Clearance and the receipt)	2.1 Check the validity of the requirements.	None	4 minutes	<i>City Archives Office Staff</i>
	2.2 Photocopy the MTCC and Police Clearance			
3. Log in at the City Archives Services Logbook	3.1 Ask client to log at the City Archives Services logbook	None	1 minute	<i>City Archives Office Staff</i>
4. Double check for any misspelled name or wrong entry	4.1 Input needed data using the Mayor's Clearance template	None	5 minutes	<i>City Archives Office Staff</i>
	4.2 Print Mayor's Clearance			
5. Affix signature over printed full name and date on the Archives' file copy.	5.1 Stamp "Released" and write the sequential number.	None	3 minutes	<i>City Archives Office Staff</i>
	5.2 Get copy.			
6. Accomplish the client satisfaction survey form	6.1 Give the client the satisfaction survey form	None	3 minutes	<i>City Archives Office Staff</i>
TOTAL		Php 105.00	18 minutes	



28.2 Issuance of Special Permit to Conduct Motorcade / Parade

This covers the issuance of Special Permit to conduct motorcade / parade within the City.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request to conduct motorcade / parade / Approved Letter Request			Client	
Route			Client	
Official Receipt (SP - PhP 500.00 + ICT - 25.00) = PhP 525.00			City Treasurer's Office	
Barangay Permit (if they will utilize barangay roads)			Concerned Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the letter request to conduct motorcade/parade. Attached route and barangay permit if they will utilize barangay road.	1. Received the letter request	None	3 minutes	<i>City Archives Office Staff</i>
	1.1 Forward to City Administrator's Office for approval	None	<i>(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)</i>	
2. Received the approved letter request.	2. Released the approved letter to concerned office/s	SP - 500.00 ICT – <u>25.00</u> Total – 525.00	7 minutes	<i>City Archives Office Staff</i>
2.1 Client to pay at the City Treasurer's Office	2.1 Call the client to inform them of their approved request. 2.2 Advised client to pay at the City Treasurer's Office			
3. Present the needed requirements (Approved letter request, route, official receipt, brgy permit - if applicable)	3. Check presented requirements.	None	2 minutes	<i>City Archives Office Staff</i>
4. Log in at the City Archives Services Logbook	4. Ask client to log at the City Archives Services logbook	None	1 minute	<i>City Archives Office Staff</i>
5. Double check for any misspelled name or wrong entry	5. Input needed data using the Special Permit template	None	5 minutes	<i>City Archives Office Staff</i>
	5.1 Print Special Permit			
6. Affix signature over printed full name and date on the Archives' file copy.	6. Stamp "Released" and write the sequential number.	None	3 minutes	<i>City Archives Office Staff</i>
6.1 Get copy.				



7. Give a photocopy of the permit to PNP and POSO	7. Give the other copy to the client to acknowledge receipt 7.1 Advise client to give a photocopy of the permit to PNP and POSO.			
8. Accomplish the client satisfaction survey form	8. Give the client the satisfaction survey form 8.1 File copy	None	3 minutes	City Archives Office Staff
TOTAL		Php 525.00	24 minutes	

28.3 Issuance of Special Permit to Conduct Fund Raising

This covers the issuance of Special Permit to conduct fund raising activities through fun run, raffle, popularity contest, etc.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request / Approved Letter Request		Client		
Accomplished Application for Solicitation Permit		City Social Welfare and Development Office		
Official Receipt Fee: SP - Php 500.00 + ICT - 25.00 = 525.00 If fund raising is with promotional sales/ requires admission fees/income generating, SP fee is PhP 1,000.00 + ICT – 25.00 = 1,025.00		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the letter request to conduct fund raising activity.	1. Received the letter request	None	3 minutes	City Archives Office Staff
	1.1 Forward to City Administrator's Office for approval		(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)	
2. Received the approved letter request.	2. Released the approved letter to concerned office/s	SP - 500.00 ICT – 25.00 Total – 525.00	7 minutes	City Archives Office Staff
2.1 Client to go to CSWDO	2.1 Call the client to inform them of their approved request.	(If fund raising is with promotional sales,		
2.2 Client to pay at the City Treasurer's Office	2.2 Advise client to go to CSWDO to accomplish the Application for Solicitation Permit			



	2.3 Advised client to pay at the City Treasurer's Office	<i>requires admission fees/income generating</i> SP - 1,000.00 ICT – <u>25.00</u> Total – 1,025.00		
3. Present the needed requirements (Approved letter request, route, official receipt, and the Accomplished Application for Solicitation)	3. Check presented requirements.	None	2 minutes	City Archives Office Staff
4. Log in at the City Archives Services Logbook	4. Ask client to log at the City Archives Services logbook	None	1 minute	City Archives Office Staff
5. Double check for any misspelled name or wrong entry	5. Input needed data using the Special Permit template	None	5 minutes	City Archives Office Staff
	5.1 Print Special Permit			
6. Affix signature over printed full name and date on the Archives' file copy.	6. Stamp "Released" and write the sequential number.	None	3 minutes	City Archives Office Staff
6.1 Get copy.	6.1 Give the other copy to the client to acknowledge receipt			
6.2. For fund raising through fun run, the client will give a photocopy of the permit to PNP and POSO	6.2 For fund raising through fun run, the staff sill advise the client to give a photocopy of the permit to PNP and POSO			
7. Accomplish the client satisfaction survey form	7.1 Give the client the satisfaction survey form	None	3 minutes	City Archives Office Staff
	7.2 File copy			
	Total		24 minutes	



28.4 Issuance of Special Permit to Conduct Group Activities

This covers the issuance of Special Permit to conduct group activities (conference meetings, rallies, demonstration in outdoor (parks, plazas, roads and streets) business promotions (promotional sales), dances, coronations/balls, and other group activities).

