CITY GOVERNMENT OF ALAMINOS, PANGASINAN

CITIZEN'S CHARTER

CY 2026 2nd 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 inhabitated 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.

TABLE OF CONTENTS

1. City Agriculture Office External Services 1

1.1 Farm Inputs and Technology Assistance on Rice and Corn Production Service 2

1.2 Provision of Vegetable Seed/Seedlings for Backyard Gardening 2

1.3 Provision of Bamboo Planting Materials 3

1.4 Issuance of Farmers Certification and Other Certifications 4

1.5 Application and Renewal of Certificate to Operate Fishery Structure 5

1.6 Application and Renewal of Certificate for Gear and Fishing Boat Operation 7

1.7 Requisition of E-Kawayan Products 10

1.8 Provision of Farm Machinery Services 11

2. City Veterinary Office External Services 13

2.1 Anti-Rabies Vaccination for Walk-in Clients 14

2.2 Walk-in Veterinary Services 15

2.3 Pet Registration 15

2.4 Slaughtering and Meat Inspection Services 16

2.5 Veterinary Extension Services (Field, Home) 18

2.6 Deworming of Small and Large Animals (i.e.Goat, Sheep, Cattle and Carabao) 19

2.7 Issuance of Veterinary Health Certificate 19

3. City Cooperative's Development Office External Services 21

3.1 Organization and Assistance in the Registration of Cooperative and Association 22

3.2 Training and Development 25

3.3 Issuance of Certificate of Good Standing/Compliance for Cooperatives 26

4. City Market and Cemetery Section External Services 28

4.1 Processing Application for Operation of Rolling Store 29

4.2 Processing Application for Lease of Apartment-type Tombs at Public Cemetery 30

4.3 Processing Application for Lease of Cemetery Lot at Public Cemetery 33

4.4 Issuance of Burial Permit 34

4.5 Review and Endorsement of Applicants of Special Permit 35

4.6 Review and Endorsement of Request for Public Space Rental 36

5. City Business Permit and Licensing Office External Services 38

5.1 On-site Application for New Business Permit 39

5.2 On-site Application for Renewal of Business Permit 41

5.3 Online Filing of Application for New Business Permit (eBOSS) 43

5.4 Online Filing of Application for Renewal of Business Permit (eBOSS) 47

5.5 Issuance of General Permit (Business not included in the eBPLS) 50

6. Alaminos City Tourism and Cultural Affairs Office External Services 62

6.1 Registration of Hundred Islands National Park (HINP) Guest 63

6.2 Issuance of Tourism Certification and Accreditation to Tourism Related Business 65

7. City Transportation Regulation Unit External Services 78

7.1 Motorized Tricycle Operator’s Permit Service 79

7.2 Mayor’s Permit for Passenger Boat Service 82

7.3 PUV Registration Service 84

7.4 Request for other documents related to Tricycle 85
8. City Assessor's Office External Services 87
8.1 Request for Certified Copy of Tax Declaration (System Generated Only) 88
8.2 Request for Certified Copy of Tax Declaration and Documents 89
8.3 Annotation and Cancellation of Encumbrances 90
8.4 Request for Certificate of No or with Improvement 91
8.5 Issuance of Tax Declaration for New Building 92
8.6 Complex Subdivision or Consolidation of Lots 94
8.7 Simple Conformity with Title 95
8.8 Simple Subdivision or Consolidation of Lots 96
8.9 Simple Transfer of Ownership 98
9. City Public Employment Service Office External Services 100
9.1 Assistance to Job Seekers in Applying Local and Overseas Employment 101
10. City Agricultural and Biosystems Engineering Office External Services 102
10.1 Submission of Request for Farm Machineries and Equipment, and Agricultural Infrastructure 103
10.2 Provision of Technical Assistance in the Validation, Inspection and Monitoring of Farm Machineries and Equipment and Agricultural Infrastructure Requested/ Awarded 104
10.3 Response to Inquiries 105
11. City Health Office External Services 106
11.1 Medical Consultation & Issuance of Medical certificate 107
11.2 Signing of Certificate of Death 109
11.3 Medico-legal & Postmortem Examination 110
11.4 Pre-marriage Orientation and Counseling 111
11.5 Nutrition: Out- Patient Therapeutic Feeding 112
11.6 Dental Services 113
11.7 Social Hygiene Clinic: Sexually Transmitted Infections (Vaginal Smearing) 114
11.8 HIV/ AIDS Prevention and Control 116
11.9 Laboratory Services 117
11.10 Hemodialysis Treatment 119
11.11 Sanitary Service: Application for Sanitary Permit to Operate 121
11.12 Sanitary Service: Application of Health Certificate 122
11.13 Sanitary Service: Application of Transfer Permit of Cadaver/Remains 123
11.14 Sanitary Service: Application for Water Potability Certificate (Water Refilling Stations & ACWD) 124
11.15 Sanitary Service: Address Sanitary Complaints 125
11.16 Maternal Care & Family Planning 126
11.17 Primary Health Care: Immunization 127
11.18 Tuberculosis Control Program 128
11.19 Capacity Building/Training/Seminar 130
12. City Social Welfare and Development Office External Services 131
12.1 Assistance to Individual in Crisis Situation 132
12.2 Case Management (Crisis Intervention Program) 133
12.3 Marriage Counselling Services 134

12.4 Issuance of Referrals, Indigency/Eligibility, Certification, Social Case Study Report (SCSR), Parenting Capability Assessment Report (PCAR) and Solicitation Permits 135
12.5 Issuance of Solo Parent and Senior Citizen ID 136
12.6 Child Development Services 138
12.7 Rehabilitation Services for Adults and Children with Disability, Ages 0-59, under the PDAO-Stimulation and Therapeutic Activity Center (STAC) 139
12.8 Persons with Disabilities Registration and Issuance of PWD ID 140
13. City Registrar's Office External Services 142
13.1 On-Time Registration of Certificate of Live Birth (COLB)-Municipal Form No. 102 143
13.2 On-Time Registration of Certificate of Marriage (COM) - Municipal Form No. 97 146
13.3 On-Time Registration of Certificate of Death (COD) - Municipal Form No. 103 and/or Certificate of Fetal Death - Municipal Form No. 103A. 150
13.4 Delayed Registration of Certificate of Live Birth (COLB) Municipal Form No. 102 153
13.5 Delayed Registration of Certificates of Marriage (COM) Municipal Form No. 97 164
13.6 Delayed Registration of Certificates of Death Municipal Form No. 103 and Municipal Form No. 103A 169
13.7 Issuance of Certified Photocopy, Certified Transcription and Certification of all Civil Registry Documents 174
13.8 Application and Issuance of Marriage License 179
13.9 Registration of Court Order 185
13.10 Registration of Affidavit to Use the Surname of the Father (AUSF- R.A. 9255) 192
13.11 Registration of Legitimation 199
13.12 Supplemental Report 205
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 210
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 216
13.15 Offline Request of PSA Copy of Certificates of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD), Certificate of No Death (CENODEATH), Certificate of Fetal Death (COFD) and Certificate of No Marriage (CENOMAR)/Advisory on Marriages Thru Batch Request Entry System (BREQS) 225
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) 231
13.16 Advance Transmittal / Endorsement of On-Time Registration, Delayed Registration and No Record at PSA of Certificates of Live Birth, Death and Marriage to Philippine Statistics Authority 236
13.16 Issuance of Certified Photocopy of Civil Registry Documents such as Certificates of Live Birth, Marriage, Death. 239
14. City Library Office External Services 245
14.1 Accessing Computer and Internet Services 246
14.2 Reader's Reference Service 246
14.3 Circulation of Library Materials 247
15. City Public Order and Safety Office External Services 249
15.1 Settlement of Penalty/Fine on Traffic Violations and Other Ordinances 250
15.2 Releasing of Impounded Vehicle 259
15.3 Issuance of POSO Clearance 262
15.4 Receiving and Recording of Complaint/Report 263
15.5 Issuance of Blotter/Journal Certification 264

16. City Youth and Sports Development Office External Services 266
16.1 Alaminos City Sports Complex Reservation 267
17. City Engineering Office External Services 268
17.1 Online Filing of Application for Building Clearance of Business Permit 269
17.2 On site filing of Securing Building Clearance for Business Permit 270
17.3 Online Filing of Application for Zoning Clearance of Business Permit 271
17.4 On Site Filing of Securing Zoning Clearance for Business Permit 273
17.5 On Site Filing of Securing Locational Clearance for Building Permit 274
17.6 On Site Filing of Securing Zoning Certification 279
17.7 On Site Filing of Securing Locational Clearance for Backfilling/Site Filling 282
17.8 On Site Filing of Securing a Building Permit & Other Construction Related Permits (Simple Applications) 284
17.9 On Site Filing of Securing a Building Permit & Other Construction Related Permits (Complex Applications) 298
17.10 On Site Filing of Securing a Building Permit & Other Construction Related Permits (Highly Technical Applications) 308
17.11 On Site Filing of Securing a Certificate of Occupancy 314
17.12 Certificate of Annual Inspection Applications 326
17.13 On Site Filing of Change of Use or Occupancy Applications 329
18. City General Services Office External Services 341
18.1 Availment of Government Properties 342
18. City General Services Office Internal Services 346
18.2 Request for Commonly used supplies 347
18.3 Request for Repair and Maintenance 348
19. City Disaster Risk Reduction and Management Office External Services 351
19.1 Request for Ambulance Conduction 24/7 352
19.2 Request for Emergency Response 24/7 352
20. City Environment and Natural Resources Office External Services 354
20.1 Securing Partnership and Sponsorship in the Conduct of Environment Related Activities 355
20.2 Accommodation of Volunteers in the Conduct of Environment Related Activities 356
20.3 Securing Permit to conduct Scientific and Environment Related Research Project 357
20.4 Wildlife rescue and management 358
21. City Information Office Internal Services 360
21.1 Events Documentation 361
21.2 Preparation of Business Correspondence 362
22. City Planning & Development Office External Services 365
22.1 Requesting data and other information about the City 366
23. City Management Information System Section External Services 368
23.1 Enrollment in the Personal Information System 369
23.2 Enrollment in the Personal Information System-by Representation 370
23.3 Updating Information in the Personal Information System 371
23.4 Updating Information in the Personal Information System-by Representation 372
24. City Accounting Office Internal Services 373

24.1 Voucher Processing 374
24.2 Issuance of Certificate of Net Take Home Pay 375
24. City Accounting Office External Services 376
24.3 Issuance of BIR Form No. 2307 377
25. City Treasurer's Office External Services 378
25.1 Collection of Community Tax 379
25.2 Collection of Business Taxes 382
25.3 Collection of Real Property Tax 394
25.4 Collection of Other Fees and Charges 396
25.5 Issuance of Account Clearance 397
25.6 Issuance of Accountable Forms to Bonded Officers of City and Barangays 401
25.7 Issuance of Ownership and Transfer of Ownership of Large Cattle 402
25.8 Payment of Approved Vouchers 404
25.9 Payment of Approved Petty Cash Vouchers 405
26. City Budget Office Internal Services 407
26.1 Allotment Obligation 408
26.2 Barangay and Sangguniang Kabataan Annual/Supplemental Budget Review 409
27. City Human Resource Management Office Internal Services 411
27.1 Filing of Application for Leave 412
27.2 Securing a Pass Slip 413
27.3 Securing Official Travel 414
27.4 Issuance of Service Record, Certification, Authority to Travel and Copy of Documents from 201 File to active personnel 415
27. City Human Resource Management Office External Services 416
27.5 Issuance of Service Record, Certificate of Employment and Certificate of Leave Credits to former employee 417
28. City Archives Office External Services 418
28.1 Issuance of Mayor’s Clearance 419
28.2 Issuance of Special Permit to Conduct Motorcade / Parade 420
28.3 Issuance of Special Permit to Conduct Fund Raising 421
28.4 Issuance of Special Permit to Conduct Group Activities 423
28.5 Issuance of Special Permit to Conduct Film Shooting / Making 425
28.6 Issuance of Certification 426
29. Office of the Secretary to the Sanggunian Internal Services 428
29.1 Issuance of Official Records of the Sanggunian 429
29.2 Adoption of Proposed Resolution 430
30. City Mayor’s Office External Services 434
30.1 Scholarship Program Application 435
31. City Vice Mayor’s Office External Services 437
31.1 Request for Appointment 438
31.2 Request for Assistance 439
32. City Legal Office External Services 440
32.1 Request for Free Legal Advice 441

32.2 Request for Preparation of Legal Documents 442
33. City Administrator's Office External Services 443
33.1 Handling of Clients for Courtesy Call 444
33.2 Management of Client Complaints 445
V. FEEDBACK AND COMPLAINTS 447
VI. LIST OF OFFICES 448
VII. CLIENT SATISFACTION SURVEY FORM 452

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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
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	*Senior Administrative Assistant II, Agricultural Extension Workers*
	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	*Farm Superintendent II, Agricultural Extension Workers (AEWs)*
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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
	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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), Agriculturist II*
	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	*Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II*
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	*Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II*
	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	*Senior Administrative Assistant II, Aquaculturist 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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
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	*Fisheries Staff*
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 **If approved, inspection of the applied location will be scheduled* **If disapproved, applicant will be notified of lacking documents or reason of pending status*	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 *Certificate to Operate Fishery Structure	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	*City Treasurer's Office Staff*
	CLEARANCES			
	*Account Clearance (For Renewal)	PHP 50.00		
	*Mayor's Clearance	PHP 50.00		
	BUSINESS TAX			
	*Fishtrap per unit	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	*Aquaculturist II*
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	*Aquaculturist II*
	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	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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
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	*Fisheries Staff*
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 **If approved, proceed to next step* **If disapproved, client will be notified of lacking documents or reason of pending status*	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	*City Treasurer's Office Staff*
	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			*City Treasurer's Office Staff*
	*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	*Fisheries Staff*
3.Approval and Releasing				
	3. Releasing of MFBGLC and update masterlist	None	5 minutes	*Fisheries Staff*
	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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person*
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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)*
	1.4 Record request / order on the Logbook	None	5 minutes	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person*
2. Processing / Manufacturing of Request				
	2. Start manufacturing the requested order/product	None	19 days	*Senior Administrative Assistant II/E-Kawayan Focal Person, Machinist III, Administrative Assistant IV, Administrative Aide II*
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	*Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer),Senior Administrative Assistant II/E-Kawayan Focal Person*
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**	

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	*Farm Superintendent II*
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	*Farm Superintendent II*
	2.1 Perform the requested service/s on the scheduled date	None	1 day	*Farm Machinery Operators (Administrative Aide I, Administrative Aide)*
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	*Farm Machinery Operators*
3.1 Pay the service/s availed	3.1 Issue an Official Receipt	**For 4-Wheel Tractor**	5 minutes	*Farm Superintendent II*

		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	1.1 Assist and Interview the Client	None	2 minutes	*Administrative Assistant I*
2. Pet Owners shall inquire for requirements	2.1 Assist and Interview the Client	None	3 minutes	*Administrative Assistant I*
	2.2 Vaccine preparation and inoculation	None	1 minute	*City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V*
	2.3 Post - vaccination examination	None	3 minutes	
3. Check at Personal Information System	3.1. 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. 3.2 if not yet enrolled at PIS advice the client to proceed at MIS to enroll his/her datum.	none	2 minutes	*Administrative Assistant I*
4. Sign the logbook and receive form	4.1 Print Registration Form and release the animal	None	1 min	*Administrative Assistant I*
5. Applicants shall pay the following fees	5.1 Issue Official Receipt **Registration Fee** **If pet is not yet registered* **ICT Fee** **Anti-Rabies Fee**	Php 75.00 Php 25.00 Php 300.00	3 minutes	*Ticket Checker*
	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	1.1 Interview and log the Client's and pet's information	None	5 minutes	*Administrative Assistant I*
2. Client shall sign the consent form	2.1 Check and diagnose the animal	None	10 minutes	*City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V*
	2.2 Treat the animal	None	30 minutes	
	2.3 Post - vaccination examination	None	3 minutes	
	2.4 Fill-up and file the Veterinary Medical Record	None	3 minutes	
	2.5 Prescribe medication and observation to animal	None	5 minutes	
	2.6 Release the animal	None	1 min	*Administrative Assistant 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	1.1 Assist and Interview the Client	None	2 mins	*Administrative Assistant I*

2. Pet Owners shall inquire for requirements	2.1 Assist and Interview the Client	None	3 mins	
3. Client shall fill up Pre - Registration Form	3.1 Encode the information into the PetRis System (database) and print Pet Registration Form	None	5 mins	
4. Applicants shall pay the following fees	4.1 Issue Official Receipt **Registration Fee** **ICT Fee**	 Php 75.00 Php 25.00	3 minutes	*Ticket Checker*
5. Sign the logbook and receive Pet Registration Form	5. Release the animal.	None	1 minute	*Administrative Assistant 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)	1.1 Advice Traders to secure documents	None	5 minutes	*Slaughterhouse Master III*
2. Proceed to Veterinary Office and bring their animals for inspection	2.1 Inspect - Re-Inspect Animals for slaughter and issue Veterinary Health Certificate	None	5 minutes	*City Veterinarian, Veterinarian III, Veterinarian II, Administrative Officer V, Slaughterhouse Master II or Livestock Inspector I*
3. Applicants shall pay the following fees. *(Note: the following charges will multiply to the number according on how many animal shall be enter for slaughter except for the ICT Fee)*	4. Collect fees and issue Official Receipt **Hog/Goat** ICT	 PHP 25.00 PHP 40.00	5 minutes	*Slaughterhouse Master III* *Or* *Ticket Checker*

	Facility Fee Service Fee Ante-Mortem Fee Corral Fee Post-Mortem Fee Slaughter Fee Slaughter Permit	PHP 30.00 PHP 10.00 PHP 20.00 PHP 30.00 PHP 30.00 PHP 20.00		
	Cattle/Carabao			*Slaughterhouse Master III* *Or* *Ticket Checker*
	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			*Slaughterhouse Master III* *Or* *Ticket Checker*
	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			*Slaughterhouse Master III* *Or* *Ticket Checker*
	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.	*Slaughterhouse Master III, Meat Inspector III or Meat Inspector I*
	3.4 Issuance of the Meat Inspection Certificate	None	2 mins.	*Slaughterhouse Master III, Meat Inspector III or Meat Inspector 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 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	1.1 Interview clients and logging of Client/Animal owner's complete address and availability	None	5 minutes	*Administrative Assistant III (Computer Operator II)*
	1.1 Preparation and travel to client's place for service	None	30 minutes depends on address distance	*City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V*
	1.2 Assess animal condition	None	15 minutes.	
	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	*Administrative Assistant III (Computer Operator II)*
	1.1 Preparation and travel to client's place for service	None	5 minutes	*City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V*
	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	1.1 Livestock Inspectors will inspect and pass the animals	None	2 minutes	*Slaughterhouse Master II or Livestock Inspector I*

2. Stake Holder shall present the following documents: 1. Barangay Certification 2. Veterinary Health Certificate / Animal Health Certificate / Livestock Inspection Certificate	2.1 Verify all documents presented	None	3 minutes	*Livestock Inspectors / Veterinarian III / Veterinarian II / City Veterinarian*
	1.2 Veterinarian will issue Veterinary Health Certificate	None	2 minutes	*City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V*
3. Stake Holder shall pay the Veterinary Health Certificate	2.1 bonded Collector shall collect the payment	VHC Php 20.00 ICT – Php 25 Note: Per transaction	2 minutes	*Ticket Checker*
4. Stakeholder shall sign the logbook	3.1 Administrative Staff will log to the logbook and release the Veterinary Health Certificate and release the animal for slaughter	None	1 minute	*Administrative Assistant 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 Associaition, Complete Name of Incorporators and Officers; Birthdate of the Incorporators; Tax Indentification 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	*Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I*
	1.2 Interview and assess the client readiness to register their organized association.	None	10 minutes	*City Cooperatives Dev't Officer Dev't. Specialist II Cooperatives Dev't. Specialist 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	*City Cooperatives Dev't Officer I or Cooperatives Dev't Specialist*
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	*City Cooperatives Dev't Officer I*
	2.2 Upon approval, inform the proposed Cooperative of the schedule date of PRS	None	5 minutes	*Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist 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	*City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I/ Administrative Assistant II (Clerk IV)*
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	*Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist 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	*City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I*
3.2 Review submitted documents	3.2.1 CDA will review submitted documents	None	20 days	*CDA*
	3.2.2 Coordinate with CDA for any corrections or approvals of the documents	None	10 Minutes	*City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist 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	*Cooperatives Dev't. Specialist II* *Cooperatives Dev't. Specialist I*
3.4 Signed Documents	3.4. Cooperative officers and members signed the approved Article of Cooperation and Cooperative By-Laws	None	5 days	*Soon to be registered Cooperative*
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	*City Cooperatives Dev't Officer I* *Cooperatives Dev't. Specialist II* *Cooperatives Dev't. Specialist 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	
B. To Register at Securities and Exchange Commission				
3.4 Submit SEC Requirements for registration (Association)	3.4 Conduct online Registration to the proposed association (Accomplish Application Form)	None	5 minutes	*City Cooperatives Dev't Officer I* *Cooperatives Dev't. Specialist II* *Cooperatives Dev't. Specialist 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	
B. To Register at Department of Labor and Employment				
3.5 Submit DOLE Requirements for registration (Association)	3.5 Request client to submit requirements for registration	None	2 minutes	*City Cooperatives Dev't Officer I* *Cooperatives Dev't. Specialist II* *Cooperatives Dev't. Specialist I*
	3.5.1 Prepare and finalize documents and print in five (5) copies	None	3 hour	
	3.5.2 Advice 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	*Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist 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	*City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I*
2. Establish Training and Development Program				
	2.1 Prepare Project Proposal	None	4 hours	*City Cooperatives Dev't Officer I Cooperatives Dev't. Specialist II*
	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	*Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I*
1.2 Submit the Required Documents	1.2 Assess and check the submitted documents	None	3 minutes	*City Cooperatives Dev't Officer I* *Cooperatives Dev't. Specialist II* *Cooperatives Dev't. Specialist I*
	1.3 Prepare the Certificate of Good Standing	None	10 minutes	*City Cooperatives Dev't Officer I* *Cooperatives Dev't. Specialist II*

	1.4 Signed Certificate of Good Standing	None	1 minute	*City Cooperatives Dev't Officer I* *Senior Cooperatives Dev't Specialist*
2. Receive the Certificate of Good Standing	2.1 File Copy of Certificate of Good Standing	None	1 minute	*Administrative Assistant III* *(Computer Operator II) or* *Cooperatives Dev't. Specialist 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	*Administrative Aide VI, Admininistrative Aide IV, Administrative Officer III*
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 *(for new application)* 10 minutes *(for renewal)*	*Supervising Administrative Officer*
	2.1 Conduct inspection and accomplish the Inspection and Recommendation Slip (IRS).	None	May vary, depending on location of rolling store	*Administrative Aide VI Admininistrative Aide IV Administrative Aide III*
3. Return to CMCS Head	3. Review accomplished IRS and advise client to proceed to CBPLO.	None	20 minutes *(for new application)* 10 minutes *(for renewal)*	*Supervising Administrative Officer*

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** *(for new)* **25 MINUTES** *(for renewal)*	

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
If no CTC, present any valid ID	Applicant
FOR RENEWAL OF LEASE	
Community Tax Certificate (1 photocopy)	City Treasurer's Office or Barangay
If no CTC, present any valid ID	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	*Administrative Aide VI* *Admininistrative Aide IV* *Administrative Aide III*
2. Proceed to staff-in-charge.	2. Interview client.	None	10 minutes	

	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.			*Administrative Officer III*
	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.			
3. Present requirements.	3. Review requirements for completeness.	None	2 minutes	*Administrative Aide VI* *Admininistrative Aide IV* *Administrative Officer III*
	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.		10 minutes *(if requirements presented are complete)*	
	3.2 If incomplete, advise client to complete the requirements.			
4. Review COLT.	4. Finalize COLT and advise client on next step.	None	20 minutes	*Admininistrative Aide VI* *Administrative Officer III*
4.1 If all information on COLT is correct, return to staff-in-charge for finalization.	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, inform staff-in-charge.	4.2 If a correction is to be made, edit and print four (4) copies and advise client to sign the COLT.			
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.			
	New Cemetery apartment-type tombs **Level 1** **Level 2** **Level 3**	PhP 7,000.00 6, 000.00 5, 000.00 6 years		
	Old Cemetery apartment type tomb **Level 1** **Level 2** **Level 3 and 4**	PhP 6,000.00 5, 000.00 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	*Admininistrative 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	The total amount of fees shall vary depending on the level of apartment-type tomb availed and on the nature of transaction *(new, renewal, transfer of remains, etc.)* Standard computation for new/renewal of application for burial space ONLY is as follows: New & Old Cemetery apartment-type tomb: Lease fee + ICT fee **New Cemetery** Level 1 - 7,025 Level 2 - 6,025 Level 3 - 5,025 **Old Cemetery Apartment-type tomb**: Level 1 - 6,025 Level 2 - 5, 025 Level 3 & 4 - 4,025	**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	*Administrative Aide VI* *Admininistrative Aide IV* *Administrative Aide III* *Administrative Officer III*
2. Proceed to staff-in-charge.	2. Interview client.	None	15 minutes	*Administrative Aide VI* *Administrative Officer III*
	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	*Administrative Aide VI* *Administrative Officer III*
	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	*Administrative Aide VI* *Administrative Officer III*

4.1 Sign the Cemetery Lot Rental Certificate (CLRC).	4.1 Sign the CLRC and issue the Certificate to client.			*Supervising Administrative Officer*
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	*Administrative Officer III* *Administrative Aide VI* *Admininistrative Aide IV* *Administrative Aide 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	*Supervising Administrative Officer* *Administrative Officer III* *Administrative Aide VI* *Administrative Aide 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	*Administrative Officer III* *Administrative Aide VI* *Administrative Aide 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	*Supervising Administrative Officer* *Administrative Aide VI* *Admininistrative Aide IV* *Administrative Officer III* *Administrative Aide 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			

	proceed to CBPLO for issuance of permit a.3. Advise client to provide copy of issued Special Permit to the Office b. If incomplete, advise client to comply before proceeding to next step			
2. Submit photocopy of issued Special Permit to CMCS	2. Receive photocopy of issued Special Permit and file accordingly.	None	5 minutes	*Administrative Aide VI* *Admininistrative Aide IV* *Administrative Officer III* *Administrative Aide 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 instititutions, 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:** *Promotional – 1,000* *Other activities – 500* *This fee is waived for education and religious institutions*	10 minutes	*Administrative Aide VI* *Admininistrative Aide IV* *Administrative Officer III* *Administrative Aide 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	*Supervising Administrative Officer* *Administrative Aide VI* *Admininistrative Aide IV* *Administrative Officer III* *Administrative Aide 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/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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<table>
<tr><td>Step 1. Proceed to Business One Stop Shop (BOSS) for submission, of pre-requirements and application form for Mayor's Permit.</td><td>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.</td><td colspan="2">None</td><td>25 minutes</td><td>Licensing Officer II
License Inspector I/
Administrative Aide IV/
Administrative Aide I</td></tr>
<tr><td>Step 2. Payment of Mayor's Permit and other regulatory fees.</td><td>2. CTO accept payment of Mayor’s Permit and other regulatory fees</td><td>Mayor's Permit</td><td>Fee will depend on capitalization refer to Revenue Code Chapter III. Permit and Regulatory Fees Article A</td><td>10 minutes</td><td>City Treasurers Office (CTrO) Staff</td></tr>
<tr><td></td><td></td><td>Business Plate</td><td>Php 200.00</td><td></td><td></td></tr>
<tr><td></td><td></td><td colspan="2">Business Inspection fee will depend on type/nature of business</td><td></td><td></td></tr>
<tr><td></td><td></td><td>Zoning Clearance</td><td>Php 20.00</td><td></td><td></td></tr>
<tr><td></td><td></td><td>Real Property Tax Clearance</td><td>Php 50.00</td><td></td><td></td></tr>
<tr><td></td><td></td><td>Sanitary Permit</td><td>Php 100.00</td><td></td><td></td></tr>
<tr><td></td><td></td><td>Sanitary Inspection</td><td>based on area</td><td></td><td></td></tr>
<tr><td></td><td></td><td>Documentary stamp</td><td>Php 90.00</td><td></td><td></td></tr>
<tr><td></td><td></td><td>ICT Fee</td><td>Php 25.00</td><td></td><td></td></tr>
</table>

Step 3. Securing of Mayor's Permit.	3. BPLO-2 Print and release Mayor's Permit and Business Plate.	None	25 minutes	*Administrative Aide III* *Licensing Officer I/* *Licensing Officer II*
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.		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	

5.2 On-site Application for Renewal of Business Permit

Provide Mayor's and Business Permit

Office/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 ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
Step 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	*License Inspector I/ Licensing Officer II*
Step 2. Assessment and payment.	2. CTO - Assess Gross Sales/Receipts and accepts payment of business taxes and other fees.	Account Clearance	Php 50.00	30 minutes	*City Treasurer's Office (Ctro) Staff*
		Building Cleance	Php 20.00		
		Sanitary Permit	Php 100.00		
		Sanitary Inspection	based on area		
		Documentary stamp	Php 60.00		
		ICT Fee	Php 25.00		
Step 3. Securing of Mayor's Permit and sticker.	3. BPLO-2 Print and release of Mayor's Permit and sticker.	None		20 Minutes	*Administrative Aide I, Administrative Aide III, Administrative Aide IV, Licensing Officer I/ Licensing Officer II*
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.		Php 225.00 + Mayor's Permit Fee and Business Tax (depends on the gross sales/receipts) + 15% of total fees and charges (FSIC) + Sanitary Inspection fee (based on area)		60 Minutes	

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

Provide Mayor's and Business Permit

Office/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) – (current year)	Barangay Hall or City Treasurer
Barangay Clearance (if not yet integrated)	Barangay Hall *** *Brgy. Amandiego, Cayucay, Linmansangan, Mona, Quibuar, Sabangan, San Antonio, Victoria*
IF OWNED PROPERTY - photocopy of tax dec. (Bldg./Lot) IF LEASEE - photocopy of contract of lease & Mayor's Permit of lessor IF FREE OF USE - Letter of Consent from the Owner of Property and Tax Dec. of Property (Bldg. / Lot)	Lessor Property Owner
Certification *For Tourism Business Related (Hotel, Transient House, Lodging House Resort and Cottages and businesses within the HINP vicinity)*	Alaminos City Tourism and Cultural Affairs Office
Certification *for rolling stores ***facilities manage by LGU contract of lease*	City Market and Cemetery Section Office
Single proprietorship/OPC/Partnership - Special Power of Attorney (SPA) or Authorization letter from the business owner Corporation- Secretaries Cert. (If permit process by representative)	Notary Public, Business Owner, Corporate Secretary

License from National Government Agencies		BSP, FDA, DENR, DFA, PCSO, DOLE, DOE, DOT, HLURB/DHSUD, PNP and other concern agencies (if needed)		
SINGLE PROPRIETORSHIP - (DTI BN registration) CORPORATION/PARTNERSHIP/OPC - SEC registration with articles of incorporation		DTI, SEC		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Option 1. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or Option 2. Download the eGOV App from the *Google Play Store* or *App Store* open the app and log in click LGUs tap City of Alaminos Open the eLGU system and select "City of Alaminos Services." Select "Business Permit (BPLS)" → "New" → "Proceed." Fill in your Business Info, Operations, and Line of Business. Upload your documents and click Submit Application.	View application and print transmittal. View account, check requirements if complete, proceed start assessment, assess application, update status if complete, verify fees, add remarks, and generate BIN. if not, reject application. Endorse to concerned offices (City Health Office, City Engineering Office – Zoning, BFP).	None	25 minutes	*Licensing Officer II,* *Licensing Officer I,* *Administrative Assistant III* *Administrative Assistant III*
2. Pay assessed fees online thru QR-Ph Code	2. City Treasurer's Office staff start license assessment, perform initial computation		10 minutes	*Revenue Collection Clerk III,*

	and/or apply discount, generate SOA, and approve.		10 minutes	*Local Revenue Collection Officer I (LRCO I),* *Supervising Administrative Officer (SAO)*
	Confirm and approve payment			*City Government Assistant Department Head I (CGADH-I) - Assistant City Treasurer,* *City Treasurer*
	Mayor's Permit	*Fee will depend on capitalization - refer to Revenue Code Chapter III. PERMIT and REGULATORY FEES Article A*		
	Business Plate	Php 200.00		
	Business Inspection fee	*Depend on nature/type of business*		
	Fire Safety Inspection Certificate	15% of total fees and charge		
	Zoning Clearance	Php 20.00		
	Real Property Tax Clearance	Php 50.00		
	Sanitary Permit	Php 100.00		

