

CITIZEN'S CHARTER

Chapter I- Frontline Services

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REGULATORY SERVICES

SECURING OF BUSINESS PERMIT

A. ABOUT THE SERVICE:

The Business License & Permit Division (BLPD) is directly responsible for the issuance of Mayor's/Business Permit and for regulating the operation of business within the territorial jurisdiction of the City of San Fernando, (P). It ensures that every business has secured Mayor's / Business permit prior to its actual operation. Any person doing business within the City of San Fernando (P) can avail of this service.

B. REQUIREMENTS:

For New Business

- Properly filled-out application form
- Barangay Business Clearance
- Location / Sketch
- Clearance from LBOD
- Zoning Certification from CPDCO
- Acknowledgement Slip from CENRO
- Sanitary Permit from CHO
- Fire Safety Inspection Certificate from BFP

Other Supporting Documents:

- Contract of Lease/Award Notice/Authorization Letter/Certification (if renting)
- Business Name Registration:
 - * DTI Certificate of Registration for Single Proprietorship
 - * SEC Registration with Articles of Incorporation / Co-Partnership
 - * CDA Certificate of Registration for Cooperative
- Nature of Business:
 - * Clearance from Community Affairs Division (CAD) – for Jitney/Tricycle Association / Junkshop / Videoke Bar
 - * Market Enterprise Clearance (stamp) from City Economic Enterprise Division (CEED) for businesses located at New and Old Public Market
 - * Professional Tax Receipt – for exercise of profession
 - * Tax Declaration / Land Title – for Lot and Building rentals
 - * Undertaking of Non-Operation of Games – for Internet Café
 - * Grant of Authorities from Congress/PAGCOR / Sangguniang Panglungsod Franchise
 - * Real Property Tax Receipt/Payment or RPT Clearance from CTO
 - * PCAB Contractor's License – for contractor, sub-contractors, specialty contractors engaging in the construction agency

For Renewal of Business

- Properly filled-out application Form
- Barangay Business Clearance
- Certificate of Full Payment , O.R., Original /Photocopy of Mayor's (Business)Permit (for presentation only)
- LBOD Clearance
- Environmental Management Permit from CENRO
- Sanitary Permit from CHO
- Fire Safety Inspection Certificate

Other Supporting Documents:

- For the declaration of prior years Gross Sales / Receipts of the taxpayer:
 - * Affidavit of Gross Sales – for Non-BIR registered taxpayer's
 - * BIR Tax Returns - for BIR registered taxpayer's
 - * Affidavit of Non-Operation for the latest taxable period/s – for Non-Operation of Businesses
- Clearance from Community Affairs Division (CAD) – for Jitney/Tricycle Association / Junkshop / Videoke Bar
- Market Enterprise Clearance (stamp) from City Economic Enterprise Division (CEED) for businesses located at New and Old Public Market
- Professional Tax Receipt – for exercise of profession
- Grant of Authorities from Congress/PAGCOR / Sangguniang Panglungsod Franchise
- Clearance from PHILHEALTH
- Real Property Tax Receipt/Payment or RPT Clearance from CTO
- PCAB Contractor's License – for contractor, sub-contractors, specialty contractors engaging in the construction agency
- Notarized Joint Statement of Annual Income – for banks

C. FEES: Based on the 2008 Revised Revenue Code & Market Code:

- a) For Business Tax – Art. 14, Sec. 63
- b) For Mayor's Permit – Art. 18, Sec. 8
- c) For Sanitary Permit – Art. 45, Sec. 185
- d) For Environment Management Fee – Art. 49, Sec. 198
- e) For Health Certificate Fee – Art. 46, Sec. 189
- f) For Fire Safety Inspection Fee – Art. 33, Sec. 141
- g) For Zoning Clearance – Art. 48, Sec. 195
- h) For LBOD Clearance – Art. 48, Sec. 195
- i) For Environment Inspection Fee – Ordinance No. 2004-010
- j) For Sign Fee – National Building Code of the Phils.
- k) For Delivery Van/Truck – Art. 13 Sec. 59
- l) For Computer/Videoke – Ordinance No. 2003-023 (Amending 2002-012)
- m) For Occupational Fee – Art. 41 Sec 170
- n) For Storage Fee – Art. 28 Sec. 120
- o) For Health Certificate Non- Compliance Penalty – Art. 46 Sec. 192

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL THE SERVICE:

A. For New Business:

PROCEDURES		PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and evaluate the application form, separate the Tax Payer's Information Sheet and sketch for inspection	1 min.	Administrative Aide/ Licensing Officer/ #BLPD Inspector
	Verify the application thru the Business Permit Processing System , encode and print the manual assessment	4 mins.	Administrative Aide/ Licensing Officer/ #BLPD Inspector
	Assess business tax fees and charges	3 mins.	Administrative Aide/ Assessment Officer
	Approve the manual assessment	1 min.	Division Chief
	Encode and print the assessment	2 mins.	Administrative Aide/ Assessment Officer / #Licensing Officer/ #BLPD Inspector
	Review and approve the computerized assessment slip	1 min.	Division Chief
2	Release the computerized assessment slip	1 min.	Administrative Aide/ #License Inspector
	Pay at the City Treasurer's Office	3 mins.	Local Revenue Collection Officer
3	Receive the O.R. and issue claim stub to taxpayer	1 min.	Administrative Aide/ #License Inspector
	Print the Mayor's Permit	1 min.	Administrative Aide
	Review the printed Mayor's Permit	1 min.	Division Chief
	##Approve the Mayor's Permit	2 mins.	Division Chief
	Segregate (ensure the correct composition of both the Taxpayer's Copy and office file copy) and release the Mayor's Permit	2 mins.	Administrative Aide #BLPD Inspectors

#during peak

	SPT*	Lead Time (off-peak)**	Lead Time (peak)**
Issuance of Mayor's Permit:			
## With Cap. Investment of 50,000.00 below	23 mins.	2 working days	2 working days
***With Cap. Investment of 50,001.00 above	23 mins.	2 working days	2 working days
* - inspection not included (inspection will be conducted within one (1) day) **- SPT + inspection ***- Mayor's Permit will be approved within seven (7) hours (cadmino lead time)			

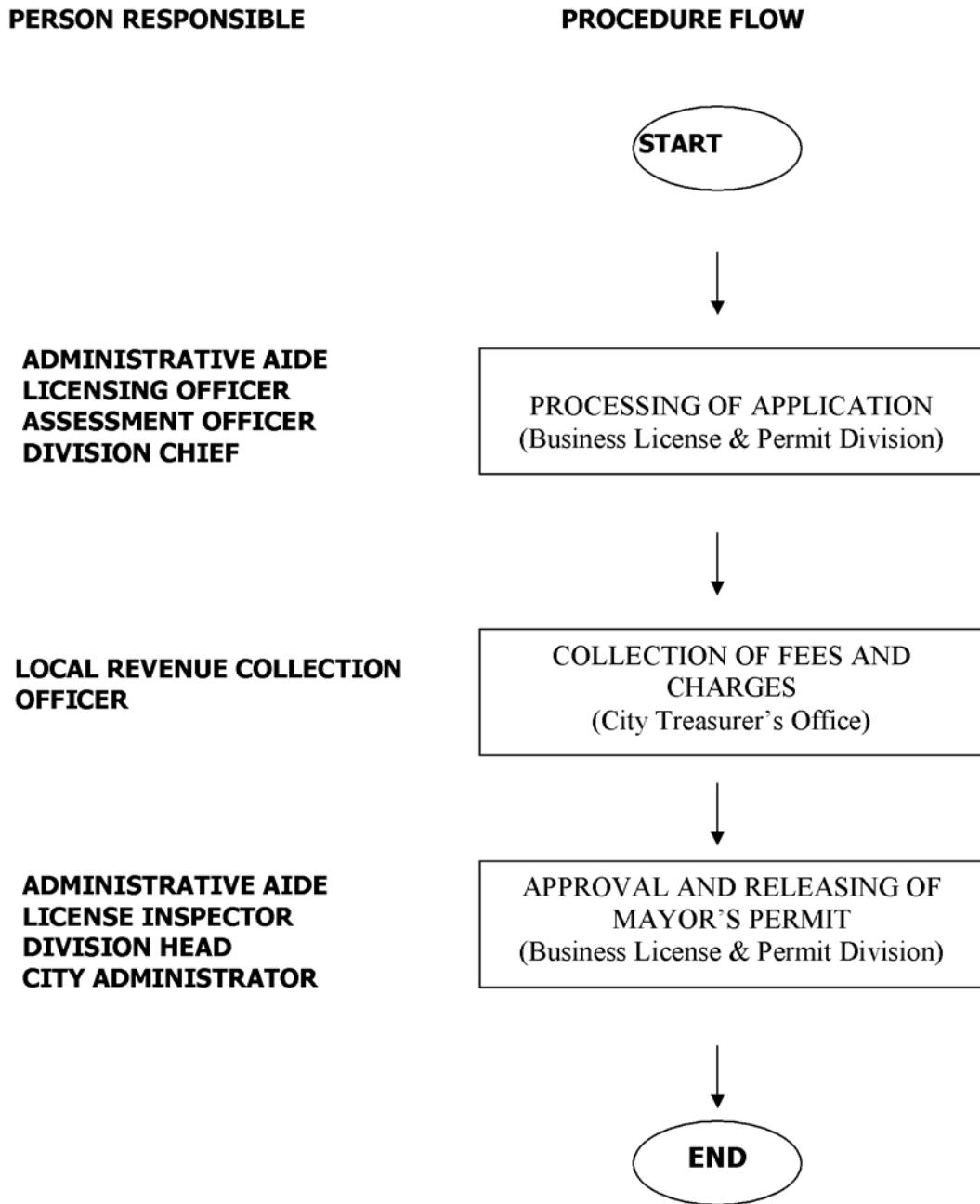
B. For Renewal of Business

PROCEDURES		PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and evaluate the application form.	1 min.	Licensing Officer/ Administrative Aide
	Verify the application thru the database records of businesses maintained by BLPD, encode and print the manual assessment	2 mins.	Licensing Officer/ Administrative Aide/ #BLPD Inspectors
	Assess business tax fees and charges	2 mins.	Administrative Aide/ Assessment Officer
	Approve the manual assessment	1 min.	Division Chief
	Encode and print the assessment	1 min.	Administrative Aide/ Assessment Officer/ Licensing Officer/ #BLPD Inspector
	Review and approve the computerized assessment slip	1 min.	Division Chief
	Release the computerized assessment slip	1 min.	Administrative Aide/ #License Inspector
2	Pay at the City Treasurer's Office	3 mins.	Local Revenue Collection Officer
3	Receive the O.R. and issue claim stub to taxpayer	1 min.	Administrative Aide/ #BLPD Inspectors
	Print the Mayor's Permit	1 min.	Administrative Aide
	Review the printed Mayor's Permit	1 min.	Division Chief
	*Approve the Mayor's Permit	2 min.	Division Chief
	Segregate (ensure the correct composition of both the Taxpayer's Copy and office file copy) and release the Mayor's Permit	2 mins.	Administrative Aide #BLPD Inspectors

#during peak

	SPT	Lead Time (off-peak)	Lead Time (peak)
Issuance of Mayor's Permit:			
*With Gross Sales of 50,000.00 below	19 mins.	1 working day	3-5 working days
**With Gross Sales of 50,001.00 above	19 mins.	2 working days	3-5 working days
**- Mayor's Permit will be approved within seven (7) hours (cadmino lead time)			

F. FLOWCHART:



REGULATORY SERVICES

COMMUNITY TAX CERTIFICATE (CTC) OR "CEDULA"

A. ABOUT THE SERVICE:

The City Treasurer's Office is responsible for the issuance of a Community Tax Certificate (CTC). A CTC is required when an individual or corporation:

- acknowledges any document before a notary public;
- takes an oath of office upon election or appointment to any position in the government service;
- receives any license, certificate or permit from any public authority
- pays any tax or fee;
- receives money from any public fund;
- transacts other official business; or
- receives any salary or wage from any person or corporation.

B. REQUIREMENT(S):

Accomplished Personal Data Form

For business taxpayers, documents evidencing previous year's gross receipts

1. For Individual/ Single Proprietorship (renewal)
 - BIR Tax Returns or
 - Affidavit of Gross Receipts
2. For Corporation/ Partnership/ Cooperative/ Association
 - SEC Registration
 - BIR Tax Returns

C. FEES: Based on Art. 17, Sec. 73 of 2008 Revised Revenue & Market

For Individual: Annual Community Tax of Five Pesos (P5.00) and an additional tax of One Peso (P1.00) for every One Thousand Pesos (P1,000.00) of income regardless of whether from business, exercise of profession or from property which, in no case, shall exceed Five Thousand Pesos (P5,000.00).

For Corporation: Annual Community Tax of Five Hundred Pesos (P500.00) and an annual additional tax of Two Pesos (P2.00) for every Five Thousand Pesos (P5,000.00) worth of real property in the Philippines owned by it during the preceding year situated in the City or of gross receipts or earnings derived by it from its business including dividends received by a corporation from another corporation which, in no case, shall exceed Ten Thousand Pesos (P10,000.00).

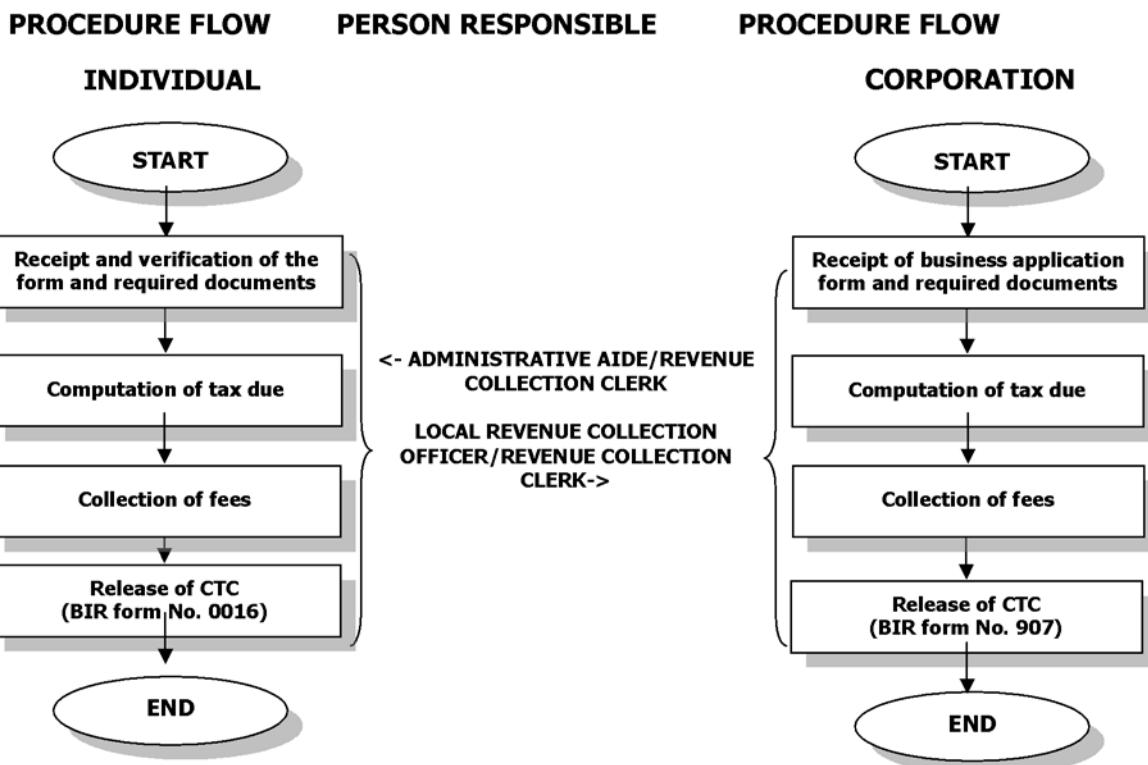
D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	<p>Issue a personal data form to be filled up by the taxpayer</p> <p>For Individual:</p> <ol style="list-style-type: none"> 1. Receive and verify the filled up form and/or required documents in window 2 or 3. 2. Compute the tax due of the taxpayer. <p>For Corporation:</p> <ol style="list-style-type: none"> 1. Receive the completely filled-up business application form and required documents. 2. Compute tax due at window 1 	2 minutes	<p>Administrative Aide/ Revenue Collection Clerk</p> <p>Local Revenue Collection Officer or Revenue Collection Clerk</p>
2	<p>Accept payment of tax due of the taxpayer and release CTC.</p> <p>For Individual: Release CTC (BIR form no. 0016)</p> <p>For Corporation: Release CTC (BIR form No. 907)</p>	1 minute	<p>Administrative Aide/ Revenue Collection Clerk</p> <p>Local Revenue Collection Officer or Revenue Collection Clerk</p>

F. FLOWCHART:



REGULATORY SERVICES

ZONING CERTIFICATE FOR BUSINESS PERMIT

A. ABOUT THE SERVICE:

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Zoning Certificate. Business establishments are required to secure a Zoning Certificate upon application of a Business Permit to ensure that the proposed utilization of the lot is in accordance with the City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

B. REQUIREMENTS:

1. Homeowner's Clearance for Business (*if the business is located in a subdivision/village) or Neighborhood Consent Letter in absence of a Homeowner's Association*)
2. City Economic Enterprises Division (CEED) Clearance if in case the establishment is located at the old or new public market
3. Location Sketch of the Business Establishment
4. Location Plan or Tax Declaration with photocopy of Transfer Certificate of Title (TCT) for businesses not located at well-known locations such as buildings, malls and establishments
 - 4.1 if in case the lot owner is not the applicant, Letter o Authority or Sworn Statement as heir of the property
5. Barangay Business Clearance
6. Photocopy of any of the following Forms of Ownership/Right-Over Land Documents:
 - 6.1 Transfer Certificate of Title
 - 6.2 Notarized Contract of Leased (if the taxpayer is leasing the space)
 - 6.3 Deed of Assignment/Deed of Donation
 - 6.4 Deed of Sale or Contract to Sell
 - 6.5 Tax Declaration

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Receive and review the requirements submitted	1 minute	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer
2. Evaluate the business as to its conformity with the Land Use Pattern (Zoning Ordinance 2006-028)	2 minutes	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer
3. Prepare and record Zoning Certificate	3 minutes	Department Head
4. Approve Zoning Certificate	2 minutes	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer
5. Release Zoning Certificate	1 minute	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer

E. FLOWCHART:

PERSON RESPONSIBLE

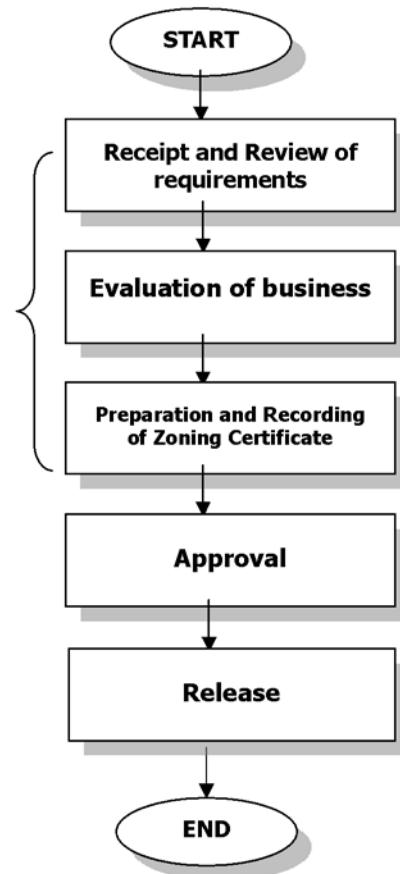
CLIENT

**Draftsman or Zoning Inspector
or Project Development Officer
or Zoning Officer or Planning
Officer**

Department Head

**Draftsman or Zoning Inspector
or Project Development Officer
or Zoning Officer or Planning
Officer**

PROCEDURE FLOW



REGULATORY SERVICES

FIRE SAFETY INSPECTION CERTIFICATE for BUSINESS

A. ABOUT THE SERVICE:

The Bureau of Fire Protection conducts fire safety inspection on business establishments as a pre-requisite to the granting of permits/licenses to businesses operating within the City of San Fernando (P).

B. REQUIREMENT(S):

1. Application form secured from BLPD
2. Location / Sketch
3. Photocopy of previous Fire Safety Inspection Certificate (if renewal)

C. FEES: Based on Art. 33, Sec. 141 of the 2008 Revenue & Market Code

On gasoline stations & similar establishments	= Php 200.00/annum
On factories or warehouses of combustible, flammable or explosive materials	= 200.00/annum
Other establishments using and/or storing combustible, flammable or explosive materials=	200.00/annum
On all other establishments not storing Combustible, flammable or explosive materials=	100.00/annum

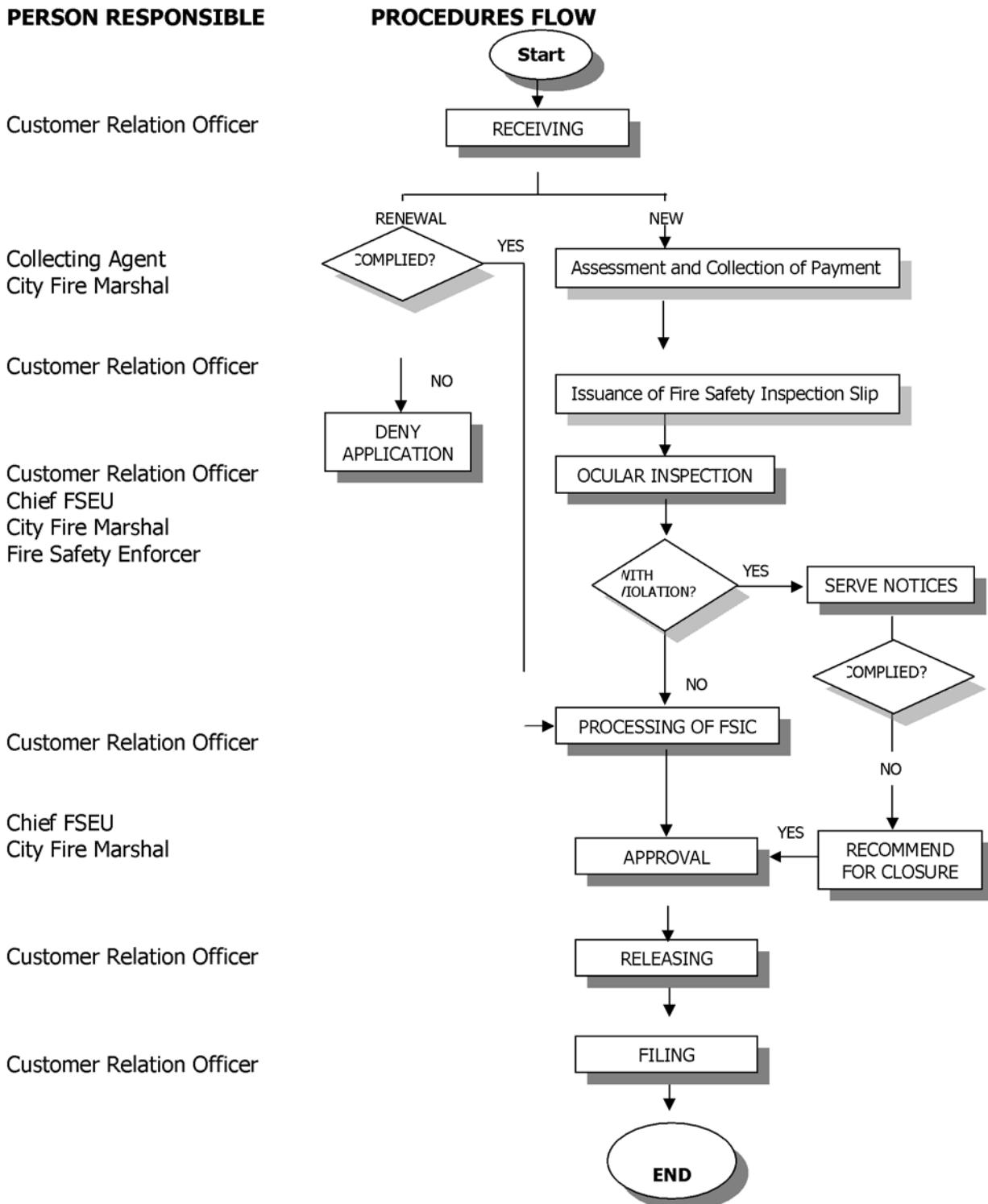
D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	Receiving of application	6 minutes	Customer Relation Officer
2	Assessment and Collection of Payment		Collecting Agent/City Fire Marshal
3	Issuance of Fire Safety Inspection Slip (FSIS) (for NEW application)		Customer Relation Officer
4	Ocular Inspection		Customer Relation Officer/Chief FSEU/City Fire Marshal/Fire Safety Enforcer
5	Processing		Customer Relation Officer
6	Approval of FSIC		Chief FSEU/City Fire Marshal
7	Releasing of FSIC		Customer Relation Officer
8	Filing of documents		Customer Relation Officer

F. FLOWCHART:



REGULATORY SERVICES

LOCAL BUILDING OFFICIAL CLEARANCE

A. ABOUT THE SERVICE:

The Local Building Official Division is responsible for the issuance of Local Building Official Clearance. Business establishments are required to secure a clearance/ certificate duly approved by the City Engineer as part of the requirements in securing and renewing of business license/ Mayor's permit.

B. REQUIREMENTS:

FOR NEW:

1. Location sketch of the business establishment
 2. Photocopy of Certificate of Occupancy*
 3. Contract of Lease/ Award Notice - if leasing*
 4. Services Agreement - for Security and Janitorial Services*
 5. Affidavit of Undertaking - if ongoing construction
- * – For presentation only

FOR RENEWAL:

1. Location sketch of the business establishment
 2. Previous LBOD Clearance for Business*
- * – For presentation only

C. FEES:

Building Permit and other Ancillary Permit Fees based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 1-7.

D. AVAILABILITY OF THE SERVICE

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Step	Procedure	Processing Time	Person In-charge
1	Receive taxpayer's documentary requirements		Administrative Assistant / Aide
2	- Evaluate documents, determine the applicable condition and prepare LBOD Clearance - Verify and indicate the assessed fees (for renewal only)	5 minutes	Administrative Assistant / Aide / Assessment Officer
3	Approve LBOD Clearance		Building Official
4	Release LBOD Clearance		Administrative Assistant / Aide

Note: For business establishments with condition #2, ocular inspection will be conducted within 5 working days upon issuance of the clearance.