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request / Approved Letter Request		Client		
Barangay Permit (if venue is in barangay)		Client		
Official Receipt (SP - PhP 500.00 + ICT - 25.00 = PhP 525.00 Promotional Sales/Business Sales: Php 1,000.00 + ICT 25.00 = 1,025.00)		City Treasurer's Office		
Additional Fee - Rental Fee for the use of City plazas and gymnasium		Computation from City Market and Cemetery Section		
Electric Consumption		Computation from City Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the letter request to conduct group activity. Attached route and barangay permit if they will utilize barangay road.	1. Received the letter request	None	3 minutes	City Archives Office Staff
	1.1 Forward to City Administrator's Office for approval		(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)	
2. Received the approved letter request.	2. Released the approved letter to concerned office/s	SP - 500.00 ICT - <u>25.00</u> Total - 525.00	7 minutes	City Archives Office Staff
2.1 Client to pay at the City Treasurer's Office	2.1 Call the client to inform them of their approved request. 2.2 Advised client to pay at the City Treasurer's Office	For business promotion/promotional sales: SP - 1,000.00 ICT - <u>25.00</u> Total - 1,025.00		



		*** Additional fee for venue rental (plaza / gymnasium and electric consumption)		
3. Present the needed requirements (Approved letter request, official receipt, barangay permit - if applicable)	3. Check presented requirements.	None	2 minutes	City Archives Office Staff
4. Log in at the City Archives Services Logbook	4. Ask client to log at the City Archives Services logbook	None	1 minute	City Archives Office Staff
5. Double check for any misspelled name or wrong entry	5. Input needed data using the Special Permit template	None	5 minutes	City Archives Office Staff
	5.1 Print Special Permit			
6. Affix signature over printed full name and date on the Archives' file copy.	6. Stamp "Released" and write the sequential number.	None	3 minutes	City Archives Office Staff
6.1 Get copy.	6.1 Give the other copy to the client to acknowledge receipt			
6.2. Give a photocopy of the permit to the PNP and POSO	6.2 Advise client to give a photocopy of the permit to the PNP and POSO			
7. Accomplish the client satisfaction survey form	7.1 Give the client the satisfaction survey form	None	3 minutes	City Archives Office Staff
	7.2 File copy			
	TOTAL		24 minutes	

Use of parks, plazas, roads & streets:

Special Permit -	? Computation from City Market & Cemetery Section
Space Rental -	? Computation from City Market & Cemetery Section
Electric Bill -	? Computation from City Engineering Office
ICT Fee -	25.00
Total -	?



28.5 Issuance of Special Permit to Conduct Film Shooting / Making

This covers the issuance of Special Permit to conduct film shooting / making in any parts of the City of Alaminos.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request / Approved Letter Request		Client		
Barangay Permit (if shoot is in barangay.)		Client		
Official Receipt (SP: - PhP 500.00 + ICT - 25.00 + Filming Fee – 5,000.00 (per day)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the letter request to conduct film shooting/making. Attached barangay permit if shooting will be done in barangay	1.1 Received the letter request	None	3 minutes	City Archives Office Staff
	1.2 Forward to City Administrator's Office for approval		(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)	
2. Received the approved letter request.	2. Released the approved letter to concerned office/s	SP - 500.00 Filming Fee- 5,000.00/day ICT – 25.00 Total – 5,525.00	7 minutes	City Archives Office Staff
2.1 Client to pay at the City Treasurer's Office	2.1 Call the client to inform them of their approved request. 2.2 Advised client to pay at the City Treasurer's Office	*** Additional fee for facilities c/o Tourism Office		
3. Present the needed requirements (Approved letter request, official receipt, barangay permit - if applicable)	3. Check presented requirements.	None	2 minutes	City Archives Office Staff
4. Log in at the City Archives Services Logbook	4. Ask client to log at the City Archives Services logbook	None	1 minute	City Archives Office Staff
5. Double check for any misspelled name or wrong entry	5. Input needed data using the Special Permit template	None	5 minutes	City Archives Office Staff
	5.1 Print Special Permit			
6 Affix signature over printed full name and date on the Archives' file copy.	6. Stamp "Released" and write the sequential number.	None	3 minutes	City Archives Office Staff



6.1 Get copy.	6.1 Give the other copy to the client to acknowledge receipt			
7. Accomplish the client satisfaction survey form	7.1 Give the client the satisfaction survey form	None	3 minutes	City Archives Office Staff
	7.2 File copy			
TOTAL			24 minutes	

28.6 Issuance of Certification

This covers the issuance of Certification for various purposes but not limited to certificate of posting, residency, Apostille requirement, renewal of license to officiate marriage, etc. Issuance of certificate of posting must first meet the required number of days the document should be posted at the bulletin board.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request / Approved Letter Request		Client		
Certification from Barangay (residency)		Client		
Certificate of Ordination (for certification to renew license to officiate marriage)		Client		
Official Receipt (certification fee - PhP 50.00 + ICT - 25.00 + Doc. Stamp - 30.00) = PhP 105.00		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the letter request to conduct film shooting. Attached barangay permit if shooting will be done in barangay	1. Received the letter request	None	3 minute	City Archives Office Staff
	1.1 Forward to City Administrator's Office for approval		(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)	
2. Received the approved letter request.	2. Released the approved letter to concerned office/s	Cert. Fee – 50.00 Doc Stamp – 30.00 ICT Fee – <u>25.00</u> Total – 105.00	7 minutes	City Archives Office Staff
2.1 Client to pay at the City Treasurer's Office	2.1 Advised client to pay at the City Treasurer's Office			