	Sanitary Inspection	*based on area*		
	Documentary stamp	Php 60.00		
	ICT Fee	Php 25.00		
3. Claim Your Permits: Visit the Business One-Stop-Shop (BOSS) to pick up your Mayor's Permit and Business Plate. 3.1 Secure Post-Requirements (*Within 30 working days*) the following clearances at the Business One-Stop-Shop (B.O.S.S.) to remain compliant: • RPT Clearance (Real Property Tax) • Garbage Fee • Sanitary Permit • Zoning Clearance • BFP-FSIC (Fire Safety Inspection Certificate) *** Failure to comply the post-requirements ground for temporary closure of the business.	Assign business plate number, view and print Mayor's Permit and tag	None	15 minutes	*Licensing Officer II* *Licensing Officer I* *Administrative Assistant III* *Administrative Assistant III*
		Php 455 + Mayor's Permit Fee (depend on capitalization) + 15% of total fees and charges (FSIC) +	60 minutes	

	Sanitary Inspection Fee (based on area)		

5.4 Online Filing of Application for Renewal of Business Permit (eBOSS)

Provide Mayor's and Business Permit

Office/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	
Barangay Clearance (if not yet integrated)	Barangay Hall *** *Brgy. Amandiego, Cayucay, Linmansangan, Mona, Quibuar, Sabangan, San Antonio, Victoria*
IF LEASEE - photocopy of contract of lease	Lessor
Certification *For Tourism Business Related (Hotel, Transient House, Lodging House Resort and Cottages and businesses within the HINP vicinity)*	Alaminos City Tourism and Cultural Affairs Office
Certification *for rolling stores*	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, 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		
Proof of Gross Receipts (Audited Financial Statement, Sworn declaration of gross sales or receipts, or Income tax returns)		Owner		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Option 1. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or Option 2. Open eGOV App and log-in click LGUs tap City of Alaminos Open the eLGU system and select "City of Alaminos Services." Select "Business Permit (BPLS)" → "Renewal" → "Proceed." Fill in needed information. Upload your documents and hit Submit.	1. Verify submitted pre-requirements.	None	15 minutes	*Licensing Officer II* *Licensed Inspector I* *Administrative Assistant III*
2. Pay assessed fees online thru QR-Ph Code	2. Verify assessment of gross sales/receipts 2.1 Approve Assessment/Payment		1 hour & 50 minutes	
	Account Clearance	Php 50.00		
	Building Clearance	Php 20.00		
	Sanitary Permit	Php 100.00		
	Sanitary Inspection	based on area		

	Fire Safety Inspection Certificate	15% of total fees and charges		*City Treasurer Staff*
	Real Property Tax Clearance	Php 50.00		
	ICT FEE	Php 25.00		
	Documentary stamp	Php 90.00		
3. Claim Your Permits: Visit the Business One-Stop-Shop (BOSS) to pick up your Mayor's Permit. 3.1 Secure Post-Requirements (*Within 30 working days*) the following clearances at the Business One-Stop-Shop (B.O.S.S.) to remain compliant: • Sanitary Permit • Building Clearance • BFP-FSIC (Fire Safety Inspection Certificate) *** Failure to comply the post-requirements ground for temporary closure of the business.	3. Approved and Printing of Mayor's Permit	None	10 minutes	*Licensing Officer II* *Licensing Officer I*
TOTAL		Php 335 + Mayor's Permit Fee (depend on gross sales/receipts)+ 15% of total fees and charges (FSIC)+Sanitary	2 hours & 15 minutes	

	Inspection Fee (based on area)		

5.5 Issuance of General Permit (Business not included in the eBPLS)

Issue general permit to Cooperative, Association/Foundation, Chainsaw Operators, Firecracker Stallholders, Lucap Wharf/Fiesta Bazaar/October Fest/ Christmas Bazaar Vendors, Peddlers 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. 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	15 minutes	*License Inspector I Admin. Aide I or 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	2.1 City Treasurer's Office staff shall accept the payment.	Mayor's Permit -Php100.00	25 minutes	*City Treasurer's Office (CTrO)Staff*
		Business Plate - Php200.00		
		Sticker Fee - Php65.00		
		RPT Clearance - Php50.00		
		Account Clearance- Php50.00		
		ICT Fee - Php25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1Print Mayor's Permit	None	10 minutes	*License Inspector I, Admin. Aide or Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php490.00	60 minutes	

For ASSOCIATION/FOUNDATION

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 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	1.1 Receive request,verify documents and encode data/ process application form	None	15 minutes	*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 ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00	25 minutes	*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		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 490	60 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. Proceed to CBPLO for submission, verfication of documents and affix signature in the encoded application form	1.1 Receive request,verify documents and encode data/ process application form	None	15 minutes	*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 ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00	25 minutes	*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		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 490	60 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. 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	15 minutes	*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 ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		Space Rental Fee –Php 450.00		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 875	60 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, verfication of documents and affix signature in the encoded application form	1. Receive request,verify documents and encode data/ process application form	None	15 mins	*License Inspector I* *Admin. Aide I* *Admin. Aide*
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 425	60 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, verfication of documents and affix signature in the encoded application form	1.Receive request,verify documents and encode data/ process application form	None	15 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00 Inspection Fee - Php 100.00 Garbage Fee- Php 200.00 ICT Fee - Php 25.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	TOTAL	Php 425	50 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 verfication of documents	1.Receive request,verify documents and encode data/ process application form	None	15 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Special Permit - Php 1000.00 Inspection Fee - Php 100.00 Electrical Consumption- Php 375.00 ICT Fee- Php 25.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1,500	60 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, verfication of documents and affix signature in the encoded application form	1.Receive request,verify documents and encode data/ process application form	None	15 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00 Inspection Fee - Php 100.00 Garbage Fee- Php 200.00 Space Rental Fee - Php112.50 ICT Fee - Php 25.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 537.50	60 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. Proceed to CBPLO for submission, verfication of documents and affix signature in the encoded application form	1.1 Receive request,verify documents and encode data/ process application form	None	15 minutes	*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 ang other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Application Fee - Php 50.00	25 minutes	*City Treasurer's Office (CTrO) Staff*
		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. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	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	60 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. 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 1.2Instruct client on the required clearances to be accomplished	None	15 mins	*License Inspector I* *Admin. Aide I* *Admin. Aide*
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 - P50.00 Mayor's Permit -Php 100.00 per hectare Inspection Fee - Php. 1,200.00 Business Plate - P200.00	25 minutes	*City Treasurer's Office (CTrO) Staff*

		Sticker Fee -Php 65.00 Account Clearance- Php 50.00 RPT Clearance - Php 50.00 ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	10 minutes	*License Inspector I* *Admin. Aide I* *Admin. Aide*
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1640+Mayor's Permit P100/Hectare	60 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	*Administrative Assistant VI or Administrative Staff*
2. Secure Passenger Manifest Form	2. Issue Passenger Manifest Form and guide the client on how to fill up the form.	None	8 minutes *depending on the number of guest per group*	*Administrative Assistant VI Administrative Aide I or Administrative Staff (Tourism)*
3. Fill up Passenger Manifest and submit.	3. Receive and assess the completeness of the Passenger Manifest Form.	None	5 minutes *depending on the number of guests in the group*	*Administrative Aide I or Administrative Staff (Tourism)*
	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	*Cashier I, Administrative Aide I or Administrative Staff (Tourism)*
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 20 **Overnight:** Environmental Fee: Php 160 Entrance fee/IPAF: Php 30 Emergency Fund: Php 20	3 minutes	*Counter 1 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)*
	4.1 Counter 2 to receive deposit for “Basura Mo, Iuwi Mo” program and	Php 200.00 per group (refundable)	1 minute	*Counter 2 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)*

	provide the form to be signed by the guest as proof of deposit.			
	4.2 Provide a pair of garbage bag.	None		*Counter 2 Collectors (IPAF Collector) HINP-PAMB*
	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 1,680 Medium – Php 2,160 Large – Php 2,400 De Luxe- Php 4,000 **DAYTOUR** Small – Php 1,920 Medium – Php 2,400 Large – Php 2,880 De Luxe- Php 5,000 **OVERNIGHT** Small – Php 3,600 Medium – Php 4,560 Large – Php 5,400 De Luxe- Php 7,000 **DAYTOUR** **REGULAR GEAR SET** Snorkel - Php 150 Life vest - Php 100 **TEMPERED GEAR** Snorkel - Php 200 Life vest - Php 100 **OVERNIGHT**	1 minute	*Counter 3 Collectors Administrative Aide I (Tourism)*

		REGULAR GEAR SET Snorkel - Php 200 Life vest - Php 100 **TEMPERED GEAR** Snorkel - Php 300 Life vest - Php 100		
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	*Watchman III and Administrative Aide I (Tourism)*
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 Issuance of Tourism Certification and Accreditation to Tourism Related Business

To issue tourism certification and accreditation to 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 (*new business*)	Agencies as provided by law.

2. Annual General Liability Insurance for the guest in the amount of notless 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 Heath 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 7. Schedule of current rates 8. Safety Declaration Certificate in compliance with the Occupational Safety and Heath 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 Heath 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 physician92nd 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. Certifiacte 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 Properietorship** 1. Proof of ownership or lease over and 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 condtion 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 APPLICAION FOR REGISTRATION OF VEHIVLES AS TOURIST TRANSPORT** 1.LTO registration of the tourist transport/taxis 2. A copy of the LTFRB Certificate of Public Convenince 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 Touirsm 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 withour 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	*Tourism Operations Officer I and Administrative Aide (Tourism)*
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	*Tourism Operations Officer I (Tourism)*
3. Pay required fees.	3. Receive payment and issue official receipts.	Registration	1 to 2 minutes	*Counter 1* *Admin Aide I (Tourism)*
	Accommodation			
	Resort	Php 5,000		
	Hotel	Php 5,000		
	Mabuhay Accommodation	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 Business, Issuance date and Validity period of the certification.	None	1 minute	*Tourism Operations Officer I (Tourism)*
5. Receive Certificate.	5. Advise the client to secure business requirements from the barangay hall then proceed to the BPLO	None	1 minute	*Tourism Operations Officer I (Tourism) and Administrative Aide (Tourism)*
		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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, or Transportation Regul’n. Officer 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	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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, Transportation. Regul’n. Officer I or Supervising Transportation Regulation Officer*

backrest, 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**	*City Treasurer's Office*

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**	*City Treasurer's Office*
	2.3 Tick the “Recommended for Issuance of Business Permit” box on the IRS, sign the IRS and issue to client.	None	**1 minute**	*City Treasurer's Office*
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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I, or Transportation Regul’n. Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I*
	4.1 CTRU Staff shall print the Motorized Tricycle Operator's Permit (MTOP).	None	**3 minutes**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I or Transportation Regul'n. Officer I*
5. Client presents complete documents and clearances.	5. CTRU Staff shall assist the client in signing the MTOP.	None		*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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**	*Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I, Supervising Transportation Regulation Officer*
	6.1 CTRU Head shall sign the MTOP to recommend its approval to the City Mayor.	None	**1 minute**	*Supervising Transportation Regulation Officer*
7. Client seeks the final approval of application.	7. City Administrator shall sign the MTOP for final approval.			*City Administrator*
8. Client returns to CTRU for the release of documents and/or sticker.	8. For renewal applications, CTRU Staff shall release the MTOP (owner's copy), documentary requirements, and sticker.	None	**2 minutes**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I*
	8.1 For new applications, CTRU Staff shall release the MTOP (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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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.			*City Treasurer's Office*
	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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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**	*Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I, Supervising Transportation Regulation Officer*
	4.1 CTRU Head shall sign the Mayor's Permit to recommend its approval.	None	**1 minute**	*Supervising Transportation Regulation Officer*
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		*City Administrator*
6. Client returns to CTRU for the release of documents and sticker.	6. CTRU Staff shall release the Mayor's Permit (owner's copy), documentary requirements and sticker.	None	**2 minutes**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative 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. 2000-02.

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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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**	*City Treasurer's Office*
	2.1 Issue Official Receipt.			

FEES	1 YEAR
PUV	1 unit
ICT	25.00
STICKER	
Jeep/UV	750.00
Mini bus	1,000.00
Ord. Bus	1,000.00
AC Bus	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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative*

	3.1 CTRU Staff shall release the sticker to the client.	None	1 minute	*Assistant I, Planning Officer I or Transportation Regul'n. Officer I*
	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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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	*City Treasurer's Office*

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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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	*Supervising Transportation Regulation Officer*
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.			*City Administrator*
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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer 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	*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 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	
	2.1 Sign the tax declarations and documents	None	5 minutes	*City Assessor/ Asst. City Assessor or Officer- in- Charge*
3. Receive and acknowledge the requested tax declarations	3. Release of Certified True Copy upon presentation of Official Receipt.	None	5 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/ RCC I/ DCW*
	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	*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 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	*City Assessor/ Asst. City Assessor or Officer- in- Charge*
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	*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 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	*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*
	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	*City Treasurer's Office*
	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 declaration (office file and owner's copy - if available)	None	10 minutes (per TD)	*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*
	2.2 Review and Sign the tax declarations and documents	None	5 minutes	*City Assessor/ Asst. City Assessor or Officer- in- Charge*
	2.3 Update the system	None	3 minutes (per TD)	*LAOO III/ LAOO IV*

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	*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*
	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	*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*
	1.1 Verification of records (In case the record of assessment is available proceed to preparation of Certification)	None	10 minutes	
	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	None	within the day	*Tax mapper III/ Tax mapper I/ Draftsman I/ Administrative Asst III/*

	Tax declaration of new building and other improvements)			*Administrative Aide I/Administrative Aide*
	1.4 Update Inspection log book	None	10 minutes	*Tax mapper IV/ Tax mapper I/ Draftsman I/ Administrative Asst. III/ Administrative Aide I*
	1.5 Verification of tax declaration	None	30minutes	*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*
	1.6 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	*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 Sign the Certification	None	5 minutes	*City Assessor/ Asst. City Assessor or Officer-in-Charge*
3. Receive and acknowledge the requested certification	3. Release of desired request upon presentation of Official Receipt.	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/ 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	10 minutes	*Tax mapper IV/ Tax mapper I/ Draftsman I/Administrative Asst III*
	1.5 Appraise and assess real property	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 *(In case of lack of information and discrepancies, the client shall notify immediately)*	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	*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*
	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	*City Assessor/ Asst. City Assessor*
	1.6 Assigning of PIN	None	within the day	*Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk 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	*SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW*
	1.9 Review of all documents, tax declaration and notice of assessment	None	10 minutes	*Local Assessment Operations Officer*
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	*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*
	2.1 Approval of tax declaration and notice of assessment	None	10 minutes	*City Assessor/ Asst. City Assessor*
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	*LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I*
	2.3 File Records	None	25 minutes (per RPU)	*LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide 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	*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*
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2 Processing and updating of records to the systems	None	1 hour	*LAOO IV/ LAOO III/ SAA II Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I*
	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	*Asst. City Assessor/ LAOO IV/ LAOO III*
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	*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*
	2.1 Approval of tax declaration and notice of assessment	None	10 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	5 minutes	*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*
	3.1 File Records	None	25 minutes	
	TOTAL	**None**	**1 hour and 34 minutes**	

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	*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*
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2 Set date of ocular inspection - if applicable	None	2 minutes	*Tax mapper IV/Tax mapper I/Admin Asst III/ Draftsman I/ Admin Aide I/ Admin Aide*
	1.3 Conduct Ocular inspection	None	within the day	
	1.4 Processing and updating of records to the systems	None	30 minutes (per TD)	*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*
	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	*Local Assessment Operations Officer*
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 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/ 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	5 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/ RCC I/ DCW*
	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 (1photocopy)	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	*Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ Assessment Clerk III/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/*
	1.1 Check the availability of basic requirements	None	5 minutes	
	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	*Tax mapper III/ Tax mapper I/ Administrative Aide/ Administrative Aide 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		*LAOO IV/ LAOO III/ Assessment Clerk III/ Assessment Clerk I/ Admin Assy III/ DCW/ Admin Aide VI/ Admin Asst. IV/ RCC I*
	1.4 Conduct Ocular inspection	None	within the day	*Tax mapper III/ Tax Mapper I/ Admin Asst III/ Admin Aide I/ Admin Aide*
	1.5 Fill-up Field Appraisal and Assessment Sheet and Form	None	30 minutes	
	1.6 Assigning of PIN	None	20 minutes	*Tax mapper III/ Tax Mapper I/ Admin Asst III*
	1.7 Appraise and assess of real property	None	1 hour	*LAOO IV/ LAOO III/ DCW/ Assessment Clerk III/ Assessment Clerk I*
	1.8 Processing and updating of records to the systems	None	1 hour (per TD)	*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
	1.9 Review of all documents, tax declaration and notice of assessment	None	20 minutes	*Asst. City Assessor/ LAOO IV/ LAOO III*
2. Sign the Tax declaration, Notice of Assessment, FAAS and Sworn Statement	2. Inform the Client regarding the new tax assessment	None	5 minutes	*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*
	2.1 Approval of tax declaration and notice of assessment	None	30 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	15 minutes	*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*
	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**
Duly Accomplished Biodata/Resume	

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	*Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III*
	1.1 PESO staff encodes data of applicant to the PESO Employment Information System (PEIS)	None	5 minutes	*Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III*
	1.2 PESO staff files duly accomplished biodata/resume for reference.	None	2 minutes	*Administrative Aide, Administrative Aide I, Administrative Aide III, Administrative Aide VI, Administrative Assistant III*
	TOTAL	**None**	**12 Minutes**	

ECONOMIC SERVICES

10. City Agricultural and Biosystems Engineering Office External Services

10.1 Submission of Request for Farm Machineries and Equipment, and Agricultural Infrastructure

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)- *1 Original Copy*	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- *1 Original Copy*	Requesting client
List of members with corresponding signatures and service area- *1 Original Copy*	Requesting client
SEC/DOLE/CDA Certificate of Registration- *1 Photocopy*	SEC/ DOLE/ CDA
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- *1 Original Copy*	SEC/ DOLE/ CDA
Profile of Farmers Organization- *1 Original Copy*	Requesting client
MAO/ABE Endorsement- *1 Original Copy*	City Agricultural and Biosystems Engineering Office / City Agriculture Office
Project Utilization Proposal- *1 Original Copy*	Requesting client
Utilization Report of all project acquired from DA/LGU/PhilMEch and other Government Agencies- *1 Original Copy*	Requesting client
Latest audited financial statement- *1 Photocopy*	Requesting client
Certificate of availability of fund- *1 photocopy of passcode*	Requesting client
GeoTagged Photos- *1 Original Copy*	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	1.1. Give the Visitor's Logbook	None	1 minute	*Agriculturist I, Agri. Tech. II, Admin. Assistant III or Admin. Aide*
2. Fill-up the Present Pre-required Documents	2.1. Review as to completeness of documents (For incomplete attachments, return for compliance	None	1 hour	*OIC- CABEO or Agriculturist I*
	2.2. Conduct Validation	None	1 day	
	2.3. Review of Validation	None	1 hour	
	2.4. Report and Endorsement of all qualified recipients	None	1 hour	

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

10.2 Provision of Technical Assistance in the Validation, Inspection and Monitoring of Farm Machineries and Equipment and Agricultural Infrastructure Requested/ Awarded

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- *1 Original copy*	Requesting client
Proof of Ownership (Usufract or Donation)- *1 Original Copy*	Requesting client
SEC/DOLE/CDA Certificate of Registration- *1 Photocopy*	SEC/ DOLE/ CDA
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- *1 Photocopy*	SEC/ DOLE/ CDA
Validation Report- *1 Original Copy*	City Agricultural and Biosystems Engineering Office
Pre-Implementation pictures (Geotagged Photos) of the project site- *1 Original Copy*	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	1.1. Give the Visitor's Logbook	None	1 minute	*Agriculturist I, Agri. Tech. II, Admin. Assistant III or Admin. Aide*
2. Fill-up the Present Pre-required Documents	2.1 Review as to completeness of documents (For incomplete attachments, return for compliance)	None	1 hour	*OIC- CABEO or Agriculturist I*
	2.2 Conduct Field Validation	None	1 day	
	2.3 Review of Validation	None	1 hour	
3. Client notified as to the status of application	3.1 Notify the applicant if they are among the target recipient	None	5 minutes	*OIC- CABEO or Agriculturist I*
	TOTAL	**NONE**	**1 DAY 2 HOURS & 6 MINUTES**	

10.3 Response to Inquiries

This service is to provide technical assistance in responding to inquiries of clients that may be acted upon immediately or may entail further coordination for appropriate action of the office concerned.

Office or Division:	**City Agricultural and Biosystems Engineering Office**
Classification:	SIMPLE
Type of Transaction:	G2C, G2B
Who may avail:	LGU's, BARANGAY, ORGANIZED FARMERS ASSOCIATIONS/ COOPERATIVES

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitor's Logbook in the Office Information Desk	1.1. Give the Visitor's Logbook	None	1 minute	*Agriculturist I, Agri. Tech. II, Admin. Assistant III or Admin. Aide*
2. Walk-in clients request assistance and expect feedback from the office should the request entail further coordination	2.1 Record the request by knowing the nature of inquiry. If entails further coordination, inform the client to expect a notification within the day as to the status.	None	15 minutes	*OIC- CABEO, Agriculturist I, Agri. Tech. II, Admin. Assistant III or Admin. Aide*
	TOTAL	**NONE**	**16 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	1.1. Enlistment/ registration of patient to PCF for Konsulta Package using Philhealth Portal	None	3-15 minutes	*Administrative Aide I and* Admin Staff assigned
	1.2 Filling-out of patient's data using iCliinicSys			
	1.3 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2.1 History taking and assessment	None	10 mins	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
	2.2 Request for laboratory examination if needed			
	2.3 Refer for slit-skin smear at Western Pangasinan District Hospital (WPDH)			
	2.4 Prescription of anti-rabies vaccine			

3. Payment of Laboratory test at the City Treasurers Office	3.1 Accepts payment and issue Official receipt	Drug test- Php 250 Urinalysis – Php 60 Fecalysis – 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	5 mins	*Treasurer's Office Staff*
4. Present OR for laboratory test	4.1Testing	None	30 mins	*Medical Technologist IV, Medical Technologist II*
	4.2 Record and Release of results		2 minutes (other laboratory test) 7 days (gene expert)	*Medical Technologist IV, Medical Technologist II , Medical Technologist I or Administrative Assistant I (Computer Operator I) and Administrative Aide I and Administrative Aide I (Casual-Medical Technologist)*
5. Provide Vaccine for Anti-rabies	5.1 Vaccination	None	5 mins	Nurse II
	5.2 Fill-out Rabies Exposure Registry & Issuance of vaccination card			
6. Present Laboratory Results & Official receipt for medical certificate	6.1 Evaluate Results	None	10 mins	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
	6.2 Diagnosis, Health Education and treatment/ referral (if necessary)			
	6.3 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	1.1 Verify and review data 1.2 Conduct verbal autopsy to the nearest kin or friends who has knowledge on the probable cause of death (if died at home)	None	10 mins	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
2.1 Receive the signed certificate of death	2.1.1 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	1.1 Verify request and data	None	5 minutes	*Admin staff assigned*
	1.2 Taking of vital signs (for medico-legal)			
2. Consultation (for medico-legal)	2.1 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*
	2.2 Medico-legal examination			
3. Identify the cadaver	3.1 Conduct of postmortem examination			
	3.2 Record examination findings			
	3.3 Accomplish Postmortem & Medico-legal report	None	24 hours after the conduct of post mortem examination	
4. Receive result	4.1 Record & Release of medico-legal report	None	2 minutes	
	4.2 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)	1.1 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	2.1 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	3.1 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	4.1 Alaminos City PMOC Team conduct the PMOC Session	None	4 hours	Alaminos City PMOC Team
	4.2 Population officer shall release the Certificate of Compliance	None	1 minute	Alaminos City PMOC Team

5. Clients 25 y/o and below shall undergo Pre-marriage Counselling (PMC)	5.1 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. 1 Client proceed to Nutrition Section as referred by CHVs	1.1 Assist client	None	5 minutes	*Nutrition Officer II or Nutrition Officer I*
	1.2 Interview patient's guardian for personal details and diet history of the child	None		
	1.3 Assist patient for medical check-up	None		

2. 1 Patient undergo medical consultation supplementary food & health education	2.1.Medical officer shall conduct medical assessment using the OTC form and provide prescription. food and dietary counselling for the patient	None	10 minutes	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
3.. Patient shall undergo appetite test and receive nutrition commodity and counselling	3.1 Nutrition staff conducts appetite test	None	**15 mins**	*Nutrition Officer II or Nutrition Officer I*
	3.2 Nutrition staff provide nutrition commodity/therapeutic feeding based on the nutrition assessment and conduct nutrition counselling			
	3.3 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	1.1 Filling-out of Health Declaration Form and patient's data form	None	3 minutes	*Admin Staff Assigned*
	1.2 Taking of vital signs and chief complaint		5 minutes	
2. Consultation	2.1 History taking	None	5 minutes	*Dentist II*
	2.2 Conduct of Basic Oral examination		10 minutes	
	2.3 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	*Dentist II or Admin staff assigned*
	3.2 Conduct of tooth extraction			
4. Receive prescription	3.1 Prescription	None	5 minutes	*Dentist II*
	3.2 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	1.1 Validate health cards	None	1 minute	*Sanitation Inspector II and Sanitation Inspector I*
2. Payment of fees at the City Treasurer's Office	2.1 Receive payment & issue Official Receipt (OR)	Php 75.00	5 minutes	*City Treasurers Office Staff*
3. Present OR	3.1 Validate OR	None	10 minutes	*Medical Technologist IV and Medical Technologist II*
	3.2 List the names to be tested in the logbook			
	3.3 Properly label the slides			
	3.4 Do the vaginal smearing and submit specimen to the laboratory			*Nurse II and Sanitation Inspector II/Sanitation Inspector I*
	3.5 Examine the specimen submitted	None	1 hour	*Medical Technologist IV and Medical Technologist II*
	3.6 Record and release result			
4. Present Laboratory Results	4.1 Health Education, Diagnosis & Treatment	None	5 minutes	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
	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	1.1 Filling-out of patient's data form	None	3 minutes	*Administrative Aide I and Admin staff assigned*
	1.2 Taking of vital signs, weight & height, chief complaint			
2. Consultation	2.1 History taking and assessment	None	5 minutes	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*
	2.2 Request for HIV Counselling & Testing (HCT)			
3. Present laboratory request for HCT	3.1 Conduct Pre-test counselling	None	1 hour	*Medical Specialist II*
	3.2 HIV testing	None		*Medical Technologist IV*
	3.3 (A) Record and Release of result if non-reactive			
	3.4 (B) Record and refer for confirmatory testing if reactive result			
	3.5 Post-test counselling	None		*Medical Specialist II / Midwife*
4. Present Laboratory Results	4.1 Diagnosis & Health Education	None	5 minutes	*City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II*

	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	1.1 Verify Identity, purpose and laboratory request (Patients with YAKAP Registration Confirmation Receipt (**PHIC Konsulta laboratory Package - FREE** CBC,Urinalysis, Fecalysis,Lipid Profile,FBS, Creatinine))	None	3 minutes	*Medical Technologist IV, Medical Technologist II , Medical Technologist I or Administrative Assistant I (Computer Operator I) and Administrative Aide I and Administrative Aide I (Casual-Medical Technologist)*
	1.2 Log patients data			

2. Payment of fees at the City Treasurer's Office	2.1 Receive payment & issue Official Receipt (OR)	Drug test- Php 250 Urinalysis – Php 60 Fecalysis – 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- 25	5 minutes	*City Treasurers Office Staff*
3. Fill-out and sign Drug Testing form and Submit (for drug testing)	3.1 Check form if completely filled-out and signed (for drug testing)		3 mins	*Medical Technologist IV, Medical Technologist II , Medical Technologist I or Administrative Assistant I (Computer Operator I) and Administrative Aide I and Administrative Aide I (Casual-Medical Technologist)*
	3.2 Observe Urine Collection with proper instruction		2 mins	*Administrative Assistant I (Computer Operator I) and Laundry Worker I*
4. Submit Specimen for testing	2.1.1 Collect and label specimen		30 mins	

	2.1.2 Testing			*Medical Technologist IV or Medical Technologist II*
3.1 Receive laboratory results	3.1.1 Encoding/ Recording and issuance of results		5 mins	*Medical Technologist IV, Medical Technologist II, Administrative and Assistant I (Computer Operator 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
1.1 Inquire on admission for dialysis treatment	1.1 Provide laboratorychecklist	None	5 minutes	*Nurse I, Administrative Aide I (Casual- Nurse Dialysis)*
	1.1.1 Inform patient on the rules and regulations of the clinic.			
1.2.Submit requirements	1.2 Check if all requirements are completed			

1.3 Present laboratory requirements to the nephrologist	1.3 Assessment & schedule for treatment	None	20 minutes	*ACDC Medical Director*
1.4 Initial registration of new patient	1.4.1 Obtain informed consent for HD treatment	None		*Nurse I or Administrative Aide I (Casual- Nurse Dialysis)*
	1.4.2 Fill out patient's chart	None		
2. Patient registration	2.1 Fill-out health declaration form	None	5 mins	
	2.2 Obtain vital sign, height & pre-weight	None		
3.. Hemodialysis Treatment	3.1 Prepare HD machines for treatment	None		*Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI*
	3.2 Conduct of HD treatment with administration of prescribed medications, monitoring of the patient & health education	None		
	3.3 Refer to the doctor on duty for any complications	None		Medical Officer III, Medical Specialist II or CGADH
	3.4 Terminate HD treatment & assess patient including post HD weight & record	None		*Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI*
4. Payment of fees	4.1 Compute the total cost & issue Official Receipt	Non PhilHealth Member: 6,350.00 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Indvidual paying PhilHealth member: 650 (for every new lo-flux dialyzer)	10 minutes	*Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI*
5. Obtain clearance slip	5.1 Issue clearance slip & discharge the patient	None	5 mins	*Administrative Assistant II or Administrative Aide VI*

	TOTAL	Non PhilHealth Member: 3,250 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Indvidual 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	*Sanitation Inspector II and Sanitation Inspector I*
2. Payment of sanitary permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	100.00	5 mins	*City Treasurers Office Staff*
3.1 Proceed to BOSS and present required documents and Official Receipt	3.1 Evaluation of required documents (health certificate)	None	5 mins	*Sanitation Inspector II and Sanitation Inspector I*

3.2 Receive Sanitary Permit	3.2 Record and release of Sanitary Permit to Operate	None		
	TOTAL	**None**	**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	*BPLO*
2 Payment of fees at the City Treasurers Office	2. Receive payment and issue Official Receipt	Drug Testing-250.00 Urinalysis- 60.00 Fecalysis- 60.00 Certificate- 100.00	5 mins	*City Treasurers Office Staff*
3. Clients proceed to laboratory	3.1 Conduct the required laboratory examinations	None	10-30 mins	*Medical Technologist II, Medical Technologist I, Administrative Assistant I (Computer Operator, Laundry Worker II , AAdin Aide I (Casual- Medical Technologist)*
	3.2 Release laboratory results			

4.1 Present laboratory results and Official Receipt	4.1 Evaluation of laboratory results	None	5 mins	*Sanitation Inspector II and Sanitation Inspector I*
4.2 Receive Health Certificate	4.2 Recording and Issuance of Health Certificate			
	TOTAL	**Drug Testing-250.00 Urinalysis- 60.00 Fecalysis- 60.00 Certificate- 100.00**	**30-45 mins**	

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	*Sanitation Inspector II and Sanitation Inspector I*
2. Payment of Transfer Permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	Php 100	5 mins	*City Treasurers Office Staff*