F. FLOWCHART:

PERSON RESPONSIBLE

TAXPAYER

Administrative Assistant / Aide

Administrative Assistant / Aide /
Assessment Officer

Building Official

Administrative Assistant/ Aide

PROCEDURE FLOW

Start

RECEIVING

PROCESSING

APPROVAL

RELEASING

END

REGULATORY SERVICES

ENVIRONMENTAL MANAGEMENT PERMIT

A. ABOUT THE SERVICE:

The City Environment & Natural Resources Office (CENRO) is directly responsible for the issuance of Environmental Management Permit and for regulating the operation of the businesses within the territorial jurisdiction of the City of San Fernando (P). It ensures that all businesses comply with environmental laws thus creating an impression that all establishments within the City are environment-friendly.

B. REQUIREMENTS:

- Application Form for Business
- Location Sketch for Business Establishment
- Routing Slip from BLPD
- Greening Activity Certificate or Temporary Greening Activity Certificate

C. FEES:

Based on the 2008 Revised Revenue Code for Environment Management Fees under Article 49, Section 198.

D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

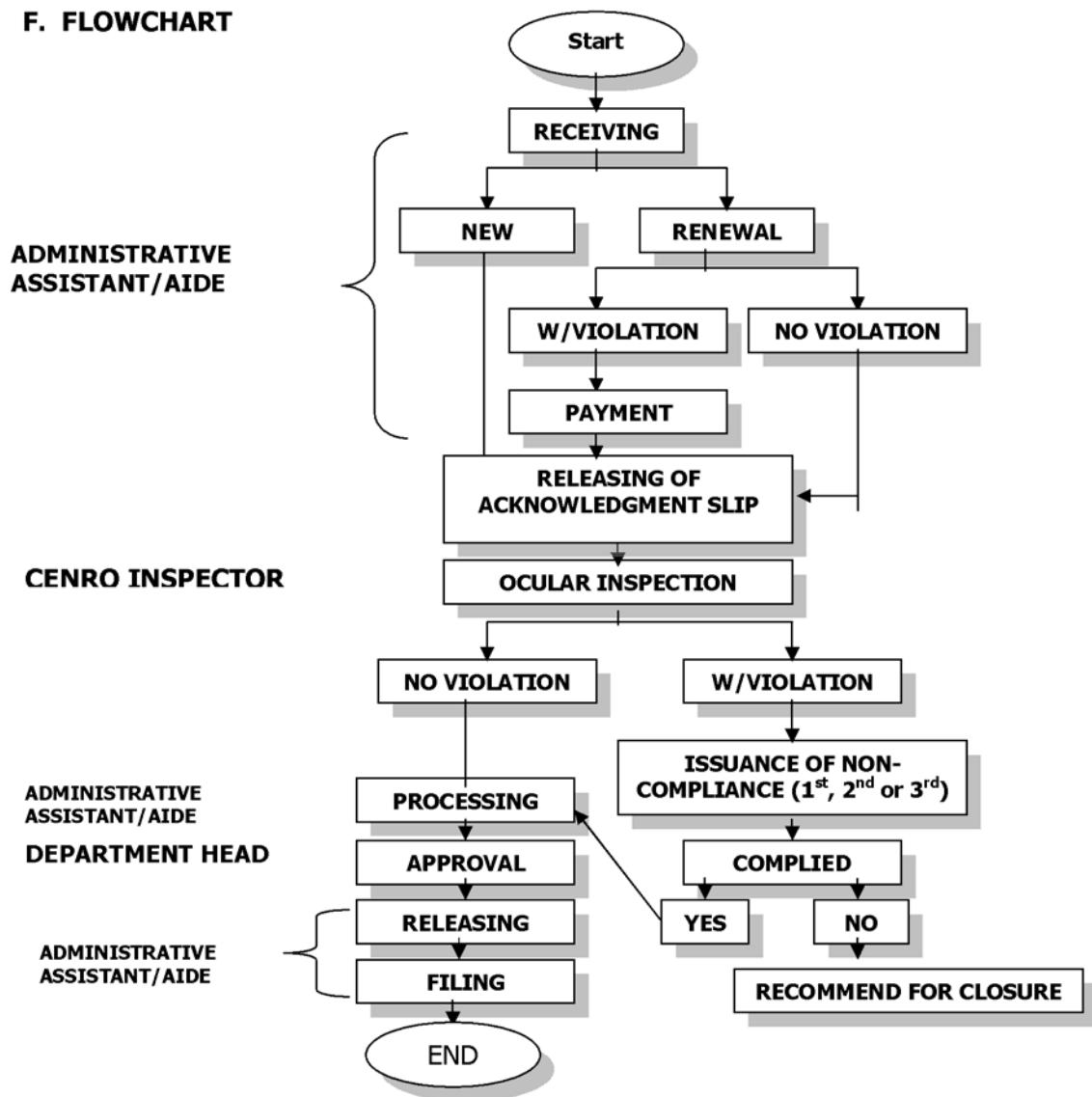
E. HOW TO AVAIL OF THE SERVICE:

	Procedures	Processing Time	Person Responsible
1	<p>Receive the application form</p> <p><i>For New</i> -Proceed to Step 2</p> <p><i>For Renewal</i> -Verify the application</p> <p>If with violation -Inform taxpayer regarding the violation and the corresponding penalty</p> <p>If without violation -Proceed to Step 2</p>	5 minutes	Administrative Aide/Assistant
2	Release acknowledgement slip (for new) (for renewal w/o violation proceed to step 4)		

3	<p>Conduct Ocular Inspection</p> <p>If with violation</p> <ul style="list-style-type: none"> -Issue (1st, 2nd and 3rd) notice of non-compliance (If the taxpayer is still non-compliant after the 3rd notice, recommend revocation of business) <p>If without violation</p> <ul style="list-style-type: none"> -Proceed to Step 4 	10 working days	CENRO Inspector
4	Process Environmental Management Permit	10 minutes	Administrative Aide/Assistant
5	Releasing of permit	10 minutes	Administrative Aide/Assistant

Note: Lead time for the issuance of Environmental Management Permit for New is 11 working days, For Renewal is 10 minutes.

F. FLOWCHART



REGULATORY SERVICES

SANITARY PERMIT

A. ABOUT THE SERVICE:

The City Health Office is responsible for the issuance of Sanitary Permits. All business establishments are required to secure a Sanitary Permit upon application for a Business Permit to ensure that the establishment complies with the laws and/or ordinances pertaining to health and sanitation in the City.

B. REQUIREMENTS:

FOR NEW BUSINESS:

REQUIRED SUPPORTING DOCUMENTS:

1. Location/Sketch of the Business Establishment
2. All workers/employees' current results/annual medical results
(if already available)
 - a. X-ray results of current year
 - b. Urine latest result (within a week upon application)
 - c. Stool within 6 months (within a week upon application)

OTHER SUPPORTING DOCUMENTS:

Nature of Business:

1. For Industrial Establishment – Design of Water Treatment Plant facilities and Barangay Resolution (Poultry and Piggery)
2. For Nightclubs/Entertainment Establishments – Results of the Cervical Urethral Smear from the Social Hygiene Clinic of Guest Relations Officer (GROs)
3. For Water Refilling Station
 - a. Certificate of Certified Water Operator Course
 - b. Bacteriological Test TFC & HPC – product every month
 - c. Physical/Chemical Test – every 6 months Raw and Product
 - d. Sanitary Plan
 - e. Engineer Report
 - f. For Memorial Park, Funeral Services & Crematorium – Operational Permit/Clearance from CHD-3 (DOH)

FOR RENEWAL OF BUSINESS:

REQUIRED SUPPORTING DOCUMENTS:

1. Location/Sketch of the Business Establishment
2. All workers/employees' current results/annual medical results of
(if already available)
 - a. X-ray results of current year
 - b. Urine(within a week upon application)
 - c. Stool(within a week upon application)

OTHER SUPPORTING DOCUMENTS:

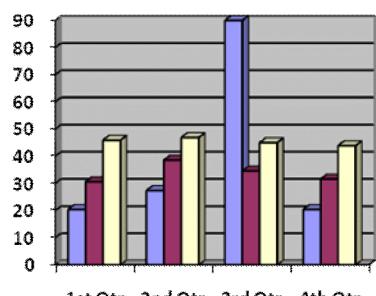
Nature of Business:

1. For Nightclubs/Entertainment Establishments - Results of the Cervical Urethral Smear from the Social Hygiene Clinic of Guest Relations Officer (GROs)

2. For Water Refilling Station

- a. Bacteriological Test-product every month-raw every 6 months
- b. Physical/Chemical Test-every 6 months Raw and Product

C. FEES: Based on Art. 45, Sec. 185 of 2008 Revenue & Market Code,
the assessment of the taxes are as follows:

a. house for rent/uni t	Php 200.0 0		
		b. business:	
	i. area 25-29sqm.	200.00	
	ii. area 50-99sqm.	300.00	
	iii. area 100-199sqm.	400.00	
	iv. area 200-499sqm.	500.00	
	v. area 500-999sqm	600.00	
	vi.area 1000sqm or more	800.00	
	c. industrial or agricultural:		
	i. area less than 1000sqm	600.00	
	ii.area 1000-4,999sqm.	800.00	
	iii. area 5,000-9,999sqm	1,000.0 0	
	iv.area 10,000 and more	1,200.0 0	

D. AVAILABILITY OF THE SERVICE:

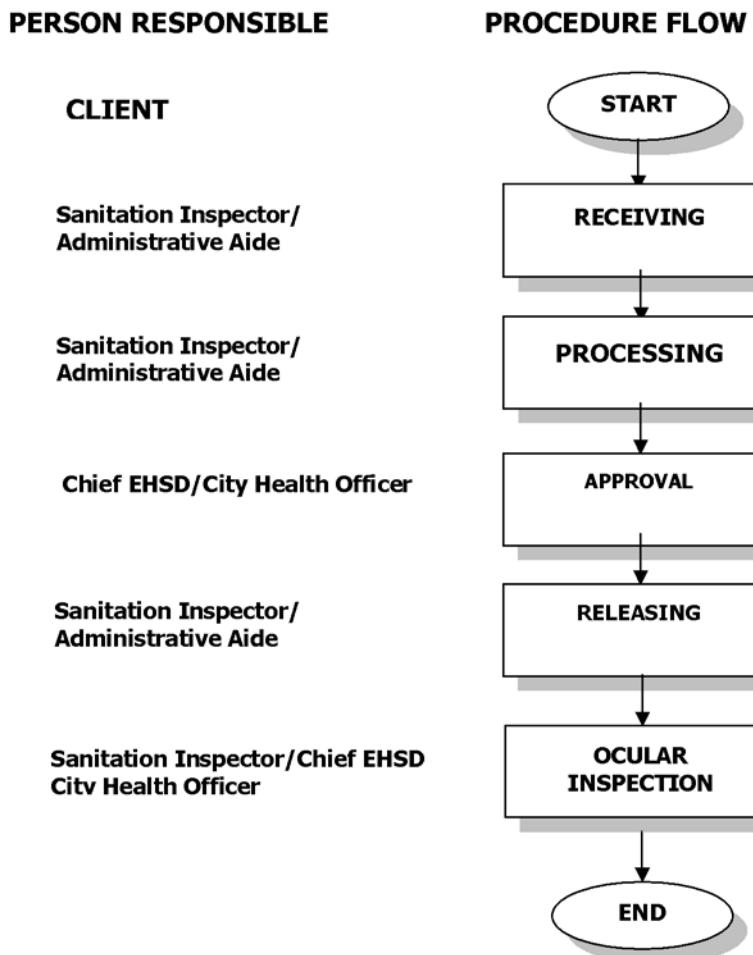
Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Receive documentary requirements and record application	6 minutes	Sanitation Inspector/Administrative Aide
2. Prepare Sanitary Permit		Sanitation Inspector/Administrative Aide
3. Review and approve sanitary permit		Chief EHSD City Health Officer
4. Release sanitary permit		Sanitation Inspector/Administrative Aide

Note: For New Business Applications, Ocular Inspection will be conducted within 6 working days upon application.

F. FLOWCHART:



REGULATORY SERVICES

SECURING ZONING CERTIFICATE FOR LAND

A. ABOUT THE SERVICE:

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Zoning Certificate for Land. Site zoning is requested by a taxpayer and/or any individual to enable the property owner to determine whether the use of the parcel of land is in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance.

B. REQUIREMENTS:

1. One (1) copy of location plan duly signed and sealed by a registered Geodetic Engineer
2. One (1) certified photocopy of Title
3. One (1) photocopy of Real Property Tax Receipt
4. One (1) photocopy of Tax Declaration

C. FEE:

Based on Art. 31, Sec. 129 to 131 of the 2008 Revenue & Market Code

Zoning Certificate for Land Fees = Php 500.00 per hectare
= Php 160.00 /3,200 sq.m or
fraction thereof

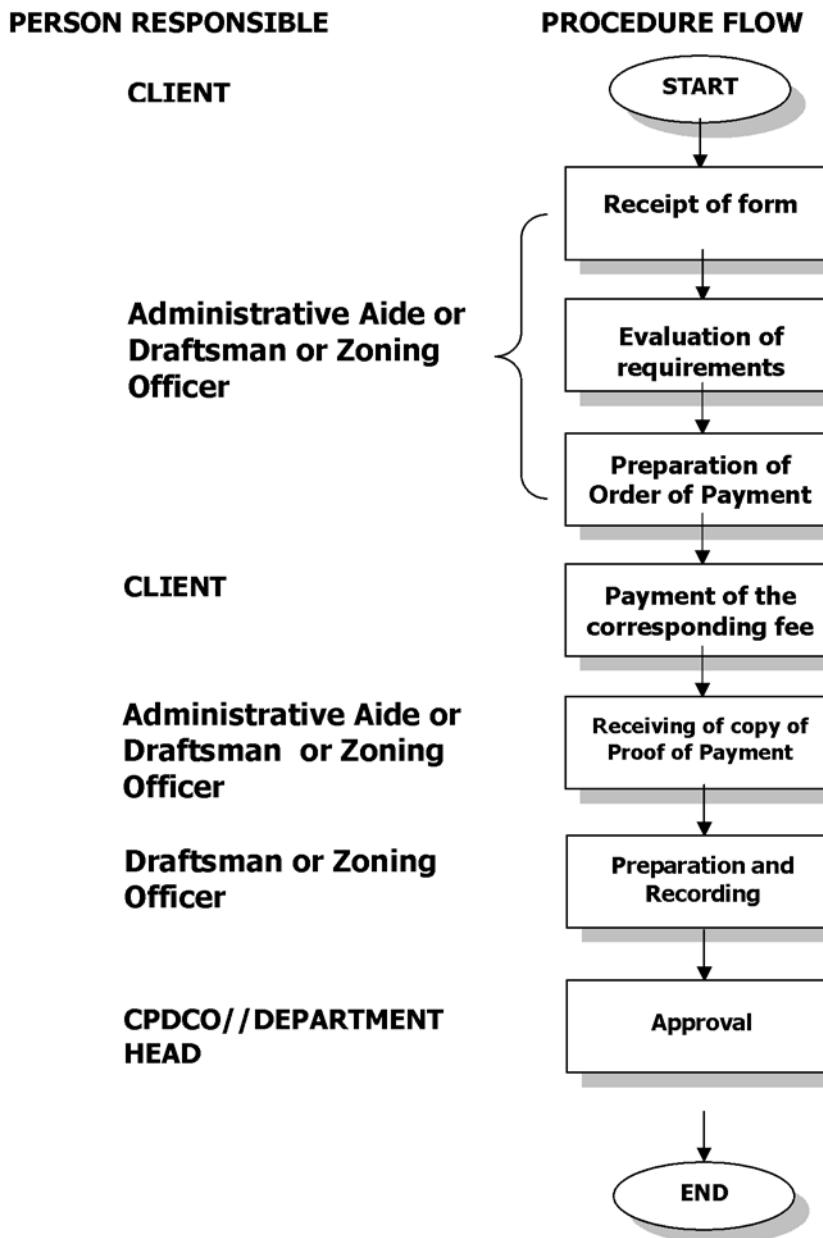
D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
Issue the application form		Administrative Aide or Draftsman or Zoning Officer
1. Receive the filled out form and review the requirements submitted by the client	15 minutes	
2. Evaluate the use of the parcel of land using the CLUP Matrix.	1 hour	
3. Prepare the order of payment		
3. Compute based on the schedule of fees on zoning certificate for land	10 minutes	
4. Instruct client to pay the corresponding fee at the City Treasurer's Office	1 minute	
5. Receive the copy of proof of payment	1 minute	
6. Prepare and record the Zoning Certificate for Land	30 minutes	Draftsman or Zoning Officer
7. Approve the certificate	20 minutes	CPDC Officer/Dept. Head
8. Release the certificate	15 minutes	Administrative Aide or Draftsman or Zoning Officer

F. FLOWCHART:



REGULATORY SERVICES

SECURING LOCATIONAL CLEARANCE/ZONING CERTIFICATE FOR BUILDING

A. ABOUT THE SERVICE:

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Locational Clearance/Zoning Certificate for Building. All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a Locational Clearance/Zoning Certificate upon application for a Building Permit.

This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the Comprehensive Land Use Plan (CLUP) of the City.

B. REQUIREMENTS:

1. One (1) set of plans duly signed and sealed by registered civil engineer/architect concerned with the conformity of the owner/applicant
2. One (1) copy of location plan duly signed and sealed by a registered geodetic engineer
3. One (1) certified photocopy of Transfer of Title
4. One (1) photocopy of Real Property Tax Receipt/Tax Clearance
5. One (1) photocopy of Tax Declaration
6. One (1) photocopy of Bill of Materials and Plan's Specification duly signed and sealed by a registered civil engineer or architect

Other Supporting Documents

1. If the applicant is not the registered owner, a Special Power of Attorney or Notarized Authorization Letter will be required as an additional requirement
2. For corporations and other juridical entities, a Secretary's Certificate or Board Resolution authorizing the applicant as representative is required.

C. FEE: Based on Art. 31, Sec. 129 to 131 of the 2008 Revenue & Market Code

I. ZONING/LOCATIONAL CLEARANCE	
A. Residential Structure (single attached or detached)	
1. P 100,000 and below	P 200.00
2. Over P100,000 to P 200,000	P 400.00
3. Over P 200,000	P 500.00 + 1/10 of 1% excess of P 200,000.00
B. Apartments/Townhouses	
1. P500,000 and below	P 1,000.00
2. Over P 500,000 to P 2 Million	P 1,500.00
3. Over P 2 Million	P 2,500.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
C. Dormitories	
1. Project Cost of P 2 Million and below	P 2,500.00
2. Project Cost of Over P 2 Million	P 2,500.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
D. Institutional	
1. P 2 Million and below	P 2,000.00

2. Over P 2 Million	P 2,500.00 + 1/10 of cost in excess of P 2 Million
E. Commercial, Industrial, Agro-Industrial	
1. P 100,000 and below	P 1,000.00 + LRF = LCF
2. Over P100,000 to P 500,000	P 1,500.00 + LRF = LCF
3. Over P 500,000 – P 1 Million	P 2,000.00 + LFR = LCF
4. Over P 1 Million – P 2 Million	P 3,000.00 + LRF = LCF
5. Over P 2 Million	P 5,000.00 + 1/10 of 1% of cost in excess of P 2 Million
F. Special Uses/ Special Projects (gasoline station, cell sites, slaughterhouse, treatment plant, etc.)	
1. P 2 Million and below	P 5,000.00
2. Over P 2 Million	P 5,000.00 + 1/10 of 1% of cost in excess of P 2 Million

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Receive documentary requirements -Actual evaluation	60 minutes	
2. If it conforms with CLUP in accordance with compatibility matrix, conduct on-site inspection including re-inspection, if necessary	Day after receipt of application	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer
3. Assess applicable fees	20 minutes	
4. Record, encode and prepare Zoning Certificates/Locational Clearance	30 minutes	
5. Approve Zoning Certificates/Locational Clearance	20 minutes	Department Head
6. Release Zoning Certificates/Locational Clearance	15 minutes	Draftsman or Zoning Inspector or Project Development Officer or Zoning Officer or Planning Officer

Note : Permit will be released within two working days

F. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

**ZONING OFFICER/ZONING
INSPECTOR/PROJECT DEVELOPMENT
OFFICER/PLANNING
OFFICER/DRAFTSMAN**

DEPARTMENT HEAD

**ZONING OFFICER/ZONING
INSPECTOR/PROJECT DEVELOPMENT
OFFICER/PLANNING
OFFICER/DRAFTSMAN**

PROCEDURE FLOW

START

Receiving and Evaluation

Ocular Inspection

Assessment

Processing

Approval

Releasing

END

REGULATORY SERVICES

SECURING CERTIFICATE OF OCCUPANCY/USE

A. ABOUT THE SERVICE:

The Local Building Official Division is primarily responsible for the issuance of Certificate of Occupancy/Use before occupying a building or structure, as mandated by law. It is also a pre-requisite/requirement in applying for LBOD clearance and in order to avail the assistance of various financial institutions such as PAG-IBIG, BANKS, etc.

B. REQUIREMENTS:

1. Certificate of Completion duly accomplished by the contractor (if the construction is undertaken by contract) and signed and sealed by the architect or engineer in-charge of construction as follows:
 - a. Certificate of Completion (Building) (**DPWH Form No. 77-004-B**)
 - b. Certificate of Completion (Sanitary / Plumbing Application) (**FM-LBOD-22**)
 - c. Certificate of Final Electrical Inspection / Completion (**DPWH Form No. 77-006-E**)
 - d. Certification from PME in case of Mechanical Requirements
2. Construction Log Book Sheet (**DPWH Form 77-011-B**) duly signed and sealed by the architect or engineer in-charge of construction works.
3. As-built plans (if necessary) jointly signed and sealed by the designing architect or civil engineer and the architect or civil engineer in-charge of construction and signed by the contractor (if the construction is undertaken by contract) and confirmed by the owner.
4. Fire Safety Inspection Certificate (**FM-BFP-19**)
5. Copy of Evaluation / Inspection Report (**FM-LBOD-04**)
6. Authorization and photocopy of any valid I.D., In lieu or in the absence of the owner

C. FEES:

Occupancy Permit Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item No. 10.

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

REGULATORY SERVICES

SECURING BUILDING AND OTHER ANCILLARY PERMITS

A. ABOUT THE SERVICE:

The Local Building Official Division is primarily responsible for the issuance of building permits and other related permits as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare towards a sustainable and sound environment catering to City of San Fernando's development.

B. WHO CAN AVAIL OF THE SERVICE?

Any person, firm or corporation who wish to erect, construct, enlarge, alter, repair, move, improve, convert, demolish, equip, use, occupy, or maintain any building or structure.

C. REQUIREMENTS:

1. Fully accomplished application forms, duly signed and sealed by licensed architect or civil engineer
 - a. Five (5) copies of Building Permit (**DPWH Form No. 77-001-B**) for construction, installation, addition, alteration, renovation, conversion, repair, moving or other work activity of a specific project/building/structure or portions thereof.
 - b. Three (3) copies of Sanitary/Plumbing Permit (**DPWH Form No. 77-001-S**) for application of sanitary and plumbing installations.
 - c. Three (3) copies of Application for Electrical Permit (**DPWH Form No. 77-001-E**) for application of new electrical meter, permit for wiring and installation of electrical loads.
 - d. Three (3) copies of Electrical Permit (**DPWH Form No. 77-002-E**) for application of new electrical meter, permit for wiring and installation of electrical loads.
 - e. Three (3) copies of Mechanical Permit (**NBC Form No. A-04**) for installation, addition or alteration involving machineries and equipment for commercial, industrial and institutional use.
2. Five (5) copies Certified True Copy of Transfer Certificate Title (TCT). In case the applicant is not the registered owner of the lot, any of the following duly notarized documents showing proof of ownership shall be submitted:
 - a. Contract of Lease or Award Notice
 - b. Deed of Absolute Sale
 - c. Contract of Sale
 - d. Authority to Construct
3. Five (5) copies Certified True Copy of Tax Declaration
4. Five (5) copies Current/Latest Real Property Tax Receipt or Land Tax Clearance
5. Five (5) Sets of Building Plans, duly signed and sealed by:

- a. licensed architect or civil engineer for architectural and structural plans
- b. by licensed sanitary engineer or master plumber for sanitary and plumbing installation plans
- c. by professional electrical engineer for electrical plans
- d. by professional mechanical engineer for mechanical plans

(In the event of multiple application of typical design of structure like subdivision, the applicant may apply and submit one typical set of plans per block but with individual lot plan and site development plan.)

6. Five (5) sets Location Plans, duly signed and sealed by geodetic engineer
7. Five (5) sets Cost Estimates/Bill of Materials, duly signed and sealed by architect or civil engineer
8. Five (5) sets Specifications, duly signed and sealed by architect or civil engineer
9. Five (5) sets Structural Design Analysis and Seismic Analysis for two-storey (2) buildings and structures with height of 7.5 meters or more, duly signed and sealed by an architect or civil engineer
10. Five (5) sets Boring and Plate Load Tests, Structural Design Analysis and Seismic Analysis for three-storey (3) buildings, duly signed and sealed by civil engineer
11. Five (5) copies Barangay Clearance
12. One (1) copy Zoning Certificate (**FM-CPDCO-02**) or Locational Clearance (**FM-CPDCO-04**)
13. One (1) copy Fire Safety Evaluation Clearance (**FM-BFP-06**)
14. One (1) copy DPWH Clearance – For structure within national road
15. One (1) copy Clearance from City Tourism Division – For structure within Heritage District
16. One (1) copy Clearances from various government authorities/agencies such as ATO, DENR, DOH, NHA, etc., if necessary
17. Authorization and photocopy of any valid I.D., In lieu or in the absence of the owner
18. Sign Board

D. FEES:

Building Permit and other Ancillary Permit Fees based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 1-7.

E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

SECURING DEMOLITION PERMIT**A. ABOUT THE SERVICE?**

The Local Building Official Division is primarily responsible for the issuance of Accessory Permits (Demolition) as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to commence any construction activities which are only minor in nature.

B. WHO CAN AVAIL OF THE SERVICE?

Any person, firm or corporation who wish to demolish a building/ structure.