3. Log in at the City Archives Services Logbook	3. Ask client to log at the City Archives Services logbook	None	1 minute	
4. Present the needed requirements (Approved letter request, official receipt, barangay certification and Certificate of Ordination (for certification to renew license to officiate marriage))	4. Check presented requirements.	None	2 minutes	City Archives Office Staff
5. Double check for any misspelled name or wrong entry	5. Input needed data using the Certification template	None	5 minutes	City Archives Office Staff
	5.1 Print Certification			
	5.2 Forward to the City Administrator's Office for initial then to Mayor's Office for Signature.	None	<i>Depends on the availability of signatories. May take 1 day up to 3 days before the City Mayor can sign the Certification</i>	City Archives Office Staff
6. Affix signature over printed full name and date on the Archives' file copy.	6. Upon signature of the City Mayor, the staff will call/text the requestor to drop by at the office for the releasing of the certificate.	None	3 minutes	City Archives Office Staff
	6.1 Stamp "Released" and write the sequential number.			
7. Get copy.	7. Give the other copy to the client to acknowledge receipt			
8. Accomplish the client satisfaction survey form	8. Give client the satisfaction survey form	None	3 minutes	City Archives Office Staff
	8.1 File copy			
Total		PHP 105.00	24 minutes	



INSTITUTIONAL SERVICES

29. Office of the Secretary to the Sanggunian External Services



29.1 Issuance of Official Records of the Sanggunian

The Office of the Secretary to the Sanggunian or the SP Secretariat provides the necessary secretarial support so that the SP may carry out its mandate. As part of its administrative support function, the SP Secretariat keeps the records of the enacted ordinances, adopted resolutions, minutes and journals proceeding of SP Sessions, and notes of committee hearings and public hearings of the Sangguniang Panlungsod. These official documents can be accessed by the general public.

Office or Division:	Sangguniang Panlungsod Secretariat			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Letter		SP Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (if none, fill up Requisition Letter form)	1. Receive request/filled up Requisition Letter form and forward to the Records Unit	None	5 minutes	<i>Admin. Aide III/ Watchman I</i>
	1.1 Record in the logbook	None	2 minutes	<i>Admin. Assistant I</i>
	1.2 Check availability	None	30 mins. (depending on the no. of docs. being requested)	<i>Supervising Admin. Officer</i>
	1.3 Refer to the Secretary to the Sanggunian for approval	None	1 minute	<i>Supervising Admin. Officer</i>
2. Undergo interview/query	2. Interview the requestor as to the purpose of the request	None	5 minutes	<i>Secretary to the Sanggunian</i>
	2.1 Photocopy the document Note: If the request is photocopy, release the document as is	None	5 minutes (depending on the no. & pages of the docs.)	<i>Admin. Assistant I</i>
3. Pay corresponding fees (if a certified true copy is being requested)	3. If the request is certified true copy, advise the client to proceed to the City Treasurer's Office (City Hall) for payment	Secretary's fee = P50.00/ page, ICT Fee = P25.00	1 minute	<i>Supervising Admin. Officer</i>
3.1 Present OR	3.1 Check proof of payment and stamp "Certified True Copy" on the document/s	None	5 minutes (depending on the no. & pages of the docs.)	<i>Supervising Admin. Officer</i>
3.2 Acknowledge receipt of the document in the Logbook	3.2 Release the document/s	None	1 minute	<i>Supervising Admin. Officer/ Admin. Assistant I</i>
Total			Total	



29.2 Adoption of Proposed Resolution

The Office of the Secretary to the Sanggunian or the SP Secretariat provides the necessary secretarial support so that the Sangguniang Panlungsod may carry out its mandate.

Office or Division:	Sangguniang Panlungsod Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2G/G2C-Government to Government/Client			
Who may avail:	LGU and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Requesting party		
Pertinent attachment/s		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request/ communication	1. Receive the request	None	5 minutes	<i>Admin. Aide III/Watchman I</i>
	1.1 Attach routing slip	None	1 minute	<i>Clerk III</i>
	1.2 Register the document in the log sheet and forward to the Secretary to the Sanggunian for information & instruction	None	4 minutes	<i>Local Leg. Staff Officer VI/ Clerk III</i>
	1.3 Recommend inclusion in the initial draft of the agenda	None	1 minute	<i>Secretary to the Sanggunian</i>
	1.4 Include in the initial draft of the Agenda	None	4 minutes	<i>Admin. Officer V</i>
	1.5 Furnish the Research Unit for the preparation of the initial draft of the proposed measure	None	10 minutes	<i>Clerk III</i>
	1.6 Prepare initial draft of the proposed measure and forward to the Correspondence Unit for attachment in the SP Members' individual folder	None	2 - 3 days	<i>Local Leg. Staff Officer VI/ Local Leg. Staff Officer IV</i>
	1.7 Transmit the initial draft of the Agenda to the Chairperson on Comm. on Laws & Rules for approval	None	2 minutes	<i>Admin. Officer V</i>
	1.8 Follow up approval of the Agenda	None	10 minutes	
	1.9 Upon approval of the Agenda, prepare the SP Members' individual folder	None	1 hour	<i>Clerk III</i>