3.1 Present required documents and Official Receipt	3.1 Review of Documents (death certificate)	None	5 mins	*Sanitation Inspector II and Sanitation Inspector I*
3.2 Receive Transfer Permit	3.2 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	FREE	5 mins	*Sanitation Inspector II and Sanitation Inspector I*
2 Payment of Water Potability Certificate at the City Treasurers Office (water refilling stations only)	2.1 Receive payment and issue Official Receipt	130	5 mins	*City Treasurers Office Staff*
3.1 Submission of result of Bacteriological examination from duly	3.1 Review of Water potability result	FREE	5 mins	*Sanitation Inspector II and Sanitation Inspector I*

accredited laboratory by DOH (ACWD & Water Refilling Stations)				
3.2 Present required documents and Official Receipt	3.2 Recording and Issuance of Water Potability Certificate if results are normal			
	TOTAL	**Php 130**	**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	1.1 Receive and assess letter of complaint	None	10 mins	*City Health Officer, Sanitation Inspector II and Sanitation Inspector I*
	1.2 Issuance of Mission Order by the City Health Officer	None	2 mins	*City Health Officer*
2. Accompany Sanitation Inspector/s	2.1 Coordinate to Barangay Officials	None	5 mins	*Sanitation Inspector II and Sanitation Inspector I*
	2.2 Inspection of site		30 mins	

	2.3 Accomplish report	None	1 hour	
	2.4 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	*Medical Specialist II, Nurse III, Midwife III and Midwife II*
	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	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		**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	1.1 Filling-out of patient's data form	None	3 mins	*Administrative Aide I and other Admin Staff Assigned*
	1.2 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2.1 History taking and assessment	None	5 mins	*City Health Officer, Assistant CGDH, Medical Specialist II and Medical Officer III*
	2.2 Request for chest x-ray			
	2.3 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	4.1 Receive & label specimen	None	10 mins	
	4.2 (A)for GenXpert:Transport specimen to Western Pangasinan District Hospital (WPDH) for testing			
	4.3 (B) for DSSM: staining & microscopy	None	1 day	
	4.4 (A) Receive result from WPDH	None	1 min	
	4.5 Record & Release of result	None	1 min	
5. Present Laboratory Results to the doctor	5.1 Evaluate Results	None	30 mins	*City Health Officer, Assistant CGDH, Medical Specialist II, Medical Officer III, Nurse III and Nurse II*
	5.2 Diagnosis, Health Education and enroll for treatment and re			
6. Present Patient TB Treatment Record	6.1 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	1.1 Assessment or evaluation of invitation	None	3 minutes	*City Health Officer and Nurse IV*
	1.2 Orientation on the content of training/seminar		30 minutes	
	1.3 Issuance of Office Order to attend		Depending on the length of the training	
	1.4 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
2. Any valid identification card of the client/ person to be interviewed; (2 photocopy)	
3. For residents/clients in CRCGs:	

• 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	1.1 The CSWDO Staff shall assist the client in signing in the logbook 1.2 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.	3.1 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*
	3.2 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 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	*CGADH I,* *SWO III* *Social Welfare Assistant,* *Administrative Aide I*
2. The client will provide the needed information. Client and family will participate in the Case Management Procedure.	2.1 CSWDO with client, family & concerned entities will conduct case conference & formulate treatment/intervention plan	None	1 hr	*CSWD Officer,* *CGADH I,* *Social Welfare Assistant,* *Administrative Aide I*
	2.2 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)	
	2.3 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**	

12.3 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**	

12.4 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	1.1 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*
	1.2 For SCSR and Referrals, the CSWDO staff shall ask for Medical Records, for medical treatment; school enrollment for scholarship	None		
	1.3 For Certification of Eligibility/ Eligibility, CSWDO Staff shall ask for Barangay Indigency and Barangay Resolution and other	None		

	support documents depending on assistance being requested (AICS)			
	1.4 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		
	1.5 The CSWDO staff shall verify the submitted requirements for completeness, accuracy and truthfulness.	None		
2. The Client will provide the necessary information.	2.1 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*
	2.2 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*
	2.3 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**	

12.5 Issuance of Solo Parent 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 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	*Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide*
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	*Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide*
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	*Social Welfare Assistant, Day Care Worker, 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.	None	3 mins	*Administrative Aide*
	Total	**NONE**	**7 days, 2 hours and 58 minutes**	

12.6 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.	1.1 The CDW shall ask the parents to present the birth certificate and health card of their children.	None	5 mins	*Child Development Worker In charge*
	1.2 The CDW shall conduct the interview using the registration form, parent involvement form and parent's consent.	None	20 mins	
	1.3 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	2.1 The CDW shall conduct initial meeting with parents.	None	2 hour	*Child Development Worker In charge*

	2.2 The CDW shall discuss the Child Development Service programs and activities to parents.			
3. The learners will attend Child Development Sessions	3.1 The CDW shall prepare session plan and Instructional materials to be used for the session. 3.2 Once the session plan is prepared, the CDW shall conduct the sessions for 10 months from June to March.	None	3 hours	*Child Development Worker In charge*
	TOTAL	**None**	**5 hours and 45 minutes**	

12.7 Rehabilitation Services for Adults and Children with Disability, Ages 0-59, under the PDAO-Stimulation and Therapeutic Activity Center (STAC)

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 (CSWDO) – Persons with Disability Affairs Office (PDAO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All registered persons with disability, ages 0–59

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of PWD ID	PDAO
Doctor's referral for therapy	Hospital, clinic, or health center
Barangay certificate of indigency	Barangay hall where the client resides

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and undergo an intake interview.	1. The PDAO staff receives the requirements and conducts an intake interview with the client and/or caregiver.	None	10 minutes	*Administrative Aide I*
2. Undergo evaluation and assessment.	2. The Physical Therapist (PT), Occupational Therapist (OT), or Sign Language Trainer (SLT) conducts the initial evaluation and assessment and formulates the client's treatment or management plan.	None	10 minutes	*Recreation and Welfare Services Officer III* *Health Education and Promotion Officer II* *Disability Affairs Officer (DAO)* *Administrative Aide I*
3. Undergo physical therapy, occupational therapy, or sign language service.	3. The PT, OT, or SLT conducts the treatment session.	None	60 minutes for PT/OT sessions; 3 hours per	

			group session for sign language classes	
4. Sign the attendance log book	4. The therapist/trainer documents the evaluation and services rendered to the client.	None	10 minutes	
	TOTAL	**None**	**1 hour and 30 minutes**	

12.8 Persons with Disabilities Registration and Issuance of PWD ID

Registration of Persons with Disabilities (PWDs) in the Philippine Registry for Persons with Disabilities (PRPWD) and issuance of PWD Identification Cards to qualified applicants for access to mandated benefits, privileges, and support services.

Office or Division:	City Social Welfare and Development Office (CSWDO) – Persons with Disability Affairs Office (PDAO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Persons with disability who are residents of the City of Alaminos.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New:	
Certificate of Non-apparent Disability or Medical Certificate (indicating the disability)	Licensed physician or the City Health Office
Certificate of Apparent Disability	PDAO
One (1) valid government ID or Barangay Certificate	Barangay hall or the concerned government agency
Two (2) pieces of 1x1 ID picture and one (1) whole body picture (3R)	Applicant
For Children: Photocopy of Birth Certificate or School ID	Philippine Statistic Authority (PSA) / Local Civil Registrar (LCR) or Current School
Renewal:	
Certificate of Non-apparent Disability or Medical Certificate (indicating the disability)	Licensed physician or the City Health Office
Certificate of Apparent Disability	PDAO
Expired PWD ID (if applicable)	Applicant
Affidavit of loss (if applicable)	Notary Public
One (1) whole-body picture and two (2) 1x1 ID pictures (if the PWD ID has expired)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Philippine Registry Form for Persons with Disability (PRFPWD)	1. Receive and check completeness of filled-up PRFPWD	None	2 minutes	Administrative/PDAO Staff
2. Submit the application and required documents.	2.1 Receive and check completeness of submitted requirements	None	9 minutes	Administrative/PDAO Staff

	2.2 Verify if the applicant is not yet registered in the Philippine Registry for Persons with Disability (PRPWD)			
	2.3 Process the Person with Disability ID card and check its correctness			
3. Wait while the PWD ID and booklet are prepared.	3. Encode the client's data and release the PWD ID and booklet.	None	2 minutes	Administrative/PDAO Staff
4. Receive the Person with Disability ID card and sign in the logbook.	4. Release the PWD ID card	None	1 minute	Administrative/PDAO Staff
	TOTAL	**None**	**14 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
Duly accomplished Municipal Form No.102- Certificate of Live Birth in quadruplicate (4)	Local Civil Registry Office/Office or House of Attendant at Birth/Hospital Authority/Maternity/Lying-In Clinics/other birthing facilities
Duly accomplished Municipal Form No.102, Attachment on Civil Registry	Imam/Muslim Mosques/Attendant at Birth/Hospital Authority/Maternity/Lying-In Clinics/other birthing facilities
Documents of Muslims and Indigenous People, in quadruplicate (4), if applicable	
Copy of valid IDs of parents	Registrant/Applicant/Authorized Issuing Agency
Passport if one or both parents is a foreigner with latest date of arrival	Child's Parents
Authorization Letter, if applicable	
ADDITIONAL REQUIREMENTS FOR NON-MARITAL CHILD (CHILD CONCEIVED OR BORN OUTSIDE OF A VALID MARRIAGE OF HIS/HER PARENTS):	
Signed and Notarized: Affidavit of Acknowledgment / Admission of Paternity (AAP). Can be found at the back of the Certificate of Live Birth or in a separate public document of AAP, if the child is acknowledged by his/her father - four (4) original copies	Notary Public
Affidavit to Use the Surname of the Father (AUSF) executed by the mother (if child will use the surname of father) - five (5) original copies	Notary Public
Official Receipt of AAP/AUSF and Certificate of Registration of AAP/AUSF executed abroad as proof of registration, if applicable	
• *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. REVIEW OF CIVIL REGISTRY DOCUMENT FOR REGISTRATION				

1.1 Proceed to Civil Registry Help Desk for checking of document to be registered	1.1 Receives Certificate of Live Birth and its attachments, if applicable, for review of completeness of entries and signatures;	None	5 minutes	*Administrative Aide VI or Administrative Aide I*
	1.2. If found complete, issues the order of payment if applicable or advises client to proceed to Visitor's Log Book Registration Window if payment of fees is not applicable			
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 Legal Instrument – AAP and/or AUSF (For non-marital child), if applicable	PHP 500.00 per set		*City Treasurer's Office* *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 duly enacted on 15th November, 2022.*
	Fee for Islam Attachment - per set if applicable	PHP 20.00		
	Documentary Stamp Tax	PHP 30.00 per document		
	ICT Fee	PHP 25.00 per official receipt		
3. REGISTRATION AT THE VISITOR'S LOG BOOK				
3.1 Proceed to Visitor's Log-book Registration Window to log personal information and purpose on the Visitor's Log-book for Contact Trace; presents Valid ID, CRD, its attachments and Official Receipt (if applicable)	3.1 Checks completeness of documents 3.2 Provides queuing number, Citizens Charter ARTA Monitoring Form 3.3 Informs client to submit queuing number, ARTA Monitoring Form, CRD, its attachments and Official Receipt (if applicable) at Window 2	None	5 minutes (varying to the registering client)	*Administrative Aide VI or Administrative Aide I*
4. PROCESSING OF DOCUMENTS				

4.1. Submit queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and CRD and its attachments if applicable, at Window 2 4.2 Wait for notification of LCR Staff	4.1 Receives queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and all necessary documents and checks the completeness of entries of CRD and its attachments if applicable; 4.2 Registers and assigns registry number of the Certificate of Live Birth (COLB); 4.3 For child with non-marital status, receives official receipt, records Affidavit of Admission of Paternity (applicable only for separate AAP) and Affidavit to Use the Surname of the Father (AUSF) in the Register of Legal Instruments; 4.4. Prepares Certificate of Registration of Legal Instrument (AAP and/or AUSF) 4.5 The Civil Registrar or authorized signatory signs the Certificate of Live Birth (COLB) and Certificate of Registration of AAP and/or AUSF	None	30 minutes (varying on the type of CRD to be registered and volume of clients)	*Administrative Assistant III* *Administrative Aide or* *City Civil Registrar*
5. RELEASING OF THE DOCUMENT				

5.1 Receives and reviews personal copy of registered Certificate of Live Birth duly signed by the City Civil Registrar, and signs the log book for log-out; 5.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	5.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release; 5.2 Ask the client to review the registered document for their satisfaction as to accuracy; 5.3 Receives Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	None	5 minutes	*Administrative Assistant III* *Administrative Aide I or* *City Civil Registrar*
TOTAL		➢ **PHP 555.00 COLB Applicable only for non-marital child**	**45 minutes processing period**	
Note: All incomplete data/requirements will not be accepted. Only documents with official receipt, if applicable, will be processed.				

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

The marriage of a person being a vital event must be registered within the prescribed period of 15 days for Ordinary Marriages and 30 days for Exempted Marriages 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) •Duly accomplished Municipal Form No. 97 Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable •Any Government Issued Valid ID (present original copy) •Duly Notarized Affidavit of Cohabitation and Joint Affidavit of Witnesses (under Art. 34 of the Family Code, if applicable)– four (4) original copies •Notarized Pre-Nuptial Agreement, if applicable - four (4) original copies •Authorization Letter, if applicable **NOTE**: • The processor will determine applicable supporting documents/ attachments required in compliance to Republic Act 10173 also known as Data Privacy Act of 2012.	Office of the Solemnizing Officer Imam/Muslim mosques Registrant/Applicant/Authorized Issuing Agency Notary Public Notary Public Document Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REVIEW OF CIVIL REGISTRY DOCUMENT FOR REGISTRATION				
1.1 Proceed to Civil Registry Help Desk for checking of document to be registered	1.1 Receives Certificate of Marriage and its attachments, if applicable, for review of completeness of entries, and signatures; 1.2. If found complete, issues the order of payment if applicable or advises client to proceed to Visitor's Log Book Registration Window if payment of fees is not applicable	None	5 minutes	*Administrative Aide VI or Administrative Aide I*
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification	Marriage Solemnization Fee (City Mayor), if applicable	PHP 300.00		*City Treasurer's Office* *Note: The Office of the City Treasurer's fees for charges on certifications, clearances,*
	Sponsor's Fee (Solemnized by the City Mayor), if applicable	PHP 100.00 per sponsor		

•Without PIS, proceed to Management Information System Section •With PIS, proceed to City Treasurer's Office for payment of applicable fees	ICT Fee	PHP 25.00 per official receipt		*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 duly enacted on 15th November, 2022.*
3. REGISTRATION AT THE VISITOR'S LOG BOOK				
3.1 Proceed to Visitor's Log-book Registration Window to log personal information and purpose on the Visitor's Log-book for Contact Trace; presents Valid ID, CRD, its attachments and Official Receipt (if applicable)	3.1 Checks completeness of documents 3.2 Provides queuing number, Citizens Charter ARTA Monitoring Form 3.3 Informs client to submit queuing number, ARTA Monitoring Form, CRD, its attachments and Official Receipt (if applicable) at Window 2	None	5 minutes (varying to the registering client)	*Administrative Aide VI or Administrative Aide I*
4. PROCESSING OF DOCUMENTS				
4.1. Submit queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and CRD and its attachments if applicable at Window 2 4.2 Wait for notification of LCR Staff	4.1 Receives queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and all necessary documents and checks the completeness of entries of CRD and its attachments if applicable; 4.2 Registers and assigns registry number of the Certificate of Marriage (COM); 4.3 The Civil Registrar or authorized signatory signs the Certificate of Marriage (COM)	None	15 minutes (varying on the volume of documents to be registered)	*Administrative Assistant III* *Administrative Aide I or* *City Civil Registrar*
5. RELEASING OF THE DOCUMENT				

5.1 Receive personal copy of registered Certificate of Marriage duly signed by the City Civil Registrar, signs log book for log-out; 5.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	5.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release; 5.2 Ask the client to review the registered document for their satisfaction as to accuracy; 5.3 Receives Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	None	5 minutes (varying on the volume of documents)	*Administrative Assistant III* *Administrative Aide I or* *City Civil Registrar*
TOTAL		➢ **PHP 325.00 (Mayor's Solemnization Fee) plus** ➢ **PHP 100.00 (per sponsor)** **Note: Fees are applicable only if marriage was solemnized by the City Mayor. Total amount for Sponsor's Fee varies on the number of sponsors.**	**30 minutes processing period**	
Note: All incomplete data/requirements will not be accepted. **Only documents with official receipt, if applicable, will be processed.**				

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 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, or Certificate of Fetal Death or Municipal Form No. 103A, in quadruplicate (4) •Duly accomplished Municipal Form No. 103 / Municipal Form No. 103A Attachment of Civil Registry Documents for Muslims and Indigenous People, in quadruplicate, if applicable •Any Government Issued Valid ID (present original copy) •Burial Permit, Transfer Permit, Certificate of Cremation, if applicable •Authorization Letter, if applicable	Hospital Authority/ Birthing Facility/ Local Health Officer/ Funeral Services Provider Imam/Muslim mosques/Civil Registry Office Registrant/Authorized Issuing Agency City Health Office / City Treasurer/City Cemetery Office / Crematorium Agencies/ Funeral Service Provider/Hospital Authority/ Birthing Facility
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. REVIEW OF CIVIL REGISTRY DOCUMENT FOR REGISTRATION				

1.1 Proceed to Civil Registry Help Desk for checking of document to be registered	1.1 Receives Certificate of Death and its attachments, if applicable, for review of completeness of entries and signatures; 1.2. If found complete, issues the order of payment, if applicable or advises client to proceed to Visitor's Log Book Registration Window if payment of fees is not applicable	None	5 minutes	*Administrative Aide VI or Administrative Aide 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	Burial Permit, if applicable	PHP 100.00		*City Treasurer's Office* *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 duly enacted on 15th November, 2022.*
	Transfer Permit, if applicable	PHP 200.00		
	ICT Fee	PHP 25.00 per official receipt		
3. REGISTRATION AT THE VISITOR'S LOG BOOK				
3.1 Proceed to Visitor's Log-book Registration Window to log personal information and purpose on the Visitor's Log-book for Contact Trace; presents Valid ID, CRD, its attachments and Official Receipt (if applicable)	3.1 Checks completeness of documents 3.2 Provides queuing number, Citizens Charter ARTA Monitoring Form 3.3 Informs client to submit queuing number, ARTA Monitoring Form, CRD, its attachments and Official Receipt (if applicable) at Window 2	None	5 minutes (varying to the registering client)	*Administrative Aide VI or Administrative Aide I*
4. PROCESSING OF DOCUMENTS				

4.1 Present Official Receipt 4.2 Wait for notification	4.1 Receives receipt, register and assigns registry number Certificate of Death/Fetal Death (COD/COFD); 4.2 The Civil Registrar or authorized signatory signs the Certificate of Death / Fetal Death (COD/COFD)	None	15 minutes (varying on the volume of documents to be registered)	*Administrative Assistant III* *Administrative Aide I or* *City Civil Registrar*
5. RELEASING OF THE DOCUMENT				
5.1 Receive the personal copy of registered Certificate of Death/Fetal Death duly signed by the City Civil Registrar, signs log book and; 5.2 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	5.1 Releases personal copy of duly registered civil registry document and ensure completeness of signatories before release; 5.2 Ask the client to review the registered document for their satisfaction as to accuracy; 5.3 Receives Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	None	5 minutes	*Administrative Assistant III* *Administrative Aide I or* *City Civil Registrar*
TOTAL		➢ **PHP 155.00 for Burial Permit if applicable** ➢ **PHP 255.00 for Transfer Permit if Applicable**	**30 minutes processing period**	
Note: All incomplete data/requirements will not be accepted. Only documents with official receipt, if applicable, will be processed.				

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, in quadruplicate	Local Civil Registry Office/Attendant at Birth, /Hospital, Maternity/Lying-In Clinics/other birthing facilities
Duly accomplished Municipal Form No.102, Attachments on Civil Registry Documents of Muslims and Indigenous People, if applicable, in quadruplicate	Imam/Muslim mosques
Form 1B (Birth, Not available) or Form 1C (Birth Destroyed)– 1 original copy	Local Civil Registry Office
Negative Certification of Birth/ CRS Form No. 1, - 1 original copy	Philippine Statistics Authority (PSA) or National Archives of the Philippines, if applicable
Accomplished Affidavit for Delayed Registration of Birth at the back of Certificate of Live Birth	Notary Public/ Local Civil Registry Office
National ID/ePhilID/Digital National ID– 1 photocopy (present original copy)	Document Owner/ Authorized Issuing Agency/ Party
Any Government Issued Identification Cards (present original copy) – one (1) photocopy	Document Owner/ Authorized Issuing Agency/ Party
Community Tax Certificate (CEDULA) – (present original copy) – 1 photocopy	Authorized Issuing Agency/ Party
Barangay Certification (as proof of residency) – one (1) original copy and one (1) photocopy	Punong Barangay

Unedited Front Facing Photo of the document owner-registrant (2x2 size, white background, taken 3 months from the date of registration– 4 copies	Document Owner
Affidavit of Two (2) Disinterested Persons/Witnesses - 2 original copies	Local Civil Registry Office / Notary Public
Philippine Statistics Authority (PSA) or Certified Photo Copy (CPC) of Copy of Certificate of Marriage (COM) of document owner, if applicable – 1 original copy	Philippine Statistics Authority/ Local Civil Registry Office where the marriage certificate was registered
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	Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered
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	Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered
Affidavit of the owner or registrant, in case the document owner is deceased, if applicable – four (4) original copies	Notary Public
<u>Any two (2) of the following documentary evidences showing the Registrant's Identity</u> – 1 original Copy and/or 1 Certified Photocopy (CPC)	
● Baptismal Certificate	Religious Institutions/Issuing church
● School Record (Form 137/ Form 138/SF-10)	School
● Medical/ Health/Immunization Record	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
● Barangay Captain's Certification	Punong Barangay
● Other documents the office may consider relevant and necessary for the approval of the application (Philhealth-MDR, 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, if applicable Service Record, Personal Data Sheet, Medical Record, Senior Citizen Profile, etc.)	Authorized Issuing Agency/ Party
Personal Appearance of the document owner for 18 years old and above	

Personal Appearance of the Parents of Marital Minor document owner In default of Parents of Marital Minor document owner: 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	
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	Notary Public
Certificate of Death (COD) of the document owner - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable- 1 Copy	Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered
<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:</u> -1 original copy and 1 photocopy	
●Certificate of Live Birth (COLB)- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable	Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered
●Government-issued ID,	Authorized Issuing Agency/ Party
●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
● Certificate of Death of deceased Parents (COD) - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable	Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered
● Baptismal Certificate	Religious Institutions/Issuing church
● Voter's Registration Record/Certification ●Member's Data Record/Form (SSS E1 or E4Form/GSIS/PhilHealth/Pag-Ibig	COMELEC Authorized Issuing Agency/ Party
● Senior Citizen Profile	Office of the Senior Citizens Affairs (OSCA)
Certificate of Live Birth (COLB) of Siblings of the document owner- Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable	Philippine Statistics Authority/ Local Civil Registry Office where the birth certificate was registered
Special Power of Attorney (SPA)/ Authorization Letter, if applicable - 1 original copy	Notary Public/ Authorizing Party

Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- one (1) photocopy, if applicable	Authorizing and Authorized Person/ Authorized Issuing Agency/Party
<u>Additional Requirements for Non-Marital Child:</u> ● Born before August 3, 1988, the PARENTS (Father and Mother) must sign the Affidavit of Acknowledgment at the back of COLB- 4 original copies	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
● Born on or after August 3, 1988, the FATHER must sign the Admission of Paternity at the back of COLB- 4 original copies	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
● 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	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
●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	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
●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	Document Owner/ Authorized Issuing Agency/ Party
●Signed and Notarized Affidavit to Use the Surname of the Father (AUSF) (separate public document) - 4 original copies	Local Civil Registry Office / Notary Public
<u>NOTE</u>: *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	
●For 0-6 yrs. old- AUSF to be executed by the mother or the guardian, in the absence of the mother.	Local Civil Registry Office / Notary Public
● For 7-17 yrs. old- AUSF to be executed by the child attested by the mother or the guardian (Sworn Attestation)	Local Civil Registry Office / Notary Public
●For 18 yrs. and above – AUSF to be executed by the child without need of attestation	Local Civil Registry Office / Notary Public
●Affidavit of Explanation/ Undertaking, in case the AUSF/AAP/PHI exceeded its reglementary period of twenty (20) days from date of execution.	Authorized Issuing Authority/ Philippine Foreign Service Post

●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)	Notary Public
<u>FOR DELAYED REGISTRATION OF BIRTH UNDER BIRTH REGISTRATION ASSISTANCE PROJECT (BRAP):</u> ●Duly accomplished Certificate of Live Birth (COLB) or Municipal Form No. 102, in quadruplicate ●Duly accomplished Municipal Form No.102, Attachments on Civil Registry Documents of Muslims and Indigenous People, if applicable, in quadruplicate ●Form 1B (Birth, Not available) or Form 1C (Birth Destroyed)– 1 original copy ●Any Government Issued Valid ID (present original copy) – one (1) photocopy ●Negative Omnibus Certification ●National ID/ePhilID/Digital National ID ●Unedited Front Facing Photo of the document owner-registrant (2x2 size, white background, taken 3 months from the date of registration– 2 copies ●Affidavit of Two (2) Disinterested Persons/Witnesses - 2 original copies ●Accomplished Affidavit for Delayed Registration of Birth at the back of Certificate of Live Birth ●Certificate of Indigency <u>Original Copy and/or Certified Photocopy (CPC) of any of the following documentary evidences showing the Registrant's Identity</u> - Baptismal Certificate - School Record (Form 137/ Form 138/SF-10) - Medical Record/Immunization Record, if applicable - Voter's Registration Record - Employment or Service Records (GSIS/SSS E-1 or E-Form) - Barangay Captain's Certification - Other documents the office may consider relevant and necessary for the approval of the application (Certificate of Marriage, Philhealth-MDR, Service Record, Personal Data Sheet, Medical Recod/Immunization Record, Senior Citizen Profile, etc.) Personal Appearance of the document owner for 18 years old and above	Local Civil Registry Office, Attendant at Birth, Hospital, Maternity/Lying-In Clinics, other birthing facilities Imam/Muslim Mosque Local Civil Registry Office Document Owner/ Authorized Issuing Agency Philippine Statistics Authority (PSA) Document Owner Local Civil Registry Office / Notary Public Notary Public/ Local Civil Registry Office Religious Institutions/Issuing church School Concerned Hospitals/Private Clinics/Government Health Centers or other birthing facilities COMELEC Authorized Issuing Agency/ Party Punong Barangay Authorized Issuing Agency/ Party

Personal Appearance of the Parents of Marital Minor document owner In default of Parents of Marital Minor document owner 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	
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	Notary Public
Certificate of Death (COD) of the document owner - Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy, if applicable- 1 Copy	Philippine Statistics Authority/ Local Civil Registry Office where the death certificate was registered
Special Power of Attorney (SPA)/ Authorization Letter, if applicable - 1 original copy	Notary Public/ Authorizing Party
Valid ID of the Authorizing person and the person authorized- one (1) photocopy (present original), if applicable	Authorizing and Authorized Person/ Authorized Issuing Agency/Party
Affidavit of Explanation or Undertaking/ Letter of Explanation/ Intent, if applicable – 1 original copy and 1 photocopy	Notary Public/ Document Owner/ Applicant
<u>ADDITIONAL REQUIREMENTS FOR NON-MARITAL CHILD:</u> ● Born before August 3, 1988, the PARENTS (Father and Mother) must sign the Affidavit of Acknowledgment at the back of COLB- 4 original copies	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
● Born on or after August 3, 1988, the FATHER must sign the Admission of Paternity at the back of COLB- 4 original copies	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
● 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	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post

●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	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
●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	Local Civil Registry Office / Notary Public / Philippine Foreign Service Post
●Signed and Notarized Affidavit to Use the Surname of the Father (AUSF) (separate public document) - 4 original copies	Document Owner/ Authorized Issuing Agency/ Party
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	Local Civil Registry Office / Notary Public
●For 0-6 yrs. old- AUSF to be executed by the mother or the guardian, in the absence of the mother.	Local Civil Registry Office / Notary Public
● For 7-17 yrs. old- AUSF to be executed by the child attested by the mother or the guardian (Sworn Attestation)	Local Civil Registry Office / Notary Public
●For 18 yrs. and above – AUSF to be executed by the child without need of attestation	Local Civil Registry Office / Notary Public
●Affidavit of Explanation/ Undertaking, in case the AUSF/AAP/PHI exceeded its reglementary period of twenty (20) days from date of execution.	Notary Public
<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)	Local Civil Registry Office of the receiving LCRO
● Affidavit of Undertaking	Local Civil Registry Office of the receiving LCRO/ Notary Public
●Affidavit of Out of Town Registration and above stated requirements	Local Civil Registry Office of the receiving LCRO/ Notary Public/Issuing Agency/ies

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

1.1 Proceed to Visitor's Log Book Registration Window 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 registering clients)	*Administrative Aide VI or Administrative Aide I*
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements; 1.4 Wait for notification	1.3 Receives queuing number and Citizens Charter ARTA Monitoring Form; examines and pre-evaluates the prepared COLB (if available) and all documents submitted for completeness and correctness; 1.4 If for inquiries only, interviews applicant and provides list of requirements for the application of delayed registration	None	35 minutes (varying on the case of to be reviewed)	*Registration Officer II Administrative Aide I or City Civil Registrar*
2. PROCESSING OF DOCUMENTS AND PAYMENT OF APPLICABLE FEES				
2.1 Review and sign prepared COLB form (if applicable) and Affidavit of Undertaking;	2.1 If found complete and correct, interviews the applicant for the preparation of the Certificate of Live Birth/COLB (if applicable) and Affidavit of Undertaking ask the client to review the information given for their satisfaction as to the accuracy before signing, issues the order of payment;	None	70 minutes (varying on the case to be processed)	*Registration Officer II Administrative Aide I or City Civil Registrar*

2.2 Pay necessary fees at the City Treasurer's Office (if applicable) For 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		*City Treasurer's Office* *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 duly enacted on 15th November, 2022.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		
2.3 Receive verification slip with instruction and signs log book, if applicable. Wait for the completion of evaluation/verification of	2.2 Receives the official receipt, issues transaction slip with instructions;		5 minutes, 5 working days for verification of the Authenticity of documents) and 10 days for Posting Period	

submitted documents by the LCRO; 2.4 Wait for the notification thru SMS test or call	2.3 Conducts evaluation and verification of the submitted mandatory requirements from the authorized issuing agency/party through personal interview, conduct of field visit or thru phone call or video call by the City Civil Registrar; 2.4 Upon receipt of Certificate of Authenticity and Veracity from the authorized issuing agency/party, the Notice for Posting of application for the Delayed Registration shall be posted for 10 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) and 10 days (Posting Period) NOTE: ●The application for delayed registration of birth but shall be posted for 10 days (posting period) after the CCRO conducted evaluation/verification of the authenticity of the submitted documents. ●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	
3. RELEASING OF THE DOCUMENT				
3.1 Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace; 3.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	3.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 3.2 Issues queuing number and Citizens Charter ARTA Monitoring Form ; inform client to submit Transaction Slip at Window 4	None	5 minutes	*Administrative Aide VI or Administrative Aide I*

3.3 Present queuing number, Transaction Slip and Citizens Charter ARTA Monitoring Form; Wait for notification; 3.4 Receive and review personal copy of the registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book and; 3.5 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	3.3 Receives queuing number, Citizens Charter ARTA Monitoring Form; Transaction Slip and Register the Certificate of Live Birth; 3.4 Civil Registrar or authorized signatory signs the Certificate of Live Birth; 3.5 Asks the client to review the documents for their satisfaction as to accuracy and format, ensure completeness of signatories before release; 3.6 Releases personal copy of the registered Certificate of Live Birth and assists in signing log book	None	20 minutes	*Registration Officer II* *Administrative Aide I or* *City Civil Registrar*
TOTAL		➢ **PHP 125.00 (for marital child)** ➢ **PHP 655.00 (for non-marital child)** ➢ ***No Fees for BRAP Applicants**	**2 hours,20 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

Original or Duplicate copy of Old Certificate of Marriage (COM) with signatures, if applicable	Solemnizing Officer / Court / Church / Local Government Unit, attending the act of Marriage
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	Church/Solemnizing Officer / Court / Local Government Unit, attending the act of Marriage
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	Local Civil Registry Office / Philippine Statistics Authority
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	Authorized Issuing Agency/ Party
Any Government Issued Identification Cards of the applicant/registrant (present original copy) – one (1) photocopy	Applicant/ Registrant Authorized Person/Authorized Issuing Agency
Affidavit of Explanation or Undertaking/ Letter of Intent, if applicable – 1 original copy and 1 photocopy	Notary Public/ Document Owner/ Applicant
Special Power of Attorney (SPA) / Authorization Letter, if applicable - 1 original copy	Notary Public / Authorizing Person
Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- one (1) photocopy, if applicable	Authorizing and Authorized Person/ Authorized Issuing Agency/Party
Wedding picture (4R), if applicable	Document Owner
<u>ADDITIONAL REQUIREMENTS FOR OUT OF TOWN DELAYED REGISTRATION:</u> ●Affidavit of Out of Town Registration and above stated requirements	Local Civil Registry Office of the receiving LCRO/ Notary Public/Issuing Agency/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log Book Registration Window	1.1 Information personnel inquires the specific transaction of the	None	5 minutes	*Administrative Aide VI or*

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	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		(varying on the registering clients)	*Administrative Aide I*
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements; 1.4 Wait for notification	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; 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.	None	60 minutes (varying on the case to be reviewed)	*Registration Officer II or Administrative Aide 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	Penalty Fee for Delayed Registration	PHP 100.00 per document		*City Treasurer's Office* Note: The Office of the City Treasurer's fees for
	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		

•With PIS, proceed to City Treasurer's Office for payment of applicable fees		per set		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 duly enacted on 15th November, 2022.
	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				
3.1 Present Official Receipt, check and sign the encoded COM form 3.2 Receive Transaction Slip and return after the 10 days mandatory posting period of Notice	3.1 Receives the receipt, issues Transaction Slip indicating the date of release and instructs 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 case to be processed) Note: If Release date falls on a	*Registration Officer II Administrative Aide I or City Civil Registrar*

			holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
4. RELEASING OF THE DOCUMENT				
4.1 Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes	*Administrative Aide VI or Administrative Aide I*

4.3 Submit queuing number, new Transaction Slip and Citizens Charter ARTA Monitoring Form; 4.4 Wait for notification; 4.5 Receive personal copy of the registered Certificate of Marriage duly signed by the City Civil Registrar, signs log book and; 4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.3 Receives queuing number, Citizens Charter ARTA Monitoring Form and Transaction Slip; 4.4 Register the Certificate of Marriage on the 11th day after the posting period; 4.5 Civil Registrar or authorized signatory signs the Certificate of Marriage; 4.6 Asks 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 Marriage and assists in signing log book	None	20 minutes	*Registration Officer II* *Administrative Aide I or* *City Civil Registrar*
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 Marriage is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.				