C. REQUIREMENTS

1. Two (2) copies Demolition Permit Application (**FM-LBOD-23**), duly signed and sealed and duly notarized
2. Two (2) sets A-1 Size Demolition Plan
3. Three (3) copies Certified True Copy of Transfer Certificate Titles (TCT). In case the applicant is not the registered owner of the lot, any of the following duly notarized documents showing proof of ownership shall be submitted:
 - a. Contract of Lease or Award Notice
 - b. Deed of Absolute
 - c. Deed of Donation
 - d. Contract of Sale
4. Two (2) copies Current/Latest Real Property Tax Receipt or Land Tax Clearance
5. Barangay Clearance
6. Authorization and photocopy of any valid I.D., In lieu or in the absence of owner

D. FEES:

Accessory Permits Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 8-9.

E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

REGULATORY SERVICES

SECURING FENCING PERMIT

A. ABOUT THE SERVICE:

The Local Building Official Division is primarily responsible for the issuance of Accessory Permits (Fencing) as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to commence any construction activities which are only minor in nature.

B. WHO CAN AVAIL OF THE SERVICE?

Any person, firm or corporation who wish to fence a property.

C. REQUIREMENTS:

1. Three (3) copies Fencing Permit (**DPWH Form No. 77-009-B**), duly signed and sealed by an architect or civil engineer
2. Three (3) Sets of Plans, duly signed and sealed by architect or civil engineer
3. Three (3) Sets of Location Plans, duly signed and sealed by geodetic engineer
4. Three (3) copies Certified True Copy of Transfer Certificate Title (TCT). In case the applicant is not the registered owner of the lot, any of the following duly notarized documents showing proof of ownership shall be submitted:
 - a. Contract of Lease or Award Notice
 - b. Deed of Absolute Sale
 - c. Deed of Donation
 - d. Contract of Sale
 - e. Authority to Construct
5. Three (3) copies Certified Copy of Tax Declaration
6. Three (3) copies Current/Latest Tax Receipt or Land Tax Clearance
7. Three (3) sets Bill of Materials, duly signed and sealed by an architect or civil engineer
8. Three (3) sets of specifications, duly signed and sealed by an architect or civil engineer
9. Three (3) copies Barangay Clearance
10. DPWH Clearance – For fence within national roads
11. Authorization and photocopy of any valid I.D., in lieu or in the absence of the owner
12. Sign Board

D. FEES:

Accessory Permits Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 8-9.

E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

SECURING SIGN PERMIT**A. ABOUT THE SERVICE:**

The Local Building Official Division is primarily responsible for the issuance of Accessory Permits (Sign) as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to commence any construction activities which are only minor in nature.

B. WHO CAN AVAIL OF THE SERVICES

Any person firm or corporation who wish to install business or advertising signs.

C. REQUIREMENTS:

1. Two (2) Sets of Plans preferably A-1 Size (594mm x 641mm)
2. Three (3) copies Certified True Copy of Transfer of Certificate Title (TLT). In case the applicant is not the registered owner of the lot, any of the following duly notarized documents showing proof of ownership shall be submitted:
 - a. Contract of Lease or Award Notice
 - b. Deed of Absolute Sale
 - c. Contract of Sale
3. Two (2) copies Certified Copy of Tax Declaration
4. Two (2) copies Current/Latest Real Property Receipt or Land Tax Clearance
5. Two (2) sets Bill of Materials, duly signed and sealed by an architect or civil engineer
6. Two (2) sets Bill of Specifications, duly signed and sealed by an architect or civil engineer
7. Two (2) copies Barangay Clearance
8. DPWH Clearance – For signs/billboards within national roads
9. Authorization and photocopy of any valid I.D. in lieu or in the absence of the owner

D. FEES:

Accessory Permits Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 8-9.

E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

F. HOW TO AVAIL OF THE SERVICE:

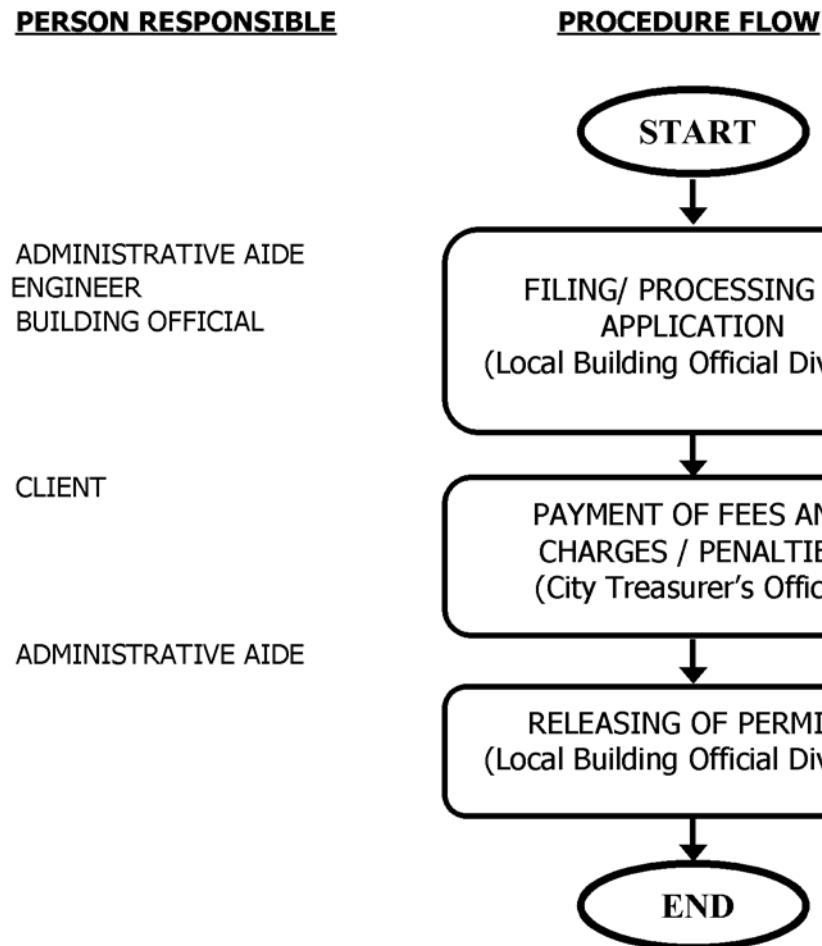
Building and other Ancillary Permits/ Certificate of Occupancy

Step	Procedure	Processing Time	Person Responsible
1	Receiving of Applications	25 mins.	Administrative Aide
2	Evaluation of plans and documents	2 hours & 20 mins.	Engineers
3	ASSESSMENT Actual Assessment of fees and printing of Order and Payment	20 mins.	Engineers
4	Approval of permits	40 mins.	Building Official
5	Issuance of O.R.	5 mins.	CTO
6	Releasing of permits	15 mins.	Administrative Aide

*OCULAR INSPECTION shall be conducted within:

- a. Building and other Ancillary and Accessory Permits 2 working days
- b. Certificate of Occupancy and Small Electrical Permits 3 working days

G. FLOWCHART



SECURING SMALL ELECTRICAL PERMIT**A. ABOUT THE SERVICE:**

The Local Building Official Division is primarily responsible for the issuance of electrical permits as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to obtain services of the electric utility company and as a compliance to Philippine Electrical Code (R.A. 7920).

B. WHO CAN AVAIL OF THE SERVICE?

Clients with residential structure of less than 20 sq.m.

C. REQUIREMENTS:

1. Two (2) Applications for Electrical Permit (**FM Form No. 77-001-E**), duly signed and sealed by a professional electrical engineer
2. Two (2) copies Electrical Permit (**DPWH Form No. 77-002-E**)
3. Two (2) sets Electrical Layout (**FM-LBOD-21**), duly signed and sealed by a professional electrical engineer
4. One (1) copy of Transfer Certificate Title (TLT). In case the applicant is not the registered owner of the lot, any of the following duly notarized documents showing proof of ownership shall be submitted:
 - a. Contract of Lease
 - b. Award Notice from any government agency or private housing organization
 - c. Deed of Absolute Sale
 - d. Contract of Sale
 - e. Authorization from Lot Owner
5. Copy of Evaluation / Inspection Report (**FM-LBOD-04**)
6. Authorization and photocopy of any valid I.D., in lieu or in the absence of the owner

D. FEES:

Electrical Permit Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item No. 4.

E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

F. HOW TO AVAIL OF THE SERVICE:

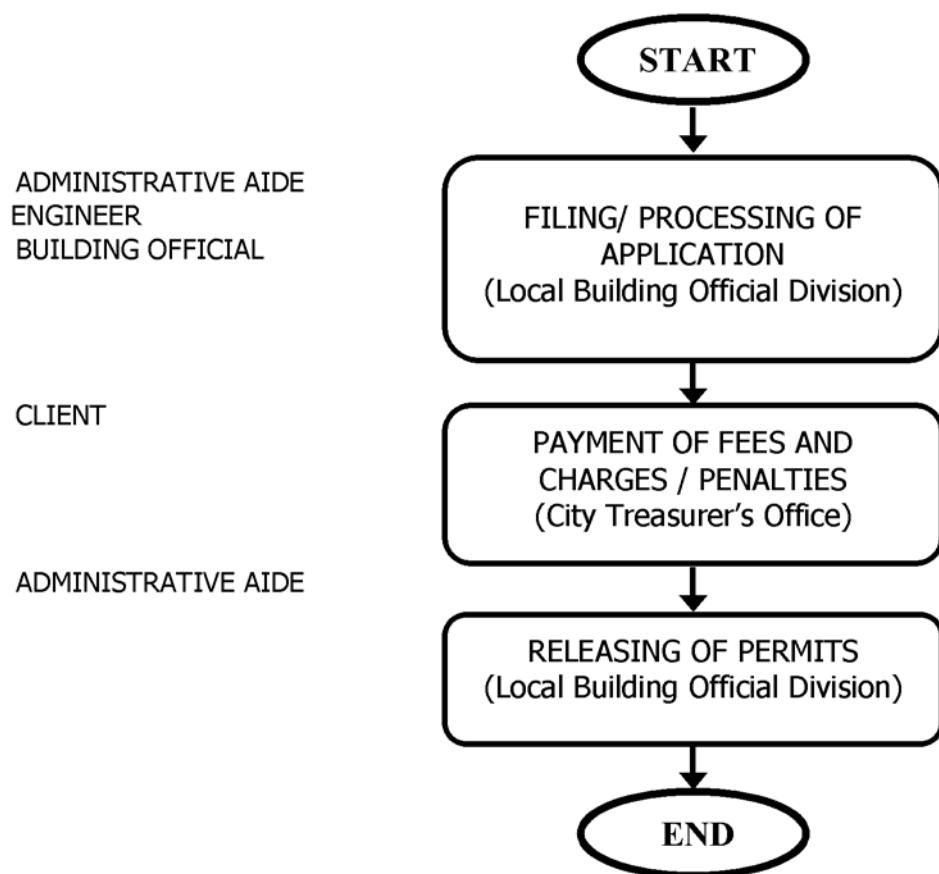
Small Electrical Permit

Step	Procedure	Processing Time	Person Responsible
1	Receiving of Application	5 mins.	Administrative Aide
2	Evaluation of documents	5 mins.	Engineers
3	Assessment of fees and charges	5 mins.	Administrative Aide
4	Approval of permit	40 mins.	Building Official
5	Issuance of O.R.	5 mins.	CTO
6	Releasing of permits	15 mins.	Administrative Aide

*OCULAR INSPECTION shall be conducted within 3 working days

G. FLOWCHART

PERSON RESPONSIBLE PROCEDURE FLOW



REGULATORY SERVICES

ASSESSMENT FOR DECLARATION OF NEW BUILDING OR MACHINERY

A. ABOUT THE SERVICE

The City Assessor's Office is directly responsible for the Declaration of New / Renovated Buildings and Machineries within the territorial jurisdiction of the City of San Fernando, Pampanga. It ensures that all newly constructed or renovated buildings as well as newly acquired machineries be declared and properly assessed by the office. The Real Property Owner or Anyone with legal interest can avail of this service.

B. REQUIREMENTS

For Building:

1. Real Property Tax Receipt/ Tax Clearance for the Current Year
2. Building Plans (if any)
3. Photocopy of Transfer Certificate Title (TCT) (if any)
4. Vicinity Map (if any)

For Machineries:

1. Sworn Statement of Ownership (if any)
2. Itemized List of Machineries

C. AVAILABILITY OF SERVICE

Monday to Friday
8:00 AM TO 5:00 PM

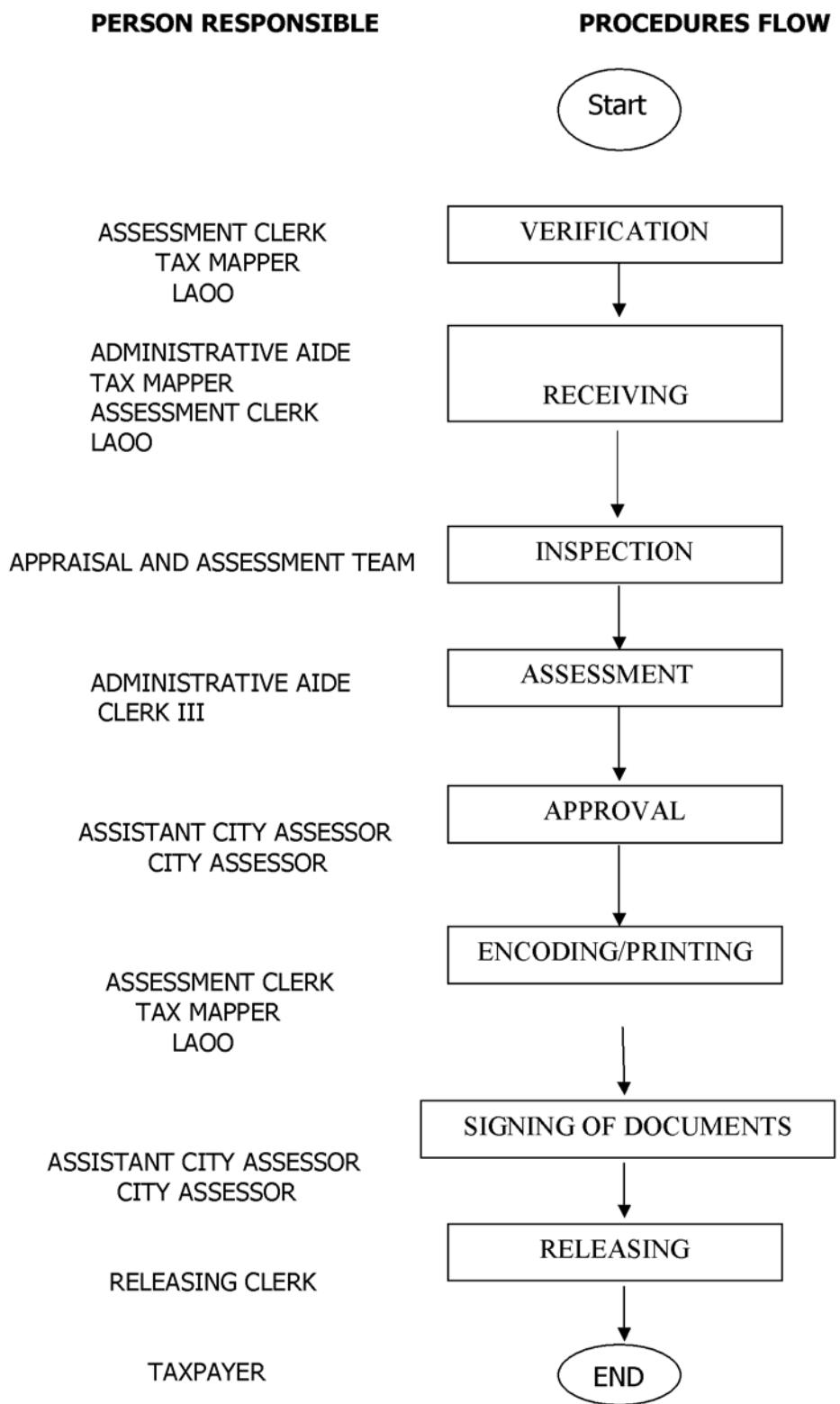
D. HOW TO AVAIL THE SERVICE

Step	PROCEDURES	PROCESSING TIME	PERSON RESPONSIBLE
1	FILE a. Verify / Evaluate Records b. Receive and review requirements c. Conduct Ocular Inspection and Prepare	30 minutes 5 minutes / RPU Within 3 days after application	ASSESSMENT CLERK TAX MAPPER LAOO ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO APPRAISAL AND

	the Field Appraisal & Assessment Sheet (FAAS)		ASSESSMENT TEAM
	d. Assess	30 minutes per RPU	ADMINISTRATIVE AIDE CLERK III
	e. Approve Field & Assessment Sheet (FAAS)	15 minutes per RPU	ASST CITY ASSESSOR CITY ASSESSOR
	f. Encode / Print Tax Declaration & Notice of Assessment	30 minutes per RPU	ASSESSMENT CLERK TAX MAPPER LAOO
	g. Sign Tax Declaration & Notice of Assessment	15 minutes	ASST CITY ASSESSOR CITY ASSESSOR
2	RELEASE Releasing of documents	5 minutes per RPU	ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO

*Standard Processing Time per Real Property Unit will be within four (4) days from the date of application.

E. FLOW CHART



DECLARATION OF SUBDIVISION/CONSOLIDATION OF LAND**A. ABOUT THE SERVICE**

The City Assessor's Office is directly responsible for the Declaration of Consolidated and Subdivided Land within the territorial jurisdiction of the City of San Fernando, Pampanga. It ensures that every consolidated and subdivided property would be properly processed based on the submitted requirements and be assigned to the rightful owner. The Real Property Owner can avail of this service.

B. REQUIREMENTS:

1. New Transfer Certificate Title for presentation with photocopy or Certified True Copy of TCT
2. Photocopy of Deed of Sale/ Deed of Donation/ Extra Judicial Settlement (2) copies
3. Photocopy of Real Property Tax Payment for Current Year
4. Photocopy of Certificate Authorizing Registration (CAR)
5. Approved Subdivision Plan (2 copies)

*Required documents for same owner and Titles issued in the year 2005 and Are 1.3.5 and Subdivision Agreement (if applicable)

C. AVAILABILITY OF SERVICE:

Monday to Friday
8:00 AM to 5:00 PM

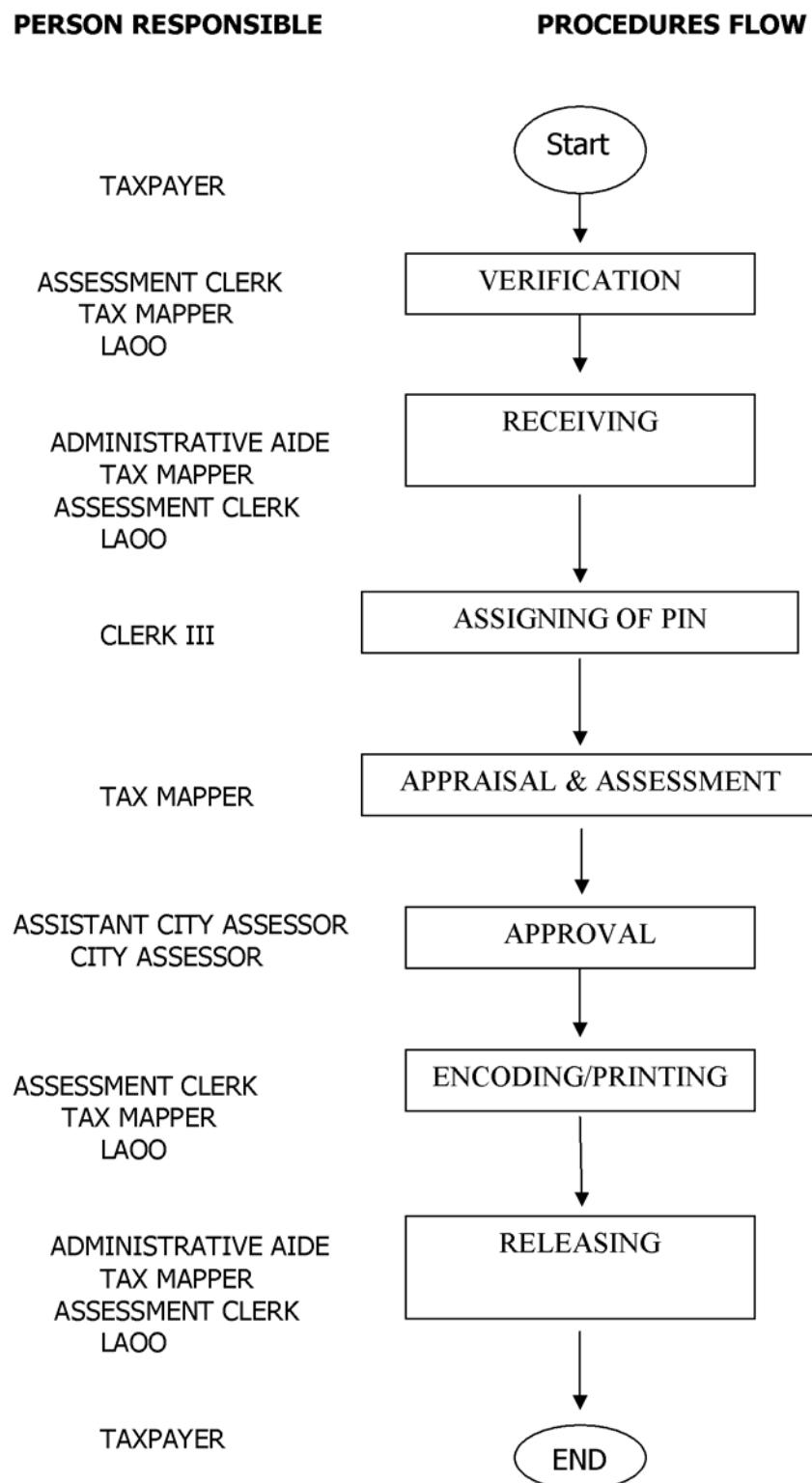
D. HOW TO AVAIL OF THE SERVICE:

Step	PROCEDURES	PROCESSING TIME	PERSON RESPONSIBLE
1	FILE a. Verify requirements b. Receive requirements c. Assign Property Index Number d. Prepare Field Appraisal & Assessment Sheet (FAAS)	30 minutes/ RPU 5 minutes/ RPU 30 minutes/ RPU 30 minutes/ RPU	ASSESSMENT CLERK TAX MAPPER LAOO ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO CLERK III TAX MAPPER TAX MAPPER

	e. Assess	15 minutes / RPU	
	f. Approve Field Appraisal & Assessment Sheet (FAAS)	15 minutes / RPU	ASST CITY ASSESSOR CITY ASSESSOR ASSESSMENT CLERK TAX MAPPER LAOO
	g. Encode / Print Tax Declaration & Notice of Assessment	30 minutes / RPU	ASST CITY ASSESSOR CITY ASSESSOR
	h. Sign Tax Declaration & Notice of Assessment	15 minutes / RPU	
2	RELEASE Releasing of documents	5 minutes per RPU	ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO

*Standard Processing Time will be within two (2) working days from the date of application which applies two (2) Real Property Units. In cases where three (3) or more are to be processed, the processing time of one (1) day per RPU shall be applied.

E. FLOW CHART



REGULATORY SERVICES

TRANSFER OF OWNERSHIP

A. ABOUT THE SERVICE

The City Assessor's Office is directly responsible for the declaration of the ownership of properties within the territorial jurisdiction of the City of San Fernando, Pampanga. It ensures that every property transferred from one person to another through sale, donation and extra-judicial settlement of estate be properly documented and declared to the new owner. The Real Property Owner or Anyone with legal interest can avail of this service.

B. REQUIREMENTS:

1. New Transfer Certificate Title (TCT) for presentation with photocopy of new TCT or Certified True Copy of TCT
2. Photocopy of Deed of Sale/ Deed of Donation/ Extra Judicial Settlement of Estate (2 copies) or any legal document to prove ownership
3. Real Property Tax Payment for Current Year/ Tax Clearance
4. Photocopy of Transfer Tax
5. Photocopy of Certificate Authorizing Registration (CAR)

*The required documents for titles issued in the year 2005 and below are 1 & 2.

* If the transfer is for improvement only, the required documents are 2 & 3.

C. AVAILABILITY OF SERVICE:

Monday to Friday
8:00 AM to 5:00 PM

D. HOW TO AVAIL OF THE SERVICE:

Step	PROCEDURES	PROCESSING TIME	PERSON RESPONSIBLE
1	FILE a. Verify requirements b. Receive requirements c. Encode/ Print Tax Declaration & Notice of Assessment	10 minutes / RPU 5 minutes / RPU 15 minutes / RPU	TAX MAPPER ASSESSMENT CLERK LAOO ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO ASSESSMENT CLERK TAX MAPPER LAOO

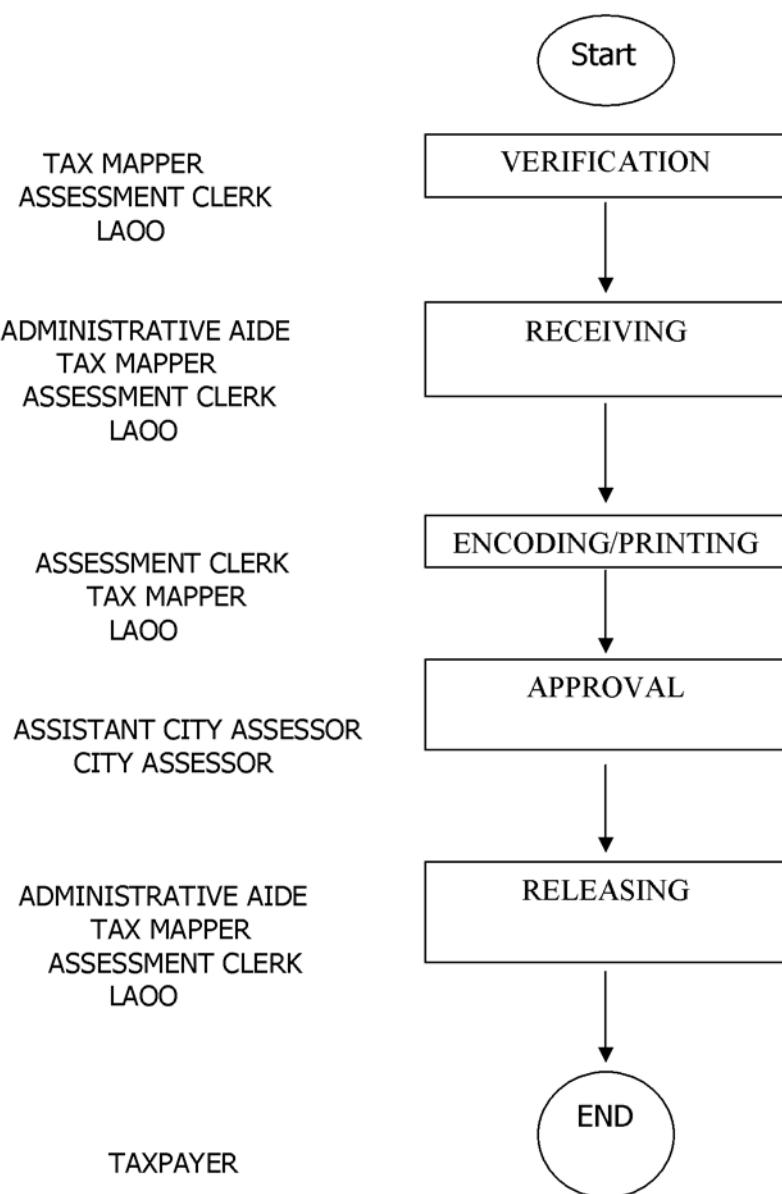
	d. Approve Tax Declaration & Notice of Assessment	10 minutes per RPU	ASST. CITY ASSESSOR CITY ASSESSOR
2	RELEASE Releasing of documents	5 minutes/ RPU	ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO

*Standard Processing Time per Real Property Unit will be with 45 minutes

E. FLOW CHART

PERSON RESPONSIBLE

PROCEDURES FLOW



REGULATORY SERVICES

CANCELLATION OF ASSESSMENT OF BUILDINGS AND MACHINERY

A. ABOUT THE SERVICE:

The City Assessor's Office is directly responsible for the Cancellation of Assessment of Buildings and Machineries within the territorial jurisdiction of the City of San Fernando, Pampanga. It ensures that any building demolished and machineries of non-existence should be dropped from the roll of assessment. The Real Property Owner can avail of the service.