	1.10 Furnish SP Members with advance copy of the Agenda via e-mail	None	2 minutes	<i>Admin. Officer V</i>
	1.11 Prepare invitation letter for resource speaker	None	20 minutes	<i>Admin. Officer V</i>
2. Acknowledge receipt of the invitation letter	2. Send invitation letter	None	30 minutes	<i>Local Leg. Staff Officer VI/ Clerk III/Admin Aide II</i>
	2.1 Prepare the SP Session Hall and equipment	None	1 hour	<i>Supervising Admin. Officer/ Admin. Aide III/Admin. Aide II</i>
3. Attend the SP session (First Reading) to provide an overview on the proposed measure	3. Follow up attendance of resource speakers	None	10 minutes	<i>Local Leg. Staff Officer VI Local Leg. Staff Officer I</i>
	3.1 Secure signatures of SP Members & speakers present	None	10 minutes	
	3.2 Record the proceedings of the SP session	None	1 - 2 hours	<i>Admin. Officer V</i>
	3.3 Transcribe the journal of the session and forward to the head of the Plenary Unit for proofreading	None	3 days	
	3.4 Prepare the minutes of the SP session	None	2 days	
	3.5 Forward the draft journal and minutes to the Secretary for review	None	5 minutes	<i>Admin. Officer V</i>
	3.6 Review the draft of the journal & minutes	None	1 hour	<i>Secretary to the Sanggunian</i>
	3.7 Provide advance copy of the journal & minutes to the SP Members	None	1 hour	<i>Admin. Officer V</i>
	3.8 Include the journal & minutes in the Agenda for its adoption	None	3 minutes	<i>Admin. Officer V</i>
	3.9 Prepare final copy of the journal and minutes	None	1 hour	<i>Admin. Officer V Admin. Officer V</i>
	3.10 Forward the final copy of the journal and minutes to the Correspondence Unit for signatures of the SP Members	None	5 minutes	
	3.11 If the proposed legislative measure is adopted, prepare the final draft of the approved proposed measure	None	1 - 2 days	<i>Secretary to the Sanggunian</i>
	Note: Proposed measure may be scheduled for committee hearing, deferred or deleted from the agenda			
	3.12 Prepare Calendar of Activities and furnish the SP Members	None	1 hour	<i>Admin. Officer V</i>



	3.13 Print final copy of the approved legislative measure and forward to the Secretary to the Sanggunian for signature	None	30 minutes	Admin. Officer V	
	3.14 Release the same for the signatures of the SP Members	None	5 minutes	Local Leg. Staff Officer VI/ Clerk III	
	Secure the signatures of the SP Members on the legislative measure	None	1 – 3 days	Admin. Aide II	
	3.15 Furnish the offices in the Executive Department and other offices/individuals concerned	None	40 minutes	Admin. Officer V/Local Leg. Staff Officer VI/ Clerk III/Admin. Aide II	
	3.16 Prepare notices/invitations to concerned parties/agencies to attend the committee hearing	None	30 minutes	Admin. Officer V	
4. Acknowledge receipt of the invitation letter	4. Send notices for committee hearing	None	1 – 2 days	Local Leg. Staff Officer VI/ Clerk III/Admin. Aide II	
4.1 Attend the committee hearing	4.1 Follow up attendance of the SP Members & resource speakers	None	10 minutes	Local Leg. Staff Officer VI Local Leg. Staff Officer I	
	4.2 Secure signatures of the SP Members & resource speakers present	None	10 minutes		
	4.3 Record the proceedings	None	30 minutes - 1 hour	Senior Admin. Assistant I/ Admin. Assistant IV	
	4.4 Prepare notes of committee hearing	None	3 days	Senior Admin. Assistant I/ Admin. Assistant IV	
	4.5 Prepare draft of the Committee Report	None	1 day	Local Leg. Staff Officer V/ Local Leg. Staff Officer IV/Admin. Aide I	
	Second Reading				
		4.6 Include the proposed measure in the Agenda under Committee Report	None	4 minutes	Admin. Officer V
	Note: After being reported by the concerned committee, the recommendation/s shall be taken into consideration by the August Body either to: a. Conduct another committee hearing b. Elevate the measure to the business of the day for consideration, or temporarily archive/defer for further study c. Remand the barangay ordinance for the necessary amendment/s				
	Third reading				
		4.7 Include the proposed measure in the Agenda under Business of the Day	None	4 minutes	Admin. Officer V
	4.8 Upon adoption of the resolution, prepare the final draft	None	1 – 2 days	Secretary to the Sanggunian	
	4.9 Print the final draft	None	30 minutes	Admin. Officer V	
	4.10 Secure signatures of the SP Members	None	1 – 3 days	Admin. Aide II	



5. Sign the resolution (City Mayor)	5. For AIP/SAIP, forward to the City Mayor for approval	None	30 minutes	<i>Admin. Officer V/ Clerk III/Admin. Aide II</i>
	5.1 Upon approval, post the measure in the designated posting areas	None	20 minutes	<i>Supervising Admin. Officer/Admin. Assistant I</i>
	5.2 Prepare the measure including the required attachments for submission to the Sangguniang Panlalawigan	None	1 hour	<i>Supervising Admin. Officer/ Admin. Assistant I</i>
	5.3 Transmit the measure to the Sangguniang Panlalawigan	None	1 – 2 hours	<i>Secretary to the Sanggunian</i>
	Note: The Sangguniang Panlalawigan may: a. render a legal opinion b. schedule a committee hearing			
Furnish the resolution				
6. Acknowledge receipt of the document	6. If a Certification from the Sangguniang Panlalawigan approving the AIP/SAIP is received, furnish copies of the measure and certification to offices/agencies/parties concerned	None	1 hour	<i>Admin. Officer V/ Clerk III/Admin. Aide II</i>
	Total	None	variable	



INSTITUTIONAL SERVICES

30. City Mayor's Office External Services



30.1 Scholarship Program Application

This service provides educational assistance to all residents of this City.