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	Local Civil Registry Office
Negative Certification of Death / CRS Form No. 2 –1 original copy	Philippine Statistics Authority (PSA)
Affidavit of Two Disinterested Persons – 2 original copies	Notary Public / Local Civil Registry Office
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/ Family or Nearest relative of the deceased
Certificate of Death issued by the church, if applicable – one (1) original copy	Issuing Authority
Picture of Tombstone (Lapida) – 1 original copy	Cemetery/Crematorium
Barangay Captain's Certification –1 original copy Affidavit of Explanation or Undertaking/ Letter of Intent, if applicable – 2 original copies and 1 photocopy	Barangay Captain Authorized Issuing Agency
Any other supporting documents stating the name, date and place of death of the registrant- 1 original copy and 1 photocopy	Authorized Issuing Party /Agency
Any Government Issued Identification Cards of the Applicant/ Registrant (present original copy) – 1 photocopy	Document Owner/Applicant/Authorized Person/Authorized Issuing Agency

Special Power of Attorney (SPA) / Authorization Letter, if applicable – 1 original copy Any Government Issued Identification Cards of the Authorizing person and the person authorized (present original)- 1 photocopy, if applicable <u>ADDITIONAL REQUIREMENTS FOR OUT OF TOWN DELAYED REGISTRATION OF CERTIFICATE OF DEATH</u>: ●Affidavit of Out of Town Registration and above stated requirements		Notary Public / Authorizing Person/ Authorized Person Authorizing Person/ Authorized Person Local Civil Registry Office of the receiving LCRO/ Notary Public/Issuing Agency/ies		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log Book Registration Window 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 registering clients)	*Administrative Aide VI* *Administrative Aide I*
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements; 1.4 Wait for notification 1.5 Receive Transaction slip with instruction and signs log book, if applicable	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 Interviews the applicant for the preparation of the Certificate of Death/Fetal Death (COD/FD) (if applicable);	None	60 minutes (varying on the case to be reviewed)	*Registration Officer II* *Administrative Aide I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*

	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				
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		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	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	3.1 Receives the receipt, issues Transaction Slip indicating the date of	None	20 minutes and 10 days mandatory posting period	*Registration Officer II* *Administrative Aide I or* *City Civil Registrar*

3.2 Receive Verification Slip and return after the 10 days mandatory posting period of Notice	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		(varying on the case of to be processed) 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	
4. RELEASING OF THE DOCUMENT				
4.1 Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes (varying on the registering clients)	*Administrative Aide VI or Administrative Aide I*
4.3 Submit queuing number, Citizen's Charter (ARTA) Monitoring Form and Transaction Slip; 4.4 Wait for notification; 4.5 Receive personal copy of the registered Certificate of Death/Fetal Death(COD/FD)	4.3 Receives queuing number, Citizens Charter ARTA Monitoring Form and Transaction Slip; 4.4 Register the Certificate of Death/Fetal Death (COD/FD) on the 11th day after the posting period;	None	20 minutes	*Registration Officer II Administrative Aide I or City Civil Registrar*

duly signed by the City Civil Registrar, signs log book and; 4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.5 Civil Registrar or authorized signatory signs the Certificate of Certificate of Death/Fetal Death (COD/FD); 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, Certified Transcription and Certification of all Civil Registry Documents

Issuance of the available copy, transcription and certification of all registered civil registry documents

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 duly registered Civil Registry Document (CRD) such as Birth, Marriage, Death, Fetal Death, Islam Conversion and other CRDs- one (1) copy for each request	Local Civil Registry Office/Information Desk/ Visitor's Log Book Registration Window
●Any Government Issued Valid ID of the document owner, duly authorized person and authorizing person - (present original copy)	Document Owner/Authorized Person/Authorizing Person

●Duly Notarized Special Power of Attorney (SPA) or Authorization letter, if applicable- one (1) original copy	Notary Public/ Document Owner/ Authorized Person/Authorizing Person (in the order mentioned in Memorandum Circular No. 2024-11 on Guidelines on the Issuance of CRDs)
● Duly notarized Affidavit of Nearest Kin provided that they show link/relationship as the nearest surviving kin of the document owner, if applicable-one (1) original copy	Notary Public/ Nearest Kin
●Duly notarized Affidavit of Guardianship supported by any of the following, if applicable: one (1) original copy	Notary Public/ Legal guardian/ custodian
-Barangay Certification that the minor is in the custody of the requesting party/guardian, or	Office of the Punong Barangay
-School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education
● Letter of Request from court or proper public official whenever necessary in administrative, judicial or other official proceedings, if applicable - one (1) original copy	Court, proper public official or duly licensed and accredited agencies
● 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 **NOTE:** ●For the transmittal of an advance copy of Civil Registry Documents (CRD) or CRD with a negative result—destroyed, not available, and/or duly registered in the archives and/or register of books—but yielding a negative certification from PSA, refer to Procedure No. 11.16 (Electronic Endorsement and Transmittal of CRD) ●The processor will determine the applicable documents, certifications, attachments, and identifications required, in compliance with Republic Act 10173 (Data Privacy Act of 2012), PD No. 603, and PSA MC No. 2024-11 (Guidelines on the Issuance of CRDs), PSA MC No. 2024-22 (Guidelines on Issuance of CRDs and Certifications, including Authentication for Institutions	Document Owner/Authorizing Person

Legally In-Charge of a Minor Child), and PSA MC Nos. 2019-16 and 2019-16A. ● Scanned Authorization Letters/Special Power of Attorney (SPA) submitted for requests for copies of CRDs/Certifications with signatures that match the accompanying Valid IDs shall be processed in accordance with the pertinent provisions of RA 8792 (Electronic Commerce Act of 2000).				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log Book Registration Window and presents Valid ID and Authorization Letter/SPA, if applicable; 1.2 Fill-out request form; 1. Log personal information and purpose on the Client Log- book for Contact Trace 1.4 Get queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Information personnel inquires the specific transaction of the applicant; 1.2 If the requesting party is the document owner, verifies the Valid ID presented; 1.3 If the requesting party is an authorized representative, verifies the relationship to the document owner and the authenticity and correctness of the authorization letter or Special Power of Attorney (SPA) executed by the authorizing person; 1.4 If found complete and authentic, instructs the client to fill-out request form before signing the log book; 1.5 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to submit queuing number and request form at Window 1	None	5 minutes (varying on client's filling-out of request form)	*Administrative Aide VI or Administrative Aide I*
1.4 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements;	1.6 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and filled-out Request Form;	None	20 minutes (varying on the availability of documents to be searched)	*Administrative Aide VI or Administrative Assistant III*

1.5 Wait for notification	1.7 Verifies the completeness and accuracy of the information supplied by the client in the request form. 1.8 Forward the request form to the Digital Archiving Section and search through the Manage Point System and/or the Records and Archiving Section for a manual search of the document if it is not available in the database; 1.9 If the document is available (positive) or not available (negative), issue the order of payment; Note: The office will issue certification regarding the availability and/or unavailability of the requested civil registry document.			*Administrative Aide IV* *Administrative Aide IV or* *Administrative Aide 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 Photocopy (CPC)/Certified Transcription/Certification	PHP 100.00 per copy (both local purposes and abroad)		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	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 at Window 1; 3.2 Wait for notification	3.1 Receives Official Receipt, records its Unique Transaction Number (UTN) and Official Receipt Number; 3.2 Prepare the Certified Photocopy (CPC)/Certified Transcription/ Certification of the requested document; 3.3 Verifier and Civil Registrar or authorized signatory signs the document;	None	5 minutes (varying on the number of documents requested)	*Administrative Aide IV* *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*
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) 4.3 Log out and sign the client log book	4.1 Ask the client to review the requested document to confirm their satisfaction with its accuracy, completeness, and the appropriateness of the signatories; 4.2 Release copy of the requested civil registry document to client; 4.3 Assist client in signing the client log book	None	5 minutes	*Administrative Aide VI or* *Administrative Aide I*
TOTAL		➢ **PHP 155.00**	**35 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 aged 18 years old and above who intends and are qualified to get married. Either or both applicants must be a resident of Alaminos City. Both parties must appear personally at the Local Civil Registrar's Office to submit a sworn application for Marriage License

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 (size: 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
Parent's Consent (for applicants aged between 18-21 years old) *Father's appearance to sign the consent form – two (2) original copies	Local City Civil Registry Office / Notary Public/Parent/s/Philippine Foreign Service Post/ Authorized Issuing Agency
Advice upon Intended Marriage of Parents (for applicants aged between 21 to 25 years old) *Both Parents appearance if living to sign the advice form - two (2) original copies	Local City Civil Registry Office / Notary Public/Parent/s/Philippine Foreign Service Post/ Authorized Issuing Agency
Any Government Issued Valid ID as Proof of Identification of Parents (present original copy)	Parents, Guardian
PSA Copy / Certified Photo Copy (CPC) of Certificate of Death of parent/s, if applicable one (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registry Office with BREQS
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) Photo Copy	Philippine Statistics Authority / Local Civil Registry Office with BREQS
Affidavit of Explanation, if applicable	Notary Public
Joint Affidavit of Applicants (request to solemnized outside of the City Mayor's Office), if applicable	Notary Public
ADDITIONAL REQUIREMENTS, IF APPLICABLE: 1. IF ANNULLED OR DIVORCED ABROAD: ➢1 original certified photocopy copy and 1 Photo Copy of the following: • Court Decree/Decision, Certificate of Finality and Authenticity, Certificate of Registration of the Decision, Declaration of Nullity of his/her previous marriage or Recognition of Foreign Judgment (if divorced abroad and was initiated by the foreign spouse) • Judicial Decree of Annulment	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 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

• Certificate of Marriage with Remarks of Annulment or Divorce • Advisory on Marriages with Remarks of Annulment or Divorce 2. FOR FOREIGN APPLICANT: • Legal Capacity to Contract Marriage/Certificate of No Impediment to Contract Marriage with Original Receipt - one (1) original copy and one (1) photocopy • Affidavit of Explanation if there is no Embassy of country of origin based in the Philippines • Photocopy of valid passport (indicating the date of arrival) – two (2) copies 3. Death Certificate of deceased spouse, if applicable **NOTE**: ● 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, the guardian will execute consent/advice ● MarriageLicense shall be issued after the posting period. If release date falls on a holiday, it will be released on the next working day; if it falls on Saturday or Sunday, the release shall be on a Monday unless a Special Order is issued by the LCE ● The processor will determine applicable documents/attachments (depends on the documents required)		Philippine Statistics Authority/ Local Civil Registry Office with BREQS Philippine Statistics Authority/ Local Civil Registry Office with BREQS Embassy of country of origin based in the Philippines/ respective Diplomatic or Consular Officials Notary Public Applicant Philippine Statistics Authority/ Local Civil Registry Office with BREQS		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log Book Registration Window 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; 1.2 Provides Application for Marriage License (AML) Form and instructs the client to fill-out the entries;	None	5 minutes (varying on client's filling-out of application form)	*Administrative Aide VI or Administrative Aide I*

1.2 Fill out Application form for Marriage License (AML), get queuing number and Citizens Charter (ARTA) Monitoring Form	1.3 If found complete and correct; issues queuing number and Citizens Charter (ARTA) Monitoring Form; 1.4 Informs client to submit the Application for Marriage License (AML) Form to Window 5			
1.3 Submit queuing number, (ARTA) Monitoring Form and Application for Marriage License (AML) form and other required documents to Window 5; 1.4 Log-in at the Client's Logbook 1.5 Wait for notification;	1.5 Receives queuing number, (ARTA) Monitoring Form and Application for Marriage License (AML) Form; 1.6 Review and validate the completeness and correctness of the information entered in the Application for Marriage License (AML) Form and the requirements; 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 foun d complete and correct, issues the order of payment and instructs client to return after payment has been made;	None	30 minutes (varying on the volume of requirements to be processed and the clients filling-out required forms)	*Administrative Officer I* *Registration Officer IV* *Registration Officer III* *Administrative Aide VI or* *City Civil Registrar*
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	Application for Marriage License Fee	PHP 1,000.00		*City Treasurer's Office* Note: The Office of the City Treasurer's fees for charges on certifications, clearances, medical
	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		

•With PIS, proceed to City Treasurer's Office for payment of applicable fees	Documentary Stamp Tax ICT Fee	PHP 30.00 per document PHP 25.00 per official receipt		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 duly enacted on 15th of November, 2022.
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, Application for Marriage License Form and all the requirements, 3.2 Wait for notification; 3.3 Receive Transaction Slip and return after the 10 days mandatory posting period of Notice	3.1 Receives Official Receipt, Application for Marriage License Form and all the requirements and registers application in the Register of Application for Marriage License, assigns registry number in the AML form and stamps date of receipt; 3.2 Registers Legal Capacity in the Register of Legal Instruments, if applicable; 3.3 The City Civil Registrar interviews applicants and signs AML; 3.4 Issues Transaction Slip indicating the date of release, and gives instructions to applicants; 3.5 Prepares Notice of Posting and posts the Notice at the bulletin board for 10 consecutive days	None	20 minutes and 10 days Posting Period	*Administrative Officer I* *Registration Officer IV or* *City Civil Registrar*
4. RELEASING OF THE DOCUMENT				

4.1 Sign/s Visitor's Log Book, presents Valid ID and Verification Slip; 4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 4.2 Provide queuing number and Citizen's Charter (ARTA) Monitoring Form; 4.3 Informs client to submit queuing number, Citizen's Charter (ARTA) Monitoring Form and verification slip at Window 5	None	5 minutes (varying to the registering client)	*Administrative Aide VI or Administrative Aide I*
4.3 Present Transaction Slip, queuing number and Citizens Charter (ARTA) Monitoring Form and sign log book; 4.4 Payment of marriage license 4.5 Receive/s Marriage License duly signed by City Civil Registrar/Authorized Signatory; 4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional);	4.4 Receives Transaction, queuing number and Citizens Charter (ARTA) Monitoring Form; 4.5 Receives payment of Marriage License; 4.6 The Civil Registrar or authorized signatory signs the Marriage License; 4.6 Issues Marriage License, Application for Marriage License and its attachments and gives instructions;	PHP 2.00 Marriage License	10 minutes	*Administrative Officer I Registration Officer IV or City Civil Registrar*
TOTAL		➢ **PHP 1,055.00 for the AML** ➢ **PHP 500.00 for Legal Capacity,**	**1 hour and 10 minutes processing and 10 days posting period**	

	if applicable	
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 thirty (30) days, after the decree has become final and executory. This procedure covers the correction of clerical error, cancellation of civil registry document, nullity of marriage, recognition of foreign judgment, 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**
1. Court Order / Decree Original and/or Certified Photo Copy (CPC) of the following: ● Certificate of Finality or Entry of Judgment ● Certificate of Authenticity ● Duly signed Court Order/Decision ● Duly signed Decree of Adoption, if applicable ● Duly signed Decree of Nullity of Marriage, if applicable Submit: - Five (5) copies if civil registry document affected is in another place - Three (3) copies if civil registry document affected is in Alaminos City	Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered
● Certificate of Certification of Registration, if applicable	LCRO where the concerned RTC-Phil functions
● Certificate of Authenticity, if applicable	LCRO where the concerned RTC-Phil functions

● PSA or Certified Photo Copy of Marriage Certificate, if applicable	PSA/ Local Civil Registry Office
2. Administrative Adoption: ● Original and/or Certified Photo Copy (CPC) of the following: ● Certified Photo Copy of the Order of Adoption and Draft New Certificate of Live Birth/Report of Birth ● Certificate of Finality of the Order of Adoption Submit: - Four (4) sets/copies	National Authority for Child Care (NACC) / DSWD Regional Office / Petitioner
3. Order of Rescission of Adoption: Original and/or Certified Photo Copy (CPC) of the following: ●Certified Photo Copy of the Order of Rescission of Adoption ●Certificate of Finality of the Order of Rescission of Adoption, if applicable Submit: - Four (4) sets/copies	National Authority for Child Care (NACC)/DSWD Regional Office/Petitioner
Any Government Issued Valid ID of client and/or representative -present original copy	Petitioner/ Authorized Person/Authorizing Person
Authorization Letter or Duly Notarized Special Power of Attorney (SPA), if applicable – original copy	Authorizing Person / Notary Public
Valid ID of the authorizing and authorized person, if applicable – original copy of valid ID or photocopy with three (3) Fresh Signatures of the authorizing person and authorized person. Ensure the signatures match those appearing on the submitted identification cards.	Authorizing Person and Authorized Person
Affidavit of Late Registration of Court Order, if applicable -three (3) original copies	Notary Public

NOTE:
● 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.
● For Court Orders originating outside Alaminos City for Annotation Purposes of affected civil registry document (CRD), a Letter of Verification as to the authenticity of the document to the concerned Civil Registrar and RTC is required before processing the registration and annotation of the subject CRD.
● Verification of Court Decrees issued outside Alaminos City has an indefinite timeframe. The Court Decree will not be considered officially received for processing/registration until the concerned Local Civil Registry Office and court have confirmed the authenticity and veracity of the decree.
● 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 Visitor's Log-in Registration Window 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; assist client to sign the log book; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form and informs client to proceed to submit documents at Window 3	None	5 minutes (varying on the registering client)	*Administrative Aide VI or Administrative Aide I*
1.3 Submit queuing number, Citizen's Charter ARTA Monitoring Form and all necessary documents and attachments at Window 3. 1.4 Signs client log book	1.3 Receives queuing number, Citizen's Charter (ARTA) Monitoring Form and the required documents; 1.4 Reviews and validates the completeness and consistency of the Court Decree/Order for registration; 1.5 Issues order of payment if all documents are found complete, consistent and in order	None	20 minutes (varying on the case of documents to review)	*Registration Officer IV or City Civil Registrar*
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 Court Decree/ Order and other Registrable Court Decrees	NOTE: Number of copies/set to be paid varies with the following: To be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant • For NEWLY REGISTERED COURT DECREE AND FOR ANNOTATION IN ALAMINOS CITY: To be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Personal Copy of the Registrant 3 copies x 1,200.00/set = PHP3,600.00 • For NEWLY REGISTERED COURT DECREE FOR ANNOTATION AT OTHER LCRO: To be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy for concerned LCRO		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.

		3. Copy of Endorsement at PSA for Annotation purposes 4. Copy for Follow-Up at PSA 5. Personal Copy of the Registrant 5 copies x 1,200.00/set = PHP6,000.00 • For PREVIOUSLY REGISTERED COURT DECREE WITH NO ANNOTATION OF PSA COPY OF CRD: 2 copies x 1,200.00/set = PHP2,400.00 To be used for: 1. Copy of Endorsement at PSA for Annotation purposes 2. Copy for Follow-Up at PSA • FOR ADDITIONAL COPY REQUEST: PHP 1,200.00 per copy		
	Documentary Stamp Tax	PHP 30.00 per set		
	ICT Fee	PHP 25.00 per official receipt		
or				
3.1 Presents Official Receipt 3.2 Receives Transaction Slip;	3.1 Receives official receipt;		10 minutes and 7 working days upon receipt	*Registration Officer IV or* *City Civil Registrar*

3.3 Answers Harmonized Client Satisfaction Measurement and feedback Form (optional) 3.4 Logs-out from Client Logbook	3.2 Issues Transaction Slip, Harmonized Client Satisfaction Measurement and feedback Form (optional) gives instructions on the next step/procedure; 3.3 Registers the Court Decree / Order in the Register of Court Decree/Order and assign registry number; 3.4 Prepares Certifications and stamps Certified Photo Copies in all pages of the Court Decree 3.5 Annotates the COLB and Register of Births, if applicable; 3.6 Prepares Notice of Posting of Delayed Registration, if applicable 3.7 Prepares Transmittal Letter to PSA for annotation of CRD 3.8 The Civil Registrar or authorized representative signs the documents 3.9 Posts Notice on the bulletin board, if applicable		(Varying on the type of document to be processed) Or 10 minutes and 3 working days Plus 10 day posting period, if delayed registration applies	

4. RELEASING OF DOCUMENT				
4.1 Proceeds to Visitor's Log-book Registration Window to log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.2 Presents Transaction Slip, gets queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes (varying on the requesting client)	*Administrative Aide VI or Administrative Aide I*
4.3 Submits Transaction Slip, (ARTA) Monitoring Form and queuing number at Window 3 4.4 Receives and reviews personal copy of registered/processed CRD 4.5 Mails document thru courier of choice signs log book; 4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.3 Receives Transaction Slip, queuing number, and (ARTA) Monitoring Form; 4.4 Asks client to review the registered/processed Court Decree/Order for their satisfaction as to accuracy and completeness; 4.5 Informs client to mail Court Decree/Order through a local courier for transmittal and annotation at PSA; 4.6 Gives instructions to clients for the next step / procedure 4.7 Assists client in signing log book for log-out	NOTE: Fees for local couriers are subject to change without prior notice	10 minutes (varying on the registering client)	*Registration Officer IV or City Civil Registrar*
TOTAL		➢ **PHP 4,245.00** ➢ **PHP 5,475.00** **(CRD registered at other LCRO)** ➢ **PHP 3,655.00**	**Timely Registration:** **50 minutes and 7 working days** **Delayed Registration:** **50 minutes and 3 working days plus 10 days posting period**	

	(NEWLY REGISTERED COURT DECREE AND FOR ANNOTATION IN ALAMINOS CITY) ➢ **PHP 6,175.00 (NEWLY REGISTERED COURT DECREE FOR ANNOTATION AT OTHER LCRO)** ➢ **PHP 2,485.00 (PREVIOUSLY REGISTERED COURT DECREE WITH NO ANNOTATION OF PSA COPY OF CRD)**	
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.		

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

This procedure enables a non-marital child to use/adopt his/her father's surname under R.A. 9255. It requires the father's recognition/acknowledgment/admission of paternity and execution of affidavit to use such surname (father) by the concerned party.

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) / BREQS Partners
● Certified Photo Copy (CPC) of Certificate of Live Birth of child – one (1) original copy	Local Civil Registry Office where event occurred
● Affidavit of Admission of Paternity (AAP) with conformity of biological mother, if child was not recognized – three (3) original copies	Notary Public / Philippine Foreign Service Post
● Affidavit to Use the Surname of the Father (AUSF)	
> executed by the mother/guardian if child / document owner is 0-6 years old – three (3) original copies	Notary Public / Philippine Foreign Service Post
> executed by the child / document owner if 7 years old and above – three (3) original copies	Notary Public / Philippine Foreign Service Post
● Sworn Attestation of the mother / guardian, applicable only if child's / document owner's age is 7-17 years old –three (3) original copies	Notary Public / Philippine Foreign Service Post
● Certificate of Registration of AAP with Official Receipt if AAP was executed abroad – three (3) original or certified photo copies	Philippine Foreign Service Post
● Certificate of Registration of AUSF with Official Receipt if AUSF was executed abroad – three (3) original or certified photo copies	Philippine Foreign Service Post
● Private Hand Written Instrument of Father (such as SSS / GSIS / PhilHealth / Pag-Ibig Member's Data Record, Income Tax Return Declaration Form, SALN, Authentic Letters) with Affidavit of Undertaking, if applicable – original copy	Notary Public / Applicant / Concerned Party
● Any supporting document such as Baptismal Certificate, School Record, Immunization Record to show child's filiation to his/her father if not recognized – one (1) original copy	Applicant / Concerned Party
● At least two (2) supporting documents for the PHI as a proof of filiation of the father and child such as Baptismal Certificate, School Record, Immunization Record	Applicant / Concerned Party
● Affidavit of Late Registration of AUSF and/or AAP (if not registered within the prescribed period) – three (3) original copies	Notary Public / Philippine Foreign Service Post / Applicant / Concerned Party
● Any Government Issued Valid ID of Applicant (present original copy)	Applicant / Concerned Party
● Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the authorizing person and person authorized, if applicable – one (1) original copy or 1 photocopy with three (3) fresh signatures	Notary Public / Philippine Foreign Service Post / Applicant / Concerned Party
● Affidavit of Undertaking (stating that the **mother is an absent parent** and her whereabouts are unknown), if applicable – three (3) original copies	Philippine Statistics Authority (PSA) / BREQS Partners / Local Civil Registry Office where event occurred

● Philippine Statistics Authority (PSA) copy or Certified Photo Copy (CPC) of Certificate of Death, or either parents, if applicable – one (1) original copy **NOTE:** •Personal Appearance of both parents and minor child is required •The AAP, PHI, or AUSF must be registered within 20 days from date of execution, otherwise, delayed registration will be applied • Authentic Private Handwriting Instrument or PHI is needed if the father is unable to execute the AAP or is already deceased; and any other records that will prove the filiation of the child or documents showing that the father has acknowledged the child. •The processor will determine applicable documents (depends on the documents required)		Philippine Statistics Authority (PSA) / BREQS Partners, LCRO where the place of event occurred		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log-book Registration Window to 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 requesting client)	*Administrative Aide VI or Administrative Aide I*

1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments at Window 3. 1.4 Signs client log book	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; 1.4 Reviews and validates the completeness and consistency of the documents required for the registration; 1.5 Issues order of payment if all documents are found complete, consistent and in order	None	20 minutes (varying on the case of documents to review)	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*
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 to be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant NOTE: Number of copies/set to be issued varies with the following: • For NEWLY REGISTERED AUSF inclusive of Endorsement to PSA: 4 copies x 500/set = PHP2,000.00 • For PREVIOUSLY REGISTERED AUSF with no annotation of PSA Copy: 2 copies x 500/set = PHP1,000.00		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.

		3. Copy of Endorsement at PSA for Annotation purposes 4. Copy for Follow-Up at PSA FOR ADDITIONAL COPY REQUEST: PHP 500.00 per copy		
	Registration of Admission of Paternity, if applicable, per set	PHP 500.00 per set to be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant NOTE: Number of copies/set to be issued varies with the following: • For NEWLY REGISTERED AAP inclusive of Endorsement to PSA: 4 copies x 500/set = PHP2,000.00 • For PREVIOUSLY REGISTERED AAP with no annotation of PSA Copy: 2 copies x 500/set = PHP1,000.00 1. Copy of Endorsement at PSA for Annotation purposes 2. Copy for Follow-Up at PSA FOR ADDITIONAL COPY REQUEST: PHP 500.00 per copy		
	Documentary Stamp Tax	PHP 30.00/set		

	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Presents Official Receipt 3.2 Receives Transaction Slip; 3.3 Answers Harmonized Client Satisfaction Measurement and feedback Form (optional) 3.4 Logs-out from Client Logbook	3.5 Receives official receipt; 3.6 Issues Transaction Slip, Harmonized Client Satisfaction Measurement and feedback Form (optional) gives instructions on the next step; 3.7 Registers the document in the Register of Legal Instruments and assign registry number; 3.7 Prepares Certifications and reproduces Certified Photo Copies of requirements and annotates the COLB and Register of Births; 3.8 Prepares Transmittal Letter to PSA for annotation of CRD 3.8 The Civil Registrar or authorized representative signs the documents.		10 minutes and 7 working days (varying on the type and volume of CRD to be processed)	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*
4. RELEASING OF THE DOCUMENT				
4.1 Proceeds to Visitor's Log-book Registration Window to log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.2 Presents Transaction Slip, gets queuing number and	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes (varying on the requesting client)	*Administrative Aide VI or* *Administrative Aide I*

Citizens Charter (ARTA) Monitoring Form				
4.3 Submits Transaction Slip, (ARTA) Monitoring Form and queuing number at Window 3 4.4 Receives and reviews personal copy of registered/processed CRD 4.5 Mails document thru courier of choice signs log book; 4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.3 Receives Transaction Slip, queuing number, and (ARTA) Monitoring Form; 4.4 Asks client to review the registered/processed CRD for their satisfaction as to accuracy and completeness; 4.5 Informs client to mail CRD through a local courier for transmittal and annotation at PSA; 4.6 Gives instructions to clients for the next step / procedure 4.7 Assists client in signing log book for log-out	NOTE: Fees for local couriers are subject to change without prior notice	10 minutes	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*
TOTAL		➢ **PHP 2,055.00 (FOR NEWLY REGISTERED WITHOUT AAP)** ➢ **PHP 4,085.00 (FOR NEWLY REGISTERED WITH AAP)** ➢ **PHP 1,085.00**	**50 minutes and 7 working days processing period**	

	➢ **(FOR PREVIOUSLY REGISTERED WITHOUT AAP) PHP 2,145.00 (FOR PREVIOUSLY REGISTERED WITH AAP)**	
All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.		

13.11 Registration of Legitimation

Legitimation is a legal process where a child born out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of his/her biological parents. It applies only if the parents had no legal impediments (except for age, pursuant to RA 9858) to marry at the time of conception.