B. REQUIREMENTS:

6. Photocopy of TCT (if any)
7. Location Plan (if any)
8. Tax Clearance of Building/Machinery for the Current Year
9. Letter requesting the cancellation thereof
10. Affidavit of cancellation and certificate of closure of business (for machinery only)

C. AVAILABILITY OF THE SERVICE:

Monday to Friday
8:00 A.M to 5:00 P.M.

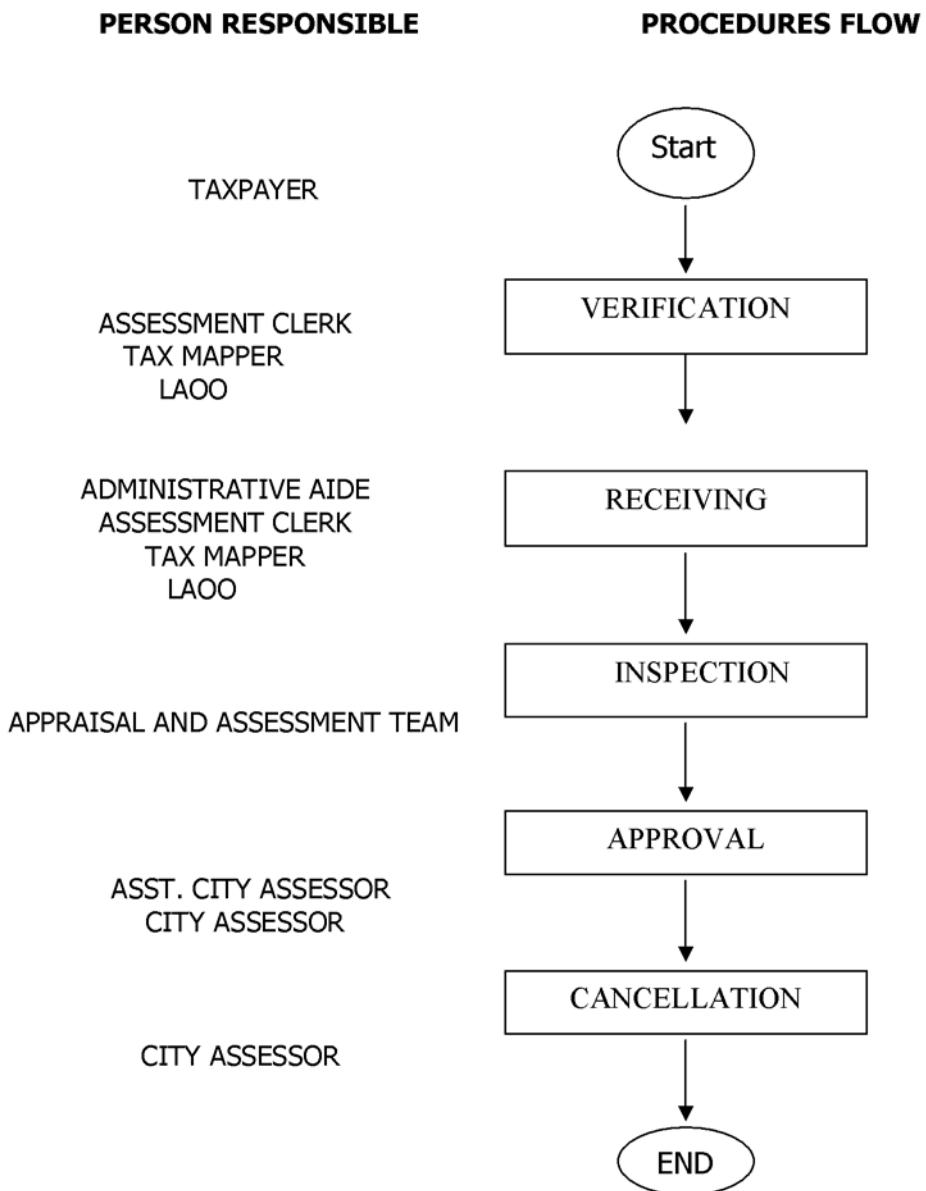
D. HOW TO AVAIL OF THE SERVICE:

Step	PROCEDURE	PROCESSING TIME	PERSON RESPONSIBLE
1	FILE a. Verify / Evaluate Records b. Receive and review requirements c. Conduct inspection and Prepare Appraisal Ocular and Field &	30 minutes / RPU 5 minutes Within 3 days after application	ASSESSMENT CLERK TAX MAPPER LAOO ADMINISTRATIVE AIDE ASSESSMENT CLERK TAX MAPPER LAOO APPRAISAL AND ASSESSMENT TEAM

	Assessment Sheet (FAAS)		
d.	Approve the Field Appraisal & Assessment Sheet (FAAS)	30 minutes / RPU	ASSISTANT CITY ASSESSOR CITY ASSESSOR
e.	Cancel assessment	5 minutes / RPU	CITY ASSESSOR

*The Standard Processing Time will be within four (4) days from the date of application.

E. FLOWCHART:



REGULATORY SERVICES

SECURING VARIOUS CERTIFICATIONS (No Property/As per Tax Mapping/Property Holding/ No Improvement)

A. ABOUT THE SERVICE

The City Assessor's Office is directly responsible for the Issuances of Various Certifications within the territorial jurisdiction of the City of San Fernando, Pampanga. It ensures that Real Property Owner or Anyone with legal interest can secure copy or list of property declared as duly certified by the head of the office.

B. REQUIREMENTS: (any of the following for presentation only)

1. Photo copy of TCT
2. Real Property Tax Receipt
3. Complete name and Address of the interested party in case a Certificate of No Property is requested

C. FEES

Certification Fees based on Article 47, Section 193 of the 2008 Revised Revenue Code & Market Code of the City Of San Fernando, Pampanga.

Payment of = P 50.00 for each certifications. Payment will be computed per page of the document requested

D. AVAILABILITY OF SERVICE

Monday to Friday
8:00 AM to 5:00 PM

E. HOW TO AVAIL OF THE SERVICE:

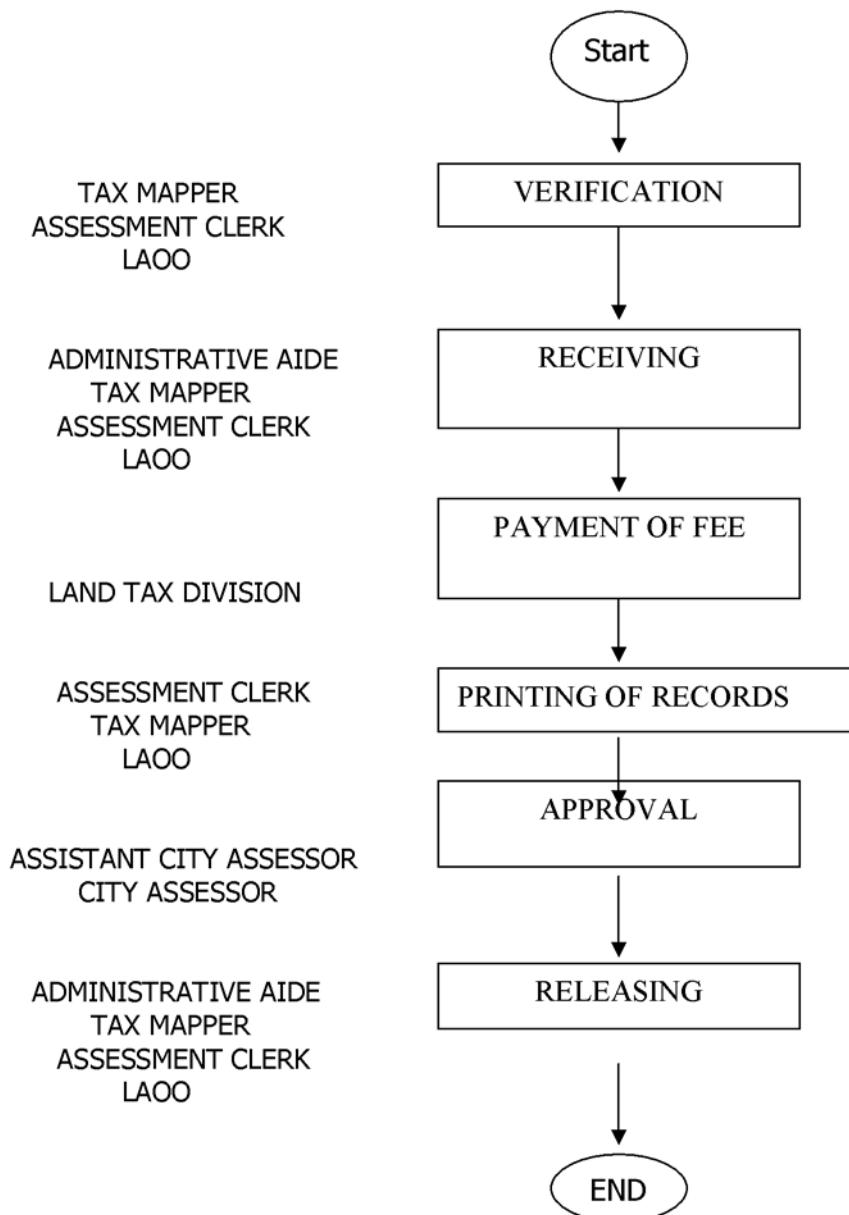
Step	PROCEDURES	PROCESSING TIME	PERSON RESPONSIBLE
1	FILE a. Verify Records b. Receive and review requirements and Prepare Order of Payment	5 minutes / RPU 4 minutes / RPU	TAX MAPPER ASSESSMENT CLERK LAOO ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK LAOO
2	PAY a. Pay the certification fee to the land tax division	1 minute / RPU	LOCAL REVENUE COLLECTION OFFICER
	PRINT a. Receive the OR as proof of payment	1 minute / RPU	ASSESSMENT CLERK TAX MAPPER LAOO

	b. Printing of Records c. Approval of Documents	5 minutes / RPU 10 minutes/ RPU	ASSESSMENT CLERK TAX MAPPER ASST. CITY ASSESSOR CITY ASSESSOR
3	RELEASE Releasing of document	4 minutes	ADMINISTRATIVE AIDE TAX MAPPER ASSESSMENT CLERK

*The Standard Processing Time will be within 30 minutes

F. FLOW CHART

PERSON RESPONSIBLE PROCEDURES FLOW



REGULATORY SERVICES

PAYMENT OF REAL PROPERTY TAX "AMILYAR"

A. ABOUT THE SERVICE:

The City Treasurer's Office is directly responsible in collecting taxes, fees and charges due to the City Government. Any person/individual and/or juridical entity who owns a real property unit such as land, building, machinery and other improvements affixed or attached to the real property shall pay the imposed annual tax.

B. REQUIREMENT(S):

Presentation of any of the following documents:

- *Proof of last payment (optional) i.e. previous tax receipts or clearance
- *Tax bill or statement of real property tax delinquency, if applicable
- *Copy of Latest Tax Declaration, if taxpayer has no record on hand
- *Copy of Transfer of Certificate if Title (TCT), if taxpayer has no record on hand

C. TAX:

Based on Art. 4, Sec. 6 and 7 of the 2008 Revised Revenue & Market Code

Basic tax rate of 1% and additional 1% Special Education Tax of the assessed value of real property, such as lands, buildings, machinery and other improvements affixed or attached to the real property.

D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1.	Ask the client for the proof of last payment or any documents as stated in the requirements. Issue tax bill at window C to the client.	5 minutes	Administrative Aide Ticket Checker (TC) Revenue Collection Clerk
2.	Accept payment of tax due Prepare and issue an official receipt (Form#56)	5 minutes	Revenue Collection Clerk or Local Revenue Collection Officer

F. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

**ADMINISTRATIVE AIDE/TC OR
REVENUE COLLECTION CLERK**

**REVENUE COLLECTION CLERK OR
LOCAL REVENUE COLLECTION OFFICER**

PROCEDURE FLOW

START

**Issuance of tax bill at window 20
and 21**

**Acceptance of payment and
Issuance of O.R.**

END

REGULATORY SERVICES

SECURING HEALTH CERTIFICATE

A. ABOUT THE SERVICE:

The City Health Office is responsible for the issuance of Health Certificate. Any person/individual can request for a Health Certificate for employment.

B. REQUIREMENT(S):

- a. All workers/employees' current results/annual medical results of:
 - a.1 X-Ray current year
 - a.2 urine(within a week upon application)
 - a.3 Stool (within a week upon application)

C. FEES:

Based on Art. 46, Sec. 189 of 2008 Revenue & Market Code

Health Certificate Fee	Php 150.00
------------------------	------------

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	Receive the requirements from the client and assess medical results/requirements	1 minute	Sanitation Inspector/Environmental Health & Sanitation Division Nurse
2	Prepare and issue the certificate upon receipt of Official Receipt	3 minutes	Sanitation Inspector/Environmental Health & Sanitation Division Nurse

F. FLOWCHART:

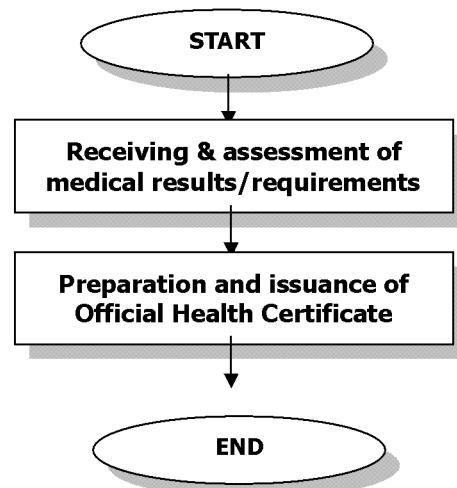
PERSON RESPONSIBLE

CLIENT

Sanitation Inspector/
Environmental Health & Sanitation
Division Nurse

Sanitation Inspector/
Environmental Health & Sanitation
Division Nurse

PROCEDURE FLOW



REGULATORY SERVICES

SECURING POLICE CLEARANCE

A. ABOUT THE SERVICE:

The Philippine National Police is directly responsible for the issuance of Police Clearance for any person/individual applying for local and overseas employment, scholarship, study grant and other legal purposes.

B. REQUIREMENTS:

1. Application Form for Police Clearance
2. Official Receipt
3. Barangay Certification
4. Community Tax Certificate
5. Ten Print Card, if the applicant has not yet accomplished this previously.
6. 2 pcs. 2x2 picture, in cases when applicant is residing in abroad
7. Copy of Court Order, in cases when the applicant has pending case

C. FEES: City Ordinance, Sec. 183 states the IMPOSITION FEE for police clearances which are stated below:

- | | |
|--|-----------|
| 1. For employment, scholarship study grant
and other purposes not hereunder specified | P 100.00 |
| 2. For travel abroad | P 150.00 |
| 3. For firearms permit | P1,050.00 |

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	Receive, record and verify application	10 minutes	Administrative Aide
2	Encode and print Police Clearance		Administrative Aide
3	Review and approve Police Clearance		Crime Registrar / Chief, Station Investigation Branch/ Chief, Administration/ City Executive Senior Police Officer (CESPO)/ Chief of Police
4	Release the police clearance		Administrative Aide
5	Filing of documents		Administrative Aide

E. FLOWCHART:

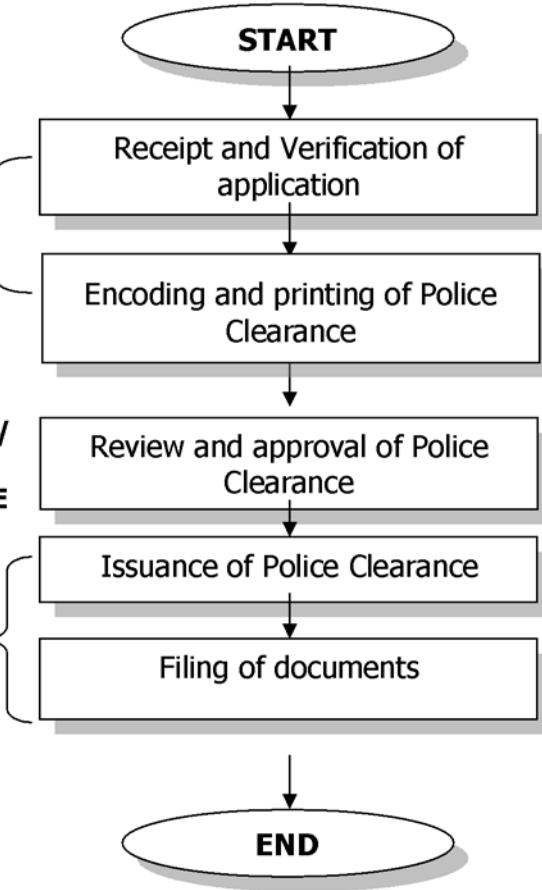
PERSON RESPONSIBLE

ADMINISTRATIVE AIDE

**CRIME REGISTRAR /
CHIEF, STATION INVESTIGATION
BRANCH/ CHIEF, ADMINISTRATION/
CITY EXECUTIVE SENIOR POLICE
OFFICER (CESPO)/ CHIEF OF POLICE**

ADMINISTRATIVE AIDE

PROCEDURE FLOW



REGULATORY SERVICES

SECURING MAYOR'S WORKING PERMIT

A. ABOUT THE SERVICE:

Mayor's Working Permit is a provision from the 2008 Revised Revenue Code and Market Code of the City of San Fernando, Pampanga under Article 41, Section 170-175.

B. WHO CAN AVAIL OF THE SERVICE:

- Employees and workers in generally considered offensive and dangerous business establishments
- Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public
- Employees and workers in food or eatery establishments
- Employees and workers in night or night and day establishments
- All other employees and persons who exercise their profession, occupation or calling within the jurisdiction limits of the city

C. REQUIREMENTS:

1. Barangay Clearance
2. Police Clearance
3. Community Tax Certificate (Cedula)
4. Official Receipt of Payment

D. FEES:

Based on Article 41, Sections 170 and 173 of the 2008 Revised Revenue Code & Market Code of the City Of San Fernando, Pampanga, there shall be collected a fee at the rate of P100.00 to the above mentioned employees and workers to be paid at the City Treasurer's Office upon filing of the application for the first time and annually thereafter within the first 20 days of January.

Newly hired workers and/or employees shall secure their individual Mayor's Permit from the moment they are actually accepted by the management of any business or industrial establishments to start working.

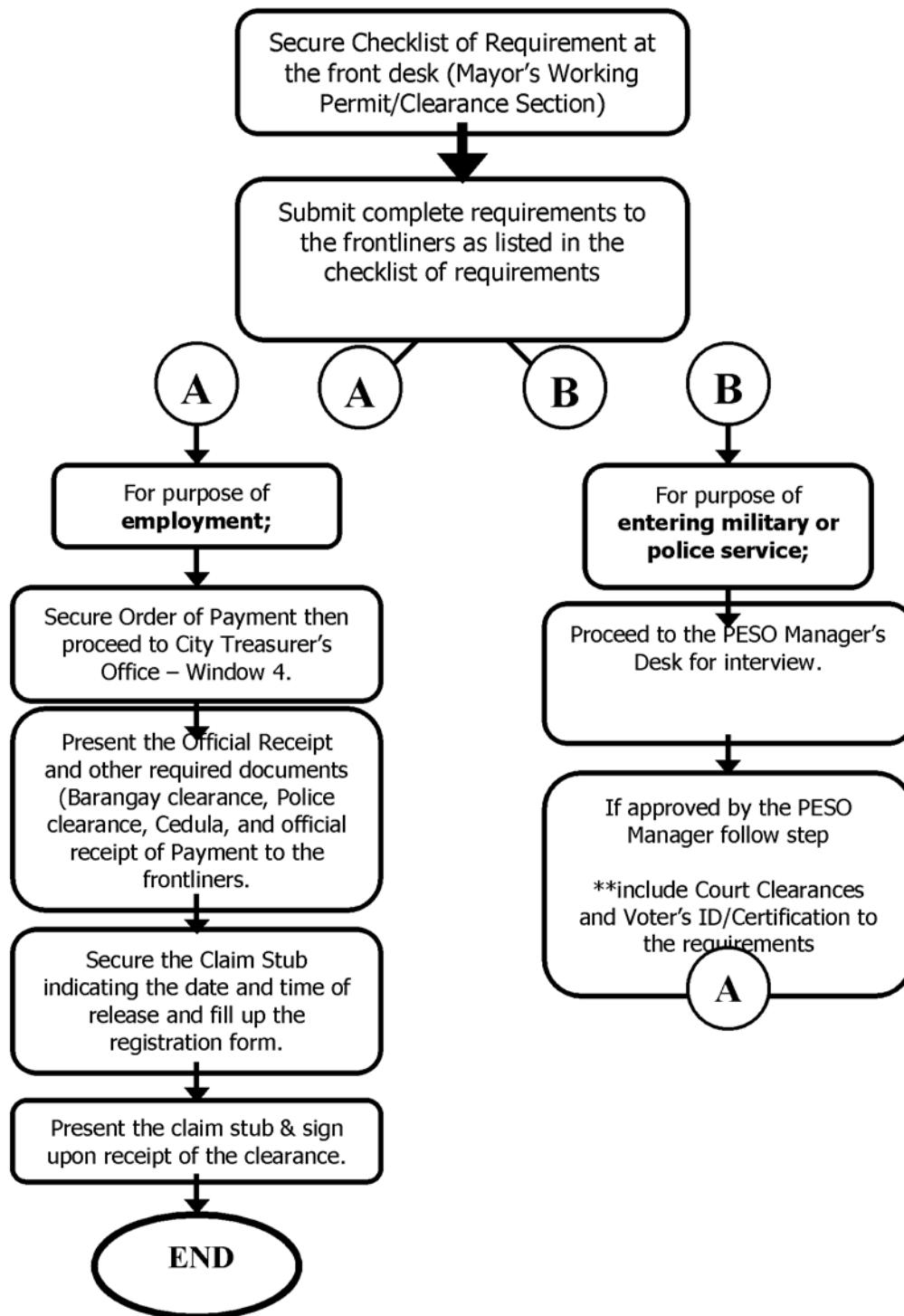
E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

F. HOW TO AVAIL OF THE SERVICE?

	Procedures	Processing Time	Person Responsible
1	Issue checklist for specific transaction	1 minute	Admin Aide
2	Receive and check the requirements if complete then refer to OIC for validation/verification	1 minute	Admin Aide
3	OIC will review and verify the requirements	3 minutes	LEO III & MDO I
6	Issue an Order of Payment to the applicant	2 minutes	Admin Aide
7	Proceed to City Treasurer's Office – Window 4 for payment.	-----	CTO Staff
8	Issue claim stub indicating the date and time of release	2 minute	Admin Aide
9	Preparation of Mayor's Working Permit	5 minutes	Admin Aide
10	Recommendation for Approval	Within 15 minutes (per batch)	PESO Manager / LEO III / MDO I
11	Approval of MWP	Within 45 minutes (per batch)	City Administrator
12	Releasing of MWP	2 minutes	Admin Aide

G. FLOWCHART:



REGULATORY SERVICES

SECURING MAYOR'S CLEARANCE

A. ABOUT THE SERVICE:

Mayor's Clearance is a provision from the 2008 Revised Revenue Code and Market Code of the City of San Fernando, Pampanga under Article 48, Section 195-197 and is issued through the City Employment Services Division (CESD).

B. WHO CAN AVAIL OF THE SERVICE?

- Residents of City of San Fernando (P) who secure certification/clearance for purpose of employment
- Residents of City of San Fernando (P) who secure certification/clearance for purpose of entering military or police service

C. REQUIREMENTS:

Barangay Clearance
Police Clearance
Community Tax Certificate (Cedula)
Court Clearances
Voter's ID/Certification

D. FEES:

Based on Article 48, Section 195 of the 2008 Revised Revenue Code & Market Code of the City Of San Fernando, Pampanga, there shall be collected for the issuance of a clearance or certification the following fees:

- Certification/clearance for purpose of employment P100.00
- Certification/clearance for purpose of entering military or police service P50.00

The fee shall be paid to the City Treasurer at the time of the request, written or otherwise, before the request is granted.