Office or Division:	City Mayor's Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to public	
Who may avail:	College Students residing in Alaminos City Pangasinan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For new applicants:		
1) Duly accomplished Scholarship Form (<i>issued by the Office of the Scholarship Board</i>)	1) Issued by the Office of the Scholarship Board thru City Mayor's Office	
2) Certified True Copy of Form 137A (<i>for incoming/new College students</i>)	2) High School Registrar	
3) Certified True Copy of Good Moral Character (<i>for incoming/new College students</i>)	3) High School Registrar	
4) Photocopy of birth certificate	4) Local Civil Registrar or PSA	
5) Two (2) 2x2 size pictures with name tag	5) N/A	
6) Certified True Copy of the registration form issued by the school in duplicate copies (<i>enrollment form</i>)	6) College/University Registrar	
7) Indigent Certificate issued by the Barangay	7) Office of Barangay Captain	
8) Photocopy of Parent's/ Legal Guardian's I.D. with signature who signed the Application Form	8) Parent's/ Legal Guardian's of Applicant	
9) Photocopies of all requirements submitted to serve as a receiving copy for the applicant	9) N/A	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For ongoing (Old Scholars):		
1) Duly accomplished Scholarship Form (<i>issued by the Office of the Scholarship Board</i>)	1) Issued by the Office of the Scholarship Board thru City Mayor's Office	
2) Two (2) 2x2 size pictures with name tag	2) N/A	
3) Certified True Copy of the registration form issued by the school in duplicate copies (<i>enrollment form</i>)	3) College/University Registrar	
4) True copy of grades on previous semester.	4) College/University Registrar	
5) Latest Certificate of Scholarship (<i>photo copy</i>)	5) Issued by the office of the Scholarship Board thru City Mayor's Office during the release of allowance	
6) Photocopy of Parent's/ Legal Guardian's I.D. with signature who signed the Application Form	6) Parent's/ Legal Guardian's of Applicant	



7) Photocopies of all requirements submitted to serve as a receiving copy for the applicant 7) N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Register the Logbook	1. Release of Application Form and Checklist of Requirements.	None	3 minutes <i>Note: The release of Application form is done every 2nd quarter of the year</i>	<i>Administrative Officer</i>
2) Submit complete documentary requirements in duplicate copies.	2. Check the completeness of submitted documents. 1.1 Conduct a short interview with the applicant. 1.2 Release the receiving copy to the applicant.	None	4 minutes <i>Note: Submission of complete documentary requirements is on the following:</i> <ul style="list-style-type: none"> • <u>New Applicants:</u> May-August (C.Y.) and; • <u>Renewal:</u> February-March (F.Y.) 	<i>Administrative Officer</i>
3) Check the name in the Official List of Approved Applications in the Scholarship Program.	3. Release Scholarship Certificate and Allowance to the recipient Scholar.	None	4 minutes <i>Note: Releasing of Scholarship Certificate and Allowance to the Scholar is scheduled every end of each semester.</i>	<i>Administrative Staff and Disbursing Officer/Supervising Admirative Officer</i>
	TOTAL	None	11 minutes	



INSTITUTIONAL SERVICES

31. City Vice Mayor's Office External Services



31.1 Request for Appointment

The City Vice Mayor's Office responds to clients based on the provisions of Section 5 of Republic Act 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, which states that public officials have certain duties, to wit:

“(a) Act promptly on letters and requests. — All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request...

xxx

(d) Act immediately on the public's personal transactions. — All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.”

Office or Division:	City Vice Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request thru phone, email or walk-in	1. Receive and log request. It may be through phone, email or walk-in	None	5 minutes	<i>Executive Assistant III or Front Desk Staff</i>
	1.1 Process request	None	variable	<i>Administrative Aide I</i>
	a. Verify the availability of City Vice Mayor with VM, EA III or EA II			
	b. Once availability of the VM has been ascertained and date and time of appointment have been determined, confirm schedule:		5 minutes	<i>Executive Assistant III or Administrative Aide I</i>
	• by phone, call the requestor		5 minutes	
	• by email, respond to pertinent request		2 minutes	
• by walk-in, inform client of > estimated waiting time until meeting, if VM is available > scheduled date and time, if VM is not available.		variable		
2. Meet the Vice Mayor or Authorized Representative.	2. Meet the client.	None	variable	<i>Vice Mayor or Authorized Representative</i>
TOTAL*		None	7 minutes minimum excluding variable time	

* Depending on manner of communication and availability of the City Vice Mayor



31.2 Request for Assistance

The City Vice Mayor's Office responds to clients based on the provisions of Section 5 of Republic Act 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, which states that public officials have certain duties, to wit:

“(a) Act promptly on letters and requests. — All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request...”

xxx

“(d) Act immediately on the public's personal transactions. — All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.”

Office or Division:	City Vice Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Assistance form		CVMO		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Assistance form (with or without request letter)	1.1 Receive and log request in logbook	None	5 minutes	<i>Admin. Asst II</i>
	1.2 Review request		variable	<i>Admin. Aide I</i>
	1.3 Route/ Delegate action		5 minutes	<i>Roderick A. Campos, Admin. Aide I</i>
	1.4 Prepare requested item and/or endorsement letter to concerned agency		variable	<i>Roderick A. Campos, AA I, John Paul Pasagoy, AA I or Avelina Uy, AA III</i>
	1.5 Feedback on action taken		5 minutes	<i>Dulcie T. Padillo, Admin. Asst II or Jhayarr Estigoy, AA I</i>
2. Receive requested item or endorsement letter	2.a If within the purview of the Vice Mayor, release requested assistance	None	variable	<i>Dulcie T. Padillo, Admin. Asst II, John Paul Pasagoy, AA I, Roderick Campos, AA I and Avelina Uy AA III</i>
	2.b If outside of the purview of the Vice Mayor, release endorsement letter to concerned agency/ office		5 minutes	<i>Avelina Uy, AA III or Aura Jyny Villena, EA III</i>
TOTAL*		None	20 minutes minimum excluding variable time	