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 (PSA) / BREQS Partners
● Certified Photo Copy (CPC) of Certificate of Live Birth (COLB) of child – one (1) original copy	Local Civil Registry Office where event occurred
● Joint or Separate Affidavit of Legitimation – three (3) original copies	Notary Public / Philippine Foreign Service Post / Administering Oaths
● Joint Supplemental Affidavit of Minor Parents for RA 9858 (Children Born for Parents Below Marrying Age), if applicable – three (3) original copies	Notary Public / Philippine Foreign Service Post / Administering Oaths
● Philippine Statistics Authority (PSA) copy of Certificate of Marriage (COM) of child's parents – one (1) original copy	Philippine Statistics Authority (PSA) / BREQS Partners
● Certified Photo Copy (CPC) of Certificate of Marriage (COM) of child's parents, if applicable – one (1) original copy	Local Civil Registry Office where event occurred
● Advisory on Marriages (CRS Form No.5) of both parents- one (1) original copy	Philippine Statistics Authority (PSA) / BREQS Partners
	Applicant

● Any Government Issued Valid ID of Applicant (present the original) – one (1) photocopy ● Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the authorizing person and person authorized, if applicable – one (1) original copy or 1 photocopy with three (3) fresh signatures ● Philippine Statistics Authority (PSA) copy or Certified Photo Copy of Certificate of Death of parent, if applicable - one (1) original copy ● Affidavit of Admission of Paternity (if child was not recognized), if applicable – three (3) original copies ● Any supporting document such as Baptismal Certificate, School Record, Immunization Record to show child's filiation to his/her father if not recognized, if applicable – one (1) original copy ● Affidavit of Delayed Registration of Affidavit of Legitimation (if not registered within the prescribed period), if applicable - three (3) original copies ● Affidavit of Explanation, if applicable - three (3) original copies ● Certified Photo Copy of Certificate of Finality of Divorce, Judgment and Decree of Dissolution of Marriage, if applicable **NOTE:** •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)	Notary Public / Philippine Foreign Service Post / Administering Oaths Philippine Statistics Authority (PSA) / BREQS Partners / LCRO where event occurred Notary Public / Philippine Foreign Service Post / Administering Oaths Parents / Applicant / Concerned Party Notary Public / Philippine Foreign Service Post / Administering Oaths Notary Public Country of origin where the Decision was rendered

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log-book Registration Window to 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; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents,	None	5 minutes (varying on requesting client)	*Administrative Aide VI or Administrative Aide I*

1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	queuing number and ARTA Monitoring Form at Window 3			
1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments at Window 3. 1.4 Signs client log book	1.3 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; 1.4 Reviews and validates the completeness and consistency of the documents required for the registration of legitimation; 1.5 Issues order of payment if all documents are found complete, consistent and in order	None	15 minutes (varying on the case of documents to review)	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*
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 500.00 per set to be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant NOTE: Number of copies/set to be issued varies with the following: • For NEWLY REGISTERED LEGITIMATION inclusive of Endorsement to PSA: 4 copies x 500/set = PHP2,000.00		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.

		• For PREVIOUSLY REGISTERED LEGITIMATION with no annotation of PSA Copy: 2 copies x 500/set = PHP1,000.00 1. Copy of Endorsement at PSA for Annotation purposes 2. Copy for Follow-Up at PSA FOR ADDITIONAL COPY REQUEST: PHP 500.00 per copy		
	Registration of Admission of Paternity, if applicable, per set	PHP 500.00 per set to be used for the following: 1. Copy for OCRG for Monthly Transmittal Report 2. Copy of Endorsement at PSA for Annotation purposes 3. Copy for Follow-Up at PSA 4. Personal Copy of the Registrant NOTE: Number of copies/set to be issued varies with the following: • For NEWLY REGISTERED AAP inclusive of Endorsement to PSA: 4 copies x 500/set = PHP2,000.00 • For PREVIOUSLY REGISTERED AAP with no annotation of PSA Copy:		

		2 copies x 500/set = PHP1,000.00 1. Copy of Endorsement at PSA for Annotation purposes 2. Copy for Follow-Up at PSA FOR ADDITIONAL COPY REQUEST: PHP 500.00 per copy copy)		
	Documentary Stamp Tax	PHP 30.00/set		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Presents official receipt 3.2 Receives Transaction Slip; 3.3 Answers Harmonized Client Satisfaction Measurement and feedback Form (optional) 3.4 Logs-out from Client Logbook	3.1 Receives official receipt; 3.2 Issues Transaction Slip, Harmonized Client Satisfaction Measurement and feedback Form (optional) and gives instructions on the next step/procedure; 3.3 Registers the document in the Register of Legal Instruments and assign registry number; 3.4 Prepares Certifications and reproduces Certified Photo Copies of requirements and annotates the COLB and Register of Births; 3.5 Prepares Transmittal Letter to PSA for annotation of legitimation of COLB 3.6 The Civil Registrar or authorized representative signs the documents.		10 minutes and 7 working days (varying on the type and volume of CRD to be processed)	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*

4. RELEASING OF THE DOCUMENT				
4.1 Proceeds to Visitor's Log-book Registration Window to log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.2 Presents Transaction Slip, gets queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes (varying on the requesting client)	*Administrative Aide VI or Administrative Aide I*
4.3 Submits Transaction Slip, (ARTA) Monitoring Form and queuing number at Window 3 4.4 Receives and reviews personal copy of registered/processed CRD 4.5 Mails document thru courier of choice signs log book; 4.5 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.3 Receives Transaction Slip, queuing number, and (ARTA) Monitoring Form; 4.4 Asks client to review the registered/processed legitimation for their satisfaction as to accuracy and completeness; 4.5 Informs client to mail CRD through a local courier for transmittal and annotation of COLB at PSA; 4.6 Gives instructions to clients for the next step / procedure 4.7 Assists client in signing log book for log-out	NOTE: Fees for local couriers are subject to change without prior notice	10 minutes	*Administrative Officer I* *Administrative Aide IV* *Registration Officer IV or* *City Civil Registrar*
TOTAL		➢ **PHP 2,055.00 (FOR NEWLY REGISTERED WITHOUT AAP)** ➢ **PHP 4,085.00**	**45 minutes and 7 working days processing period**	

	(FOR NEWLY REGISTERED WITH AAP) ➢ **PHP 1,085.00 (FOR PREVIOUSLY REGISTERED WITHOUT AAP)** ➢ **PHP 2,145.00 (FOR PREVIOUSLY REGISTERED WITH AAP)**	
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 Visitor's Log Book Registration Window 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)	*Administrative Aide VI or Administrative Aide 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	1.4 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; assists client to sign the log book; 1.5 Reviews and validates the completeness and accuracy of the mandatory documents required for the registration; 1.6 If all documents are found complete and in order, receives the document and issue order of payment; 1.7 If for inquiries of requirements, provide list of requirements for registration;	None	15 minutes (Varying on the volume of the documents to review)	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
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	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: PHP 500.00		*City Treasurer's Office* 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 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		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, receive Transaction 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.		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 (approximate period of three (3) months)	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*

4. RELEASING OF THE DOCUMENT				
4.1 After 7 days, return to the Office of the Local Civil Registrar; 4.2 Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID; 4.3 Presents Transaction Slip, get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 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	None	5 minutes (Varying on the number of requesting clients)	*Administrative Aide IV or Administrative Assistant III*
4.4 Submit Transaction Slip, (ARTA) Monitoring Form and queuing number, and signs log book; 4.5 Receive and review personal copy duly signed by the City Civil Registrar, and signs log book; 4.6 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional) 4.7 Log out and sign the client log book	4.3 Receives queuing number, (ARTA) Monitoring Form and verification slip; 4.4 Ask the client to review the registered document for their satisfaction as to accuracy; 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; 4.6 Prepares endorsement, issues courier receipt; personal copy and copy for follow-up at PSA of duly registered document, if applicable 4.7 Assist client in signing the log book;	NOTE: Fees for local couriers are subject to change without prior notice	5 minutes 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)	*Registration Officer III Registration Officer II or City Civil Registrar*

TOTAL	➢ **PHP 2,675.00**	**30 minutes and 7 working days processing period plus PSA processing days for more than 2 entries to supplement**
ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Supplemental Report is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.		

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 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)	Notary Public / Authorizing Person / Authorized Person 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 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 Visitor's Log Book Registration Window 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; 1.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents,	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or Administrative Aide I*

1.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	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; 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; 1.6 If all documents and mandatory requirements are found to be in order, interviews the applicant and issue the order of payment; 1.7 If for inquiries of requirements, provide list of requirements for filing of petition;	None	30 minutes (varying on the volume of documents to review)	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
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	Filing Fee, as prescribed by the law	PHP 1,000.00 per petition		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	Miscellaneous Fee, for petition, notice of posting, certificate of posting, records sheet and transmittal	PHP 500.00		
	Migrant Petition, if applicable Filing fee for CCE, if applicable Miscellaneous Fee for CCE	PHP 500.00 PHP 500.00 PHP 500.00		
	Documentary Stamp Tax	PHP 30.00		

		per petition/set		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, review and sign petition, and; notarize the correct petition, if applicable; 3.2 Submit the Notarized petition; 3.3 Receive Transaction Slip and returns after the ten (10) days mandatory posting period	3.1Receive documents and official receipt, assign petition number and processes petition; 3.2 Instruct client to review and sign the petition; instruct the client to notarize the petition, if applicable 3.3 Issue Transaction Slip indicating the time and date of release; Instruct the client to return after ten (10) days mandatory posting period	None	25 minutes and 10 days mandatory posting period	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
4. RELEASING OF APPROVAL				
4.1 Upon receipt of notification via text and/or call, return to the Office of the Local Civil Registrar; 4.2 Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace, presents Valid ID 4.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant and assists client to sign the log book; 4.2 Provides queuing number and Citizens Charter ARTA Monitoring Form, and informs client to submit documents at Window 3 4.3 Receive queuing number and Transaction Slip; and assists client to sign the log book;	PHP 120.00	5 minutes (varying on the number of requesting clients) Note: The total length of period for processing at PSA-CO takes an approximate period of four	*Administrative Aide IV or* *Administrative Aide* *Registration Officer III* *Registration Officer II or* *City Civil Registrar*

	4.4 Review of petition for signature/ decision of the Civil Registrar; 4.5 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; 4.6 Issues owner's copy of petition and give instruction. Note: Staff notifies client (via call and/or text) upon receipt of the Affirmed Petition from the PSA-OCRG	Mailing fee (Endorsement to PSA-CO) NOTE: Fees for local couriers are subject to change without prior notice	(4) months The follow-up of the status of the document is scheduled after three (3) months upon receipt of petition	
5. RELEASING OF FINALITY				
5.1 Upon receipt of notification via text and/or call , proceed to City Civil Registry Office (CCRO); 5.2 Log personal information and purpose on the Client Log- book for Contact Trace at Window 1, presents Valid ID and documents sought for correction; 5.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form;	5.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book; 5.2 Issue queuing number and inform client to submit Transaction Slip and present notification at Window 3	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide IV or Administrative Aide*

5.4 Present notification, get queuing number and Citizens Charter (ARTA) Monitoring Form	5.3 Receive queuing number and Verification Slip; and assists client to sign the log book; 5.4 If the approved petition of the CCR is AFFIRMED by the OCRG (Civil Registrar General), advice client to pay necessary fees; 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); 5.5 Issue Certificate of Finality with annotated copy of CRD and give instruction for follow-up; 5.6 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, and; 5.7 Advice 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	None	1 hour and 10 minutes (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	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
5.5 Personal Information System (PIS) Verification	Certificate of Finality Fee	PHP 500.00 per set PHP 1,000.00		*City Treasurer's Office*

●Without PIS, proceed to Management Information System Section ●With PIS, proceed to City Treasurer's Office For payment of applicable fees		(500.00 per set x 2 copies) 1. Copy of Endorsement at PSA-CO for Annotation purposes 2. Copy for Follow-Up at PSA		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 duly enacted on 15th November, 2022.
	Documentary Stamp Tax	PHP 30.00 per document/set		
	ICT Fee	PHP 25.00 per official receipt		
5.6 Presents Official Receipt, receive the Certificate of Finality	5.8 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 2,670.00** **PHP1,585.00 filing fee) +** **PHP 1,085.00 Certificate of Finality for affirmed petition)**	**2 hours, 25 minutes and 6 months**	
ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048 and 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.				

13.14 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 •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;	Religious Institutions/Issuing Church Issuing School
•Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergone sex change or sex transplant with the following required information: - Full name of government physician with valid	City Health Physician/City Health Office (CHO)

medical/PRC license - Name of hospital, designation, and contact number •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 • 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 • Certification of Employment with no pending case (if employed); 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)		Hospital/Clinic National Bureau of Investigation (NBI) PNP Headquarter nearest to your residence Employer of Client 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;	1.1 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,	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or Administrative Aide I*

1.2 Get 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; 1.4 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; 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;	None	30 minutes (varying on the volume of documents to review)	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
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	Filing Fee, as prescribed by the law	PHP 3,000.00 per petition		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	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 Filing fee for CCE, if applicable Miscellaneous Fee for CCE	PHP 1,000.00 PHP 500.00		
	Documentary Stamp Tax	PHP 30.00 per petition/set		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF DOCUMENTS				
3.1 Present Official Receipt, review and sign petition, and; notarize the correct petition, if applicable; 3.2 Submit the Notarized petition; 3.3 Receive Transaction Slip and returns after the ten (10) days mandatory posting period	3.1Receive documents and official receipt, assign petition number and processes petition; 3.2 Instruct client to review and sign the petition; instruct the client to notarize the petition, if applicable 3.3 Issue Transaction Slip indicating the time and date of release; Instruct the client to return after ten (10) days mandatory posting period 3.4 Publish the Notarized petition to a Local Newspaper	None	25 minutes and 10 days mandatory posting period 2 Weeks consecutive publication	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
4. RELEASING OF APPROVAL				
4.1 After the 10 days reglementary posting period and publication for 2 consecutive weeks, proceed to City Civil Registry Office (CCRO); Signs	4.1 Information personnel inquires the specific transaction of the applicant, and assist client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or* *Administrative Aide I*

Visitor's Log Book, presents verification slip; 4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.2 Issue queuing number and inform client to submit verification slip at Window 3			
4.3 Present Verification Slip and queuing number, sign log book 4.4 Receive Approved Petition (owner's copy) and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	4.3 Receive queuing number and Verification Slip; and assists client to sign the log book; 4.4 Review of petition for signature/ decision of the Civil Registrar; 4.5 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; 4.6 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	PHP 120.00 Mailing fee (Endorsement to PSA-CO) NOTE: Fees for local courier are subject to change without prior notice	Note: The total length of period for processing at PSA-CO takes an approximate period of four (4) months The follow-up of the status of the document is scheduled after three (3) months upon receipt of petition	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
5. RELEASING OF FINALITY				
5.1 Upon receipt of notification via text and/or call , proceed to City Civil Registry Office (CCRO); 5.2 Log personal information and purpose on the Client Log- book for Contact Trace at Window 1,	5.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book; 5.2 Issue queuing number and inform client to submit Transaction Slip and present notification at Window 3	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or* *Administrative Aide I*

presents Valid ID and documents sought for correction; 5.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form;				
5.4 Present notification, get queuing number and Citizens Charter (ARTA) Monitoring Form	5.3 Receive queuing number and Verification Slip; and assists client to sign the log book; 5.4 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 10 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.	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*
6. PAYMENT OF FEES OF CERTIFCATE OF FINALITY				

6.1 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	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		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	Documentary Stamp Tax	PHP30.00 per petition/set		
	ICT Fee	PHP25.00 per official receipt		
6.2 Present Official Receipt, and receive the Certificate of Finality and personal copy of petition	6.1 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); 6.2 Issue Certificate of Finality with annotated copy of CRD and give instruction for follow-up; 6.3 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		5 minutes	*Registration Officer III* *Registration Officer II or* *City Civil Registrar*

	be processed and forwarded by the office to OCRG, if applicable;			
	TOTAL	➢ **PHP 7,200.00** (Correction of Change of First Name) (PHP 4,115.00 filing fee + PHP 2, 000.00 publication fee + PHP 1,085.00 -Certificate of Finality for affirmed petition) ➢ **PHP 6,670.00** (Correction of Date of Birth) (PHP 3,585.00 filing fee + PHP 2, 000.00 publication fee + PHP 1,085.00 -Certificate of Finality for affirmed petition) ➢ **PHP 6,670.00** (Correction in the Entry of Sex) (PHP 3,585.00 filing fee + PHP 2, 000.00 publication fee + PHP 1,085.00 -Certificate of Finality for affirmed petition) For Migrant Petition (Correction of Change of First Name) ➢ **PHP 2,115.00** per copy/set (Date of Birth) ➢ **PHP 1,585.00** per copy/set	**2 hours, 25 minutes and 10 days for posting period and 2 consecutive weeks Publication Period (Period of Notice of Publication)**	
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 (COLB), Certificate of Marriage (COM), Certificate of Death (COD), Certificate of No Death (CENODEATH), Certificate of Fetal Death (COFD) and Certificate of No Marriage (CENOMAR)/Advisory on Marriages Thru Batch Request Entry System (BREQS)

Off-line encoding of request for Civil Registry Documents (CRDs) such as but not limited to Certificates of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD), Certificate of No Death (CENODEATH), Certificate of Fetal Death (COFD) and Certificate of No Marriage (CENOMAR)/Advisory on Marriages and submission thereof to an online Serbilis Outlet of the Philippine Statistics Authority (PSA).

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 Request/Application Form of Civil Registry Document (CRD) to be requested, provided said documents have already been issued by PSA previously - one (1) copy for each request	Local Civil Registry Office/PSA CRS Outlet
●Any Government Issued Valid ID of the of the requesting party - (present original copy)	Document Owner/Authorized Person/ Authorizing Person
●Duly Notarized Special Power of Attorney (SPA) or Authorization Letter(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), if applicable- one (1) original copy	Notary Public/ Document Owner/ Authorized Person/Authorizing Person (in the order mentioned in Memorandum Circular No. 2024-11 on Guidelines on the Issuance of CRDs)
● Duly notarized Affidavit of Nearest Kin provided that they show link/relationship as the nearest surviving kin of the document owner, if applicable-one (1) original copy	Notary Public/ Nearest Kin

●Duly notarized Affidavit of Guardianship supported by any of the following, if applicable: one (1) original copy -Barangay Certification that the minor is in the custody of the requesting party/guardian, or -School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy) ● Letter of Request from court or proper public official whenever necessary in administrative, judicial or other official proceedings, if applicable - one (1) original copy ● 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) **NOTE:** ● The processor will determine the applicable documents, certifications, attachments, and identifications required, in compliance with Republic Act 10173 (Data Privacy Act of 2012), PD No. 603, and PSA MC No. 2024-11 (Guidelines on the Issuance of CRDs), PSA MC No. 2024-22 (Guidelines on Issuance of CRDs and Certifications, including Authentication for Institutions Legally In-Charge of a Minor Child), and PSA MC Nos. 2019-16 and 2019-16A. ● Scanned Authorization Letters/Special Power of Attorney (SPA) submitted for requests for copies of CRDs/Certifications with signatures that match the accompanying Valid IDs shall be processed in accordance with the pertinent provisions of RA 8792 (Electronic Commerce Act of 2000).	Notary Public/ Legal guardian/ custodian Office of the Punong Barangay Educational institution recognized by the Department of Education Court, proper public official or duly licensed and accredited agencies Document Owner/Authorizing Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log Book Registration Window, presents Valid ID and Authorization Letter/SPA, if applicable;	1.1 Information personnel inquires the specific transaction of the applicant;	None	5 minutes	*Administrative Aide VI or Administrative Aide I*

1.2 Fill-out Request/ Application Form;	1.2 If the requesting party is the document owner, verifies the Valid ID presented; 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 Instructs the client to fill-out Request/Application Form; 1.5 Information personnel verifies the completeness and accuracy of the information supplied by the client in the Request/Application form; 1.6 if found complete, issue the order of payment		(varying on client's filling-out of request form)	
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	Service Fee	PHP 100 .00 per document request		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	ICT Fee	PHP 25.00 per official receipt		

2.2 Proceed to Visitor's Log Book Registration Window and present Official Receipt; 2.3 Log personal information and purpose on the Client Log-book for Contact Trace; 2.4 Get queuing number and Citizens Charter (ARTA) Monitoring Form 2.5 Wait for notification	2.1 Information personnel receives receipt; assist client to sign the log book; 2.2 Provides queuing number and Citizens Charter ARTA Monitoring Form; informs client to submit Request/Application form, queuing number and ARTA Monitoring Form at Window 6			
1. RECEIVE REQUESTS FOR PSA-ISSUED COPIES AND CERTIFICATIONS OF CIVIL REGISTRY DOCUMENT				

3.1 Submit queuing number, Citizens Charter ARTA Monitoring Form, Request/Application form, valid ID and all necessary documents and requirements; sign log book 3.2 Present Official Receipt and pay applicable fees for PSA copy of civil registry document requested; 3.3 Receive BREQS Acknowledgement Slip and return after 15 working days upon request; Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.1 Receive official receipt, queuing number, (ARTA) Monitoring Form, Request/Application form and other necessary requirements; assist client to sign the log book; 3.2 Re-verifies Valid ID presented and the completeness and accuracy of the information supplied by the client in the Request/Application form; 3.3 If found complete and authentic, collects payment for request of civil registry document in PSA copy; 3.4 Upon receipt of payment, issue BREQS Acknowledgment Slip and instruct the client to return after 15 working days for the release.	Payment to PSA PSO: 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 PHP 210.00 per copy of the following: Certificate of No Marriage (CENOMAR)/ Advisory on Marriages (ADMAR)	15 minutes (varying on the number of requesting clients) 15 working days 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	*Administrative Aide I or Administrative Aide I*
	3.5 Encode all client request details into the BREQS offline application software including applicant information and type of certificate collectively in batches; system generates entire batch of requests and assign batch number and request reference number; 3.6 Prepare deposit slip of the collected fees to be deposited at LandBank - Alaminos City Branch;			

	1.7 Wait for notification from PSA CRS Outlet for the release of the requested CRDs.			
4. RELEASING OF DOCUMENTS AFTER PRESCRIBED PERIOD				
4.1 After 15 working days, Proceed to Visitor's Log Book Registration Window and log personal information and purpose on the Client Log- book for Contact Trace at Window 1, presents Valid ID and BREQS Acknowledgment Slip; 4.2 Get queuing number and Citizens Charter (ARTA) Monitoring Form	4.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book; 4.2 Issue queuing number and Citizens Charter (ARTA) Monitoring Form; 4.3 Inform client to submit queuing number, Citizens Charter (ARTA) Monitoring Form and BREQS Acknowledgment Slip at Window 6;	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or Administrative Aide I*
4.3 Present queuing number, Citizens Charter (ARTA) Monitoring Form, BREQS Acknowledgement Slip and Valid ID; 4.4 Receive the requested civil registry document and sign BREQS Acknowledgement Slip; 4.5 Log out and sign the client log book 4.6 Answer Harmonized Client Satisfaction Measurement and Client Feedback Survey Form (optional)	4.4 Receive queuing number, (ARTA) Monitoring Form and BREQS Acknowledgement Slip, verifies Valid ID; 4.5 Issue the requested civil registry document; assist client in signing the BREQS Acknowledgement Slip and log book;	None	10 minutes	*Administrative Aide I or Administrative Aide I*

TOTAL	➢ **PHP 280.00** for COLB, COM, COD and CENODEATH ➢ **PHP 335.00** for CENOMAR / ADMAR	**35 minutes and 15 working days (PSA processing days)**
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.		

13.15 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
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	Local Civil Registry Office
Any Government Issued Valid Identification (ID) of the requesting party (present original)	Document Owner
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	Notary Public / Authorizing Person / Authorized Person, in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs

copies and other specific details of the document to be requested), provided that they show link/relationship to the Document Owner – 1 original copy Affidavit of Nearest Kin/Explanation, if applicable **NOTE**: The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.		Notary Public		
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; 1.2 Fill-out request form; 1.3 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 If the requesting party is the document owner, verifies the Valid ID presented; 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	None	5 minutes (varying on client's filling-out of request form)	*Administrative Aide VI or Administrative Aide I*

1.3 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and requirements; 1.4 Wait for notification	1.4 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and filled-out Request Form; 1.6 Verifies the completeness and correctness of the information given in the request form; 1.7 if found in order, issue the order of payment		15 minutes (varying on the number of requesting clients)	*Administrative Aide I* *Administrative Aide I* *Administrative Aide IV or* *Administrative Aide IV*
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	Service Fee ICT Fee	PHP 100 .00 per document request PHP 25.00 per official receipt		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
2.2 Present Official Receipt and pay applicable fees for PSA copy of civil registry document requested; 2.3 Receive BREQS Acknowledgement Slip and return after 14 working days (2 weeks) upon request; Answers Harmonized Client Satisfaction	2.1 Receive receipt, collects payment for request of civil registry document in PSA copy; 2.2 Issue BREQS Acknowledgment Slip and instruct the client to return after 14 working days (2 weeks) for the release;	Payment to PSA PSO: 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)	14 working days (2 weeks) Note: Payment collected by the CCRO will be deposited under the Account Name of PSA Clearing Account at LandBank-Alaminos City Branch	*Administrative Aide I* *Administrative Aide I* *Administrative Aide IV or* *Administrative Aide IV*

Measurement and feedback Form (optional)	2.3 Process the request: Data Entry, and print transmittal thru BREQS; and save flash drive containing the data file 2.4 Prepare deposit slip of the collected fees to be deposited at LandBank - Alaminos City Branch 2.5 Submit requests with transmittal, proof of payment and flash drive containing the data file to BREQS Collecting Officer-Provincial Statistics Office-Calasiao, Pangasinan a. Receive Claim stub indicating the date of release; Wait for the schedule of release; 2.7. Claim the requested civil registry documents in PSA copy by presenting the claim stub; 2.8 Check correctness and completeness of issued civil registry documents based on the copy of the Transmittal; Sign in the receipt and Control Form	and annotated or endorsed documents issued previously by PSA PHP 210.00 per copy of the following: Certificate of No Marriage (CENOMAR)/ Advisory on Marriages (ADMAR)	as per MOA between LGU-Alaminos City and PSA	
3. RELEASING OF DOCUMENTS AFTER PRESCRIBED PERIOD				
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;	3.1 Information personnel inquires the specific transaction of the applicant, give queuing number and assist client to sign the log book;	None	5 minutes (varying on the number of requesting clients)	*Administrative Aide VI or Administrative Aide I*

3.3 Get queuing number and Citizens Charter (ARTA) Monitoring Form 3.4 Present notification, get queuing number and Citizens Charter (ARTA) Monitoring Form	3.2 Issue queuing number and inform client to submit BREQS Acknowledgement Slip at Window 6;			
3.5 Present queuing number, BREQS Acknowledgement Slip and Valid ID; 3.6 Sign BREQS Acknowledgement Slip, receive the requested civil registry document and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.3 Receive queuing number and Acknowledgement Slip; Verifies Valid ID; 3.4 Release the requested civil registry document; assist client in signing the BREQS Acknowledgement Slip and logbook	None	10 minutes	*Administrative Aide I* *Administrative Aide I or* *Administrative Aide IV*
TOTAL		➢ **PHP 280.00** for COLB, COM, COD and CENODEATH ➢ **PHP 335.00** for CENOMAR / ADMAR	**30 minutes and 14 working days**	
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 Advance Transmittal / Endorsement of On-Time Registration, Delayed Registration and No Record at PSA of Certificates of Live Birth, Death and Marriage to Philippine Statistics Authority

This procedure covers the forwarding at the Philippine Statistics Authority on-time and delayed registrations for births, deaths, and marriages—including 'no record' certifications issued by PSA for database enrollment

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
A. For ON-TIME OR DELAYED REGISTRATION of the following CRD, whichever is applicable:	
• Municipal Form No.102- Certificate of Live Birth- OCRG Copy and its attachments, if applicable	Local Civil Registry Office
• Municipal Form No.97- Certificate of Marriage OCRG Copy and its attachments, if applicable	Local Civil Registry Office
• Municipal Form No.103/103A- Certificate of Death / Fetal Death OCRG Copy and its attachments, if applicable	Local Civil Registry Office
> Additional requirements: - one (1) original or certified photo copy - Proof of Urgency (a 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;	Registrant/Applicant/Authorized Issuing Agency
B. For NO RECORD OF BIRTH AT PSA of the following CRD, whichever is applicable	
• Certified Photo Copy of Birth / Marriage / Death / Islam Conversion / Islam Divorce and its attachments, whichever is applicable	Local Civil Registry Office Philippine Statistics Authority (PSA) / BREQS Partners

• PSA CRS Form No. 1, Negative Certification of Birth / PSA CRS Form No. 3, Negative Certification of Marriage / PSA CRS Form No. 2, Negative Certification of Death - one (1) original copy	Local Civil Registry Office
• Photo Copy of page number of Registry Book of the CRD for endorsement, whichever is applicable - one (1) original copy	
• Any Government Issued Valid ID of the requesting party / authorizing person / authorized person, whichever is applicable – present original copy or photocopy with 3 fresh signatures	Registrant/Applicant
• Special Power of Attorney (SPA) / Authorization Letter of the Document Owner - one (1) original copy	Notary Public / Philippine Foreign Service Post / Authorized Administering Officer
• Affidavit of Nearest Kin/Explanation, if applicable - one (1) original copy	Notary Public / Philippine Foreign Service Post / Authorized Administering Officer
NOTE:	
• Submission of advance endorsement through courier directly to PSA Civil registration Service is no longer allowed, pursuant to Memorandum Circular No. 2020-12A	
• 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 must be specified in the SPA / Authorization Letter	
• The processor will determine applicable supporting documents/ attachments required; In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.	
(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)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Proceed to Visitor's Log-book Registration Window to log personal information and purpose on the Visitor's Log-book for Contact Trace; presents Valid ID, CRD, its attachments and Official Receipt (if applicable)	1.1 Checks completeness of documents 1.2 Provides queuing number, Citizens Charter ARTA Monitoring Form 1.3 Informs client to submit queuing number, ARTA Monitoring Form, CRD, its attachments and Official Receipt (if	None	5 minutes (varying to the registering client)	*Administrative Aide VI or Administrative Aide I*

	applicable) at Window 2 / Window 4, whichever is applicable			
1.2 Submit queuing number, Citizens Charter ARTA Monitoring Form and all necessary documents and attachments at Window 2/4. 1.3 Signs client log book	1.4 Receives queuing number, Citizens Charter (ARTA) Monitoring Form and the required documents; 1.5 Reviews and validates the completeness and consistency of the submitted requirements; 1.6 Issues order of payment if all documents are found complete, consistent and in order	None	5 minutes (varying on the case of documents to review)	*Administrative Assistant III* *Administrative Aide IV* *Administrative Aide IV* *Administrative Officer I* *Registration Officer II* *Registration Officer III* *Registration Officer II* *Administrative Aide I* *Registration Officer IV or* *City Civil Registrar*
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	Endorsement Fee of Civil Registry Document (Birth / Marriage / Death / Islam Conversion / Islam Divorce)	PHP 500.00 per CRD		*City Treasurer's Office* 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 duly enacted on 15th November, 2022.
	Documentary Stamp Tax	PHP 30.00		
	ICT Fee	PHP 25.00 per official receipt		
3. PROCESSING OF CIVIL REGISTRY DOCUMENT				
3.1. Submit queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and CRD and its attachments if applicable at Window 2/4 3.2 Wait for notification of LCR Staff	3.1 Receives queuing number, Citizens Charter ARTA Monitoring Form, Official Receipt (if applicable) and all necessary documents and checks the accuracy and completeness of requirements; 3.2 Pull-out and prepare the requested CRD for endorsement 3.3. Photo Copy the page number of Registry Book of the CRD for	None	60 minutes (varying on the case of CRD to be endorsed)	*Administrative Aide IV* *Administrative Aide IV* *Administrative Officer I* *Registration Officer II* *Registration Officer II* *Registration Officer III* *Registration Officer IV or* *City Civil Registrar*

	endorsement, or prepare letter of explanation if Registry Book is not available, if applicable 3.4 Prepare Endorsement / Transmittal Letter 3.5 The Civil Registrar or authorized signatory signs the documents			
4. RELEASING OF DOCUMENTS				
4.1 Receives and reviews personal copy of registered/processed CRD 4.2 Answer Harmonized Client Satisfaction Measurement and feedback Form (optional) 4.3 Signs log book for log-out;	4.1 Asks client to review the processed CRD for their satisfaction as to accuracy and completeness; 4.2 Gives instructions to client for the next step / procedure 4.3 Assists client in signing log book for log-out		10 minutes	*Administrative Aide IV* *Administrative Aide IV* *Administrative Officer I* *Registration Officer II* *Registration Officer II* *Registration Officer III* *Registration Officer IV or* *City Civil Registrar*
TOTAL		➢ **PHP 555.00**	**1 hour and 10 minutes processing time**	
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.				