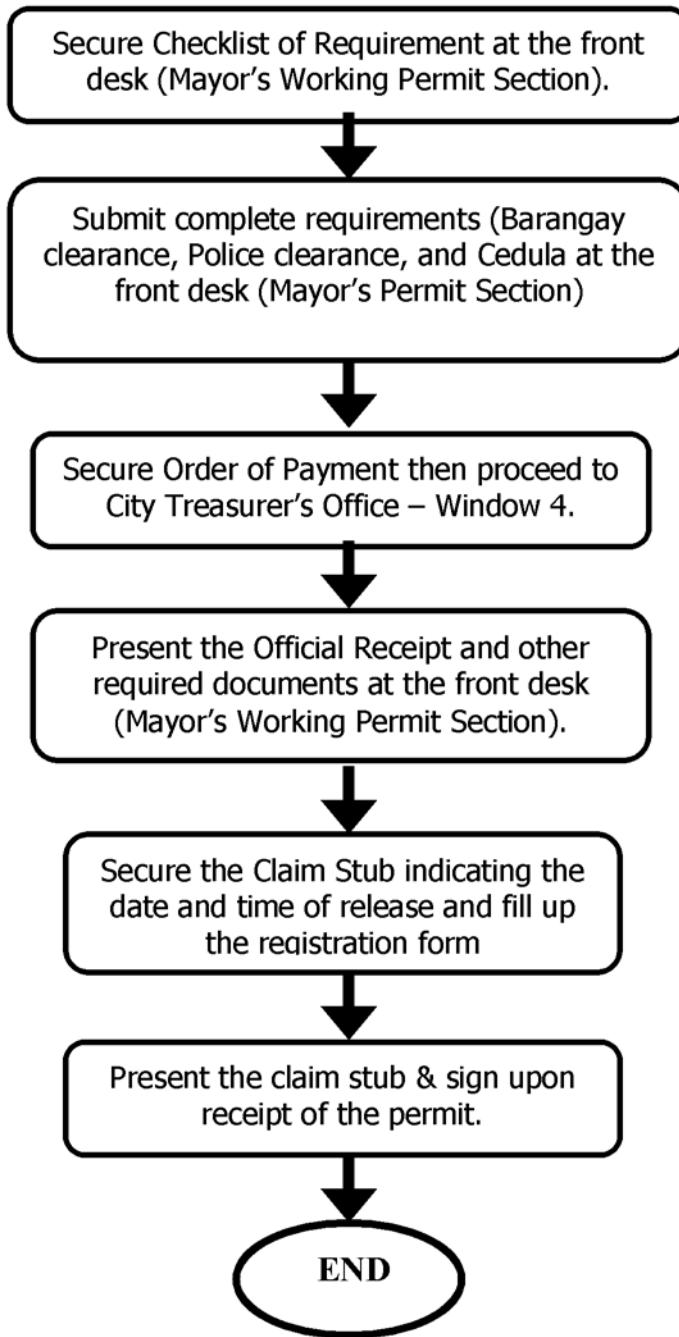
E. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

F. HOW TO AVAIL OF THE SERVICE?

	Procedures	Processing Time	Person Responsible
1	Issue checklist for specific transaction	1 minute	Admin Aide
2	Receive and check the requirements if complete then refer to OIC for validation/verification	1 minute	Admin Aide
3	OIC will review and verify documents then refer to the PESO Manager for initial interview	3 minutes	LEO III & MDO I
4	PESO Manager will do the initial interview then refer the applicant to the City Administrator for final interview	5 minutes	PESO Manager
5	City Administrator will do the final interview and approval of the issuance of mayor's clearance	Within 5 minutes	City Administrator
6	Frontliners will issue an Order of Payment	2 minutes	Admin Aide
7	Receive the OR and requirements and issue a claim stub indicating the date and time of release	2 minute	Admin Aide
8	Preparation of Mayor's Clearance	5 minutes	Admin Aide
9	Recommendation for Approval of the Mayor's Clearance (input validator's initial)	Within 15 minutes (per batch)	LEO III & MDO I
10	Release of Mayor's Clearance	2 minutes	Admin Aide

G. FLOWCHART



REGULATORY SERVICES

PRE-MARRIAGE COUNSELING SEMINARS

A. ABOUT THE SERVICE:

The Population Office under the City Health Office spearheads the conduct of Pre-marriage Counseling (PMC) Seminars to would-be couples. A PMC Certificate is a prerequisite in securing a marriage license. Facilitators from different agencies conduct seminars. The PMC Certificate is awarded to the participants right after the activity.

B. REQUIREMENTS:

- Application for a Marriage License
- Official Receipt of the PMC Fee
- PMC Pre-Test Form

C. FEES: Pre-marriage Counseling Fee = Php 50.00

D. AVAILABILITY OF THE SERVICE:

Every Friday from 8:00 AM - 12:00 PM

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Issue PMC form to be filled-up by the client	10 – 15 minutes	
2. Ask the client to pay the PMC fee at the City Treasurer's Office	5 minutes	Population Officer (PPO)
3. Give the schedule of the PMC seminar after checking the official receipt	5 minutes	
4. Assist the client during the conduct of the seminar facilitated by different departments Issue the PMC certificate right after the completion of the seminar	4 hours	PPO or Health Education Program Officer (HEPO) or Nutritionist/Social Hygiene Nurse or Gender And Development (GAD) Focal Person or Local Civil Registry (LCR) Rep or City Environment Office (CENRO) Rep

F. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

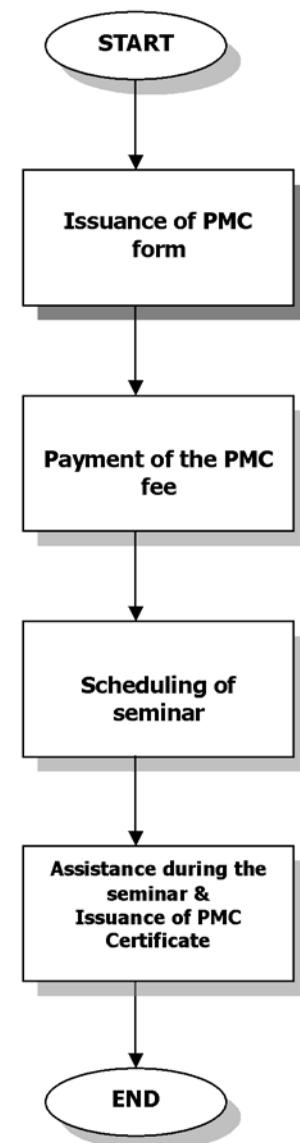
POPULATION OFFICER

CLIENT

POPULATION OFFICER

**PPO OR HEPO OR
NUTRITIONIST/SOCIAL HYGIENE
NURSE OR GAD FOCAL PERSON OR LCR
REP OR CENRO REP**

PROCEDURE FLOW



APPLYING FOR A MARRIAGE LICENSE**A. ABOUT THE SERVICE:**

The City Civil Registry Office is responsible for the issuance of a Marriage License. Before getting married, each of the contracting parties must file separate sworn applications with the proper local civil registrar where either or both of the contracting parties reside.

A Marriage License will be valid in any part of the Philippines for a period of 120 days from date of issue. It will be automatically cancelled if the contracting parties have not yet been married within the given period.

B. REQUIREMENTS:

1. Personal appearance of applicants
2. Certified True/Photocopy of birth certificate of applicants
3. Pre-Marriage Counseling Certificate
4. Parents' advice for applicants who are 21 and under 25 years old.
5. Parents' consent for applicants who are 18 and under 21 years old.
6. Certificate of No Marriage (CENOMAR) for applicants 25 years old and above.
7. Death Certificate of the deceased spouse if applicant's status is widow or widower.
8. Court Decision and Certificate of Finality if former marriage was annulled or declared null and void.
9. Copy of the Decree of Divorce or Divorce Certificate, if divorced.
10. For Foreign Applicants:
 - a. Legal Capacity to Contract Marriage or Affidavit of No Legal Impediment to Contract Marriage issued and sworn from the embassy of the foreign applicant;
 - b. Valid passport – photocopy of the page where the picture of the applicant and the page where the date of arrival of the same appear (2 copies).

C. FEES: Based on Art. 43, Sec. 179 of 2008 Revenue & Market Code

Application for Marriage License	=	Php 300.00
Sets of Form	=	50.00
Marriage License	=	2.00

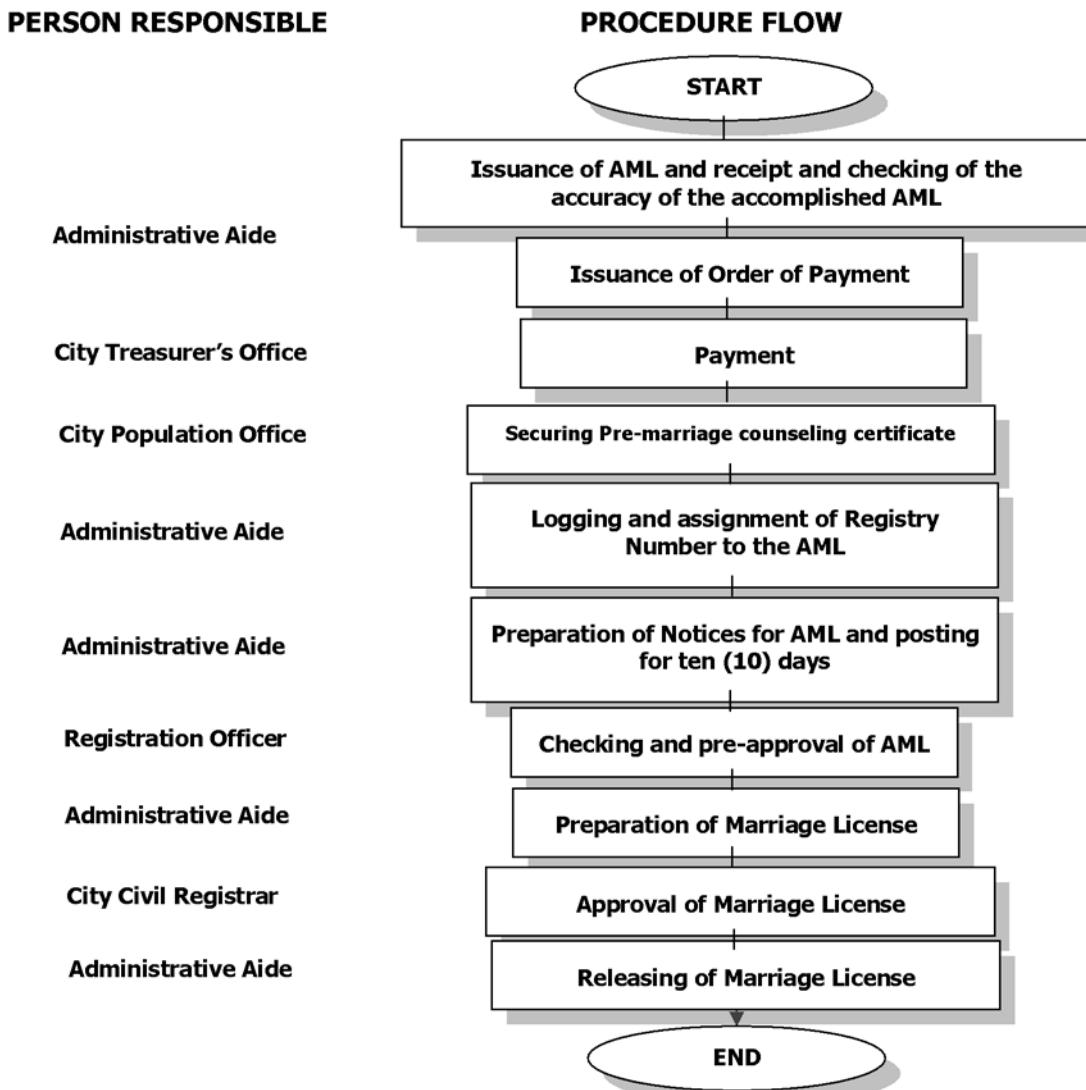
D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	Issue Application for Marriage License (AML) and receive and check the accuracy of the accomplished AML	5 minutes	Administrative Aide
2	Issue order of payment to applicant	5 minutes	
3	Instruct clients to pay the required fees at the City Treasurer's Office	10 minutes	
4	Secure Pre-marriage counseling certificate	4 hrs.	City Population Office
5	Log and assign Registry Number to AML	10 minutes	Administrative Aide
6	Prepare Notices for AML and post for ten (10) days	5 minutes	Administrative Aide
7	Check and pre-approve AML	5 minutes	Registration Officer
8	Prepare Marriage License	5 minutes	Administrative Aide
9	Approve and Sign Marriage License	10 minutes	City Civil Registrar
10	Release Marriage License	5 minutes	Administrative Aide

F. FLOWCHART:



REGULATORY SERVICES

REGISTRATION OF BIRTH AND MARRIAGE

A. ABOUT THE SERVICE:

Republic Act No. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar where the birth occurred.

For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriages exempted from the license requirement, the prescribed period is 30 days.

B. REQUIREMENTS:

1. For Timely Registration of Birth:

Four (4) copies of Certificate of Live Birth duly accomplished correctly, completely and signed by proper parties. (Data supplied in the certificates must be typewritten on line and must have no erasures.)

2. For Delayed Registration of Birth:

- a. Accomplished four copies of Certificate of Live Birth (**Municipal Form No. 102**).
- b. Affidavit of Delayed Registration (at the back of the Certificate of Live Birth) signed by the father, mother or guardian, or the child himself, if he has the capacity to do so;
- c. Certificate of **NO RECORD** of Birth from National Statistics Office (NSO). (*for registration after one (1) year preceding the Date of Birth*).
- d. Certificate of **NO RECORD** of Birth from the Local Civil Registry Office.
- e. Any two (2) of the following documentary evidence which reflect the name of the child, date and place of birth and the name of the parents:
 - Baptismal Certificate
 - School Record (nursery, kindergarten or preparatory)
 - Income Tax Return of Parent/s
 - Insurance Policy
 - Marriage Certificates
 - Voter's Record/Registration
 - Medical Records
 - Others, such as Barangay Captain's certification (if applicable)
- f. Affidavit of Two (2) Disinterested Persons who might have witnessed or have known about the birth of the child.

3. Others Supporting Documents:

1. For illegitimate but acknowledged child.
 - 1.1 Affidavit of Acknowledgement/Admission of Paternity.
 - 1.2 Affidavit to Use the Surname of the Father R.A. 9255.
2. If the person seeking delayed or late registration of an illegitimate child is not the mother – Sworn Statement of the present whereabouts of the mother.
3. For persons 18 years old and above- Certificate of Marriage, if married.

For Registration of Marriage:

A. For Timely Registration of Marriage:

1. Four (4) copies of the Certificate of Marriage duly accomplished correctly, completely and signed by proper parties. (Data supplied in the certificates must be typewritten on line and must have no erasures.)

B. Delayed Registration of Marriage:

1. Four copies of the Certificate of Marriage (**Municipal Form No. 97**).
2. Affidavit of Delayed Registration which shall be executed by the Solemnizing Officer or the person reporting or presenting the Certificate of Marriage, stating therein the exact place and date of marriage and the reason or cause of the delay;
3. Certificate of **NO RECORD** of Marriage from the National Statistics Office (NSO). (*for registration after one (1) year preceding the Date of Marriage*)
4. Certificate of **NO RECORD** of Marriage from Local Civil Registry Office.
5. A certified copy of the Application for Marriage License bearing the date when the marriage license was issued, whenever applicable.

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 am to 5:00 pm

D. HOW TO AVAIL OF THE SERVICE:

Procedure		Processing Time	Person Responsible
1	Receive and examine submitted documents	4 minutes	Administrative Aide
2	Evaluate, Record and Assign Registry Number	10 minutes	Administrative Aide / Registration Officer
3	Approve the documents	3 minutes	Registration Officer / City Civil Registrar
4	Release copy to the registrant	3 minutes	Administrative Aide

REGULATORY SERVICES

REGISTRATION OF DEATH

A. ABOUT THE SERVICE:

The City Health Office is responsible for the issuance of a Death Certificate. It examines the cause of death, issues the certificate, and directs the registration of the death at the City Civil Registry within the reglamentary period of 30 days.

The spouse or nearest relative of a person who died without medical assistance must report the decease within 48 hours.

B. REQUIREMENTS:

A. For Timely Registration of Death:

1. Four (4) copies of Certificate of Death duly accomplished correctly, completely and signed by proper parties. (Data supplied in the certificates must be typewritten on line and must have no erasures.)

B. Delayed Registration of Death:

1. Accomplished Four (4) copies of the Certificate of Death (**Municipal Form No. 103**).
2. Affidavit of Delayed Registration (at the back of the Certificate of Death) which shall be executed by the hospital, clinic or similar institution, or if the person died elsewhere, by the attendant-at-death. In the default of the hospital or clinic administrator or attendant-at-birth, the affidavit shall be executed by any person having legal charge of the deceased when he was still alive;
3. Authenticated copy of the Certificate of Burial, Cremation or any other means of corpse disposal; and
 1. Certificate of **NO RECORD** from National Statistics Office (NSO). (*for registration after one (1) year preceding the Date of Death*)
 2. Certificate of **NO RECORD** from the Local Civil Registry Office.

C. FEES: Based on Art. 43, Sec. 179 of 2008 Revenue & Market Code

Death – Transfer =	Php 100.00
Interment =	100.00

D. AVAILABILITY OF THE SERVICE:

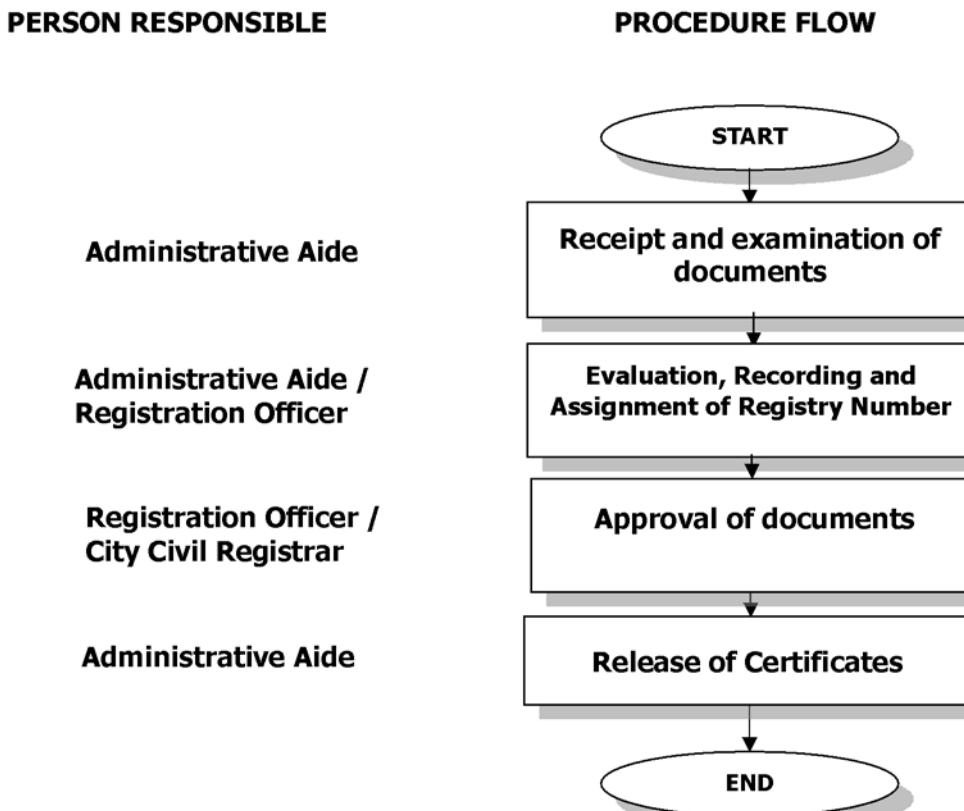
Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Procedure		Processing Time	Person Responsible
1	Receive and examine submitted documents	4 minutes	Administrative Aide
2	Evaluate, Record and Assign Registry Number	10 minutes	Administrative Aide / Registration Officer
3	Approve and signs the documents	3 minutes	Registration Officer / City Civil Registrar
4	Releases copy to the registrant	3 minutes	Administrative Aide

F. FLOWCHART:

**Registration of Birth, Marriage & Death Certificates
(WINDOW 4)**



REGULATORY SERVICES

REQUEST FOR CERTIFIED COPY OF BIRTH, MARRIAGE, DEATH AND OTHER CIVIL REGISTRY DOCUMENTS

A. ABOUT THE SERVICE:

Civil registry documents such as birth, marriage and death certificates maybe availed of by securing a certified transcript or photocopy from the City Civil Registry Office. Any person/individual concerned or his/her duly authorized representative can secure a copy of registered civil registry documents.

B. FEES: Based on Art. 43, Sec. 179 of 2008 Revenue & Market Code

Certified Photocopy (all registrable documents)	=	Php 50.00
Issuance/Certificates – Local	=	50.00
Abroad	=	100.00
Certificate of Death/Orders	=	200.00
Annulment	=	500.00
Legal Instrument	=	200.00
Certified True Copy	=	50.00
Endorsement (Birth, Marriage, Death)	=	50.00

C. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

D. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1	Receive requisition copy of certificates and issue Order of Payment	5 minutes	Administrative Aide
2	Payments (issues official receipts)	2 minutes	City Treasurer's Office
3	Types, Prints and Verifies the availability of the requested certificates (electronic/manual)	15 minutes	Administrative Aide
4	Approves and Signs printed certificates	3 minutes	Registration Officer / City Civil Registrar
7	Release the requested certificates to client	5 minutes	Administrative Aide

E. FLOWCHART:

**Issuance of Birth, Death & Marriage Certificates
(WINDOW 3)**

PERSON RESPONSIBLE **PROCEDURE FLOW**

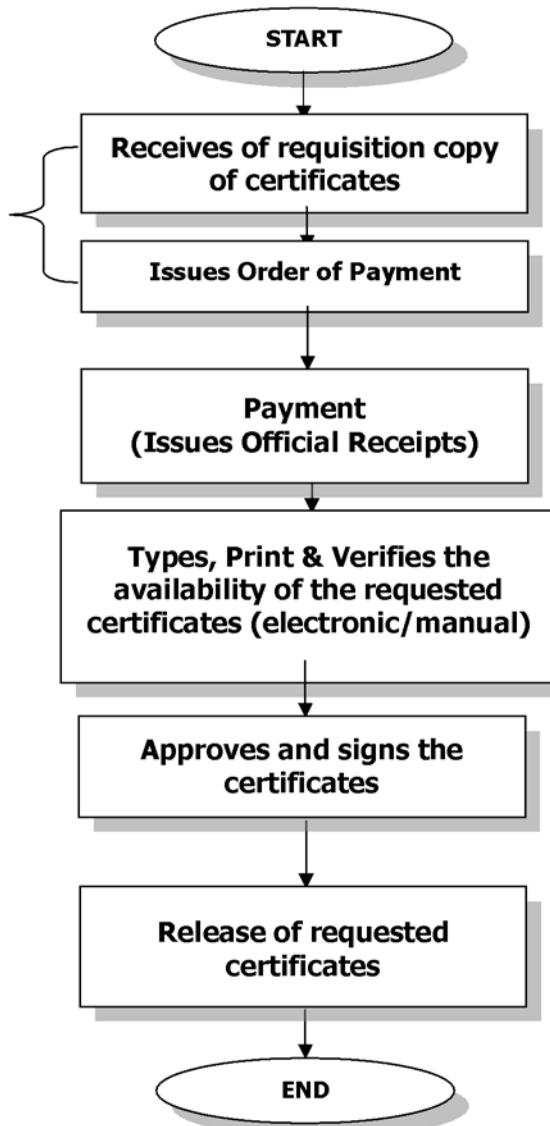
Administrative Aide

**City Treasurer's Office
(Window E)**

Administrative Aide

Registration Officer /
City Civil Registrar

Administrative Aide



REGULATORY SERVICES

SECURING MEAT INSPECTION CERTIFICATE

A. ABOUT THE SERVICE:

The City Agriculture & Veterinary Office (CAVO) issues certifications to farmers, meat dealers/vendors and buying public to ensure public health by keeping the meat safe for consumption, and also to eradicate animal disease by vaccination and treatment.

B. REQUIREMENTS:

Animals should be slaughtered at the City Slaughterhouse.