INSTITUTIONAL SERVICES

32. City Legal Office External Services



32.1 Request for Free Legal Advice

This procedure covers all legal matters referred to by the constituents such as but not limited to legal advice, opinion, and inquiry.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, and G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavits		Client		
Court Decisions and Resolutions		Court		
Contracts		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Legal Request and Action Slip.	1. Give the Legal Request and Action Slip to the client 1.1. Check whether all the information is given by the client. 1.2. He/ She shall endorse the Legal Request and Action Slip to the City Legal Officer or Legal Assistant II.	None	5 minutes	Executive Assistant II or Administrative Aide
2. Present the problem.	2. The City Legal Officer or Legal Assistant II shall give legal advice.	None	30 minutes to 1 hour (depending on the complexity of the problem)	City Legal Officer or Legal Assistant II
3. Fill-out Customer Satisfaction Survey Form.	3. Give and explain the Customer Satisfaction Survey Form 3.1. He/ She shall now complete the details in the Request for Free Legal Advice Logbook.	None	5 minutes	Executive Assistant II or Administrative Aide
	TOTAL *	None	1 hour and 10 minutes (depending on the complexity of the problem)	



32.2 Request for Preparation of Legal Documents

This procedure covers preparation of affidavits, memoranda or contracts for the external clients.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued ID		Client		
Contracts, Memoranda, Affidavits		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Legal Request and Action Slip.	1. Give the Legal Request and Action Slip. 1.1. He/She shall check whether all the information is given by the client. 1.2 He/She shall endorse the Legal Request and Action Slip to the City Legal Officer or Legal Assistant II.	None	5 minutes	Executive Assistant II or Administrative Aide
2. Present request.	2. The City Legal Officer or Legal Assistant II shall prepare the requested documents.	None	1 hour to 4 hours	City Legal Officer or Legal Assistant II
3. Fill-out Customer Satisfaction Survey Form.	3. Give and explain the Customer Satisfaction Survey Form 3.1. He/She shall now complete the details in the Outgoing Logbook for External Clients.	None	5 minutes	Executive Assistant II or Administrative Aide
	TOTAL*	None	4 hours and 10 minutes	



INSTITUTIONAL SERVICES

32. City Legal Office Internal Services



32.3 Request for Preparation of Legal Documents

This procedure covers preparation of affidavits, memoranda, executive orders or contracts for the internal clients.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued ID		Client		
Contracts, Memoranda, Executive Orders, Affidavits		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the request and/or interview the requestor for the preparation of legal documents.	1. Receive the request for the preparation of legal documents, record the date, name or office in the Logbook and endorse the request to the City Legal Officer 1.1 City Legal Officer or in her absence, the Legal Assistant II shall interview the internal client to determine the specific document needed.	None	5 – 10 minutes	Executive Assistant II, Process Server, City Legal Officer or Legal Assistant II or Administrative Aide
2. Prepare the legal document/s.	2. City Legal Officer shall prepare the needed document or instruct the Legal Assistant II to prepare the needed document. 2.1 In case the Legal Assistant II prepared the document, the City Legal Officer shall review the document.	None	3 days	City Legal Officer or Legal Assistant II
3. Release the legal document/s.	3. Release the document and update the Logbook on action taken, date released, remarks, provided by and let the internal client receive sign in the Logbook.	None	5-10 minutes	Executive Assistant II, Process Server or Administrative Aide
	TOTAL*	None	3 days and 20 minutes	



INSTITUTIONAL PUBLIC SERVICES

33. City Administrator's Office External Services



33.1 Handling of Clients for Courtesy Call

This procedure covers the handling of clients who wish to pay courtesy visit to the City Administrator for official business.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government; G2B - Government to Business			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Courtesy Call Logbook			City Administrator's Office	
Communications Logbook			City Administrator's Office	
Appointment Slip			City Administrator's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Courtesy Call Logbook/Appointment Slip.	1. Administrative Staff shall give the Appointment Slip to the client.	None	2 minutes	Administrative Staff
2. Present the Appointment Slip to the Administrative Staff	2. Check whether the Appointment Slip is properly filled out by the client. For Benchmarking: 2.1 Check the communication letter received by the Record's Office. For Walk-in Client: 2.2 Review and validate the purpose of visit. 2.3 Endorse the clients/s to the City Administrator. 2.4 If requested after the courtesy call has concluded, the City Administrator shall instruct the Administrative Staff to issue a Certificate of Appearance to the visitors.	None	3 minutes	Administrative Staff
3. Fill-out Customer Satisfaction Survey Form.	3. Administrative Staff shall give and explain the Customer Satisfaction Survey Form.	None	3 minutes	Administrative Staff
TOTAL*		None	8 minutes	



33.2 Management of Client Complaints

This procedure covers all complaint received by the City.

Office or Division:	City Administrator's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters of Complaints		Client		
Client's Complaints Logbook		City Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Complaint.	1. The Administrative Staff shall receive the complaint. For Verbal Complaint: 1.1 The Administrative Staff shall assist the client in registering his/her complaint and to acknowledge it. 1.2 The Administrative Staff shall endorse the complaint to the City Administrator.	None	3 minutes	Administrative Staff
	1.3 The City Administrator shall assess the nature and extent of the complaint and to act promptly on the complaint.	None	(it depends on the nature and extent of the complaint)	City Administrator
	1.3.1 Complaint against employees shall be endorsed to City Legal Office or City Human Resource and Management Office for appropriate action.	None	3 minutes	City Administrator
	1.3.2 Complaint regarding poor services rendered by the employees shall be endorsed to the concerned department.	None	3 minutes	City Administrator
	1.3.3 Complaint or other matters not related to employees conduct shall be referred to appropriate office, if not	None	3 minutes	City Administrator



	resolved and cannot be resolved by the City Administrator.			
	For Written Complaint: 1. Filed to Records Section. 2. Endorsed to the City Administrator's Office for appropriate action.	None	2 minutes	Administrative Staff
	3. Complaint shall be assessed by the City Administrator's Office. 4. Endorsed to appropriate office for appropriate action.		3 minutes	City Administrator
2. Fill-out Customer Satisfaction Survey Form.	2. Administrative Staff shall give and explain the Customer Satisfaction Survey Form.	None	2 minutes	Administrative Staff
	TOTAL*	None	19 minutes	



V. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Media/Social Media LGU Alaminos City Facebook Page Suggestion Box Email Verbal - Visit City Human Resource Management Office Call: +63 997 710 8391 External Customer Satisfaction Survey Form Internal Customer Satisfaction Survey Form
How are feedback processed	Feedbacks are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
How to file a complaint	External Customer Satisfaction Survey Form or submit Letter of Complaint to Public Assistance and Complaint Desk, City Human Resource Management office or email at cgoalaminospangarta@gmail.com .
How complaints are processed	Complaints are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
Contact Information of Contact Center ng Bayan (CCB)	CCB: SMS: 0908-8816565 Call: 1-6565 (Php5.00+VAT per call anywhere in the Philippines via PLDT landline) EMAIL: email@contactcenterngbayan.gov.ph WEB: www.contactcenterngbayan.gov.ph
Contact Information of Presidential Complaint Center (PCC)	PCC: Call: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Telefax: +63(2)-87368621 Postal Service: Bahay Ugnayan, J.P. Laurel Street Malacanang, Manila eMail: pcc@malacanang.gov.ph



Contact Information of Anti-Red Tape Authority (ARTA)	ARTA: 8-478-509 complaints@arta.gov.ph
Contact Information of Bilis Aksyon Partner	ARTA: SMS or CALL +63 997 710 8391

VI. LIST OF OFFICES

NAME OF OFFICES	CONTACT INFORMATION
1. City Agriculture Office	FB: Agriculture Alaminos Email: agricultureoffice_alaminoscity@yahoo.com Contact No: +63 905 290 1598 +63 906 264 7049
2. City Veterinary Office	FB: Veterinary Office Alaminos City, Pangasinan Email: cityvetalaminoscitypang@gmail.com Contact No: +63 998 546 5754
3. City Cooperatives and Development Office	FB: Alaminos CityCoop FB Page: Cooperatives Office, Alaminos City, Pangasinan Email: citycoop_alaminoscity@yahoo.com.ph Contact No: +63 908 104 3296
4. City Market and Cemetery Section	FB: www.facebook.com/AlaminosMarketCemetery Email: acmarcem2020@gmail.com Contact No: +63 917 818 0630
5. City Business Permit and Licensing Office	FB: Business Permit and Licensing Office Alaminos City, Pangasinan Email: bploalaminoscity@yahoo.com Contact No: +63 908 314 8542
6. Alaminos City Tourism and Cultural Affairs Office	FB: Alaminos City Tourism and Cultural Affairs Office Email: alaminoscitytourism@gmail.com CP No.: +63917 828 4001
7. City Health Office	FB: City Health Office - Alaminos City Email: choalaminoscity@gmail.com Tel No: (075) 654 1142
8. City Engineering Office	FB: City Engineering Office - Alaminos City, Pangasinan Email: ceoalaminoscity@gmail.com Tel No.: (075) 551 3034
9. City General Services Office	Email: generalservicesoffice@gmail.com



	Contact No: +63 909 227 1130
10. City Social Welfare and Development Office	FB: CSWD Office Alaminos City Email: cswdo.alaminocity@gmail.com Tel No.: (075) 654 0015 Contact No: +63 976 033 1940
11. City Civil Registrar's Office	FB: Civil Registry Alaminos Email: ccr.alaminos@gmail.com Tel No.: (075) 551 3104 Contact No: +63 928 746 1929 +63 945 744 9761
12. City Library Office	FB: Alaminos City Library Email: alaminocitylibrary@yahoo.com Tel No.: (075) 636 3248
13. City Information Office	FB: LGU – Alaminos City, Pangasinan Email: cio_cityofalaminos@yahoo.com.ph Tel No.: (075) 551 2249 Contact No: +63 917 501 1108 +63 920 977 9842
14. City Planning and Development Office	FB: CPDO Alaminos City Email: cpdoalam@gmail.com and cpdoalam2019@yahoo.com
15. City Management Information System	FB: www.facebook.com/AlaminosCityMIS Email: cmis@alaminocity.gov.ph
16. City Accounting Office	FB: Alaminos City Accounting Office Email: accountingalaminos@yahoo.com Contact No: +63 995 889 4582
17. City Treasurer's Office	FB: CTOAlaminos Email: cto.alaminocity.pangasinan@gmail.com Tel No.: (075) 551 5562
18. City Budget Office	FB: City Budget Office - LGU Alaminos City Email: cbo.alaminocity@gmail.com Tel No: (075) 551 2420 CP No.: +63 919 440 5130
19. City Assessor's Office	Email: alaminocityassessor@gmail.com CP No.: +63 906 036 2029
20. City Human Resource Management Office	FB: Hrmo AlaminosCity