13.16 Issuance of Certified Photocopy of Civil Registry Documents such as Certificates of Live Birth, Marriage, Death.

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
FOR ONLINE CLIENTS	
1. eLGU or eGov.PH Registered	eGov.PH to be downloaded through Google Playstore or Apple App Store, Internet Browser
2. Valid ID	
<u>CERTIFICATE OF LIVE BIRTH</u> IF THE REQUESTER IS THE DOCUMENT OWNER AND OF LEGAL AGE: ●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	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
IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE: ●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	Notary Public/ Document Owner/Applicant/Authorized Person in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs
●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, -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	Notary Public/ Authorizing Person /Authorized Person Notary Public/ Applicant/Authorized Person
-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: 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	Notary Public

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 Affidavit of Nearest Kin / Explanation, if applicable	Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education. Authorizing Person/ Authorized Person Document Owner/ Authorizing Person/ Authorized Person Notary Public
<u>CERTIFICATE OF MARRIAGE</u> IF THE REQUESTER IS THE DOCUMENT OWNER: ●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 IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE: ●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	Document Owner Notary Public/ Document Owner/Applicant/Authorized Person in the order mentioned in Memorandum Circular No. 2024-11 the Guidelines on the Issuance of CRDs Authorized Person Authorizing Person/ Authorized Person
<u>CERTIFICATE OF DEATH</u> IF THE DECEASED IS MARRIED:	Husband, wife or children, or in the order mentioned in Memorandum Circular No. 2024-11

●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.	Mother, father, or in the order mentioned in Memorandum Circular No. 2024-11
IF THE DECEASED IS NOT MARRIED: ●Valid identification card of mother, father, non-marital children, siblings in the order mentioned provided that they show link/relationship to the deceased.	
IF THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE: ●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	Notary Public /Authorized Person or in the order mentioned in Memorandum Circular No. 2024-11 Authorized Person Authorizing Person/ Authorized Person
IF DOCUMENT OWNER IS MINOR AND THE REQUESTER IS AN AUTHORIZED REPRESENTATIVE: ●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 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	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 Notary Public /Authorized Person Authorizing Person/ Authorized Person Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education. Authorizing Person/ Authorized Person

●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				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Login to eGov app through mobile phone or eLGU through your browser. https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ Go to LGUs, Select LGU "City of Alaminos, Pangasinan" Select Electronic Local Government Unit (eLGU) System Select Go to City of Alaminos services Select Local Civil Registry and choose your desired request Fill out the required information, upload a scanned copy or photo of Valid Government Issued ID click 'Submit'.	1.1 Verify the client's information and evaluate the submitted requirements.	NONE	10 minutes	Registration Officer II
	1.2 approved client's application and tagged for payment Note: the client will be notified if his / her request is not available in our Records.	P155.00 per copy of Certified Photocopy of BIRTH, MARRIAGE, AND DEATH	10 minutes (Varying on the number of requesting clients)	
2. The client will generate a QR code through QR Ph to proceed for payment. (Online Banking, e-wallets, pay at the counter)	2.1 Confirmed payment once the client pay through QR Ph and tagged for for printing		10 minutes	
	2.2 After printing, it will be tagged for pick up and the client will be notified that his/ her request is ready for collection		10 minutes	
3. The client will pick up the requested Civil Registry Documents at the City Civil Registry Office.	3.1 The authorized person will tag the transaction as Issued / Released once it has been claimed by the client		5 minutes	
Note: **All incomplete data/requirements will not be accepted.**				

Resubmission of requirements is needed when the client's application is rejected.		
TOTAL	**PHP 155.00**	**45 minutes**

SOCIAL SERVICES

14. City Library Office External Services

14.1 Accessing Computer and Internet Services

The use of computer/ internet for an hour.

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. **Register in the Tech4ED Logsheet** The Computer and Wi-Fi clients shall register their TIME-IN in the Tech4ED Logsheet. The clients may use the computer for maximum of 1 hour and may extend its use provided there is no queue. (*note: chatting and gaming is prohibited).*	1.The Tech4ED Center Manager shall assist the user in filling the logsheet.	None	1 min.	*Tech4ED Center Manager*
2. **Register Time-out in the Tech4ED Logsheet** The Computer clients shall indicate the TIME-OUT in the Tech4ED Logsheet	2.The Tech4ED Center Manager shall assist the clients in filling the logsheet	None	1 min.	
	TOTAL		**2 minutes**	

14.2 Reader's Reference Service

Using of books and other materials inside the library.

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
Valid Government ID/Valid School ID/Registration	

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

1. **Register new client** The library user shall present a valid government Identification card or valid school ID/registration	1.1The front desk officer shall register the clients in the e-logbook system following the details in the provided Identification Card/Registration form. 1. 2 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.	None	3 min.	*Front Desk Officer*
2. Scan the QR Code and Deposit Personal Belongings: (*note: in case of power interruption, the clients shall utilize the Reader's Reference Logbook).* The library user shall scan the generated QR Code for their Time-in and deposit their personal belongings, if any.	2.1 Request the client to deposit their personal belongings at the control desk, if any. 2.2 The front desk officer shall provide the client with number tag and remind them not to leave any valuable item/s inside their baggage	None	1 min.	*Front Desk Officer*
3. Reader's Reference Assistance: The library user may request the assistance of the *Reference Assistant / Information Officer* or check the availability of material/s through the use of Koha OPAC or browse through the shelves.	3.1 The *Reference Assistant / Information Officer* shall assess the need of the client and provide the necessary assistance.	None	10 mins.	*Reference Assistant / Information Officer*
4. Return Personal Belongings and Scan the QR Code: The library user shall present the number tag provided to claim their personal belonging/s, if any and scan their QR code for their TIME-OUT (*note: in case of power interruption, the client shall utilize the Reader's Reference Logbook*).	4.1 The front desk officer shall return the personal belongings of the user upon receipt of number tag, if any.	None	1 min.	*Front Desk Officer*
	TOTAL	**None**	**15 minutes**	

14.3 Circulation of Library Materials

Borrowing and returning of books or non-book materials outside the library.

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
Valid Government ID Valid School ID or Registration	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. **Borrowing of books or materials:** The client shall fill up the borrower's slip and present a valid government Identification card or valid school ID/registration in order to borrow a maximum of 2 book/s except for materials considered "FOR ROOM USE ONLY." Books in Reserved and Special Section may be borrowed for an hour, one week for Fiction Collection, other books may be borrowed over-night.	1.1 The Circulation Section In-charge shall fill up the Book Card and the Date Due Slip of the book 2 The Circulation Section in-charge shall scan the barcode of the book to update the Koha. 3 The Circulation Section In-charge shall issue the book or material and remind its due date	None	3 min.	Circulation Section In-charge
2. Returning of books or materials: Present the borrowed book/s or material/s to the Circulation Section in-charge	2.1 The Circulation Section In-charge shall check the due date and the physical condition of the material 2.2 The Circulation Section In-charge shall scan the barcode of the returned book to update the Koha 2.3 The Circulation Section In-charge shall return the Valid ID of the client	None	3 min.	
	TOTAL	**None**	**6 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I*
	If **NOT**, the personnel shall encode in the database all details indicated on the OVR ticket.	None	**5 minutes**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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 None	**7 minutes** **2 minutes**	*Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I*
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	➢ **Refer to the table of violations and corresponding penalties** ➢ ICT Fee: **₱ 25.00 pesos** ➢ Documentary stamp, if necessary: **₱ 30.00 pesos**	**3 minutes**	*Traffic Operations Officer I Administrative Aide IV POSO Bonded Collecting Officers*
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**	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I*
TOTAL	**Violation** (Refer to the table of violations and corresponding penalties listed below) + **Php 25.00** If OVR ticket or Notice of Violation is lost		**28 minutes**	

	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	1st offense: **₱ 525.00** 2nd offense: **₱ 1,025.00** 3rd 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**	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 525.00**
3. Obstruction to Traffic	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 525.00**
4. Use of City Roadsides as Parking Space by Machine Shops/Talyer	1st offense: **₱ 1,025.00** 2nd offense: **₱ 2,025.00** 3rd and succeeding offenses: **₱ 3,025.00** and revocation of business permit upon due notice
5. Violation of "Nose in, Nose Out" Policy	1st offense: **₱ 2,025.00** 2nd offense: **₱ 3,025.00** 3rd and succeeding offenses: **₱ 5,025.00**
6. Driving/Parking Against Traffic Flow / Driving Backward Along Thoroughfare	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 525.00** and impounding until fine is paid
7. Driving Under the Influence of Liquor/Drug	1st offense: **₱ 2,025.00** and impounding until fine is paid

	2nd offense: **₱ 2,525.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 3,025.00** and impounding until fine is paid
8. Reckless Driving / Racing with Another Vehicle	1st offense: **₱ 1,025.00** and impounding until fine is paid 2nd offense: **₱ 1,525.00** and impounding until fine is paid 3rd 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	1st offense: **₱ 525.00** 2nd offense: **₱ 625.00** 3rd and succeeding offenses: **₱ 725.00**
11. Blocking Vehicle / Cutting Vehicle / Overtaking Vehicle	1st offense: **₱ 675.00** 2nd offense: **₱ 725.00** 3rd and succeeding offenses: **₱ 775.00** and impounding until fine is paid
12. Driving/Riding a Motorcycle Without Wearing Protective Helmet	1st offense: **₱ 1,025.00** and impounding until fine is paid 2nd offense: **₱ 2,025.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 3,025.00** and impounding until fine is paid
13. Driving a Motorcycle with More Than One (1) Back rider	1st offense: **₱ 1,025.00** and impounding until fine is paid 2nd offense: **₱ 2,025.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 3,025.00** and impounding until fine is paid
14. Driving Without License / Driving with Student Permit Only (Public Utility Vehicles)	1st offense: **₱ 1,025.00** and impounding until fine is paid 2nd offense: **₱ 1,525.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 2,025.00** and impounding until fine is paid
15. Driving with Fake License / Revoked License / Expired License / Borrowed License	1st offense: **₱ 1,025.00** and impounding until fine is paid 2nd offense: **₱ 1,525.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 2,025.00** and impounding until fine is paid
16. Driving with Improper Restriction Code/Improper License	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 425.00**
17. Driving with Student Permit without the company of duly license driver	1st offense: **₱ 675.00** 2nd offense: **₱ 725.00** 3rd and succeeding offenses: **₱ 775.00**

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

	3rd and succeeding offenses: **₱ 325.00**
30. Unreadable/Disfigured Plate Number	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd 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	1st offense: **₱ 525.00** 2nd offense: **₱ 625.00** 3rd and succeeding offenses: **₱ 725.00** and impounding until fine is paid
32. Defective/Not Functioning Stop Light/ Flasher	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 425.00** and impounding until fine is paid
33. No Backrest	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd and succeeding offenses: **₱ 525.00**
34. More Than One (1) back Rider (All Tricycles)	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd and succeeding offenses: **₱ 525.00**
35. Nuisance muffler	1st offense: **₱ 525.00** and confiscation of muffler 2nd offense: **₱ 625.00** and confiscation of muffler 3rd and succeeding offenses: **₱ 725.00** and confiscation of muffler
36. No Mark "NOT FOR HIRE" IN Front and Back of Body (Private Tricycles & Jeepneys	1st offense: **₱ 525.00** 2nd offense: **₱ 625.00** 3rd and succeeding offenses: **₱ 725.00** and impounding until fine is paid
37. Failure to Give Signal When Turning left and Right	1st offense: **₱ 125.00** 2nd offense: **₱ 150.00** 3rd and succeeding offenses: **₱ 175.00** and impounding until fine is paid
38. Overloading (Tricycles: maximum of four (4) passengers only)	1st offense: **₱ 1,025.00** 2nd offense: **₱ 3,025.00** and **suspension** of one (1) month of local franchise issued by the City Government upon due notice 3rd 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	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00**

	3rd 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	1st offense: **₱ 525.00** and impounding until fine is paid 2nd offense: **₱ 1,025.00** and impounding until fine is paid 3rd and succeeding offenses: **₱ 1,525.00** and impounding until fine is paid
42. No Backlight (4-wheeled tractors)	1st offense: **₱ 225.00** 2nd offense: **₱ 275.00** 3rd and succeeding offenses: **₱ 375.00** and impounding until fine is paid
43. No Light & Reflector During Night Travel (kuliglig w/ attached carriage)	1st offense: **₱ 225.00** 2nd offense: **₱ 275.00** 3rd and succeeding offenses: **₱ 375.00** and impounding until fine is paid
44. Minor Using Padyak/Push Cart / Minor Driving a Motor/Motorized Vehicle	1st offense: **₱ 325.00** 2nd offense: **₱ 525.00** 3rd and succeeding offenses: **₱ 725.00** and impounding until fine is paid
45. Drinking at Parking Terminal / Gambling at Parking Terminal	1st offense: **₱ 675.00** 2nd offense: **₱ 725.00** 3rd 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	**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
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	1st offense: **₱ 525.00** 2nd offense: **₱ 725.00** 3rd 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	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd and succeeding offenses: **₱ 525.00** and 3 days' imprisonment
51. Leaving/Parking a Vehicle or loading/Unloading Inside Towing Zone	1st offense: **₱ 525.00** with towing and impounding fee 2nd offense: **₱ 625.00** with towing and impounding fee 3rd and succeeding offenses: **₱ 725.00** with towing and impounding fee
52. Jaywalking	1st offense: **₱ 525.00** 2nd offense: **₱ 1025.00** 3rd 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	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 425.00**
59. No Body Number (Public Motorizes Tricycles)	1st offense: **₱ 525.00** 2nd offense: **₱ 625.00** 3rd and succeeding offenses: **₱ 725.00**
60. Smoke Belching	**₱ 425.00**
61. Truck Ban	1st offense: **₱ 525.00** 2nd offense: **₱ 625.00** 3rd and succeeding offenses: **₱ 725.00**
62. No Side Mirror	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 425.00** and impounding until fine is paid
63. No Head Light / Defective Headlight	1st offense: **₱ 1,025.00** 2nd offense: **₱ 2,025.00** 3rd and succeeding offenses: **₱ 3,025.00** and impounding until fine is paid
64. Violation on the Provision of Number Coding	1st offense: **₱ 525.00**

	2nd offense: **₱ 1,025.00** 3rd and succeeding offenses: **₱ 1,525.00** and impounding until fine is paid
65. Minor Driving Motorcycle / Motorized Vehicle	1st offense: **₱ 2,025.00** 2nd offense: **₱ 3,025.00** 3rd and succeeding offenses: **₱ 5,025.00** and impounding until fine is paid
66. No Horn	1st offense: **₱ 525.00** 2nd offense: **₱ 1,025.00** 3rd and succeeding offenses: **₱ 2,025.00** and impounding until fine is paid
67. Disregarding Traffic Signal	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 525.00** and impounding until fine is paid
68. Overloading (Private Vehicles)	1st offense: **₱ 525.00** 2nd offense: **₱ 1,025.00** 3rd and succeeding offenses: **₱ 1,525.00** and impounding until fine is paid
69. Disregarding Traffic Signal	1st offense: **₱ 225.00** 2nd offense: **₱ 325.00** 3rd and succeeding offenses: **₱ 525.00** and impounding until fine is paid
70. Not carried OR/CR Upon Apprehension	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd and succeeding offenses: **₱ 525.00** and impounding until fine is paid
71. Not Carried Driver's License Upon Apprehension	1st offense: **₱ 325.00** 2nd offense: **₱ 425.00** 3rd 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:	**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

73. PMT operating Out of Route	1st offense: **₱ 525.00** 2nd offense: **₱ 1,025.00** 3rd and succeeding offenses: **₱ 2,025.00** and impounding until fine is paid

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 Additional requirement for authorized person/ representative: Authorization Letter and valid ID of owner/ lawful possessor	Notary Public 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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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	*Administrative Aide, Administrative Aide 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**			*Administrative Aide IV, and Traffic Operations Officer 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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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 None	7 minutes 2 minutes	*Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I*

4. Client shall pay the computed amount	4. Collect payment of violator and issue Official Receipt of his/her payment	➢ 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	*Traffic Operations Officer I* *Administrative Aide IV* *POSO Bonded Collecting Officers*
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	*Security Guard on duty*
	5.1 Both claimant and Guard on duty shall inspect the condition of the impounded vehicle.	None	10 minutes	*Security Guard on duty*
	5.2 Release the impounded vehicle to the claimant and let him sign the release document in the logbook	None	5 minutes	*Security Guard on duty*
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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer 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. POSO Clearance Documentary Stamp ICT Fee	None ₱ 50.00 ₱ 30.00 ₱ 25.00	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	*Administrative Aide, Administrative Aide I, Administrative Aide IV, or Traffic Operations Officer I* *Executive Asst. IV* **Authorized Officer/s:** *Traffic Operations Officer 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	*Administrative Aide or Security Officer 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	*Administrative Aide or Security Officer 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	*Administrative Aide or Security Officer 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	*Executive Asst. IV* ***Authorized officer:*** *Security Officer I* *Traffic Operations Officer I* *Administrative Aide IV* *Duty Investigator*
		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	*Administrative Aide (Desk Officer or Duty Investigator)* *Security Officer 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)	*Administrative Aide (Desk Officer or Duty Investigator)* *Security Officer 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	*Traffic Operations Officer I* *Administrative Aide IV* *POSO Bonded Collecting Officers*

	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	*Administrative Aide (Desk Officer or Duty Investigator), Security Officer 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	*Administrative Aide (Desk Officer or Duty Investigator), Security Officer I* *Executive Asst. IV* ***Authorized officer/personnel:*** *Security Officer I* *Traffic Operations Officer I* *Administrative Aide IV*
4. Issuance of the requested document	4. Let the client acknowledge the receipt of requested document	None	1 minute	*Administrative Aide (Desk Officer or Duty Investigator), Security Officer 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	*Administrative Aide, Administrative Aide I, Administrative Assistant I, Administrative Assistant I or Local Youth Dev't Officer 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	*Administrative Aide, Administrative Aide I, Administrative Assistant I, Administrative Assistant I or Local Youth Dev't Officer I*
3. Received approved letter and file the copy.	3. Calendar the date of Alaminos City Sports (ACSC) reservation.	None	2 minutes	*Administrative Aide, Administrative Aide I, Administrative Assistant I, Administrative Assistant I or Local Youth Dev't Officer I*
	TOTAL	**None**	**7 Minutes**	

INFRASTRUCTURE SERVICES

17. City Engineering Office External Services

17.1 Online Filing of Application for Building Clearance of 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. Issued Occupancy Permit	Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Option 1. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or Option 2. Download the **eGOV App** from the *Google Play Store* or *App Store* open the app and log in click LGUs tap City of Alaminos Open the eLGU system and select "City of Alaminos Services." Select "Business Permit (BPLS)" → "New" → "Proceed." Fill in your Business Info, Operations, and Line of Business. Upload your documents and click Submit Application.	1.1 Received endorsement from BPLO	None	2 minutes	*Administrative Assistant II* ***Alternates:*** *Administrative Assistant III, Engineer II, CMM*
	1.2 Verification of Occupancy Permit If complete, verify fees, add remarks, and generate BIN. If not, reject application.	None	2 minutes	*Administrative Assistant II* ***Alternates:*** *Administrative Assistant III, Engineer II, CMM*
2. Pay assessed fees online thru QR-Ph Code	2.1 Confirm and approve payment		20 Minutes	*City Treasury Office Staff*
	Documentary Stamp	**Php 30.00**		
	ICT Fee	**Php 25.00**		
	Building Clearance Fee	**Php 20.00**		

3. Claim Your Permits: Visit the Business One-Stop-Shop (BOSS) to pick up your Mayor's Permit and Business Plate. 3.1 Secure Post-Requirements (*Within 30 working days*) the following clearances at the Business One-Stop-Shop (B.O.S.S.) to remain compliant: • RPT Clearance (Real Property Tax) • Garbage Fee • Sanitary Permit • Zoning Clearance • Building Clearance • BFP-FSIC (Fire Safety Inspection Certificate) *** Failure to comply the post-requirements ground for temporary closure of the business.				
	TOTAL:	**Php 75.00**	**22 minutes**	

17.2 On site filing of 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Verification of Occupancy Permit	None	15 minutes	*Acting City Building Official or Acting Assistant City Building Official*
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**		
	Building Clearance Fee	**Php 20.00**		
	2.1 Approve and issue Building Clearance for Business Permit	None	15 minutes	*Acting City Building Official or Acting Assistant City Building Official or Administrative Assistant II*
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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	TOTAL:	**Php 75.00**	**42 minutes**	

17.3 Online Filing of Application for Zoning Clearance of 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Option 1. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or Option 2. Download the **eGOV App** from the *Google Play Store* or *App Store* open the app and log in click LGUs tap City of Alaminos Open the eLGU system and select "City of Alaminos Services." Select "Business Permit (BPLS)" → "New" → "Proceed." Fill in your Business Info, Operations, and Line of Business. Upload your documents and click Submit Application.	1.1 Received endorsement from BPLO	None	2 minutes	*Administrative Assistant II* ***Alternates:*** *Administrative Assistant III, Engineer II, CMM*
	1.2 Verification of business location and activity. If complete, verify fees, add remarks, and generate BIN. If not, reject application.	None	2 minutes	
2. Pay assessed fees online thru QR-Ph Code	2.1 Confirm and approve payment		20 Minutes	*City Treasury Office Staff*
	Documentary Stamp	**Php 30.00**		
	ICT Fee	**Php 25.00**		
	Building Clearance Fee	**Php 20.00**		
3. Claim Your Permits: Visit the Business One-Stop-Shop (BOSS) to pick up your Mayor's Permit and Business Plate. 3.1 Secure Post-Requirements (*Within 30 working days*) the following clearances at the Business One-Stop-Shop (B.O.S.S.) to remain compliant:				

• RPT Clearance (Real Property Tax) • Garbage Fee • Sanitary Permit • Zoning Clearance • Building Clearance • BFP-FSIC (Fire Safety Inspection Certificate) *** Failure to comply the post-requirements ground for temporary closure of the business.				
	TOTAL:	**Php 75.00**	**22 minutes**	

17.4 On Site Filing of 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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*

	1.1 Verification of business location and activity	None	15 Minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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*
	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	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II, Administrative Assistant II*
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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*
	TOTAL:	**Php 75.00**	**42 minutes**	

17.5 On Site Filing of 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**

17.5.1 Construction/erection/addition/alteration/renovation/repair/legalization of the following project activity /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** • **Fences over 1.80 meters in height** • **Excavation and Ground Preparation Permit** **Note: Please visit PD 1096 and City Ordinance No. 2017-11 for more information.**	
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 *(including Vicinity map & Site Development Plan)* 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Verification of Land Use (Zoning)	None	1 day	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	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	*City Treasury Office Staff*
	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	*Zoning Administrator Designate* ***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, Assistant II, Administrative Assistant VI
	TOTAL:	**Php 55.00 + Locational Clearance fee** (assessment based on City Ordinance No. 2017-11)	**2 Days, 22 minutes**	

17.5.2 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) • Notarized Pro-forma Affidavit (1 original copy)	Notary Public
• 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 *(including Vicinity map & Site Development Plan)* 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide,* *Construction and Maintenance Man,* *Administrative Assistant II,* *Administrative Assistant VI*
	1.1 Verification of Land Use (Zoning)	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	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	City Treasury Office Staff
	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	3. Approve and issue Locational Clearance	None	2 Days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*

One-Stop-Shop (BOSS) Office (CEO 2)	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**	

17.6 On Site Filing of 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

17.6.1 Lot Certification

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Tax Declaration	City Accessor Office

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 the submitted document	None	5 minutes	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*
	1.1 Verification of the submitted document	None	1 Day	*Zoning Administrator Designate* ***Alternates:***

				Zoning Officer I, Architect II
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	15 Minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*
	TOTAL:	**Php 105.00**	**1 day, 27 minutes**	

17.6.2 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*

	1.1 Verification	None	2 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI,*
	TOTAL:	**Php 105.00**	**10 minutes**	

17.6.3 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man,*

				Administrative Assistant III, Administrative Assistant VI
	1.1 Verification	None	1 Day	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
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	*Administrative Assistant II,* ***Alternates:*** *Administrative Aide, Administrative Aide I Construction and Maintenance Man, Administrative Assistant III, Administrative Assistant VI*
	TOTAL:	**Php 105.00**	**1 Day, 1 hr & 7 mins**	

17.7 On Site Filing of 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 Accessor 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	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	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	*Php 3.00 per square meter*		
	2.1 Prepare the necessary documents for the approval of Locational Clearance by the Zoning Administrator Designate		1 Hour	*Zoning Administrator Designate* ***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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	TOTAL:	**Php 255.00 + Locatiional fee** (based on the the total area)	**1 Day,1 Hour,50 minutes**	

17.8 On Site Filing of 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

17.8.1 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. PRINTED Construction Occupational Safety and Health Program APPLICATION REFERENCE NUMBER from DOLE Office *Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process* (2 copies)	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: ● 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 ● 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) a. Licensed Geodetic Engineer, in case of Lot Survey Plans; *Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)* 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	Design professionals
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)	Licensed Architect or Civil Engineer of the project
7. Specifications, duly signed and sealed by Licensed Architect/Civil Engineer **with the conformity of the owner** (4 original copies)	Design professionals
8. Assessment of Building Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
9. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)	City Treasury Office - Window 4,5,6,7
10. 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:	
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)	• 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: • 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 Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopy)	• 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)	
In case the building/structure requires electrical permit:	• Professional Electrical Engineer of the project

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)			• 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	10 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	10 minutes	*Engineer II* ***Alternate:*** *Engineer III*
	Architectural	None	10 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	10 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	10 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	10 minutes	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	10 minutes	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	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	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	
	1.5 Sign for approval of order of payment			*Acting City Building Official or Acting Assistant City Building Official or 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			*Acting City Building Official or Acting Assistant City Building Official or 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	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, 5 hours, 22 minutes**	

17.8.2 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: ● 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 ● 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) a. Licensed Geodetic Engineer, in case of Lot Survey Plans; *Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)* 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)
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, 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)	• 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: • 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 Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopy)	• 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), *for projects affecting national roads* (1 original, 2 photocopies)	• 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide,* *Construction and Maintenance Man,* *Administrative Assistant II,* *Administrative Assistant VI*

	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	10 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Architectural	None	10 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	10 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	1.2 Schedule and conduct inspection and verification	None	1 day	*Inspectorate Team*
	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	
	1.5 Sign for approval of order of payment			*Acting City Building Official or Acting Assistant City Building Official or 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	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 Officia*
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, 4 hours, 17 minutes**	

17.8.3 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)	• Registry of Deeds
4. Certified true copy of Tax Declaration of the Building (1 original Copy, 2 photocopies)	• City Assessor's Office
5. Current Real Property Tax Receipt (1 original copy, 2 photocopies)	• City Treasury Office - Window 9, 10, 11
6. 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);	• All professionals involved in the project ● City Treasury Office – Window 4 & 5/ Barangay Hall

● Community Tax Certificate for the current year and valid ID of the applicant (1 photocopy)	
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) a. Licensed Architect, in case if Architectural plans and documents; b. Licensed Civil Engineer, in case of Civil/Structural plans and documents; c. Licensed Professional Electrical Engineer, in case of Electrical plans and documents; d. Licensed Professional Mechanical Engineer, in case of mechanical plans and documents; e. Licensed Sanitary Engineer, in case of sanitary plans and documents; f. Licensed Master Plumber, in case of plumbing plans and documents; g. 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: • 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	1 Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	*Administrative Assistant III* ***Alternates:***

Business One-Stop-Shop (BOSS) Office (CEO 2)				*Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Architectural	None	10 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	10 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	10 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	10 minutes	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	10 minutes	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	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	
	1.5 Sign for approval of order of payment			*Acting City Building Official or Acting Assistant City Building Official or 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**		
	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	*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 + **Building permit fees** (based on PD No. 1096)	**2 days, 2 hours,57 minutes**	

17.8.4. 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. PRINTED Construction Occupational Safety and Health Program APPLICATION REFERENCE NUMBER from DOLE Office *Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process* (2 copies)	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: ● 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 ● 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) b. Licensed Geodetic Engineer, in case of Lot Survey Plans; *Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)* 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;	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:	
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)	• 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: • 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)	• Notary Public • Notary Public

• or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 3 photocopies) with attached Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopy)	• Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall
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)	• 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	10 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Architectural	None	10 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	10 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	10 minutes	*Architect II* *Alternates:* *Zoning Officer I, Administrative Assistant III*
	Electrical	None	10 minutes	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	10 minutes	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	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	
	1.5 Sign for approval of order of payment			*Acting City Building Official or Acting Assistant City Building Official or Supervising Administrative Officer*
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**	

17.9 On Site Filing of 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

17.9.1 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. PRINTED Construction Occupational Safety and Health Program APPLICATION REFERENCE NUMBER from DOLE Office *Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process* (2 copies)	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: ● 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 ● 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) a. Geodetic Engineer, in case of Lot Survey Plans; *Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)* c. Architect, in case if Architectural plans and documents; *Note: in case of architectural interior / interior design documents, either an architect or interior designer may sign* 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:	
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)	• 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: • 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 Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopies)	• 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)	
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)	• 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)	• 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)	• 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	20 minutes	*Engineer II* ***Alternates:***

				Engineer III
	Architectural	None	20 minutes	*Supervising Administrative Officer* *Alternates:* *Architect III, Architect II*
	Civil/ Structural	None	20 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	20 minutes	*Architect II* *Alternates:* *Zoning Officer I, Administrative Assistant III*
	Electrical	None	20 minutes	*Engineer III* *Alternates:* *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	*Inspectorate Team*
	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	
	1.5 Sign for approval of order of payment			*Acting City Building Official* *Or Acting Assistant City Building Official* *Or 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			*Acting City Building Official* *Or Acting Assistant City Building Official*

				Or 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**	

17.9.2 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)	• Registry of Deeds
4. Certified true copy of Tax Declaration of the Building (1 original Copy, 2 photocopies)	• City Assessor's Office
5. Current Real Property Tax Receipt (1 original copy, 2 photocopies)	• City Treasury Office - Window 9, 10, 11

6. 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 ● 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) a. Licensed Architect, in case if Architectural plans and documents; b. Licensed Civil Engineer, in case of Civil/Structural plans and documents; c. Licensed Professional Electrical Engineer, in case of Electrical plans and documents; d. Licensed Professional Mechanical Engineer, in case of mechanical plans and documents; e. Licensed Sanitary Engineer, in case of sanitary plans and documents; f. Licensed Master Plumber, in case of plumbing plans and documents; g. 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: • 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			

	Architectural	None	1 Hour	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	1 Hour	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	1 Hour	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	1 Hour	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	1 Hour	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	Electronics	None	1 Hour	
	Mechanical	None	1 Hour	
	1.2 Schedule and conduct inspection and verification	None	2 days	*Inspectorate Team*
	1.3 Assessment of plans for order of payment	None	1 Hour	*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	
	1.5 Sign for approval of order of payment			*Acting City Building Official* *Or Acting Assistant City Building Official* *Or 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**		
	Signboard	**Php 200.00**		
	Inspection & Verification	**Php 200.00**		

*Make sure to secure Official Receipt that will be issued upon payment	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	*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 + **Building permit fees** (based on PD No. 1096)	**5 days, 47 minutes**	

17.9.3 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: ● 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)	• 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)	• 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) 2. Certified true copy of Tax Declaration (1 original Copy, 1 photocopy) 3. Current Real Property Tax Receipt (1 original copy, 1 photocopy)	• 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: • 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 Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopy)	• 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:	

• 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide,* *Construction and Maintenance Man,* *Administrative Assistant II,* *Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Electrical	None	10 minutes	*Engineer III* ***Alternate:*** *Engineer I*
	1.2 Schedule and conduct inspection and verification	None	1 day	*Inspectorate Team*
	1.3 Assessment of plans for order of payment	None	30 minutes	*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	
	1.5 Sign for approval of order of payment			*Acting City Building Official* *Or Acting Assistant City Building Official* *Or 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**		
	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	*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 Or Engineer III*
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 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**	