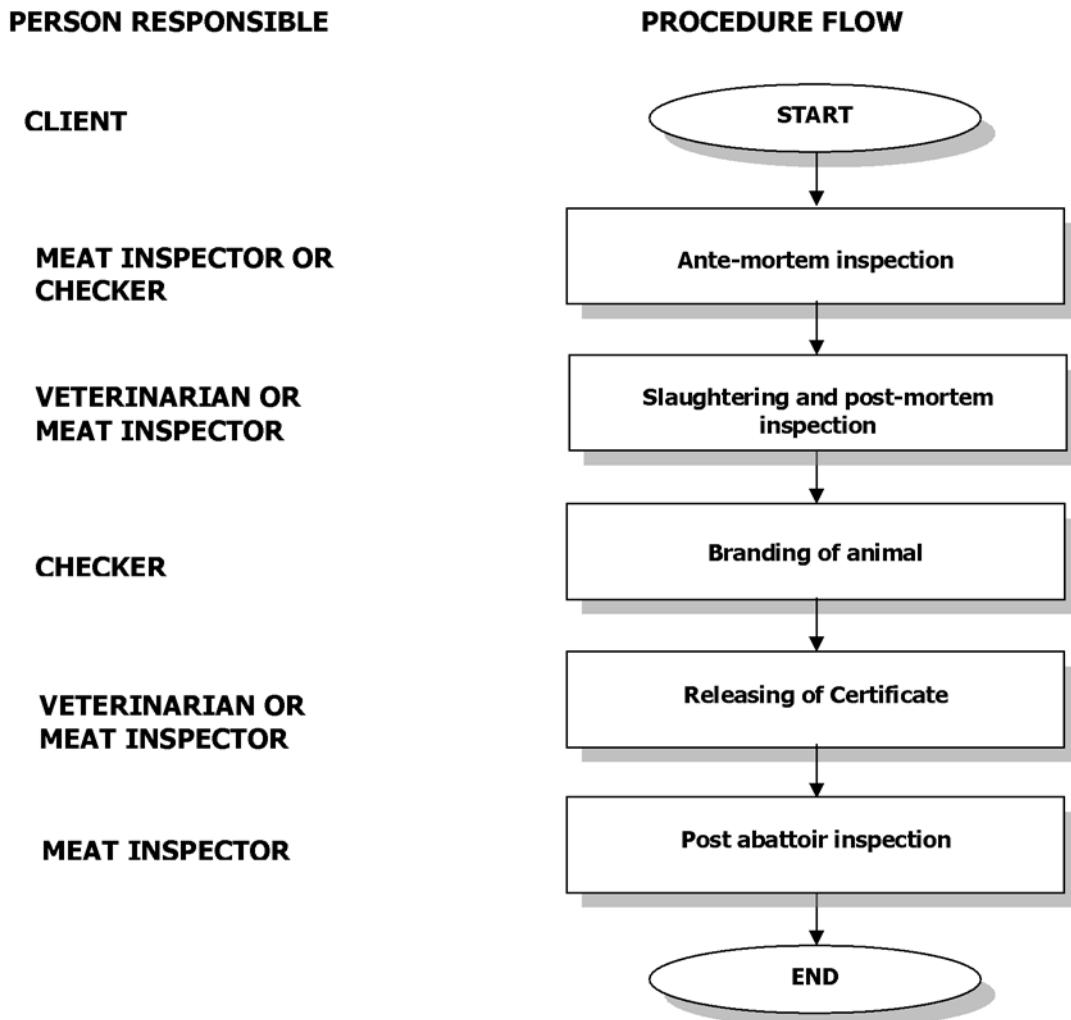
C. AVAILABILITY OF THE SERVICE:

Monday to Friday - 8:00 am to 5:00 pm

D. HOW TO AVAIL OF THE SERVICE:

Steps	Procedure s	Time Frame	Person Responsible	Fees	Expected Output
Enter animals at the City slaughterhouse	Conduct ante mortem inspection	3 minutes per animal	Meat Inspector	P1.00 per animal	Ensure that only healthy animals enter the slaughterhouse
Slaughter animal at the slaughterhouse	Conduct post mortem inspection	3 minutes per animal	Veterinarian Meat Inspector	P1.00 per animal	Check for lesion and abnormality
	Branding of animal carcasses	3 minutes per animal	Animal Checker	Free	Ensure that only animal slaughtered and inspected at the slaughterhouse are offered for sale at the City Markets
	Owner requesting for certificate	10 minutes per certificate	Veterinarian Meat Inspector	Free	
	Conduct post abattoir inspection	3 minutes per stall	Meat Inspector	Free	

F. FLOWCHART:



REGULATORY SERVICES

SECURING VARIOUS CERTIFICATES FROM THE CITY TREASURER'S OFFICE (Real Property Tax Clearance, Certificate of No Tax Liability, Certificate of Full Payment, Certificate of Business Tax Payment, Certificate of Business Tax Exemption and Others)

A. ABOUT THE SERVICE:

The City Treasurer's Office maintains a tax information system where each taxpayer has a record of his/her historical payments of taxes due to the City. Tax clearance or certification based on taxpayer's record is issued upon request of the taxpayer. Any person/individual and/or juridical entity that has a real property unit such as land, building and machinery and establishes, operates, conducts or maintains a business within the City can avail of this service.

B. REQUIREMENT(S):

For Real Property Tax Clearance

- Proof of payment or official receipt if available, for the applicable year of clearance being requested

Certificate of No Tax Liability

- Proof of exemption, such as tax declaration for exempt real properties, SEC registration and/or certification from accredited agencies

Certificate of Full Payment

- Proof of payment or official receipt, if available

Certificate of Business Tax Exemption

- Proof of exemption, Board of Investment (BOI) Certificate, SEC registration and/or certification from accredited agencies

Certificate of Business Tax Payments

- Proof of payment or official receipt, if available

C. FEES: Based on Art. 47, Sec. 193 and Art. 48, Sec. 195 of 2008 Revised Revenue & Market Code

Real Property Tax Clearance	=	Php 50.00
Certificate of No Tax Liability	=	50.00
Certificate of Full Payment for		
Business	=	50.00
Certificate of Business Tax Exemption	=	50.00
Certificate of Business Tax Payments	=	50.00

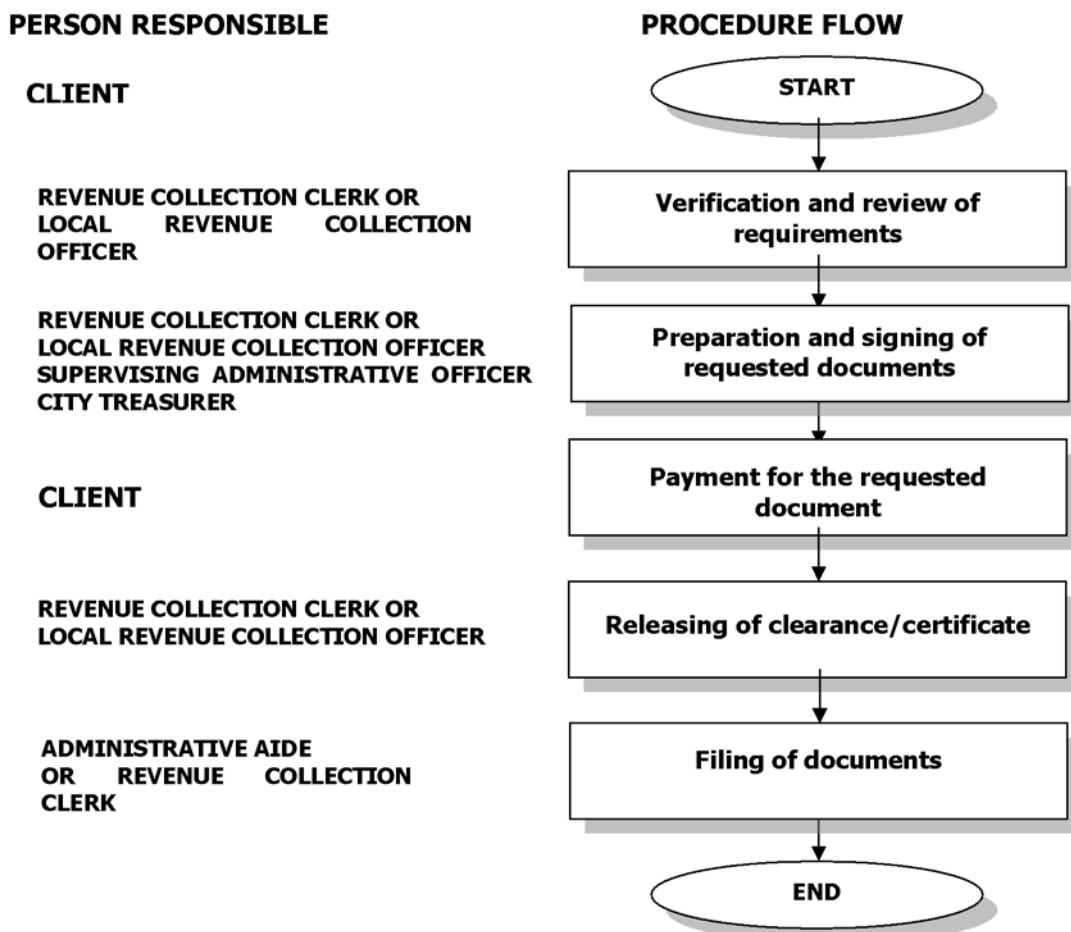
D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

E. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1.	Verify the request of the client Review the submitted requirements	5-7 minutes	Revenue Collection Clerk or Local Revenue Collection Officer
2.	Prepare and approve the clearance/certificate	2 minutes	Revenue Collection Clerk or Local Revenue Collection Officer Supervising Administrative Officer City Treasurer
3.	Accept payment	1 minute	Revenue Collection Clerk or Local Revenue Collection Officer
4.	Release clearance/certificate		Administrative Aide or Revenue Collection Clerk
5.	File the duplicate copy	1 minute	

F. FLOWCHART:



BASIC SERVICES

FERNANDINO ACCESS CARD

A. ABOUT THE SERVICE:

The Fernandino Access Card is the key to availing basic services in the City. This can be acquired from the Community Affairs Division.

B. REQUIREMENT:

- Barangay Clearance

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Issue application form to be filled out by client	5-8 mins	Administrative Aide
2. Capture data, photo and signature		
3. Print Fernandino Card		
4. Release card		

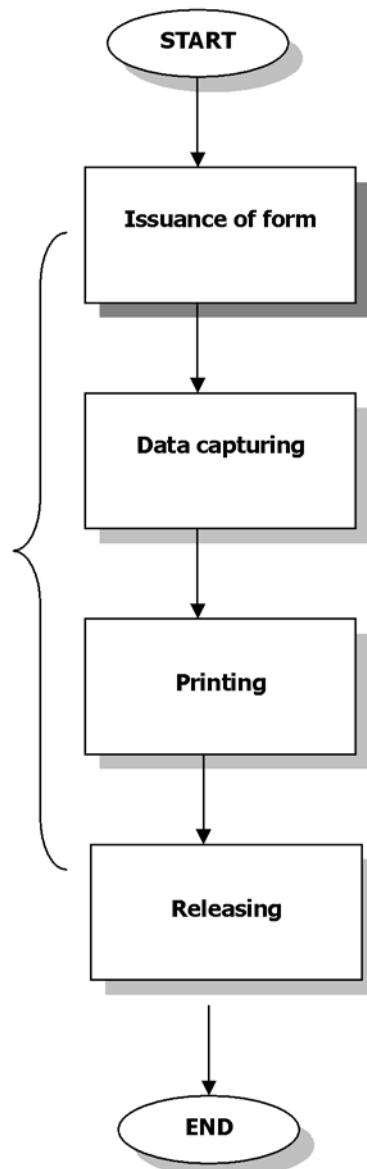
E. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

ADMINISTRATIVE AIDE

PROCEDURE FLOW



BASIC SERVICES

SECURING CERTIFICATES FROM THE CITY SOCIAL WELFARE & DEVELOPMENT OFFICE (Certificate of Indigency, Solo Parent ID, Minor Travelling Abroad)

A. ABOUT THE SERVICE:

The City Social Welfare & Development Office (CSWDO) provides various certifications for children, single parents and indigents.

Certificate of Indigency is issued to the less fortunate so that they can avail of the privileges from different agencies and the City Government (e.g. scholarships, free legal aid from Public Attorney's Office, etc.). Certificate for minor travelling abroad is issued to protect the minors against trafficking. All single parents can avail of additional leave and other benefits by securing a Solo Parent ID.

B. REQUIREMENT(S):

For certificate of Indigency

1. Barangay certification
2. Proof of family income (not exceeding P 60,000.00 per year)
3. Community Tax Certificate (cedula)
4. Voter's ID/certification

For solo parent ID

1. Barangay certification
2. Birth certificate of children
3. Proof of solo parenting status (legally separated; spouse out of the country)
4. 2 pcs. 1 x 1 pictures

For minor travelling abroad

1. Photocopy of birth certificate of minor authenticated by National Statistics Office
2. Photocopy of marriage certificate of minor's parents
3. Photocopy of death certificate of minors/s parents / mother/father (if appropriate)
4. Notarized affidavit of consent from both parents authorizing a particular person to accompany the minor
5. Photocopy of passport of travelling companion
6. 2 pcs. Passport-sized colored pictures (recent)
7. Assessment Report from the City Social Welfare and Development Office or any of the registered social workers

B. Additional requirements for minor/s under special circumstances:

1. For Filipino minor migrating to another country- VISA petition approval
2. For minor who will study abroad – acceptance from the school where the minor is to be enrolled
3. For the minor who will attend conference /study tours etc. – certification from the school and letter of invitation from the sponsoring agency

4. For minor going for medical purposes – Medical Abstract to include medical diagnosis, written acceptance from the hospital who shall provide treatment and services for the minor
5. For minor going abroad for adoption – placement authority and authority to escort

C. FEE: Assessment Report of Travel Clearance for Unaccompanied Minors Travelling Abroad = Php 300.00

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

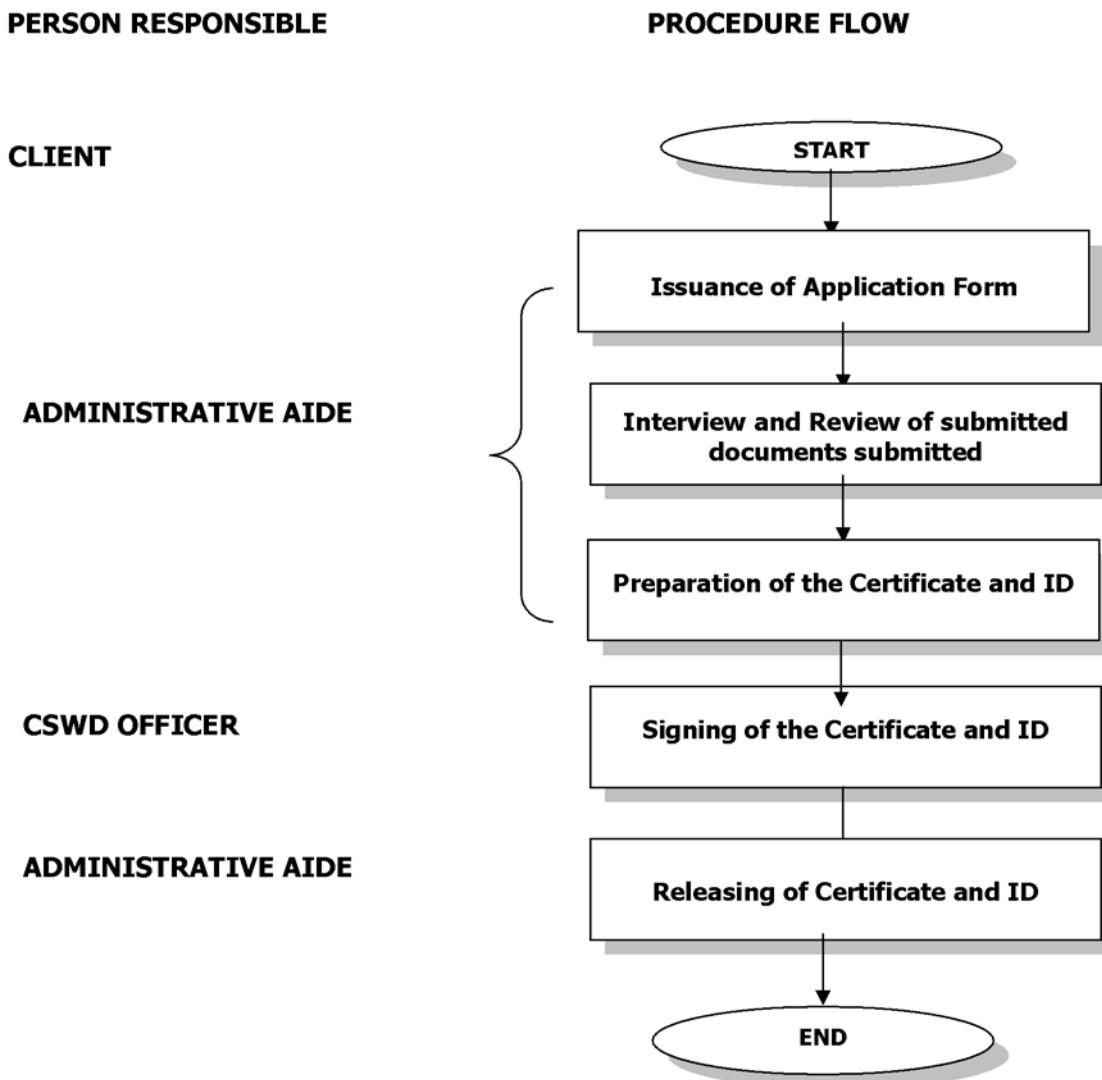
CERTIFICATE OF INDIGENCY & SOLO PARENT ID

Procedures		Processing Time	Person Responsible
1	Issue application form	5 minutes	Administrative Aide
2	Interview the client and review the submitted documents	15 minutes	
3	Prepare the certificate and ID	15 minutes	
4	Sign the certificate and ID	10 minutes	
5	Release certificate and ID	5 minutes	

CERTIFICATE FOR MINOR TRAVELLING ABROAD

Procedures		Processing Time	Person Responsible
1	Interview the client using the intake sheet	15 minutes	Administrative Aide or Social Worker
2	Review all submitted documents	15 minutes	
3	Assess the intake sheet and the documents submitted	15 minutes	
4	Instruct the client to pay the required fee at the City Treasurer's Office	5 minutes	
5	Approve the final endorsement to Department of Social Welfare and Development Regional Field Office for clearance	10 minutes	CSWD Officer

F. FLOWCHART: FOR CERTIFICATE OF INDIGENCY & SOLO PARENT ID



FLOWCHART: CERTIFICATE FOR MINOR TRAVELLING ABROAD

PERSON RESPONSIBLE

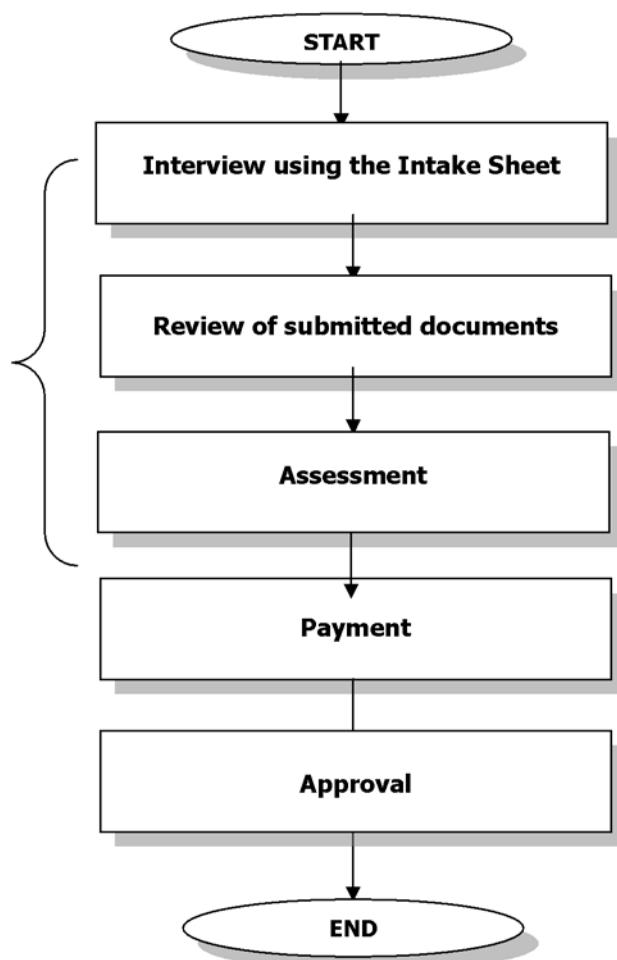
PROCEDURE FLOW

CLIENT

ADMINISTRATIVE AIDE OR
SOCIAL WORKER

CLIENT

CSWD OFFICER



BASIC SERVICES

APPLYING FOR A SENIOR CITIZEN'S CARD (ID)

A. ABOUT THE SERVICE:

The Office for Senior Citizen Affairs (OSCA) under the City Mayor's Office ensures the issuance of the senior citizen identification card with purchase booklet slip to all persons sixty (60) years, old and above.

B. REQUIREMENT(S):

New ID

1. Three (3) 1x1 pictures
2. Community Tax Certificate (cedula)
3. Barangay certification
4. Any of the following as proof of date of birth: birth certificate, baptismal certificate, marriage certificate, driver's license or passport.

ID Replacement

Affidavit of loss, for lost ID

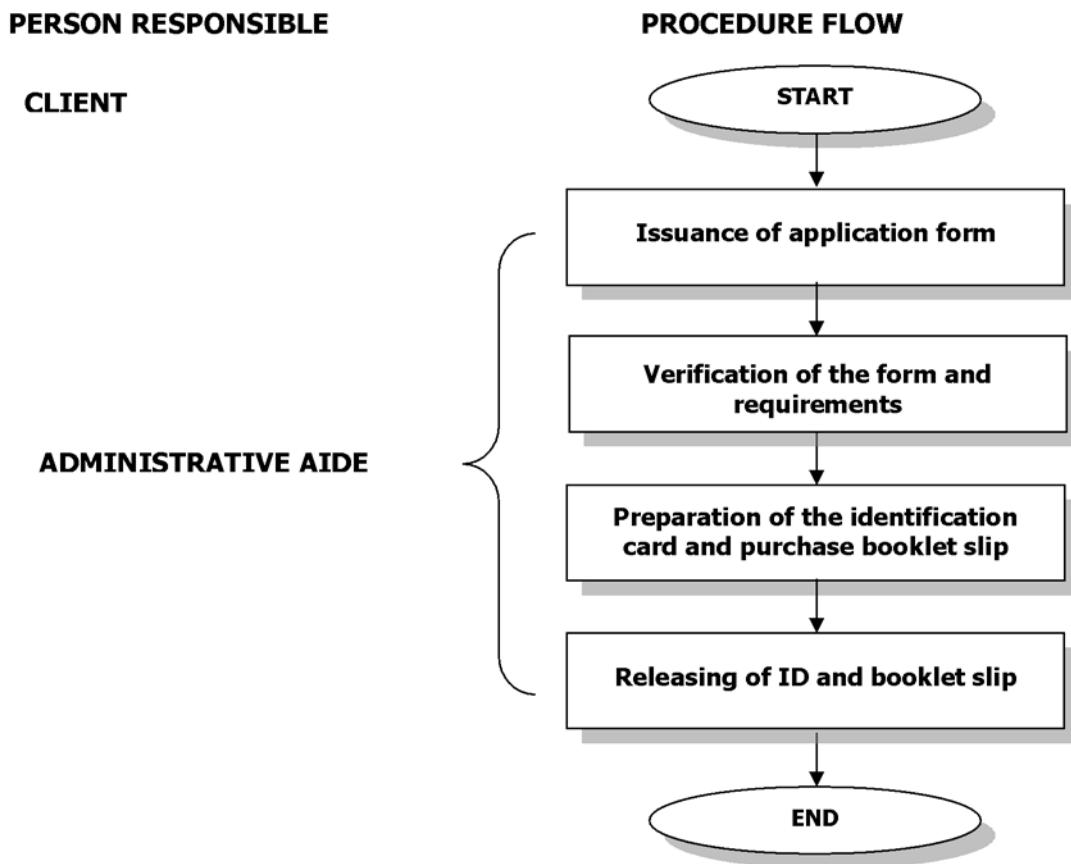
C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1.	Issue application form to the applicant	2 minutes	Administrative Aide
2.	Check the filled out form and the requirements	5 minutes	
3.	Prepare the identification card and purchase booklet slip	5 minutes	
4.	Release the identification card and the purchase booklet slip	2 minutes	

E. FLOWCHART:



BASIC SERVICES

ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

A. ABOUT THE SERVICE:

The City Social Welfare and Development Office (CSWDO) provides emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

The situations covered are:

- need for medical assistance
- death of a family member – burial assistance
- being stranded within the City – food and transportation assistance
- fire, earthquake and flood victims – financial assistance and relief goods

B. REQUIREMENT(S):

- Medical Assistance – medical certificate, clinical abstract, original or certified true copy of barangay/voter's certification
- Burial Assistance – death certificate, police report, original or certified true copy medical/clinical abstract, endorsement slip from Mayor/Vice Mayor or other SP members, voter's certificate of the applicant, picture of the deceased
- Food and Transportation Assistance – police blotter in case client is a victim of pickpocket
- Financial Assistance and Relief Goods – report from the Bureau of Fire Protection

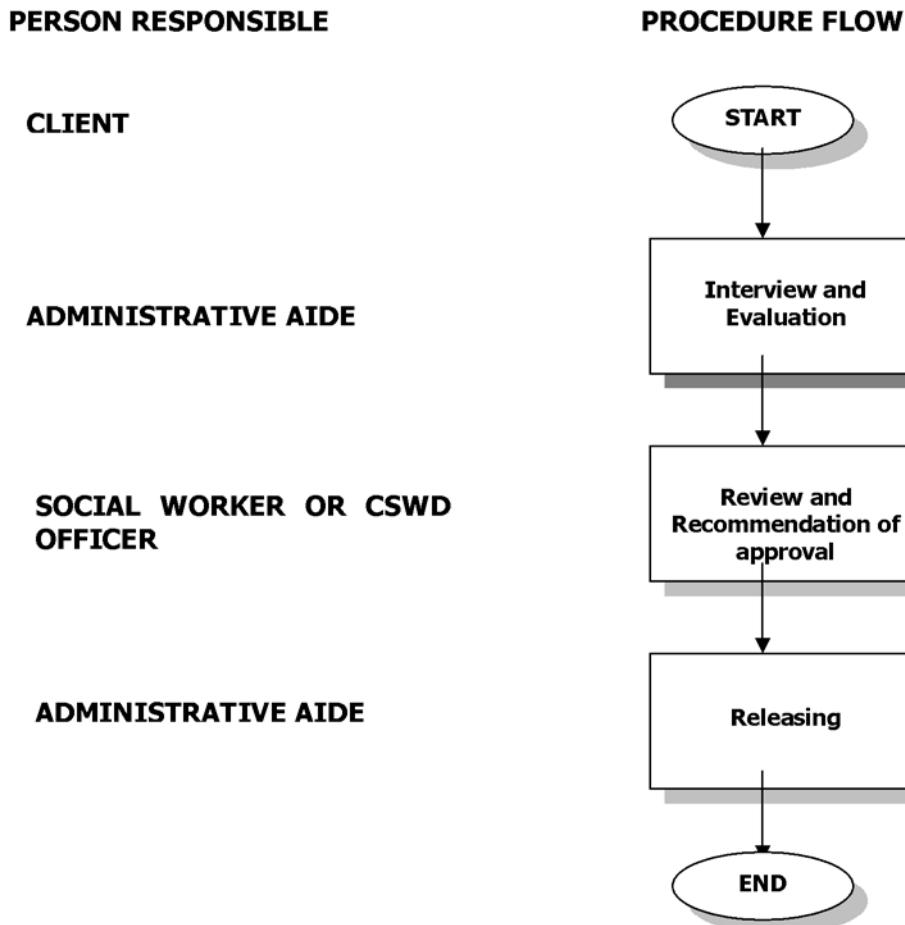
C. AVAILABILITY OF THE SERVICE:

Administrative Services - Monday to Friday from 8:00 a.m. – 5:00 p.m.
Emergency Responses - Twenty-four (24) hours on call

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Interview and evaluate the needs of the client using the intake sheet	15 minutes	Administrative Aide
2. Review the intake sheet and recommend approval of the assistance	15 minutes	Social Worker or CSWD Officer
3. Release the recommendation for assistance to the client	10 minutes	Administrative Aide

E. FLOWCHART:



BASIC SERVICES

FILING SOCIAL CASE STUDY REPORT

A. ABOUT THE SERVICE:

The Philippine Charity Sweepstakes Office (PCSO), government and private institutions and Non-Government Organizations (NGOs) provide indigents with laboratory, surgical and other medical needs. Before a beneficiary can avail of this assistance, he/she is required to secure a Social Case Study Report from the CSWDO.