	Email: alaminoscitychrmo@gmail.com CP No.: +63 997 710 8391
21. City Archives Section	Email: records.alaminocity@gmail.com Tel No: (075) 636 3283
22. City Transportation Regulation Unit	FB: CTRU Alaminos City Email: ctru.alaminospangasinan@gmail.com CP No.: +63918 404 6831
23. SP Secretariat Office	FB: www.facebook.com/SPAlaminosCity Email: spsect.alaminocity@gmail.com
24. City Disaster Risk Reduction and Management Office	FB: Alaminos City, Pangasinan - DRRMO Email: cdrmmoffice.alaminos@gmail.com Contact No: +6377 707 6881 +6347 551 1420
25. City Mayor's Office	FB: LGU – Alaminos City, Pangasinan Email: citymayor'soffice00@gmail.com
26. City Vice Mayor's Office	FB: www.facebook.com/kuyaantonperez Email: vm.secretariat.100islands@gmail.com Tel No.: (075) 529 7861 Contact No: +63 908 867 5226
27. City Public Order and Safety Office	FB: POSO Alaminos City, Pangasinan Email: poso.alaminocity@gmail.com Tel No.: (075) 529 5952 Contact No: +63 929 279 4513
28. City Legal Office	FB: City Legal Office, Alaminos City, Pangasinan Email: citylegaloffice.alaminos@gmail.com CP No: +63981 761 1846
29. City Youth and Sports Development Office	FB: Alaminos City Youth and Sports Development Office Email: citysportsdevelopmentlqu@gmail.com CP No: +63917 132 4014
30. City Public Employment Service Office	FB: PESO Alaminos Email: peso.cityofalaminos@gmail.com CP No: +63939 987 1105
31. City Administrator's Office	Email: leanvs23@gmail.com Tel No.: (075) 551 2146 CP No: +63998 843 1346




32. City Agriculture and Biosystems Engineering Office	FB: Agricultural and Biosystems Engineer Office – City Government of Alaminos Email: abeoffice.alaminocity@gmail.com CP No: +63977 627 4519
33. City Environmental and Natural Resources Office	FB: Alaminos City ENRO Email: alaminocityenro@gmail.com CP No: +63917 234 4938 +63909 227 1130



VII. CLIENT SATISFACTION SURVEY FORMS

I. INTERNAL CUSTOMER SATISFACTION SURVEY FORM

CHRMO-ICSS-F19
Rev. 01



Republic of the Philippines
Province of Pangasinan
CITY OF ALAMINOS

CITY HUMAN RESOURCE MANAGEMENT OFFICE


INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Check which best describes your feelings about the following aspects of your employment.
This information will be kept confidential.
(Suriin kung alin ang pinakamahusay na naglalarawan sa iyong damdamin tungkol sa mgasumusunod na aspeto ng iyong trabaho. Ang impormasyong ito ay pinanatiling lihim.)

5 – Strongly Agree (Lubos na sumasang-ayon)
 4 – Agree (Sumasang-ayon)
 3 – Neutral (Sumasang-ayon/Hindi sumasang-ayon)
 2 – Disagree (Hindi sumasang-ayon)
 1 – Strongly Disagree (Lubos na hindi sumasang-ayon)

Aspect (Aspeto)	Rating (Marka)				
	5	4	3	2	1
Work Responsibility (Tungkulin sa trabaho) Ang iyong kakayahan at kwalipikasyon ay tugma sa posisyon, trabaho at tungkulin na ginagampanan.					
Training and Development Program (Programa para sa pagsasanay at pag-unlad) Nabibigyan at nagkakaroon ng oportunidad na makapagsanay para sa sariling pag-unlad.					
Promotion (Promosyon) Nabibigyan ng pagkakataon para maiangat ang posisyon sa trabaho.					
Benefit (Benepisyo) Nakakatanggap ng monetary at non-monetary na benepisyo.					
Salary (Sahod) Naibibigay ang pagtaas ng sahod alinsunod sa mga umiiral na batas at ordinansa.					
Working Condition (Kalagayan sa pagtrabaho) Nakakaramdam ng galak at naipapakita ang kagalangan sa trabaho.					
Co-workers (Katrabaho) Maayos, magiliw at propesyonal na pakikitungo at ugnayan sa katrabaho.					
Supervisor (Tagapangasiwa) Nagpapakita ng suporta sa pagsisikap ng mga empleyado para sa kanilang paglago at pag-unlad at patas ang pakikitungo sa lahat.					
Over-all job satisfaction (Pangkalahatang kasiyahan sa trabaho)					

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INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Comments (Mga Komento):

Gender (Kasarian): Male (Lalaki) Female (Babae) **Age** (Edad): _____
 (Optional)

Status of Employment (Istado ng Trabaho):
 Permanent Temporary Co-terminous Casual Job Order

Office (Tanggapan): _____ **Designation** (Titulo): _____
 (Optional)


Date (Petsa)

After answering the survey, please fold the form in half and submit it to Human Resource Management Office.
 (Pagkatapos sumagot sa survey, mangayring itiklop ang form sa kalahati at isumite ito sa Human Resource Management Office.)



II. EXTERNAL CUSTOMER SATISFACTION SURVEY FORM

Control No. _____



PAMAHALAANG LUNGSOD NG ALAMINOS

TULUNGAN NIYO PO KAMING MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pilin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)
 Petsa: _____ Kasarian: Lalaki Babae Edad: _____
 Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek** (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa Citizen's Charter (CC)?

1. Alam ko ang Citizen's Charter (CC) at nakita ko ito sa napuntahang opisina
 2. Alam ko ang Citizen's Charter (CC) pero hindi ko ito nakita sa napuntahang opisina
 3. Nalaman ko ang Citizen's Charter (CC) nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang Citizen's Charter (CC) at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang Citizen's Charter (CC) (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang Citizen's Charter (CC) nang napuntahang opisina ay...






1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. N/A
 3. Mahirap makita

CC3 Kung alam ang Citizen's Charter (CC) (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang Citizen's Charter (CC) sa transaksyon mo?

1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. N/A

Mangyaring sagutin ang likurang bahagi ng form

PANUTO: Para sa SQD 0-8, lagyan ng **tsek** (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasan gayon	 Hindi sumas angayo n	 Walang kinikilinan	 Sumasan gayon	 Labis na sumasa ngayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay petas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinangilhan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT PO!