17.10 On Site Filing of 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

17.10.1 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. PRINTED Construction Occupational Safety and Health Program APPLICATION REFERENCE NUMBER from DOLE Office *Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process* (2 copies)	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: ● 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 ● 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) a. Geodetic Engineer, in case of Lot Survey Plans; *Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)* b. Architect, in case if Architectural plans and documents; *Note: in case of architectural interior / interior design documents, either an architect or interior designer may sign* 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:	
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)	• 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: • 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 Community Tax Certificate for the current year and valid ID of the lot owner/administrator (1 photocopies)	• 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)	
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)	• Professional Electrical Engineer of the project • Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2)
For Three (3) storey structures or 7.50 meters high, and more 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)	• Licensed Civil Engineer • Licensed Geotechnical Engineer
For Four (4) storey structures or 12 meters high, and more 1. Fire Suppression System Plan, computations and specification, signed and sealed (4 original copy) 2. Elevator System plan, specifications, and computations (4 original copy)	• Licensed Fire Protection Engineer • Licensed Mechanical Engineer
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) 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of plans and documents submitted.			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	1 day	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	1 day	*Supervising Administrative Officer* *Alternates:* *Architect III, Architect II*
	Civil/ Structural	None	1 day	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	1 day	*Architect II* *Alternates:* *Zoning Officer I, Administrative Assistant III*
	Electrical	None	1 day	*Engineer III* *Alternates:* *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:***

	1.4 Review and print order of payment	None	1 hour	*Supervising Administrative Officer, Architect II, Engineer II, Architect III, Engineer III, Zoning Officer I*
	1.5 Sign for approval of order of payment			*Acting City Building Official Or Acting Assistant City Building Official Or 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			*Acting City Building Official Or Acting Assistant City Building Official Or 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-	3. Release the approved permit to the client	None	5 minutes	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II,*

Stop-Shop (BOSS) Office (CEO 2)				*Administrative Assistant VI*
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**	

17.11 On Site Filing of 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 *(NBC Form No. B-10)*, 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)

(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)	
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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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; 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: ● 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. Tax Declaration of the Building (1 original copy, 3 photocopies)	City Assessor's Office
8. Issued Building Permit with ancillary permit forms 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	10 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	5 minutes	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	5 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	5 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	5 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	5 minutes	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	5 minutes	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	Electronics	None	5 minutes	
	Mechanical	None	5 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	*Inspectorate Team*
	1.3 Assessment of plans for order of payment	None	3 hours	*Administrative Assistant III* ***Alternates:*** *Supervising Administrative Officer,*
	1.4 Review and print order of payment	None	10 minutes	

				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 Or 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 Or 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 Administrator Desginate* ***Alternates:*** *Zoning Officer I, Architect II*
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	1 day	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official Or Acting Assistant City Building Official*

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	*Administrative Assistant III* ***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);***	

17.11.2 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. 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	● 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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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; 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
6. 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
7. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)	Owner
8. Tax Declaration of the Building (1 original copy, 3 photocopies)	City Assessor's Office
9. Issued Building Permit with ancillary permit forms (1 photocopy)	Owner
10. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)	Bureau of Fire Protection Office
11. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
12. 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	1. Review the submitted documents and attach checklist of requirements and evaluation checklist	None	30 minutes	*Administrative Assistant III* ***Alternates:***

documents at Business One-Stop-Shop (BOSS) Office (CEO 2)				*Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	20 minutes	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	20 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	20 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	20 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	20 minutes	*Engineer III* ***Alternates:*** *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	*Inspectorate Team*
	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	
	1.5 Sign for approval of order of payment	None		*Acting City Building Official*

				Or Acting Assistant City Building Official *Or 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* *Or 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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man* *Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official* *Or Acting Assistant City Building Official*
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	*Administrative Assistant III* ***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)		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. 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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; 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
6. 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
7. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)	Owner
8. Tax Declaration of the Building (1 original copy, 3 photocopies)	City Assessor's Office
9. Issued Building Permit with ancillary permit forms (1 photocopy)	Owner
10. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)	Bureau of Fire Protection Office
11. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)	Business One-Stop-Shop (BOSS) Office (CEO 2)
12. 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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide,* *Construction and Maintenance Man, Administrative Assistant II,* *Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*

	Line & Grade	None	1 day	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	1 day	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	1 day	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	1 day	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	1 day	*Engineer III* ***Alternates:*** *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* *Or 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 *Or 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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man* *Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official* *Or Acting Assistant City Building Official*
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	*Administrative Assistant III* ***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)		**14 days, 2 hours, 22 minutes**	

17.12 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

17.12.1 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 (1 photocopies, signed and sealed)	All professionals involved in the project
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	*Administrative Assistant III,* ***Alternates:*** *Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conduct evaluation of documents submitted	None	2 Days	*Engineer III* *Engineer II* ***Alternates****:* *Administrative Aide, Administrative Aide I, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant III, Administrative Assistant VI,*
	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,*
	1.4 Review and print order of payment	None		

				Architect II, Engineer II, Architect III, Engineer III, Zoning 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	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 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	*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 + **Building permit fees** (based on PD No. 1096)		**6 days, 1 hours, 7 minutes**	

17.13 On Site Filing of 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

17.13.1 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	● 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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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;	Design professionals

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				
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. Tax Declaration of the Building (1 original copy, 3 photocopies), *if applicable*		City Assessor's Office		
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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	10 minutes	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	5 minutes	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	5 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*

	Civil/ Structural	None	5 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	5 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	5 minutes	*Engineer III* ***Alternates:*** *Engineer I*
	Sanitary	None	5 minutes	*Acting City Building Official* *or* *Acting Assistant City Building Official*
	Electronics	None	5 minutes	
	Mechanical	None	5 minutes	
	1.2 Schedule and conduct inspection and verification	None	1 day	*Inspectorate Team*
	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	
	1.5 Sign for approval of order of payment	None		*Acting City Building Official* *Or Acting Assistant City Building Official* *Or 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* *Or Supervising Administrative Officer*
2. Proceed to City Treasury Office for the payment of	2. Accept the payment based on the Order of Payment		2 minutes	City Treasury Office Staff

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**		
	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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	1 day	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man* *Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official* *Or Acting Assistant City Building Official*
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	*Administrative Assistant III* ***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);***	

17.13.2 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	● 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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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; 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: ● 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. Tax Declaration of the Building (1 original copy, 3 photocopies), *if applicable*	City Assessor's Office
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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	20 minutes	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	20 minutes	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	20 minutes	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	20 minutes	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	20 minutes	*Engineer III* ***Alternates:***

				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	*Inspectorate Team*
	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	
	1.5 Sign for approval of order of payment	None		*Acting City Building Official Or Acting Assistant City Building Official Or 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 Or 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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man* *Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official* *or* *Acting Assistant City Building Official*
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	*Administrative Assistant III* ***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)		5 days, 6 hours, 42 minutes ***(Complex Application);***	

17.13.3 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 *(NBC Form No. B-10)*, duly accomplished, signed and sealed by the full-time supervisor or inspector of construction, design professionals and supervisor of specialty works *(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)*	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 *(from Zoning Officer that the building has complied with the Locational/Zoning of land use)*	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; 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: ● 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. Tax Declaration of the Building (1 original copy, 3 photocopies), *if applicable*	City Assessor's Office
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	*Administrative Assistant III* ***Alternates:*** *Administrative Aide, Construction and Maintenance Man, Administrative Assistant II, Administrative Assistant VI*
	1.1 Conducted evaluation of plans and documents submitted			
	Land Use & Zoning	None	2 days	*Zoning Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*
	Line & Grade	None	1 day	*Engineer II* ***Alternates:*** *Engineer III*
	Architectural	None	1 day	*Supervising Administrative Officer* ***Alternates:*** *Architect III, Architect II*
	Civil/ Structural	None	1 day	*Acting Assistant City Building Official* ***Alternates:*** *Engineer III, Engineer II*
	Plumbing	None	1 day	*Architect II* ***Alternates:*** *Zoning Officer I, Administrative Assistant III*
	Electrical	None	1 day	*Engineer III* ***Alternates:*** *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* *Or 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* *Or 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 Administrator Designate* ***Alternates:*** *Zoning Officer I, Architect II*

	2.2 Prepare the necessary documents of permit for the approval of Building Official	None	2 days	*Administrative Assistant VI,* ***Alternates:*** *Construction and Maintenance Man* *Administrative Aide*
	2.3 Approve the permit	None		*Acting City Building Official* *or* *Acting Assistant City Building Official*
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	*Administrative Assistant III* ***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)	**14 days, 2 hours, 22 minutes**	

ENVIRONMENTAL SERVICES

18. City General Services Office External Services

18.1 Availment of Government Properties

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**
A. Availing Government vehicles (City Buses and City Coasters)				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request		5 mins	*City General Services Officer*
	1.3 Check the condition of the government vehicle	None	5 mins	*Administrative Aide VI*
	1.4 Prepare/Issues Condition of Government vehicles form (CGSO-RUCP-F20)	None	5 mins	*Administrative Aide VI*

	1.5 Endorse approved request letter to HRMO for travel Order (If travel is outside the city)	None	20 mins	*Administrative Aide VI*
	1.6 Once approved, dispatch the available Government vehicles on the scheduled date	None		*Administrative Aide VI*
	TOTAL	**None**	**42 MINUTES**	
B. Availing Government Watercraft				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.3 Prepare/Issues Availability of Government Properties form (CGSO-RUCP-F19), subject for City Administrator's approval	*None*	*5 mins*	*Administrative Aide VI*
	1.4 Once approved, dispatch the available government watercraft on the scheduled date	None		*Administrative Aide VI*
	TOTAL	**None**	**17 MINUTES**	
C. Availing City Heavy Equipment (grader,loader,dumptrucks,backhoe,manlift/lowbed trucks)				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.4 Prepare/Issues and Rental for Heavy Equipment Form (CGSO-RUCP-F21)	*None*	*5 mins*	*Administrative Aide VI*
2. Payment of Fees at the City Treasurers Office and submit a copy of official receipt to CGSO staff	2.1 Dispatch the approved heavy equipment on the available/vacant date	(Depends on the heavy equipment requested)		*Administrative Aide VI*
	TOTAL	**(Depends on the heavy equipment requested)**	**17 MINUTES**	
For Government 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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	3. Dispatch the approved heavy equipment on the available/vacant date	None		*Administrative Aide VI*

	TOTAL	None	12 MINUTES	
D. 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	7 mins	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.3 Prepares / Issues Availability of Government properties form (CGSO-RUCP-F19) subject for City Administrator's approval	None	5 mins	*Engineer II*
	1.4 Once approved, issue the available government properties on the scheduled date	None		*Administrative Aide III*
	TOTAL	**None**	**17 MINUTES**	

ENVIRONMENTAL SERVICES

18. City General Services Office Internal Services

18.2 Request for Commonly used 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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	*City General Services Officer*
	1.3 Prepares the RIS for the approval of the City Mayor/City Administrator	None	5 mins	*Supply Officer III*
	1.4 Once approved by the City Mayor/City Administrator, issue the available supplies.	None	5 mins	*Administrative Aide / Supervising Administrative Officer*
	5. If requested supplies are unavailable, not listed in the commonly used supplies and all total quantity cannot be issued it will proceed to Procurement process (RA 12009)/Reimbursement Process	None	Variable (Depends on Procurement Process)	Procurement staff
	TOTAL	**None**	**22 MINUTES**	

18.3 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. GOVERNMENT VEHICLES AND HEAVY EQUIPMENT				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.3 Accomplish the Request Form (CGSO-REP-F16)	None	5 mins	*Motorpool staff*
	1.4 Conduct inspection/trouble shooting of the government vehicles	None	Variable (Depends on the vehicle's defect)	*Motorpool staff*
	1.5 When the government vehicles need spare parts:	None		
	1.5.1 More than 1,000.00 will proceed to Procurement Process	None	Variable (Depends on procurement process)	*Procurement staff*
	1.5.2 Less than 1,000.00 will proceed to Repair	None	Variable (Depends on the vehicle's defect)	*Motorpool staff*
	1.6 Once the needed spare parts are procured, Motorpool staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on vehicle's defects)	*Motorpool staff*

B. GOVERNMENT BUILDINGS AND FACILITIES				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.3 Accomplish the Request Form (CGSO-REP-F16)	None	5 mins	*Maintenance staff*
	1.4 Conduct inspection of government buildings	None	Variable (Depends on the repair)	*Engineer II*
	1.5 When the government buildings need various materials:	None		
	1.5.1 More than 1,000.00 will proceed to Procurement Process	None	Variable (Depends on procurement process)	*Procurement staff*
	1.5.2 Less than 1,000.00 will proceed to Repair	None	Variable (Depends on the repair)	*Maintenance staff*
	1.6 Once the needed materials are procured, Maintenance staff will execute/conduct the repair and maintenance of the government buildings	None	Variable (Depends on the repair)	*Maintenance staff*
C.AIR CONDITIONING UNITS				
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	*City Mayor or City Administrator*
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	*City General Services Officer*
	1.3 Accomplish the Request Form (CGSO-REP-F16)	None	5 mins	*Electrician Foreman*
	1.4 Conduct inspection of air-conditioning units	None	Variable (Depends on the air conditioning units' defect)	*Electrician Foreman*
	1.5 When the air-conditioning units need spare parts:	None		

	1.5.1 More than 1,000.00 will proceed to Procurement Process	None	Variable (Depends on procurement process)	*Procurement staff*
	1.5.2 Less than 1,000.00 will proceed to Repair	None	Variable (Depends on the air conditioning units' defect)	*Electrician Foreman*
	1.6 Once the needed spare parts are procured, Electrician will execute/conduct the repair and maintenance of the air-conditioning units	None	Variable (Depends on the air conditioning units' defect)	*Electrician Foreman*
	TOTAL	**NONE**	**Variable (Depends on the needs and process)**	

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	*Nurse I or Administrative Aide I* **Action Officers**
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	*CGADH I or Admnistrative Aide*

	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	*Nurse I or Administrative Aide 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:	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 Memorandum of Agreement (for at least 6 months partnership)	The letter request must be prepared by the client. 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	1.1 Answer the inquiries and provide additional necessary information.	None	10 minutes	*Engineer III, Environmental Management Specialist II or Administrative Aide I*
2. Submit a Letter of Intent addressed to the City Mayor to the City Archives Office	2.1. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	*Engineer III, Environmental Management Specialist II or Administrative Aide I*
	2.2. Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	*Engineer III, Environmental Management Specialist II or Administrative Aide*
	2.3. 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	*CGDH I-CENRO or Engineer III*
3. Memorandum of Agreement signing	3.1. 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	*CGDH I-CENRO, Engineer III and Environmental Management Specialist II*
4. Conduct/Participate in the activity.	4.1. Require participants to fill-up the attendance forms	None	2 to 4 hours depending on the nature of activity	*Environmental Management Specialist II or Administrative Aide I*
	4.2. Document the activity	None		*Environmental Management Specialist II or Administrative Aide I*

	4.3. Provide certificates of partnership and sponsorship	None	1 minute	*Environmental Management Specialist II or Administrative Aide* I
	TOTAL	**None**	**10 days, 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 Memorandum of Agreement (for at least 6 months partnership)	The letter request must be prepared by the client. 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	Answer the inquiries and provide additional necessary information.	None	10 minutes	*Engineer III, Environmental Management Specialist II, Administrative Aide I*
2. Submit a Letter of Intent to the City Archives Office	2.1 Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	*Engineer III, Environmental Management Specialist II or Administrative Aide I*
	2.2 Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	*Engineer III, Environmental Management Specialist II or Administrative Aide*
3.Conduct/Participate in the activity.	3.1 Require participants to fill-up the attendance forms	None	2 to 4 hours depending on the activity	*Engineer III, Environmental Management Specialist II or Administrative Aide I*
	3.2 Document the activity	None		*Engineer III, Environmental Management Specialist II or Administrative Aide I*

	3.3 Provide certificates of participation	None	1 minute	*Engineer III, Environmental Management Specialist II or Administrative Aide I*
	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 ensure compliance of the researchers to the environment friendly and ethical procedures in the conduct of research in the City of Alaminos.

Office or Division:	City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Individual, Group or Research Institutions conducting research involving sampling and collection of specimens, surveys and monitoring of environmental parameters.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter of Intent or request letter duly endorsed by the school/university or institution. 2. Copy of research proposal. 3. Filled up request for permit to conduct research form. 4. Notarized Undertaking. 5. Prior Informed Consent (PIC) when applicable.	The letter request must be prepared by the client. A research proposal prepared by the researcher/s. Form provided by the City Environment and Natural Resources Office. Format provided by the City Environment and Natural Resources Office. PIC from other agencies. PIC Issued by the concern National Agencie/s

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on the logistics and schedule	1.1 Answer the inquiries and provide additional necessary information.	None	10 minutes	*Engineer III or Administrative Aide I*
2. Submit a Letter of Intent or request letter and other requirements to the City Archives Office or through email to the city's official accounts.	2.1 Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor. 2.2 Provide copy of the request for permit to conduct research form.	None	5 minutes	*Engineer III or Administrative Aide I*
2. Secure a Prior Informed Consent and Permit	2.1. Review of the completeness of the requirements.	None	5 minutes	*Administrative Aide I and CGDHI -City Environment and Natural Resources Office*

	2.2. Issuance of a Prior Informed Consent Form signed by the City Mayor.			
3. Conduct of the research activity	3.1. Assist during the conduct of the research study. 3.2. Provide the requested references and data.	None	(cannot be assumed)	*Engineer III, Environmental Specialist II, Administrative Aide I*
4. Feedback Results	Facilitate a conference for the feedbacking of results.	None	30 minutes	*Engineer III or Administrative Aide I*
5. Provide the LGU a copy of the results or final paper. (published or unpublished)	Accept a copy of the research paper.	None	5 minutes	*Administrative Aide I*
	TOTAL	**None**	**55 minutes**	

20.4 Wildlife rescue and management

To facilitate proper management of an injured, sick, orphaned or displaced wildlife as contribution to conservation of its population.

Office or Division:	City Environment and Natural Resources Office
Classification:	Simple
Type of Transaction:	
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	1.1. Receive report and take all necessary information. 1.2. Coordinate with other offices and agencies for assistance.	None	10 minutes	*Environmental Management Specialist II or Administrative Aide I*
		None	10 minutes	
2. Fill-up the information sheet	2.1. Conduct rescue or retrieval and assessment.	None	20 minutes	*Environmental Management Specialist II or Administrative Aide I*
3. Surrender the wildlife	3.1. Assess the well-being of the wildlife.	None	10 minutes	Environmental Management Specialist II

	3.2. If alive, turn-over to the concern government agency for rehabilitation or release.	None	10 minutes	Environmental Management Specialist II or Administrative Aide I
	3.3. Assist in the rehabilitation.	None	(cannot be assumed)	Environmental Management Specialist II
	3.4. If dead, bury or dispose in a designated area. However, animals with contagious disease to cremation or other appropriate form of disposal.	None	2 hours	Environmental Management Specialist II
	3.5. Provide feedback to the informant.	None	5 minutes	Administrative Aide I
	3.6. Issue certificate of recognition to the informant.	None	5 minutes	Administrative Aide I
	TOTAL	**None**	**3 hours and 10 minutes**	

INSTITUTIONAL SERVICES

21. City Information Office Internal 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	*City Information Officer, CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide*
	1.2 The CIO Head or Officer - In – Charge shall assign focal person/s to the events.	None	1 minute	*City Information Officer, CGADH-1 (in the absence of the two, the next in rank employee will assign)*
	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)	*Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide*
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)	*Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide*
	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)	*City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide*
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)	*City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI,*

				Administrative Assistant I, Administrative Aide I, Administrative Aide
	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	*OIC - City Information Officer/CGADH-1*
	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)	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	8. After logging, the staff shall bring the final copy of the business correspondence at the Archives Section for release.	None	5 minutes	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	TOTAL	**None**	**30 minutes**	
B. Client/s (internal and without action slip) request/coordinate to the City Information Head for the request of business correspondence				
	1. Upon receipt of the request, the CIO Head or Officer - In – Charge shall delegate/assign the	None	2 minutes	*OIC - City Information Officer/CGADH-1*

	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*OIC - City Information Officer/CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide*
	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	*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*
	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	*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*
	1.3. The CPDC assesses the request and, if available, coordinates with the concerned staff to provide data, documents, or maps.	None	15 minutes	*City Planning and Development Coordinator / City Government Assistant Department Head*
	I. Core Areas:			
	1. Financial Administration and Sustainability		8 hours	*City Government Assistant Department Head*
	2. Disaster Preparedness		8 hours	*Administrative Assistant VI*
	3. Social Protection and Sensitivity		8 hours	*Project Evaluation Officer II*
	4. Health Compliance and Responsiveness		8 hours	*Administrative Assistant VI*
	5. Sustainable Education		8 hours	*City Government Assistant Department Head*

	6. Business Friendliness and Competitiveness		8 hours	*Economist IV*
	7. Safety, Peace and Order		8 hours	*Project Evaluation Officer II*
	8. Environmental Management		8 hours	*Planning Officer IV*
	9. Tourism, Heritage Development, Culture and the Arts		8 hours	*Administrative Aide I*
	10. Youth Development		8 hours	*Planning Officer IV*
	II. Development Sectors:			
	1. Social Sector		8 hours	*City Government Assistant Department Head*
	2. Environment		8 hours	*Planning Officer IV*
	3. Economic Sector		8 hours	*Project Evaluation Officer II*
	4. Infrastructure Sector		8 hours	*Economist IV*
	5. Institutional Sector		8 hours	*Administrative Aide I or Planning Officer II*
	6. Maps			
	a. Simple Maps		1 hour per map	*Economist IV, Administrative Assistant I or Planning Officer I*
	b. Complex Maps		8 hours per map	*Economist IV*
	7. Demographic Data and Sensitive Information		4 hours	*Administrative Assistant VI or Administrative Aide 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	*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*
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	*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*
	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	*Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I or Computer Programmer II*
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	*Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II*
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	*Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II*
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	*Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II*
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 10 minutes	*Management & Audit Analyst III (Office Accounts)* *City Government Assistant Department Head-I (Special Purpose, Development Funds, & Continuing Appropriations)*
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)	*Supervising Administrative Officer (Disbursement Vouchers & Liquidation Vouchers)* *Management & Audit Analyst III (Petty Cash Vouchers)*
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)	*Administrative Assistant VI*
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	*City Accountant*
5. Present DV & Check for: Issuance of Accountant's	5. Preparation/ Uploading of Accountant's Advice of Local Check Disbursement;	None	10 minutes	*Administrative Assistant VI*

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. 1.1 Retrieval of payroll files for data reference	None None	1 minute 10 minutes	*City Accountant* *Administrative Assistant VI*
2. Pay the certification fee at the Office of the City Treasurer	2. Receive payment and issue official receipt. **Certification Fee** **ICT Fee** **Doc Stamps**	 Php 50.00 Php 25.00 Php 30.00		*Collecting Officer/Staff at the City Treasurer's Office*
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 3.1 City Accountant signs the Certificate of Net Take Home Pay	None	5 minutes 3 minutes	*Administrative Assistant VI* *City Accountant*
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	*Administrative Assistant VI*
	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	*Management & Audit Analyst III*
	1.1 City Accountant affixes signature on BIR Form 2307	None	3 minutes	*City Accountant*
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	*Management & Audit Analyst III*
	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**
For Walk-in Clients	
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.	1.1 Verify the submitted requirements and check the database for the PIS of the client. In case of client's PIS is not available, cashier will instruct the client to proceed to MIS for PIS enrolment.	None	3 minutes	*Window 4 –Adm. Aide* *Window 5 –Adm. Asst. III,* *BOSS Counter CTO – 5 - Adm. Aide*
2. Payment of required community taxes.	2.1 Receives the required payment, ask the client to sign the CTC Form and issue the Community Tax Certificate		5 minutes	*Window 4 – RCC II,* *Window 5 – Adm. Aide,* *BOSS Counter CTO – 5 - Adm. Asst. II*
	Employed Individuals Basic Community Tax ICT Fee	P1.00 for every 1,000 gross income + P5.00 + P25.00 ***Total: Varies depending on the declared gross receipts.***		
	Unemployed Individuals Basic Community Tax ICT Fee	P20.00 + P5.00 + P25.00 ***Total: Php50.00***		

	Senior Citizens: Basic Community Tax ICT Fee **Students (18 years old and above):** Basic Community Tax ICT Fee **Business (Individual):** Basic Community Tax ICT Fee **Business (Corporation):** Basic Community Tax ICT Fee **Interest applies for all CTC Request after February.**	Php5.00 + Php5.00 + Php25.00 ***Total: Php35.00*** P5.00 + P25.00 ***Total: Php30.00*** P1 for every 1,000 gross receipts + P5.00 + P25.00 ****Rate varies depending on the declared gross earnings*** P2 for every 5,000 gross receipts + P500.00 + P25.00 ****Rate varies depending on the declared gross earnings*** **Interest:** 2% from the total of Basic community tax and rate from the gross earnings.		
			TOTAL: **8 MINUTES**	

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Online Clients	
1. eLGU or eGov.PH Registered	eGov.PH to be downloaded through Google Playstore or Apple App Store, Internet Browser
2. Barangay Clearance 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. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or	1.1 Verify the client's information and evaluate the submitted requirements.	None	10 minutes	*SAO / LRCO I*

Register to eGov.PH, click the LGU and choose Electronic Government Unit (eLGU) System from the List of Services, go to City of Alaminos Services and click Community Tax Certificate CTC/Cedula and create a transaction (Individual or Corporation). **For Individual,** fill out the required information, upload a scanned copy or photo of Barangay Clearance or a valid id and click 'Submit'. **For Corporation**, fill out the required information, upload a scanned copy or photo of Barangay Clearance for business if not yet integrated, Legal Ownership/Possession of Business Address, Special Power of Attorney (SPA) or authorization letter from the business owner/Sec. Cert. (for representative), Certification from Alaminos City Tourism and Cultural Affairs Office – For Tourism Business Related (Hotel, Transient House, Lodging House Resort and Cottages and businesses within the HINP Vicinity), DTI/SEC, Cedula(if any) and click 'Submit'.	1.2 Approved client's application and tagged For Payment. **Employed Individuals** Basic Community Tax ICT Fee **Unemployed Individuals** Basic Community Tax ICT Fee **Senior Citizens:** Basic Community Tax ICT Fee **Students (18 years old and above):** Basic Community Tax ICT Fee **Business (Individual):** Basic Community Tax ICT Fee **Business (Corporation):** Basic Community Tax ICT Fee **Interest applies for all CTC Request after the last day of February.**	 P1.00 for every 1,000 gross income + P5.00 + P25.00 ***Total: Varies depending on the declared gross receipts.*** P20.00 + P5.00 + P25.00 ***Total: Php50.00*** Php5.00 + Php5.00 + Php25.00 ***Total: Php35.00*** P5.00 + P25.00 ***Total: Php30.00*** P1 for every 1,000 gross receipts + P5.00 + P25.00 ****Rate varies depending on the declared gross earnings*** P2 for every 5,000 gross receipts + P500.00 + P25.00 ****Rate varies depending on the declared gross earnings*** **Interest:** 2% from the total of Basic community tax and rate from the gross earnings.	10 minutes	*SAO / LRCO I*

2. The client will generate a QR code through QR Ph to proceed for payment. (Online banking, e-wallets, pay at the counter)	2.1 Confirmed payment once the client pay through QR Ph and tagged For Printing.		10 minutes	*SAO / LRCO I*
	2.2 After printing, it will be tagged For Pick up and the client will be notified that the cedula is ready for collection.		10 minutes	*SAO / LRCO I*
3. The client will pickup the cedula at the City Treasurer's Office.	3.1 The authorized person will tag the cedula as Issued once it has been claimed by the client.		10 minutes	*Window 4 or 5*
Note: Resubmission of requirements is needed when the client's application is rejected.				
		TOTAL:	**50 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
For walk-in clients	
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) or Sworn Statement of Gross Receipts 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) or Sworn Statement of Gross Receipts for corporations.	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	1.1 Receives the application form and checks the completeness of the attached documentary requirements.	None	5 minutes	*City Treasurer, Supervising Adm. Officer*
	1.2 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 the assessment thru biometrics.	None	30 minutes	*City Treasurer, Supervising Adm. Officer*
	1.3. City Treasurer approve or deny the assessment - Gross receipts with increase or decrease.	None	10 minutes	*City Treasurer*
	1.4 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	None	5 minutes	*SAO /* *Adm. Aide VI*

	Quarterly On or before January 20, April 20, July 20 and October 20 of the current year			
2. Payment of required taxes.	2.1.a **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	**Community Tax Certificate:** **Business (Individual):** P1.00 for every P1,000.00 gross receipts + P5.00 Basic community tax + P25.00 ICT Fee **Business (Corporation):** P2.00 for every P5,000.00 gross receipts + P500.00 Basic community tax + P25.00 ICT Fee ***Rate varies depending on the declared gross earnings*** **Interest applies for all CTC Request after the last day of February.** **Interest:** 2% from the total of Basic community tax and rate from the gross earnings	5 minutes	***Community Tax Certificate:*** *BOSS Counter CTO 5 – Adm. Asst. III*
	2.1.b Staff receives payment in accordance with the Payment Order Form and issue Official Receipt (AF-51	**The business taxes due Tax Ordinance No. 2022-01** ***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)*	5 minutes per official receipt	***Business Tax Payment*** *BOSS Counter CTO 5 – RCC II*
For Online Payment: Inter Bank Transfer (IBT) or Inter Bank Deposit Client deposit the exact amount from the SOA sent by the CTO at	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*
	2.2. Issue Official Receipt (AF No. 51)		5 minutes per official receipt	*BOSS: RCC II*

any Land Bank Branch or via online Banking *Clients emails or send via messenger (Official FB Page) the image (picture, scanned copy) of the teller-validated deposit slip*		***Tax Code C-A*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 31)* ***Tax Code C-B*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 31-32)* ***Tax Code C-D*** *Not to Exceed 400,000.00 (Gross Receipts) =* ***One and One-Half Percent (1.5%)*** *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%)*** ***Tax Code D*** *Not to Exceed 400,000.00 (Gross Receipts) =* ***Three Percent (3%)*** *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%)***		
	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)*		1 day	*SAO, RCC II*
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	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		1 day	*SAO, Adm. Asst. VI*
	2.2. Issue Official Receipt (AF No. 56)		5 minutes per official receipt	*BOSS: RCC II*
	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)*		1 day	*SAO, RCC II*

		Tax Code E – *Article K, Section 60 Local Revenue Code of 2022 (Page 33)* ***Tax Code F – Seventy-Five Percent (75%) of One Percent (1%)*** *from of the gross receipts.* ***Tax Code G – Seventy-Five Pesos (P 75.00)*** *per peddler annually* ***Tax Code H – Two Percent (2%) of One Percent (1%)*** *from of the gross receipts.* ***Tax Code I*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 34-35)* ***Tax Code J*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 35-36)* ***Tax Code K – Twenty Percent (20%)*** *of the gross receipts from general admission fees.* ***Tax Code L – One Percent (1%)*** *of the gross receipts from general admission fees.* ***Tax Code M – Five Hundred Pesos (P 500.00)*** *per day.*		