B. REQUIREMENT(S):

Medical certificate or clinical abstract, estimated hospital bills/with promissory note or estimated cost of surgery, chemotherapy, cobalt therapy

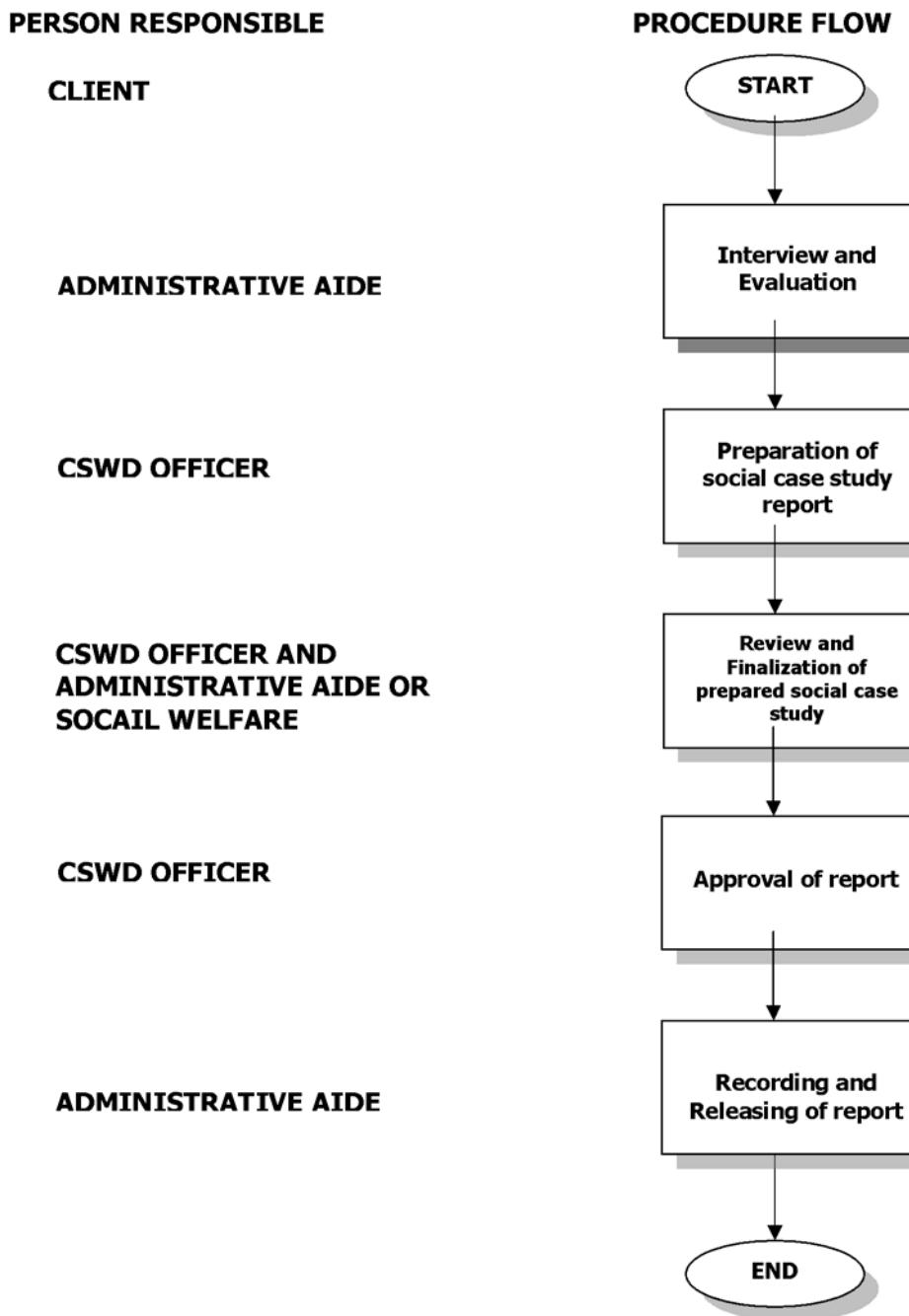
C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Interview and evaluate the pertinent information gathered from the client	15 minutes	Administrative Aide or Social Welfare Assistant
2. Prepare social case study report	2 hours	
3. Review the prepared social case study	15 minutes	CSWD Officer
4. Finalize the social case study report	15 minutes	Administrative Aide or Social Welfare Assistant
5. Approve the social case study report	15 minutes	
6. Record and release the social case study report to the client	5 minutes	Administrative Aide or Social Welfare Assistant

E. FLOWCHART:



BASIC SERVICES

DISASTER RELIEF ASSISTANCE

A. ABOUT THE SERVICE:

The City Social Welfare and Development Office (CSWDO) provides assistance to individuals and families who have been victims of natural or man-made calamities such as typhoons, floods and fire. It covers:

- distribution of relief goods
- delivery of free food commodities to evacuation centers
- provision of limited housing materials for families whose homes have been totally damaged
- counseling for individuals and families who have been emotionally and psychologically depressed by the disaster

The CSWDO also facilitates the provision of financial assistance from national offices (e.g. Department of Social Welfare and Development, Office of Civil Defense) and other agencies to the families of disaster casualties.

B. AVAILABILITY OF THE SERVICE:

Administrative Services - Monday to Friday from 8:00 a.m. to 5:00 p.m.

Emergency Responses - Twenty-four (24) hours on call

C. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Interview victim and evaluate case of casualty	15 minutes	Social Worker
2. Assist and accommodate victim/s and their families	Within the day	

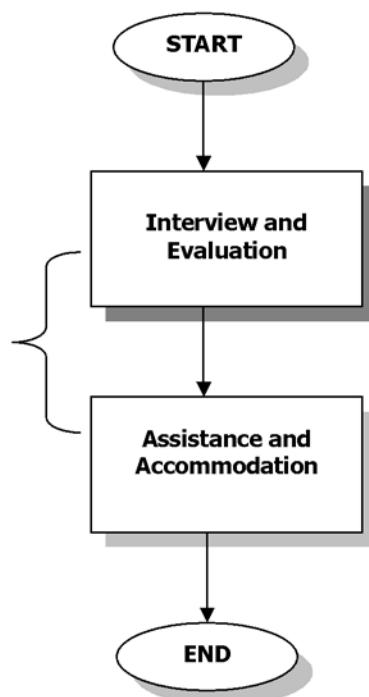
D. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

Social Worker

PROCEDURE FLOW



BASIC SERVICES

LEGAL CONSULTATION, PREPARATION OF AFFIDAVITS AND OTHER LEGAL FORMS AND DOCUMENTS

A. ABOUT THE SERVICE:

The City Legal Office (CLO) extends to the public its legal assistance in terms of consultation on legal matters and preparation of various legal forms and documents.

B. REQUIREMENT(S):

1. Personal Appearance of the person/s concerned
2. Valid Identification Card/s (IDs)
3. Community Tax Certificate (Cedula)
4. Checklist of requirements
5. Other pertinent documents such as:

For Rights of Individual(s)

- Official correspondence/s
- Certification/s

For Family Matter(s)

- Certificate of Live Birth of the person/s concerned
- Certificate of Marriage for married couple
- Certificate of Live Birth of children

For property concern(s)

- Proof of Ownership or Right of Possession
- Transfer Certificate of Title (T.C.T.)
- Deeds (e.g. Sale, Donation)

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

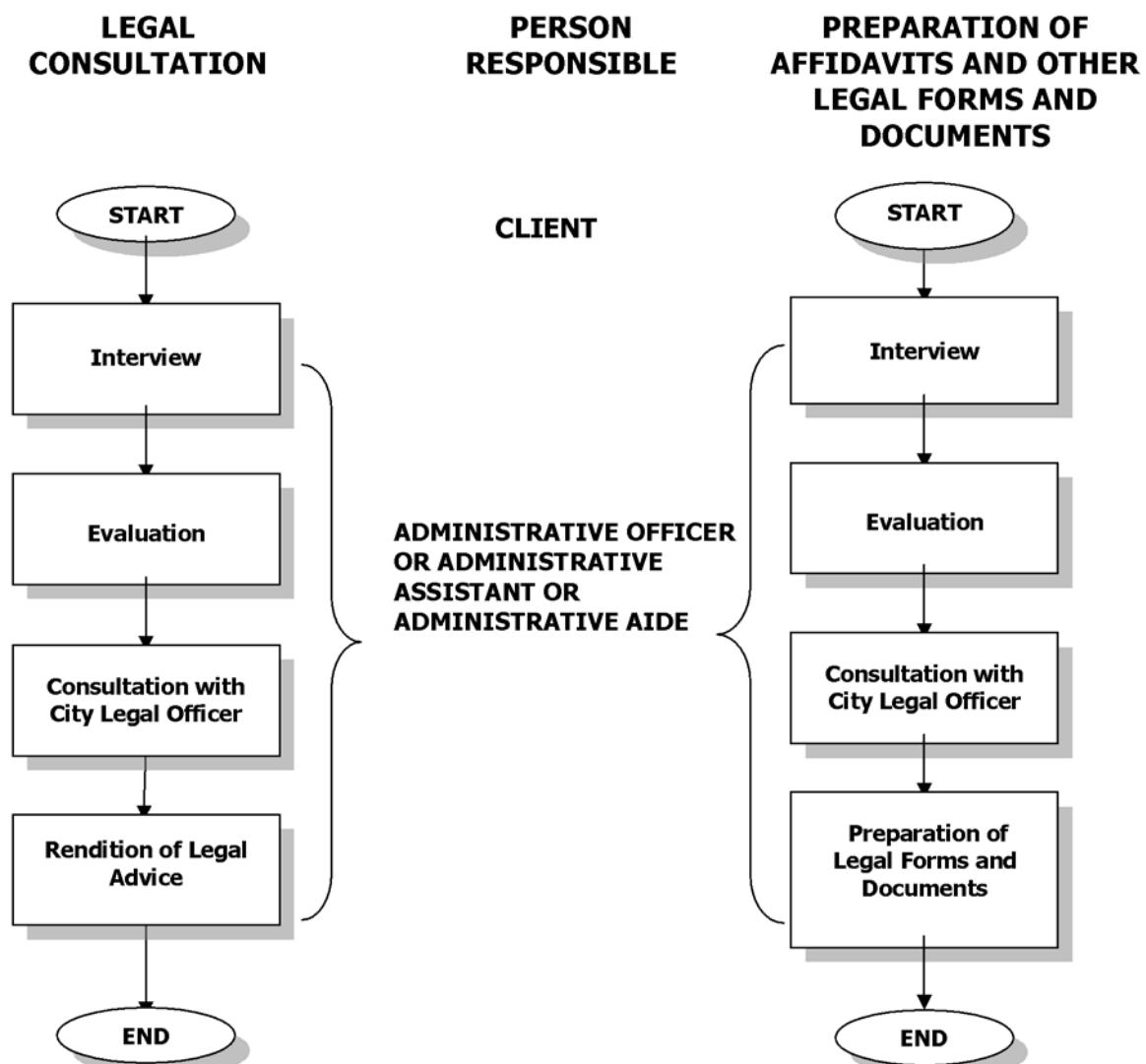
- a. Legal Consultation

PROCEDURE	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview client	5 minutes	Administrative Officer or Administrative Assistant or Administrative Aide
2. Evaluate the information gathered and pertinent documents presented by client	5 minutes	
3. Consult the City Legal Officer as to the appropriate action to be taken	10 minutes	
4. Prepare the legal form/s and documents/s needed	5 minutes	

b. Preparation of Affidavits and other Legal Forms and Documents

PROCEDURE	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview client	10 minutes	Administrative Officer or Administrative Assistant or Administrative Aide
2. Evaluate the information gathered and pertinent documents presented by client	10 minutes	
3. Consult the City Legal Officer as to the appropriate legal form/s and document/s to be prepared	10 minutes	
4. Prepare the legal form/s and document/s	10 minutes	

E. FLOWCHART:



BASIC SERVICES

LABOR MARKET INFORMATION AND JOB REFERRAL

A. ABOUT THE SERVICE:

The City Employment Service Division (CESD) under the City Administrator's Office (CAdminO) provides employment assistance to jobseekers and employers through referrals. Career guidance and counseling are also offered to assist the applicants in going about the recruitment process in different establishments. It also assists clients in choosing the positions/jobs that will match their abilities and interests.

B. REQUIREMENT(S):

For Jobseekers

- Resume/Curriculum Vitae
- Transcript of Records (TOR)
- Certificate of Eligibilities
- Employment and Seminar/Training Certifications

For Employers

- Letter of Intent
- Company Profile
- Business Permit
- Department of Labor and Employment (DOLE) Certification
- Philippine Overseas Employment Administration (POEA) License
- Job Orders/List of Vacancies

C. AVAILABILITY OF THE SERVICE:

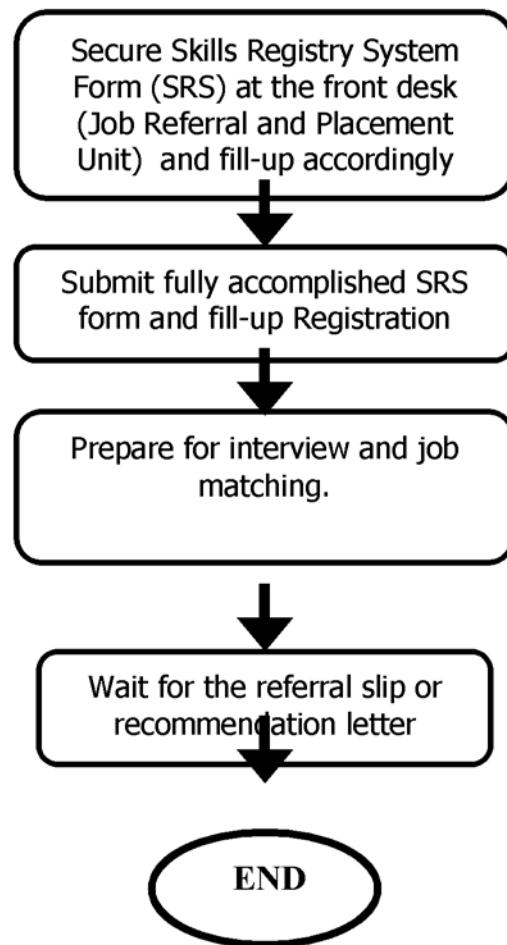
Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

For Jobseekers

Procedures	Processing Time	Person Responsible
1. Issue SRS Form	1 minute	LEO II & LEA
2. Review the SRS if properly filled-up/accomplished	3 minutes	LEO II & LEA
3. Interview/counsel the jobseekers and perform job matching	5 minutes	YDO I & LEO II
4. If qualified, issue referral slip	5 minutes	YDO I & LEO II
5. Preparation of recommendation letter (if the jobseeker ask for recommendation letter from the PESO Manager)	20 minutes	LEO II
6. Approval of recommendation letter	15 minutes	PESO Manager
7. Releasing of recommendation letter	2 minutes	LEO II & LEA

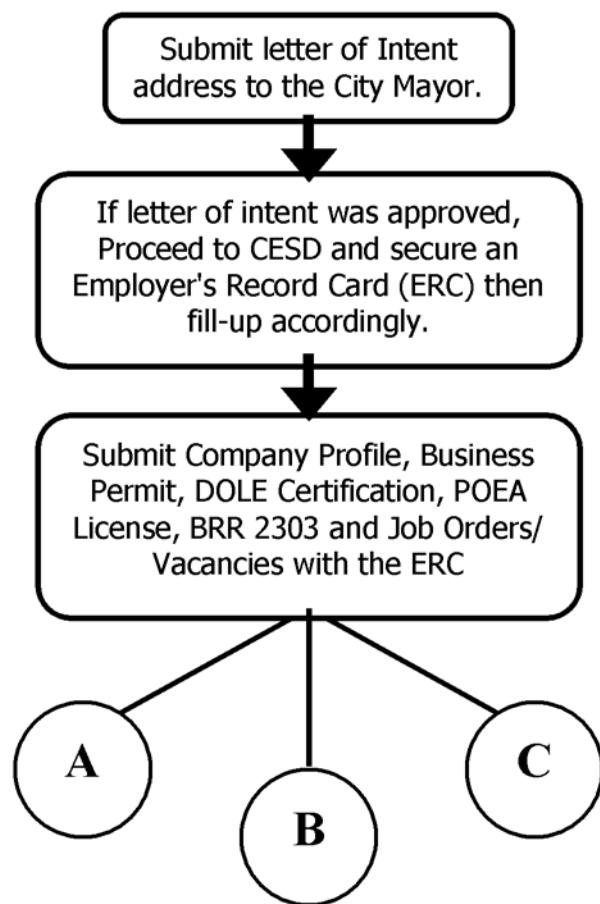
E. FLOWCHART



For Employers

Procedures	Processing Time	Person Responsible
1. Receive Letter of Intent submitted by interested employers		CMO staff
2. Interview the interested employers	15 minutes	PESO Manager/LEO III/LEO II
3. Issue the Employer's Record Card (ERC)	10 minutes	LEO II & LEA
4. Review all submitted documents (if it is an overseas agency-verified license & JO through POEA website)	30 minutes	LEO III/LEO II/ LEA
5. Post submitted job orders/vacancies at the PESO bulletin board and the CSFP website	15 minutes	LEO II & LEA
6. Provide the employer with SRS for his needed manpower to fill-up their job vacancies (Access to Databank)	30 minutes	LEO II & LEA
7. Secure a copy of the referred applicant's form and check if properly filled out	Within 1 hour	LEO II & LEA
8. If the employer is qualified for Special Recruitment Activity, prepare the letter of no objection	30 minutes	LEO II & LEA
9. Prepare the letter of no objection for qualified employer for the Special Recruitment Activity (SRA)	15 minutes	PESO Manager/LEO III/LEO II
10. File the SRA and let the employer start the recruitment as scheduled	1 minute	LEO II & LEA

E. FLOWCHART



BASIC SERVICES

OUTPATIENT CONSULTATION AT THE CITY HEALTH OFFICE (CHO)

A. ABOUT THE SERVICE:

The CHO through its Main Health and Barangay Health Centers provides medical assistance to any person/individual in need of its services. The Health Centers regularly give Primary Health Care services such as general consultation and treatment of minor cases. Major surgical and medical cases are referred to nearby secondary and tertiary hospitals (Ricardo P. Rodriguez Memorial Hospital & Jose B. Lingad Memorial Hospital).

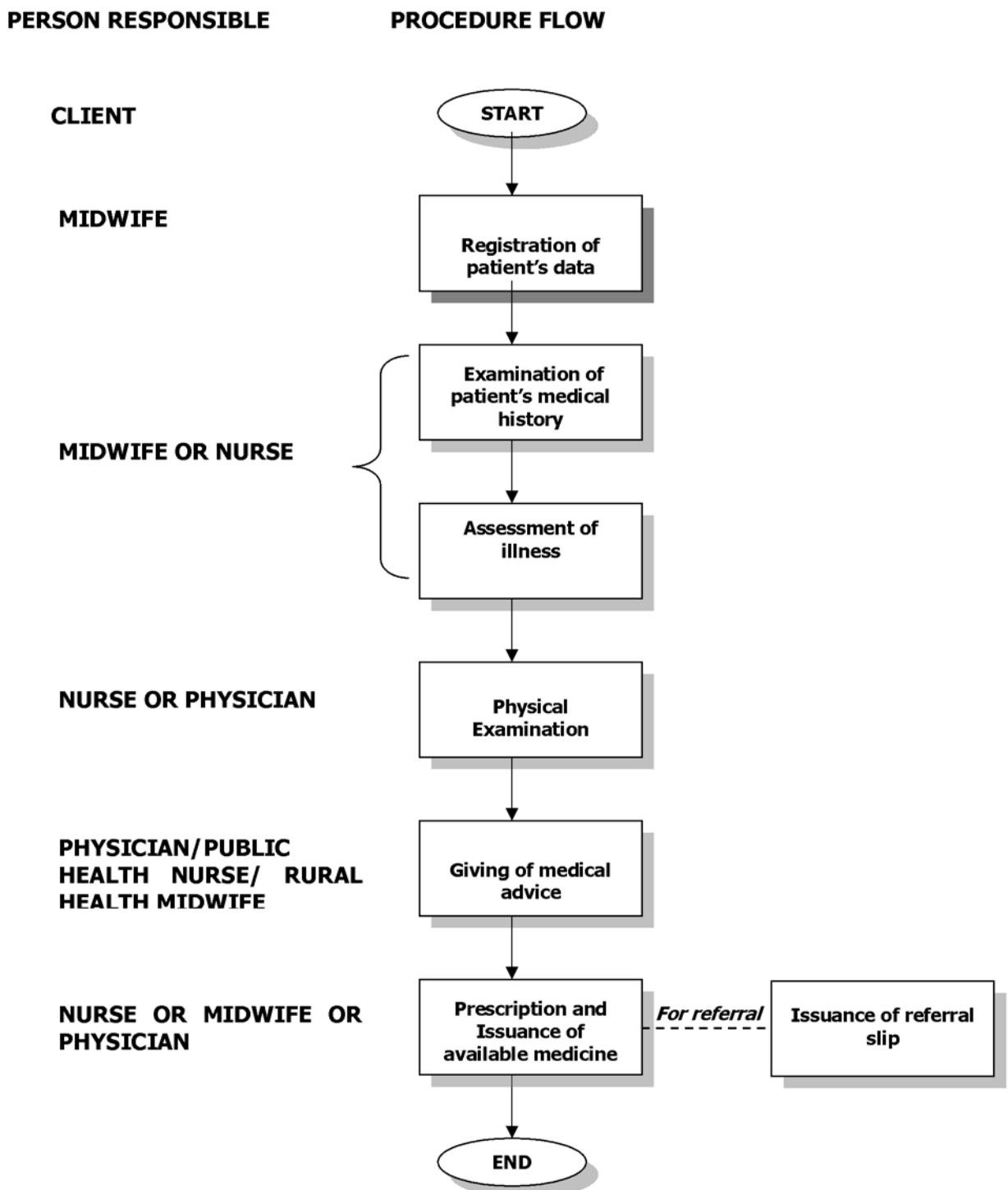
B. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.
Express lane for PWD , Senior Citizen , Pregnant women

C. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Register the patient's data on the Initial Treatment Record	15 minutes	Midwife
2. Take note of the vital signs and medical history	10 – 15 minutes	Public Health Nurse(PHN) or Rural Health Physician (RHP)
3. Assess the client's illness by physical examination as per Control Acute Respiratory Infection (CARI), Control of Diarrheal Diseases (CDD), Control of Vascular Diseases (CVD) protocol Educate patient before referring to the Public Health Nurse or Rural Health Physician	10 – 15 minutes	RHM/PHN (simple cases) RHP (referred complicated cases)
4. Examine the patient	10 – 15 minutes	RHM/PHN (simple cases) RHP (referred complicated cases)RHP
5. Give medical advice and prescribe appropriate medicines	5 minutes	PHN/RHM/Administrative clerk
6. Issue the available prescribed medicine	5 minutes	RHP or PHN
7. For referral, give filled out referral slip form	5 minutes	

D. FLOWCHART:



BASIC SERVICES

REPRODUCTIVE HEALTH CARE

A. ABOUT THE SERVICE:

The City Health Office runs an aggressive Reproductive Health Program. The objective of the program is to prevent transmission of Sexually Transmitted Diseases (STDs) to keep the City (Acquired Immune Deficiency Syndrome) AIDS-free. It also aims to promote wholesomeness in the family and community welfare.

B. REQUIREMENT(S):

New/OLD client:

Birth certificate or dental certificate
3 pcs. 1 x 1 ID picture
Police Clearance
Mayors work permit
Community Tax Certificate

C. FEES: Based on Art. 46, Sec. 189 of the 2008 Revenue and Market Code

- Health certificate fee (Semi-Annual) Php 150.00
- Smearing fee (Weekly) Php 50.00
- Mayor's work permit (Annual) Php 100.00
- Community Tax Certificate (Annual) Php 120.00

D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

Every establishment are scheduled weekly for smearing,counseling, and treatment

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Issue application form to be filled-out by the client Ask the client to register on the logbook	5 - 10 minutes	Laboratory Aide
2. Conduct physical examination and prepare the client for smearing while explaining the procedures to be done	15 – 20 minutes	Social Hygiene Clinic Nurse
3. Depending on the initial assessment, refer client for further evaluation and management	5 – 10 minutes	
4. Smear the client and advise her to claim the result the following working day	15- 30 minutes	
5. Conduct laboratory procedures such as gram staining and microscopic reading	15-30 minutes	Social Hygiene Clinic Nurse/Social Hygiene Clinic Med Tech
6. After the patient has signed the waiver, perform counseling for voluntary testing (VCT) of HIV/ Syphilis or Hepa B		

7. Instruct the client to pay the fees at the City Treasurer's Office	10 – 15 minutes	Laboratory Aide
8. If patient agrees to undergo voluntary testing, perform blood extraction	5 minutes	Social Hygiene Clinic Nurse
9. Give client the schedule of the next smearing and/ or confirmatory testing	5 minutes	Social Hygiene Clinic Nurse
10. Advise the client to return 3 – 7 days after the visit for follow up of treated case	5 minutes	Social Hygiene Clinic Physician

F. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

LABORATORY AIDE

SOCIAL HYGIENE CLINIC NURSE

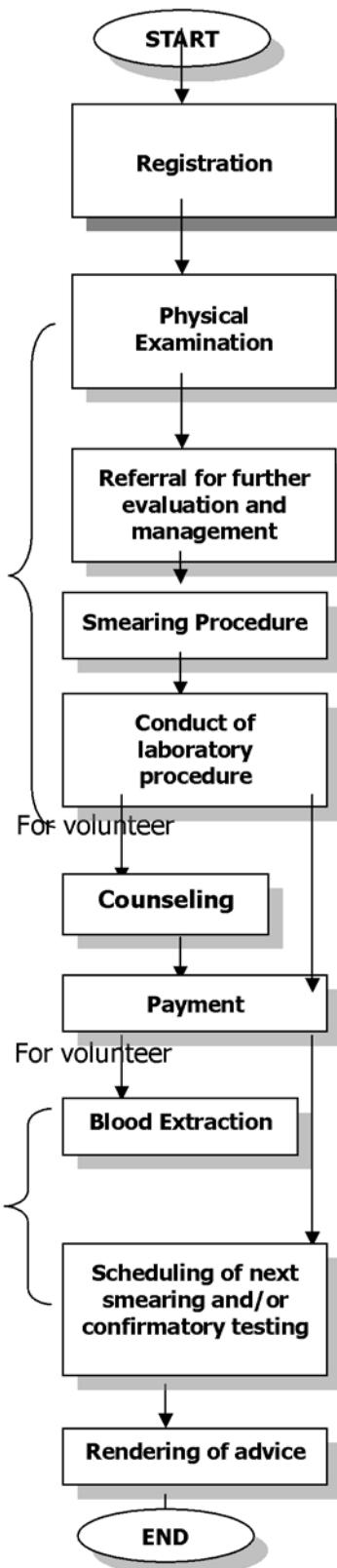
**SOCIAL HYGIENE MED-TECH/
SOCIAL HYGIENE CLINIC NURSE**

CLIENT

SOCIAL HYGIENE CLINIC NURSE

SOCIAL HYGIENE CLINIC PHYSICIAN

PROCEDURE FLOW



BASIC SERVICES

IMMUNIZATION SERVICES

A. ABOUT THE SERVICE:

The City Health Office (CHO) is responsible for the immunization of infants and mothers. The services being offered include vaccination of infants aged 0 to 12 months old against seven diseases and immunization of pregnant mothers on their 2nd trimester to prevent the occurrence of Tetanus neonatorum in infants.