		Tax Code N – *Article N, Section 68 Local Revenue Code of 2022 (Page 37)* ***Tax Code O – Not More than Ten Percent (10%)*** *of fair market value in locality per cu.m. of sand, gravel and other quarry resources* **Penalties apply after the quarterly deadline and interest apply after it is due.* **Penalty:** *Principal x Twenty-Five Percent (25%)* **Interest:** *(Principal + Penalty) x (Two Percent (**2%**)/30 days) x (No. days with Interest)*		
2. Client receives AF 51 (Official Receipt) and proceeds to the next counter for the next step.		**Total business taxes vary depending on the assessment of gross earning including penalties and interests (if applicable)**	**Total:** **For Walk In** **60 MINUTES per Business Establishment** **For IBT and Link.Biz Portal:** **2 DAYS and 5 MINUTES**	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For online clients				
1. eLGU or eGov.PH Registered		eGov.PH to be downloaded through Google Playstore or Apple App Store, Internet Browser		
2. BIR Income Tax Returns for the previous year or Financial Statements (original or photocopy) or Sworn Statement of Gross Receipts for corporations.		Bureau of Internal Revenue or from the company		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Log in to https://elgu-city-of-alaminos-pangasinan.e.gov.ph/ or Register to eGov.PH, click the LGU and choose Electronic Government Unit (eLGU) System from the List of Services, go to City of Alaminos Services and click Business Permit and License Application (BPLS), create a transaction and proceed (Note: client need to pre-registered the business to proceed for application). Fill out the needed information, upload necessary documents and submit.	1.1 Staff from BPLO will evaluate the client's information and requirements and endorse the application to concerned offices (City Health Office, City Engineering Office-Zoning, BFP).	None	15 minutes	*Business Permit and Licensing Office Staff*
	1.2 City Treasurer or authorized representative will review the uploaded documents (BIR Income Tax Return, Sworn Statement of Gross Receipts, Audited Financial Statement) for the assessment of business tax.	None	90 minutes	*City Treasurer, Assistant City Treasurer, Supervising Adm. Officer, Administrative Assistant VI*
	1.3 City Treasurer or authorized representative will approve/reject the application and in case approve, authorized representative will tag For Payment to notify the client that application is ready for payment. (**Note:** *The client needs to resubmit additional requirements if the application is rejected*.) **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	**The business taxes due Tax Ordinance No. 2022-01** ***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)* ***Tax Code C-B*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 31-32)* ***Tax Code C-D*** *Not to Exceed 400,000.00 (Gross Receipts)* = ***One and One-Half Percent (1.5%)*** *More than 400,000.00*	20 minutes	*City Treasurer, Assistant City Treasurer, Supervising Adm. Officer, Administrative Assistant VI*

	January 20, April 20, July 20 and October 20 of the current year	*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%)*** ***Tax Code D*** *Not to Exceed 400,000.00 (Gross Receipts) =* ***Three Percent (3%)*** *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%)*** ***Tax Code E –*** *Article K, Section 60 Local Revenue Code of 2022 (Page 33)* ***Tax Code F – Seventy-Five Percent (75%) of One Percent (1%)*** *from of the gross receipts.* ***Tax Code G – Seventy-Five Pesos (P 75.00)*** *per peddler annually* ***Tax Code H – Two Percent (2%) of One Percent (1%)*** *from of the gross receipts.*		

		Tax Code I *– Article K, Section 60 Local Revenue Code of 2022 (Page 34-35)* ***Tax Code J*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 35-36)* ***Tax Code K – Twenty Percent (20%)*** *of the gross receipts from general admission fees.* ***Tax Code L – One Percent (1%)*** *of the gross receipts from general admission fees.* ***Tax Code M – Five Hundred Pesos (P 500.00)*** *per day.* ***Tax Code N –*** *Article N, Section 68 Local Revenue Code of 2022 (Page 37)* ***Tax Code O – Not More than Ten Percent (10%)*** *of fair market value in locality per cu.m. of sand, gravel and other quarry resources* **Penalties apply after the quarterly deadline and interest apply after it is due.* **Penalty:** *Principal x Twenty-Five Percent (25%)*		

		Interest: *(Principal + Penalty) x (Two Percent (**2%**)/30 days) x (No. days with Interest)*		
2. The client will generate a QR code through QR Ph to proceed for payment. (Online banking, e-wallets, pay at the counter)	2.1 Authorized representative will verify and confirmed the payment.		20 minutes	*City Treasurer, Assistant City Treasurer, Supervising Adm. Officer, Administrative Assistant VI*
3. The client will be notified that payment is confirmed and the permit is printed and ready for pick-up.		**Total business taxes vary depending on the assessment of gross earning including penalties and interests (if applicable)**	**Total: 2 hours and 25 MINUTES per Business Establishment**	
		The business taxes due Tax Ordinance No. 2022-01		
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 *Clients emails or send via messenger (Official FB Page) the image (picture, scanned copy) of the teller-validated deposit slip*	2.1 Staff receives and prints the emailed validated deposit slip and submit to the Liquidating Officer for validation from the bank	***Tax Code A*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 29)*	1 day	*SAO, Adm. Asst. VI*
	2.2. Issue Official Receipt (AF No. 51)	***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)*	5 minutes per official receipt	*BOSS: RCC II*
	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)*	***Tax Code C-B*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 31-32)*	1 day	*SAO, RCC II*
For LinkBiz Portal Payments: Client opens the link https://www.lbp-eservices.com/egps/	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	***Tax Code C-D***	1 day	*SAO, Adm. Asst. VI*

portal/Merchants.jsp and follow all the instructions required by the system	2.2. Issue Official Receipt (AF No. 56)	*Not to Exceed 400,000.00 (Gross Receipts) = **One and One-Half Percent (1.5%)***	5 minutes per official receipt	*BOSS: RCC II*
	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)*	*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%)*** ***Tax Code D*** *Not to Exceed 400,000.00 (Gross Receipts) = **Three Percent (3%)*** *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%)*** ***Tax Code E –** Article K, Section 60 Local Revenue Code of 2022 (Page 33)* ***Tax Code F – Seventy-Five Percent (75%) of One Percent (1%)** from of the gross receipts.* ***Tax Code G – Seventy-Five Pesos (P 75.00)** per peddler annually*	1 day	*SAO, RCC II*

		Tax Code H – Two Percent (2%) of One Percent (1%) *from of the gross receipts.* ***Tax Code I*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 34-35)* ***Tax Code J*** *– Article K, Section 60 Local Revenue Code of 2022 (Page 35-36)* ***Tax Code K – Twenty Percent (20%)*** *of the gross receipts from general admission fees.* ***Tax Code L – One Percent (1%)*** *of the gross receipts from general admission fees.* ***Tax Code M – Five Hundred Pesos (P 500.00)*** *per day.* ***Tax Code N –*** *Article N, Section 68 Local Revenue Code of 2022 (Page 37)* ***Tax Code O – Not More than Ten Percent (10%)*** *of fair market value in locality per cu.m. of sand, gravel and other quarry resources* **Penalties apply after the quarterly deadline and interest apply after it is due.*		

		Penalty: *Principal x Twenty-Five Percent (25%)* **Interest:** *(Principal + Penalty) x (Two Percent (**2%**)/30 days) x (No. days with Interest)*		
2. Client receives AF 51 (Official Receipt) and proceeds to the next counter for the next step.		**Total business taxes vary depending on the assessment of gross earning including penalties and interests (if applicable)**	**Total:** **For Walk In** **60 MINUTES per Business Establishment** **For IBT and Link.Biz Portal:** **2 DAYS and 5 MINUTES**	

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	1.1 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,*
	1.2 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)** *RPT payments made before the 1st of January in succeeding year shall be entitled to twenty (20%) discount*	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 *Clients emails or send via messenger (Official FB Page) the image (picture, scanned copy) of the teller-validated deposit slip*	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*
	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)*		1 day	*SAO, Adm. Asst. VI*

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	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	**(Prompt Payment)** *RPT payments made on or before 31st of March in the current shall be entitled to fifteen percent (15%) discount:* Assessed Value x One percent (1%) x 2 (Basic & SEF) less Fifteen percent (15%) + ICT Fee (P25.00) **Interest** two percent (2%) per month on the unpaid amount	1 day	*SAO, Adm. Asst. VI*
	2.2. Issue Official Receipt (AF No. 56)		5 minutes per receipt.	*Window 9 - RCC III, Window 11 - RCC III, Window 12 - RCC II, Land Tax Section – LRCO IV, LRCO III, Adm. Aide*
	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)*		1 day	*SAO, Adm. Asst. VI*
			Total: **Walk In Clients:** **15 MINUTES per receipt** **For IBT and Link.Biz Portal:** **2 DAY and 5 MINUTES**	

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. In case of client's PIS is not available, cashier will instruct the 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 *Tax Ordinance No. 2022-01 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 share from PCSO, STL and from any other offices.	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*
	1.2 CTO staff shall claim the check and issue corresponding Official Receipt (Accountable Form No. 51-C)	None	**Pick-up:** 1 day	*City Treasurer / LRCO II / Sr. Adm. Asst. II*
	1.3 CTO staff shall claim the check to the agency concerned	None	1 day	*City Treasurer /* LRCO II / Sr. Adm. Asst. II
	1.4 Issue corresponding Official Receipt (Accountable Form No. 51-C)	None	10 minutes	*City Treasurer / LRCO II / Sr. Adm. Asst. II*
		TOTAL	**2 DAYS & 10 MINUTES**	

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	1.1 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	2.1 Receives the required payment, and issue Official Receipt (AF Form No. 51)	**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 ***Rate varies depending on the amount of delinquency.*** **Non-delinquent:** P50.00 Account Clearance Fee +	3 minutes	*BOSS Counter – RCC II, Adm. Aide I* *Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker*

		P30.00 Doc. Stamp + P25.00 ICT Fee **Total: P105.00** **Business Retirement:** P20.00 Certification of Business Closure P50.00 Account Clearance Fee: P30.00 Doc. Stamp: P25.00 ICT Fee: **Total: P155.00**		
	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* *CTO – LRCO I*
3. Client receives the approved account clearance and in the receiving logbook.			**TOTAL: 10 MINUTES**	
For Tricycle Legalization				
1. Client present the accomplished application form and Payment Order Form from the concerned office.	1.1 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	2.1 Receives the required payment, and issue Official Receipt (AF Form No. 51)	**Renewal (per unit)** **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**	3 minutes	*Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker I*

		Surcharge: Twenty-five percent (25%) of the total fees for failure to renew the required permit on time.		
	2.2 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	1.1 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 1.2. Cashier informs 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	2.1. 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*
	2.2 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*
	2.3 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.	1.1 Receive remittance consumed accountable forms and approved RIS	amount varies depending on the collection of barangay treasurer.	5 minutes	*Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker 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	*Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker I*
	2.2 Issue the requested Accountable Form to the requesting Barangay Treasurer.	None	5 minutes	*LRCO I, Adm. Aide VI, Adm. Asst. II*
			TOTAL: **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	*LRCO II*
2. Bonded officer receives the Accountable Forms Requested and confirm receipt at the logbook of issued accountable forms		None	5 minutes	*LRCO II*
			TOTAL: **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	1.1 Verify the authenticity of the Brgy. Captain's certification and brand to be used and schedule the inspection of large cattle and prepare the certificate of ownership.	None	1 day	*Adm. Aide VI,* *Adm. Aide IV*
2. Payment of required fees	2.1 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	*Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker I*
	2.2 Register in the Registry of Large Cattle Book and issue the certificate of ownership to the client.	None	5 minutes	*Adm. Aide VI,* *Adm. Aide IV*
			TOTAL: **1 DAY and 10 MINUTES**	
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 to be used, accomplish AF 52 and schedule the inspection of the cattle.	None	1 day	*Adm. Aide VI,* *Adm. Aide IV*
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**	5 minutes	*Window 4 – RCC II* *Window 5 – Adm. Aide* *Window 7 – Ticket Checker I*

		Transfer of Large Cattle = P10.00/head **Total = P 235.00**		
	2.2 Register in the Registry of Book and issue the Certificate of Record of Transfer of Large Cattle	None	5 minutes	*Adm. Aide VI,* *Adm. Aide IV*
			TOTAL: **1 DAY and 10 MINUTES**	

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	1.1 Receive the approved voucher	None	**Approval of Voucher** 3 minutes	*City Treasurer /* *Asst. City Treasurer*
	1.2. CTO staff shall prepare the check based on the approved	None	5 minutes per check	*Sr. Administrative Asst. II, RCC II,* *Adm. Aide I, Adm. Aide*

	voucher and forward the check for signature of the City Mayor or the City Administrator			
	1.3. City Treasurer signs sign all the check forwarded from the City Mayor or the City Administrator's Office	None	2 minutes per check	*City Treasurer / Asst. City Treasurer*
		TOTAL:	**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.	1.1 CTO Staff verifies the identification presented and ask the client to prepare the official receipts corresponding the amount on the check.	None	3 minutes	*Sr. Administrative Asst. II, RCC II, Adm. Aide I, Adm. Aide*
	1.2 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	*Sr. Administrative Asst. II, RCC II, Adm. Aide I, Adm. Aide*
		TOTAL:	**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	*Supervising Adm. Officer, Adm. Asst IV*
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	*Supervising Adm. Officer, Adm. Asst IV*
		TOTAL:	**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. Receive Obligation Request	None	1 minute	*Budget Office Staff*
	1.1 Review authenticity and completeness of documents	None	2 minutes	*Budget Office Staff*

1. Sign in the Incoming / Outgoing Logbook to register Obligation Request	1.2 Verify availability of fund allocation	None	1 minute	*Budget Office Staff*
	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	*Budget Office Staff*
	1.4 Forward complete documents to Budget Officer for approval	None	1 minute	*City Budget Officer*
	1.5 Record the duly signed Obligation Request to the departments' respective Registry of Allotments, Obligations and Balances	None	3 minutes	*Budget Office Staff*
	1.6 Update soft copy of the Purchase Requests Registry and the Statement of Appropriations, Allotments, Obligations and Balances per office	None	3 minutes	*Budget Office Staff*
	1.7 Register the approved documents in the Incoming / Outgoing Logbook & forward the same to Accounting Department	None	1 minute	*Budget Office Staff*
	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	*Budget Office Staff*
	1.1 Review completely Barangay/SK Budget documents	None	7 days	*Budget Office Staff*
2. Provide copies to concerned departments / offices	2. Prepare endorsement letter and forward together with the Budget documents to Sangguniang Panlungsod	None	1 hour	*Budget Office Staff*
3. Attend budget hearing	3. Attend Budget Hearing	None	30 minutes per barangay	*City Budget Officer and/or Budget Office Staff*
	3.1 Retain copies of the reviewed Budget documents	None		*Budget Office Staff*
	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
Additional Requirements for:	
Sick Leave 1. Medical Certificate for ½ day, 5 days and above Sick leave (1 photocopy)	Private/Government Physician
Materniy Leave 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
Paterniy Leave 1. Proof of Child's Delivery e.g. birth certificate, medical certificate and marriage contract (1 photocopy)	Employee
Solo Parent Leave 1. Updated Solo Parent Identification Card (1 photocopy)	Employee
Study Leave 1. Contract between the agency head or authorized representative and the employee concerned (4 original copy)	City Human Resource Management Office
VAWC Leave, any of the following 1. Barangay Prortection 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
Rehabilitation Leave 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 discorder 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	*Construction and Maintenance Man*
	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	*Administrative Officer II (HRMO I), Administrative Aide I or Administrative Aide*
	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	*Supervising Administrative Officer*
3. Receive the approved Travel Order.	3. Released the approved travel order.	None	2 minutes	*Administrative Officer II (HRMO I), Administrative Aide I or Administrative Aide*
	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	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
2. Pay the required fees at the Office of the City Treasurer and return to City Human Resource Management Office **If Certificate of Employment and Certificate of Leave Credits is requested*	2. CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	*City Treasurer's Office*
	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	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
	2.2 Sign the document for certification and certified true copy.	None	2 minutes	*City Gov't Dept. Head I, SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
3. Receive the document requested	3. Released the document and certification requested	None	1 minute	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide 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	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
2. Pay the required fees at the Office of the City Treasurer and return to City Human Resource Management Office **If Certificate of Employment and Certificate of Leave Credits is requested*	2. CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	*City Treasurer's Office*
	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	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
	2.2 Sign the document for certification and certified true copy.	None	2 minutes	*City Gov't Dept. Head I, SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide I*
3. Receive the document requested	3. Released the document and certification requested	None	1 minute	*SAA II, Admin. Officer V, SAO, Administrative Officer II or Administrative Aide 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. ***Note: Processing of the issuance commence upon completion of the needed requirements.***

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 *(in case the requestor is not available)*	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 – 25.00 **Total – 105.00**	2 minutes	*City Archives Office Staff*
2. Present the needed requirements (MTCC Clearance, Police Clearance and the receipt)	2.1 Check the validity of the requirements. 2.2 Photocopy the MTCC and Police Clearance	None	4 minutes	*City Archives Office Staff*
3. Log in at the City Archives Services Logbook	3.1 Ask client to log at the City Archives Services logbook	None	1 minute	*City Archives Office Staff*
4. Double check for any misspelled name or wrong entry	4.1 Input needed data using the Mayor's Clearance template 4.2 Print Mayor's Clearance	None	5 minutes	*City Archives Office Staff*
5. Affix signature over printed full name and date on the Archives' file copy. 5.2 Get copy.	5.1 Stamp "Released" and write the sequential number. 5.2 Give the other copy to the client to acknowledge receipt	None	3 minutes	*City Archives Office Staff*
6. Accomplish the client satisfaction survey form	6.1 Give the client the satisfaction survey form	None	3 minutes	*City Archives Office Staff*
	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.

Note: Processing of the issuance commence upon completion of the needed requirements.

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.	1.1 Received the letter request	None	3 minutes	*City Archives Office Staff*
	1.2 Forward to City Administrator's Office for approval	None	*(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.	2.1 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 pay at the City Treasurer's Office	2.2 Call the client to inform them of their approved request.			
	2.3 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	3.1 Check presented requirements.	None	2 minutes	*City Archives Office Staff*
4. Log in at the City Archives Services Logbook	4.1 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	5.1 Input needed data using the Special Permit template	None	5 minutes	*City Archives Office Staff*
	5.2 Print Special Permit			
6. Affix signature over printed full name and date on the Archives' file copy.	6.1 Stamp "Released" and write the sequential number.	None	3 minutes	*City Archives Office Staff*
6.1 Get copy.	6.2 Give the other copy to the client to acknowledge receipt			
6.2. Give a photocopy of the permit to PNP and POSO	6.3. Advise 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 7.2 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. ***Note: Processing of the issuance commence upon completion of the needed requirements.***

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.	1.1 Received the letter request 1.2 Forward to City Administrator's Office for approval	None	3 minutes *(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)*	*City Archives Office Staff*
2. Received the approved letter request. 2.1 Client to go to CSWDO 2.2 Client to pay at the City Treasurer's Office	2.1 Released the approved letter to concerned office/s 2.2 Call the client to inform them of their approved request. 2.3 Advise client to go to CSWDO to accomplish the Application for Solicitation Permit	SP - 500.00 ICT – 25.00 **Total – 525.00** ***(If fund raising is with promotional sales, requires admission***	7 minutes	*City Archives Office Staff*

	2.4 Advised client to pay at the City Treasurer's Office	***fees/income generating)*** SP - 1,000.00 ICT – 25.00 **Total – 1,025.00**		
3. Present the needed requirements (Approved letter request, route, official receipt, and the Accomplished Application for Solicitation	3.1 Check presented requirements.	None	2 minutes	*City Archives Office Staff*
4. Log in at the City Archives Services Logbook	4.1 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	5.1 Input needed data using the Special Permit template 5.2 Print Special Permit	None	5 minutes	*City Archives Office Staff*
6. Affix signature over printed full name and date on the Archives' file copy. 6.1 Get copy. 6.2. For fund raising through fun run, the client will give a photocopy of the permit to PNP and POSO	6.1 Stamp "Released" and write the sequential number. 6.2 Give the other copy to the client to acknowledge receipt 6.3. For fund raising through fun run, the staff sill advise the client to give a photocopy of the permit to PNP and POSO	None	3 minutes	*City Archives Office Staff*
7. Accomplish the client satisfaction survey form	7.1 Give the client the satisfaction survey form 7.2 File copy	None	3 minutes	*City Archives Office Staff*
	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). ***Note: Processing of the issuance commence upon completion of the needed requirements.***

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.	1.1 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.	2.1 Released the approved letter to concerned office/s	SP - 500.00 ICT – 25.00 **Total – 525.00** ***For business promotion/promotional sales:*** SP - 1,000.00 ICT – 25.00 **Total – 1,025.00**	7 minutes	*City Archives Office Staff*
2.1 Client to pay at the City Treasurer's Office	2.2 Call the client to inform them of their approved request.			
	2.3 Advised client to pay at the City Treasurer's Office			

		*** *Additional fee for venue rental (plaza / gymnasium and electric consumption)*		
3. Present the needed requirements (Approved letter request, official receipt, barangay permit - if applicable)	3.1 Check presented requirements.	None	2 minutes	*City Archives Office Staff*
4. Log in at the City Archives Services Logbook	4.1 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	5.1 Input needed data using the Special Permit template 5.2 Print Special Permit	None	5 minutes	*City Archives Office Staff*
6. Affix signature over printed full name and date on the Archives' file copy.	6.1 Stamp "Released" and write the sequential number.	None	3 minutes	*City Archives Office Staff*
6.1 Get copy.	6.2 Give the other copy to the client to acknowledge receipt			
6.2. Give a photocopy of the permit to the PNP and POSO	6.3. 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 7.2 File copy	None	3 minutes	*City Archives Office Staff*
	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. ***Note: Processing of the issuance commence upon completion of the needed requirements.***

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	1.1Received the letter request 1.2 Forward to City Administrator's Office for approval	None	*3 minutes* *(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)*	*City Archives Office Staff*
2. Received the approved letter request. 2.1 Client to pay at the City Treasurer's Office	2.1 Released the approved letter to concerned office/s 2.2 Call the client to inform them of their approved request. 2.3 Advised client to pay at the City Treasurer's Office	SP - 500.00 Filming Fee- **5,000.00/day** ICT – 25.00 **Total – 5,525.00** *** *Additional fee for facilities c/o Tourism Office*	7 minutes	*City Archives Office Staff*
3. Present the needed requirements (Approved letter request, official receipt, barangay permit - if applicable)	3.1 Check presented requirements.	None	2 minutes	*City Archives Office Staff*
4. Log in at the City Archives Services Logbook	4.1 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	5.1 Input needed data using the Special Permit template 5.2 Print Special Permit	None	5 minutes	*City Archives Office Staff*

6 Affix signature over printed full name and date on the Archives' file copy. 6.1 Get copy.	6.1 Stamp "Released" and write the sequential number. 6.2 Give the other copy to the client to acknowledge receipt	None	3 minutes	*City Archives Office Staff*
7. Accomplish the client satisfaction survey form	7.1 Give the client the satisfaction survey form 7.2 File copy	None	3 minutes	*City Archives Office Staff*
	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.

Note: Processing of the issuance commence upon completion of the needed requirements.

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 for a certification	1.1Received the letter request 1.2 Forward to City Administrator's Office for approval	None	3 minuteS *(Approval of the request may take up to an hour or a day. Depending on the availability of the City Administrator)*	*City Archives Office Staff*
2. Received the approved letter request.	2.1 Released the approved letter to concerned office/s	Cert. Fee – 50.00 Doc Stamp – 30.00	7 minutes	*City Archives Office Staff*

2.1 Client to pay at the City Treasurer's Office	2.3 Advised client to pay at the City Treasurer's Office	ICT Fee – 25.00 **Total – 105.00**		
3. Log in at the City Archives Services Logbook	3.1 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)	4.1 Check presented requirements.	None	2 minutes	*City Archives Office Staff*
5. Double check for any misspelled name or wrong entry	5.1 Input needed data using the Certification template	None	5 minutes	*City Archives Office Staff*
	5.2 Print Certification			
	5.3 Forward to the City Administrator's Office for initial then to Mayor's Office for Signature.	None	*Depends on the availability of signatories. May take 1 day up to 3 days before the City Mayor can sign the Certification*	*City Archives Office Staff*
6. Affix signature over printed full name and date on the Archives' file copy.	6.1 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*
	6.2 Stamp "Released" and write the sequential number.			
7. Get copy.	7.1 Give the other copy to the client to acknowledge receipt			
8. Accomplish the client satisfaction survey form	8.1 Give client the satisfaction survey form	None	3 minutes	City Archives Office Staff
	8.2 File copy			
	Total	**PhP 105.00**	**24 minutes**	

INSTITUTIONAL SERVICES

29. Office of the Secretary to the Sanggunian Internal 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:	Office of the Secretary to the Sangguniang Panlungsod
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. Receive request				
1.1 Submit request (if none, fill up Requisition Letter form)	1.2 Receive request/filled up Requisition Letter form and forward to the Records Unit	None	5 minutes	*Admin. Aide II/Watchman I*
	1.2 Record in the logbook	None	2 minutes	*Admin. Assistant III/ Admin. Assistant I*
	1.3 Check availability	None	30 mins. (depending on the no. of docs. being requested)	*Supervising Admin. Officer/ Admin. Assistant III/ Admin. Assistant I*
	1.4 Refer to the Secretary to the Sanggunian for approval	None	1 minute	*Supervising Admin. Officer*
1.2 Undergo interview/query	1.5 Interview the requestor as to the purpose of the request	None	5 minutes	*Secretary to the Sanggunian*
	1.6 Photocopy/print the document Note: If the request is photocopy, release the document as is	None	5 minutes (depending on the no. & pages of the docs.)	*Senior Admin. Assistant II/ Admin. Assistant III/ Admin. Assistant I/ Admin. Aide IV*
2. Payment				
2.1 Pay corresponding fees (if a certified true copy is being requested)	2.1 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	*Supervising Admin. Officer/ Admin. Assistant I*
2.2 Present OR	2.2 Check proof of payment and stamp "Certified True Copy" on the document/s	None	5 minutes (depending on the no. & pages of the docs.)	*Supervising Admin. Officer/ Admin. Assistant I*
3. Release document				
3.1 Acknowledge receipt of the document in the Logbook	3.1 Release the document/s	None	1 minute	*Supervising Admin. Officer/ Admin. Assistant III/*

				Admin. Assistant I
	Total	**P 75.00**	**49 – 55 minutes**	

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	*Admin. Aide III/Watchman I*
	1.1 Attach routing slip	None	1 minute	*Clerk III*
	1.2 Register the document in the log sheet and forward to the Secretary to the Sanggunian for information & instruction	None	4 minutes	*Local Leg. Staff Officer VI/ Clerk III*
	1.3 Recommend inclusion in the initial draft of the agenda	None	1 minute	*Secretary to the Sanggunian*
	1.4 Include in the initial draft of the Agenda	None	4 minutes	*Admin. Officer V*
	1.5 Furnish the Research Unit for the preparation of the initial draft of the proposed measure	None	10 minutes	*Clerk III*
	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	*Local Leg. Staff Officer VI/ Local Leg. Staff Officer IV*
	1.7 Transmit the initial draft of the Agenda to the Chairperson on Comm. on Laws & Rules for approval	None	2 minutes	*Admin. Officer V*

	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	*Clerk III*
	1.10 Furnish SP Members with advance copy of the Agenda via e-mail	None	2 minutes	*Admin. Officer V*
	1.11 Prepare invitation letter for resource speaker	None	20 minutes	*Admin. Officer V*
2. Acknowledge receipt of the invitation letter	2. Send invitation letter	None	30 minutes	*Local Leg. Staff Officer VI/ Clerk III/Admin Aide II*
	2.1 Prepare the SP Session Hall and equipment	None	1 hour	*Supervising Admin. Officer/ Admin. Aide III/Admin. Aide II*
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	*Local Leg. Staff Officer VI Local Leg. Staff Officer 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	*Admin. Officer V*
	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	*Admin. Officer V*
	3.6 Review the draft of the journal & minutes	None	1 hour	*Secretary to the Sanggunian*
	3.7 Provide advance copy of the journal & minutes to the SP Members	None	1 hour	*Admin. Officer V*
	3.8 Include the journal & minutes in the Agenda for its adoption	None	3 minutes	*Admin. Officer V*
	3.9 Prepare final copy of the journal and minutes	None	1 hour	*Admin. Officer V*
	3.10 Forward the final copy of the journal and minutes to the Correspondence Unit for signatures of the SP Members	None	5 minutes	*Admin. Officer V*
	3.11 If the proposed legislative measure is adopted, prepare the final draft of the approved proposed measure	None	1 - 2 days	*Secretary to the Sanggunian*

	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	*Admin. Officer V*
	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	*Admin. Officer V/ Clerk III/Admin. Aide II*
	5.1 Upon approval, post the measure in the designated posting areas	None	20 minutes	*Supervising Admin. Officer/Admin. Assistant I*
	5.2 Prepare the measure including the required attachments for submission to the Sangguniang Panlalawigan	None	1 hour	*Supervising Admin. Officer/ Admin. Assistant I*
	5.3 Transmit the measure to the Sangguniang Panlalawigan	None	1 – 2 hours	*Secretary to the Sanggunian*
	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	*Admin. Officer V/ Clerk III/Admin. Aide II*
	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 (*issued by the Office of the Scholarship Board)*	1) Issued by the Office of the Scholarship Board thru City Mayor's Office
2) Certified True Copy of Form 137A *(for incoming/new College students*)	2) High School Registrar
3) Certified True Copy of Good Moral Character (*for incoming/new College students)*	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 (*enrollment form)*	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 (*issued by the Office of the Scholarship Board)*	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 (*enrollment form)*	3) College/University Registrar
4) True copy of grades on previous semester.	4) College/University Registrar
5) Latest Certificate of Scholarship *(photo copy)*	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 *Note: The release of Application form is done every 2nd quarter of the year*	*Administrative Officer*
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 *Note: Submission of complete documentary requirements is on the following:* • *New Applicants: May-August (C.Y.) and;* • *Renewal: February-March (F.Y.)*	*Administrative Officer*
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 *Note: Releasing of Scholarship Certificate and Allowance to the Scholar is scheduled every end of each semester.*	*Administrative Staff and Disbursing Officer/Supervising Admirative Officer*
	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	*Executive Assistant III or Front Desk Staff*
	1.1 Process request a. Verify the availability of City Vice Mayor with VM, EA III or EA II	None	variable	*Administrative Aide I*
	b. Once availability of the VM has been ascertained and date and time of appointment have been determined, confirm schedule: • by phone, call the requestor		5 minutes	
	• by email, respond to pertinent request		5 minutes	*Executive Assistant III or Administrative Aide I*
	• by walk-in, inform client of > estimated waiting time until meeting, if VM is available		2 minutes	
	> scheduled date and time, if VM is not available.		variable	
2. Meet the Vice Mayor or Authorized Representative.	2. Meet the client.	None	variable	*Vice Mayor or Authorized Representative*
	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	*Admin. Asst II*
	1.2 Review request		variable	*Admin. Aide I*
	1.3 Route/ Delegate action		5 minutes	*Roderick A. Campos, Admin. Aide I*
	1.4 Prepare requested item and/or endorsement letter to concerned agency		variable	*Roderick A. Campos, AA I ,John Paul Pasagoy, AA I or Avelina Uy, AA III*
	1.5 Feedback on action taken		5 minutes	*Dulcie T. Padillo, Admin. Asst II or Jhay-arr Estigoy, AAI*
2. Receive requested item or endorsement letter	2.a If within the purview of the Vice Mayor, release requested assistance	None	variable	*Dulcie T. Padillo, Admin. Asst II, John Paul Pasagoy, AA I, Roderick Campos, AA I and Avelina Uy AA III*
	2.b If outside of the purview of the Vice Mayor, release endorsement letter to concerned agency/ office		5 minutes	*Avelina Uy, AA III or Aura Jyny Villena, EA III*
	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 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: +63 947 383 4811
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.alaminoscity@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: alaminoscitylibrary@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@alaminoscity.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.alaminoscity.pangasinan@gmail.com Tel No.: (075) 551 5562
18. City Budget Office	FB: City Budget Office - LGU Alaminos City Email: cbo.alaminoscity@gmail.com Tel No: (075) 551 2420 CP No.: +63 919 440 5130
19. City Assessor's Office	Email: alaminoscityassessor@gmail.com CP No.: +63 906 036 2029
20. City Human Resource Management Office	FB: Hrmo AlaminosCity

	Email: alaminoscitychrmo@gmail.com CP No.: +63 947 893 9711
21. City Archives Section	Email: records.alaminoscity@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.alaminoscity@gmail.com
24. City Disaster Risk Reduction and Management Office	FB: Alaminos City, Pangasinan - DRRMO Email: cdrrmoffice. 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.alaminoscity@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: citysportsdevelopmentlgu@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.alaminoscity@gmail.com CP No: +63977 627 4519
33. City Environmental and Natural Resources Office	FB: Alaminos City ENRO Email: alaminoscityenro@gmail.com CP No: +63917 234 4938 +63909 227 1130

VII. CLIENT 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 piliin 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 sumasangayon	Hindi sumasangayon	Walang kinikilingan	Sumasangayon	Labis na sumasangayon	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 sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)*						
SQD6. Pakiramdam ko ay patas 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 tinanggihan 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!