For mothers, see Maternal Care Services (page 101)

B. REQUIREMENT(S):

Old clients: Early Childhood Care & Development Card (ECCD)

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 12:00 nn as scheduled in every Main Health Center and as scheduled monthly in Barangay Health Stations

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing time	Person Responsible
1. For old clients, interview the mother of the infant and check the ECCD card for the scheduled immunization For new clients, register the infant to obtain an ECCD card	5 minutes	Rural Health Midwife
2. Check for the vital signs of the infant to determine wellness or presence of illness	5 minutes	Rural Health Midwife
3. Immunize the infant. For 1 -1/2 mos. old: BCG, DPT/Polio/ Hepa B with 28-30 days interval for the 2 nd and 3 rd immunization. For nine (9) months old: immunize the infant for anti-measles and give 100,000 IU drops of Vitamin A.	15 minutes per infant	Public Health Nurse/ Rural Health Midwife

E. FLOWCHART:

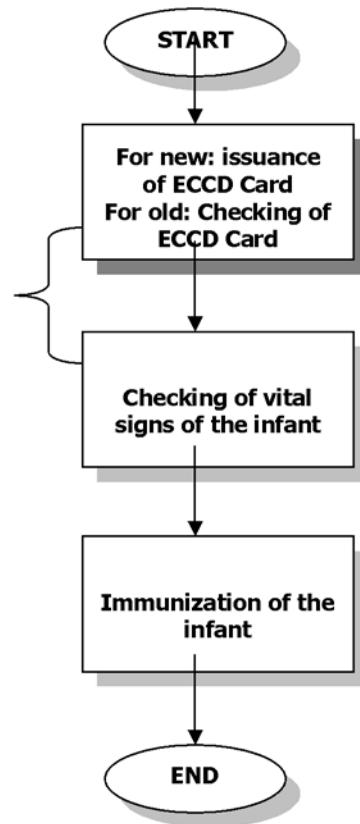
PERSON RESPONSIBLE

CLIENT

RURAL HEALTH MIDWIFE

**RURAL HEALTH NURSE OR RURAL
HEALTH MIDWIFE**

PROCEDURE FLOW



BASIC SERVICES

MATERNAL HEALTH SERVICES

A. ABOUT THE SERVICE:

The Birthing Station Facility is available to all Women of Reproductive Age for Fernandinos and also for people outside City of San Fernando,(P). The services includes Pre-natal, Ante-natal and Post-natal check-up. The objectives of the Maternal Health Services of the Birthing Station is to pursue the MDG goal of the DOH which is to the reduction of Maternal and neonatal death.

B. REQUIREMENTS:

- HBMR
- Maternal Birth Plan
- Pre-natal and post natal Assessment form
- ECCD card

C. FEES:

- For patients without Philhealth- P3,250.00 (inclusive of Newborn Screening Test)
- Birth Certificate- P50.00

D. AVAILABILITY OF THE SERVICE:

Monday-Sunday (24hours operation)

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Pre – natal/ Out Patient Department a. Register patient's information and obtain the family history and Maternal Birth Plan. b. Get the vital signs of the patient and perform obstetrical assessment (FHT, FH) c. Conduct Family Planning Counselling and Orientation on Breastfeeding. d. Refer patient for laboratory test/ procedure	15-20 minutes 5-10 minutes 15-20 minutes 3 minutes	Nurse, Midwife

e. Refer complicated cases to referral hospital.	5-10 minutes	Birthing Station Physician,Nurse,Midwife,Ambulance Driver
2. Admit the patient and assess the vital signs, family history, FHT, FH, Internal Examination	10-15 minutes	Nurse, Midwife
3. Conduct Perineal Preparation for the client and administer insertion of intravenous fluid.	10-15 minutes	Nurse, Midwife
4. Monitor progress of labor of the patient	4-6 hours	Nurse ,Midwife
5. Delivery of baby thru normal spontaneous delivery, inspection of retained placental fragments, repair of laceration or episiorrhaphy.	1-2 hours	Birthing Station Physician, Nurse, Midwife
6. Apply initial cord care, skin to skin contact, Newborn Care,BCG, Hepa B vaccination 1 st dose.	1-2 hours	Nurse, Midwife
7. Monitor vital signs, bleeding, and uterine contraction of the mother/patient and monitor the vital signs of the newborn.	1 hour	Nurse, Midwife
8. Administer post partum medicines, IV/oral and observe patient after administration of medicine/s	15 minutes	Nurse, Midwife
9. Perform Newborn Screening Test	5-10 minutes	Nurse, Midwife
10. Accomplish Birth Certificate	10-15 minutes	Nurse, Midwife
11. Encode patient's database (MDR) as required by PhilHealth	15-20 minutes	Birthing Station Nurse
12. Provide Post Natal Care Instructions	10-15 minutes	Nurse, Midwife
13. Release Birth Certificate	5 minutes	

E. FLOWCHART:

PERSON RESPONSIBLE

RURAL HEALTH MIDWIFE

**RURAL HEALTH MIDWIFE,
RURAL HEALTH NURSE**

PROCEDURE FLOW

START

**For new: Issuance of HBMR
For old: Checking and
accomplishment of the HBMR**

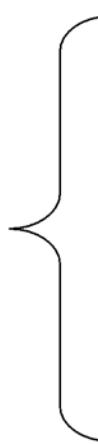
Checking of vital signs of the mother

Physical Examination

**Orientation of the mother for proper
nutrition and maternal care and danger
signs of pregnancy**

Rendering of advice

END



BASIC SERVICES

DENTAL SERVICES

A. ABOUT THE SERVICE:

The dental services of the City Health Office are available to all pre-schoolers, targeted school children, pregnant and lactating women and other adults as a prevention and treatment to dental problems. The City has an itinerant dental health team in every barangay to enhance awareness of dental services.

B. FEES: Based on Art. 46, Sec. 189 of the 2008 Tax Revenue and Market Code

No Fees for the Regular Procedure

Regular Procedure:

Dental Consultation

Tooth extraction

Dental Health Awareness

Special Procedure:

Temporary Filling Php 200.00 per tooth

Permanent Filling Php 250.00 per tooth

Prophylaxis Php 200.00 per session

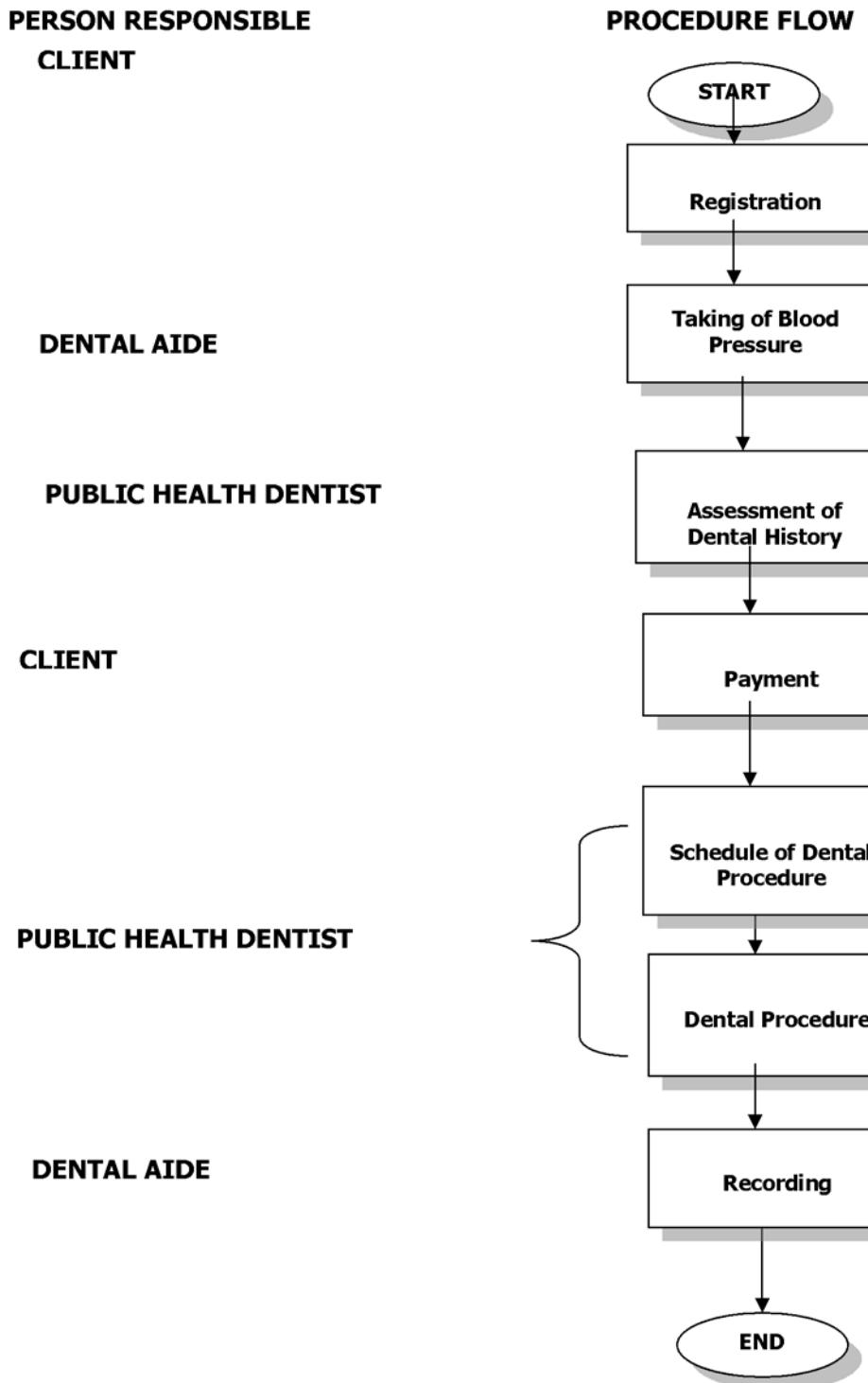
C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m. (Regular Procedure)

D. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person Responsible
1.	Register the patient in the dental form	15 minutes	Dental Aide
2.	Take and record the blood pressure of the patient		
3.	Take and assess dental history of the patient	15 – 30 minutes	Public Health Dentist
4.	Ask client to pay the corresponding fee at the City Treasurer's Office.	5 minutes	Dental Aide
5.	Schedule dental procedure	2 minutes	Dental Aide/PHD
6.	Perform the necessary dental procedure on the patient	1 hour	PHD
7.	Recording	5 minutes	Dental Aide

E. FLOWCHART:



BASIC SERVICES

PHARMACY SERVICES

A. ABOUT THE SERVICE:

The City Health Office provides free medicines for general illnesses. The program aims to ensure availability and accessibility of essential drugs that are needed by the general public especially the indigents.

B. REQUIREMENT(S):

- Prescription duly signed from referring unit (Health Centers)
- Proof of consultation
- Fernandino Access Card

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Receive the proof of consultation, prescription of medicines and proof of residency (optional) from client		
2. Record important data of the client For walk-in client, refer to the physician for interview and examination	5 minutes	Pharmacy Aide
3. Prescribe the needed medicine to the client	5 -10 minutes	City Health Officer
4. Give out the free medicines to client and give instructions on the proper dosage	5 -10 minutes	Pharmacy Aide

E. FLOWCHART:

PERSON RESPONSIBLE

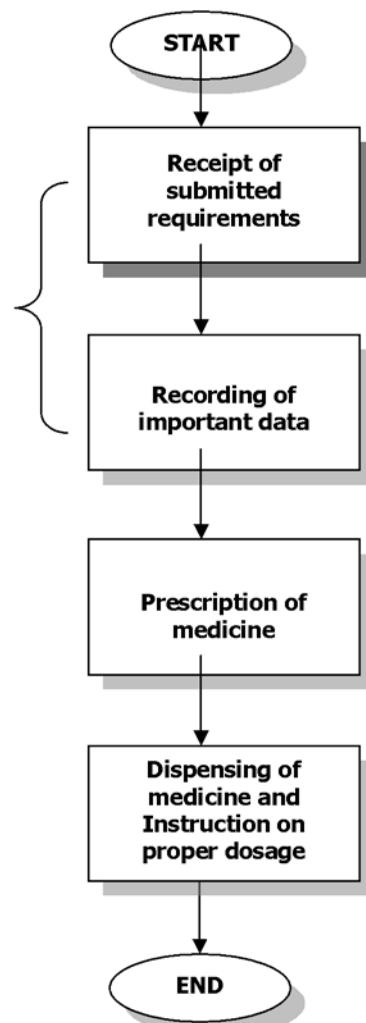
CLIENT

PHARMACY AIDE

CITY HEALTH OFFICER

PHARMACY AIDE

PROCEDURE FLOW



BASIC SERVICES

ANTI-TUBERCULOSIS DRUGS

A. ABOUT THE SERVICE:

The City Health Office (CHO) manages an anti-tuberculosis program. The program aims to prevent and control the spread/transmission of tuberculosis (TB) in the community. The main objective is to identify and treat patients with TB by providing anti-tuberculosis drugs for free using the DOTS.

B. REQUIREMENTS:

Sputum Exam result
Chest X-ray result

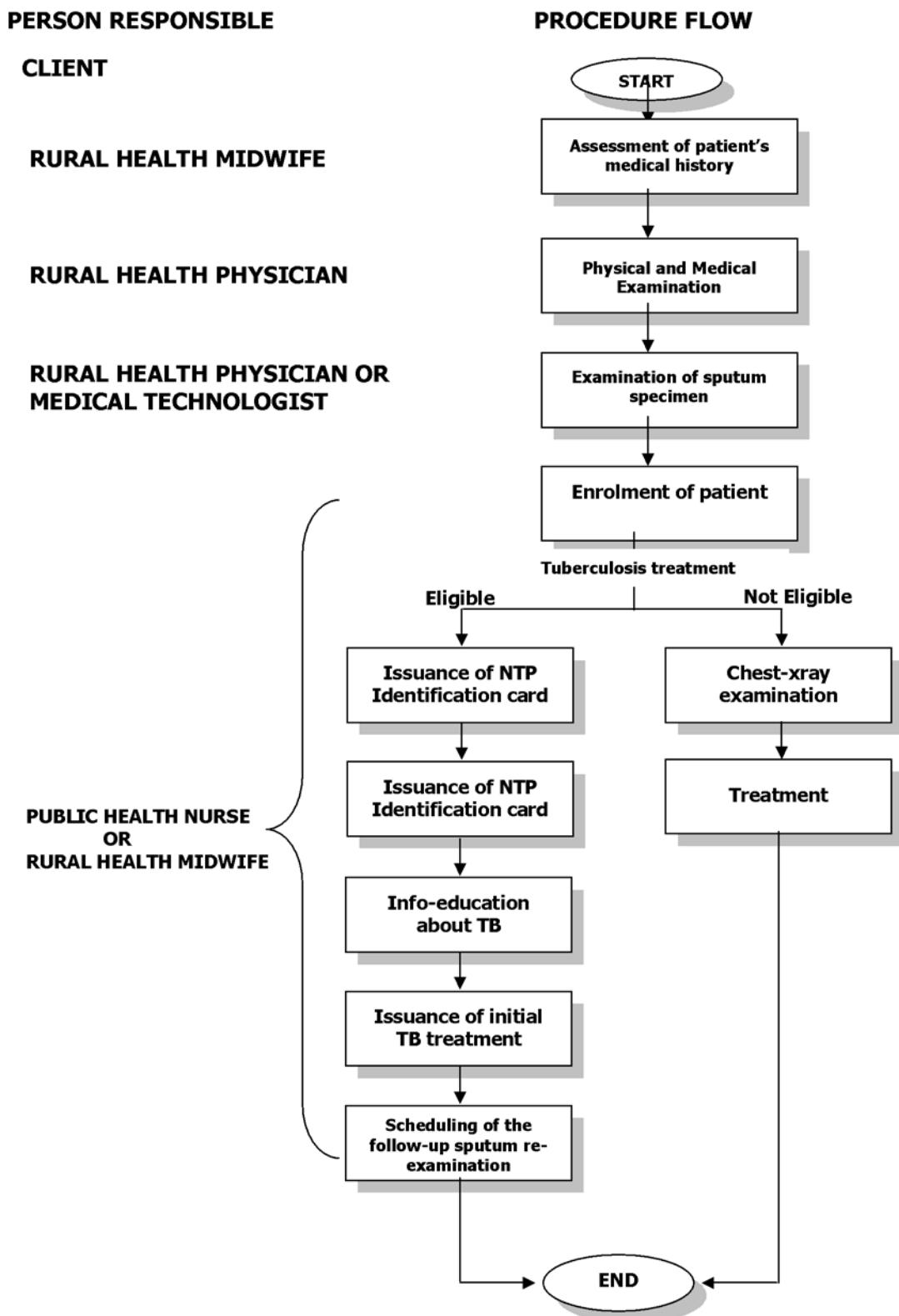
C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

	Procedures	Processing Time	Person Responsible
1.	Determine if the client is TB symptomatic through initial assessment on the medical history and record in the Initial Treatment Record	15 – 30 minutes	Rural Health Midwife
2.	Conduct physical and medical examination of the client	30 minutes – 1 hour	Rural Health Physician
3.	Collect sputum specimen and submit it to the Medical Technologist for examination Instruct client to return after three (3) days for the result of the sputum	5 – 10 minutes	Rural Health Midwife or Medical Technologist
4.	Enrollment of Patient a. Assess patient if eligible as National Tuberculosis Program (NTP) beneficiary b. If not eligible, proceed to chest x-ray for other categories of treatment c. If eligible, enroll patient and issue NTP identification card d. Give patient info-education about TB Disease and Control and the importance of the Directly Observed Treatment (DOTS) for Short Course Chemotherapy (SCC) with his/her treatment partner e. Issue initial TB drug supply to treatment partner f. Instruct patient where to report for his daily intake of TB drugs and about the follow-up sputum re-examination schedule	30 minutes – 1 hour	Public Health Nurse or Rural Health Midwife

E. FLOWCHART:



BASIC SERVICES

LABORATORY SERVICES

A. ABOUT THE SERVICE:

The City Health Office (CHO) provides laboratory services to every constituent of the City. Services are available for a minimal fee but free of charge to the indigents. These services include the following:

- Urinalysis
- Fecalysis
- Sputum examination
- Hemoglobin-Hematocrit determination
- CBC-Platelet
- Hepa B Screening
- FBS
- Blood typing

B. REQUIREMENT:

Laboratory request
Fernandino Access Card

C. FEES: Based on Art. 46, Sec. 189 of the Tax Revenue and Market Code

The following are free of Charge:

Patients with Philhealth (4P's,NHTS,LGU) are charge to OPB funds
Indigent patient validated by the CSWD

Diagnostic Service	Amount	Diagnostic Service	Amount
CBC	Php 100	Blood Typing with RH	Php 100
Platelet	100	Pap's Smear	250
Stool Examination	30	*Chest X-ray	150
Urine Examination	30	*ECG	150
Hepa B Screening	250	Pregnancy Test	100
**HIV Testing	500	FBS	80
**Cervical Smear	200		
**Urethral Smear	200		

*Available upon operation of Diagnostic Center

** Available at Reproductive Health Wellness Center

D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m

E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Register the client Ask for the laboratory request and instruct client on getting the specimen properly	10 minutes	Laboratory Aide or Medical Technologist
2. Submit/Extract Specimen a. Identify the specimen properly b. Prepare and read specimen	5 – 10 minutes Urine/stool = 30 minutes Hgb/Hct/CBC-Plt = 1 hour Hepa B Screening = 30 minutes Blood Typing = 10 minutes FBS = 10 minutes Sputum = 3 days Time of Releasing of Result depends upon the patients load	Laboratory Aide or Medical Technologist
3. Instruct the client to go to City Treasurer's Office and pay the requisite fees	5 minutes	
4. Release the results on the scheduled time and upon presentation of official receipt for paying clients, ask the client to sign on the logbook	5 – 10 minutes	Laboratory Aide

F. FLOWCHART:

PERSON RESPONSIBLE

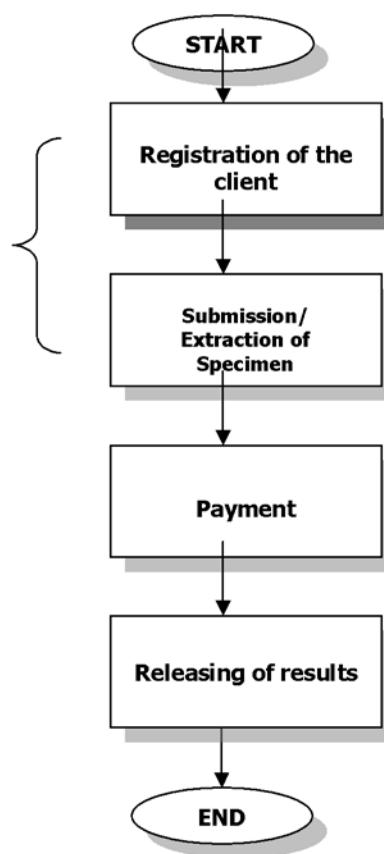
CLIENT

LABORATORY AIDE OR MEDICAL TECHNOLOGIST

CLIENT

LABORATORY AIDE

PROCEDURE FLOW



BASIC SERVICES

FAMILY PLANNING SERVICES

A. ABOUT THE SERVICE:

The City Health Office (CHO) provides family planning services which include provision of Family Planning commodities, Basic Family Planning Education, Information on different Family Planning Methods as well as Family Planning Counseling to all women of reproductive age.

B. REQUIREMENTS:

Family Planning Form

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Interview client and ask to fill-up the Family Planning form	10-15 minutes	
2. Get the vital signs of client. Conduct initial physical examination before referral to the physician	5 – 10 minutes	Rural Health Midwife
3. Educate the client on the family planning methods available	15 - 20 minutes	Public Health Nurse or Rural Health Physician
4. Give instruction to the PHN/RHM on the chosen method of the client	20 minutes	Rural Health Physician
5. Orient the client on the family planning method selected	10 minutes	Public Health Nurse or Rural Health Midwife
6. Remind the client to regularly follow-up and pap smear schedule	5 minutes	

E. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

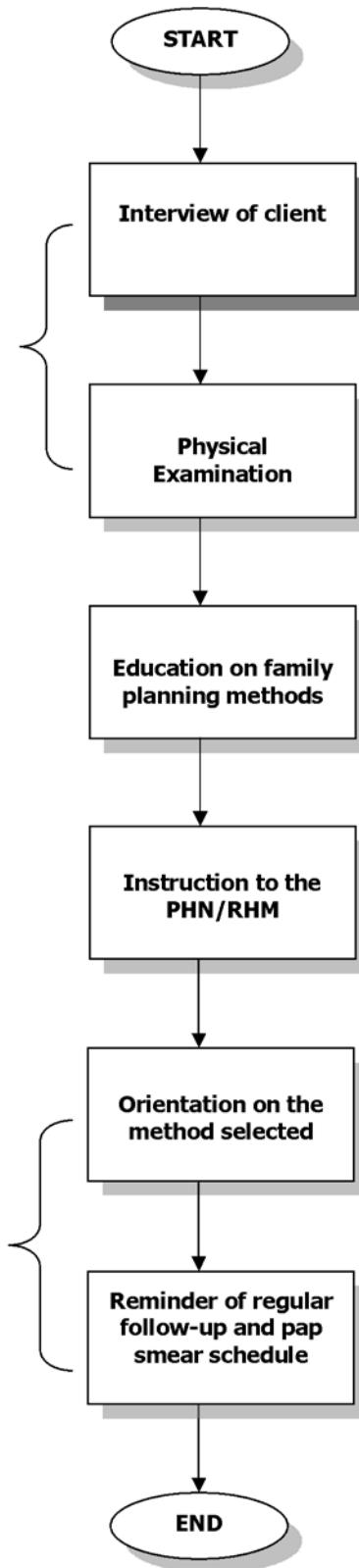
RURAL HEALTH MIDWIFE

**RURAL HEALTH NURSE OR
RURAL HEALTH PHYSICIAN**

RURAL HEALTH PHYSICIAN

**RURAL HEALTH NURSE OR
RURAL HEALTH MIDWIFE**

PROCEDURE FLOW



BASIC SERVICES

ANIMAL BITE SERVICES

A. ABOUT THE SERVICE:

The City Health Office (CHO) provides Post-exposure prophylaxis (PEP) to animal bite cases in the City.

B. REQUIREMENTS:

Certificate of Indigency

Voter's ID

Fernandino Access Card

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

D. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person Responsible
1. Examine and assess animal bite patient as per category	10-15 minutes	Animal Bite Medical Coordinator Animal Bite Nurse Coordinator
2. Register patient on ABTC registry and issue patient treatment card	5 minutes	Animal Bite Nurse Coordinator
3. Prepare and administer vaccine	5-10 minutes	Animal Bite Nurse Coordinator
4. Give medical assistance and referral if necessary	5 minutes	Animal Bite Nurse Coordinator

E. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

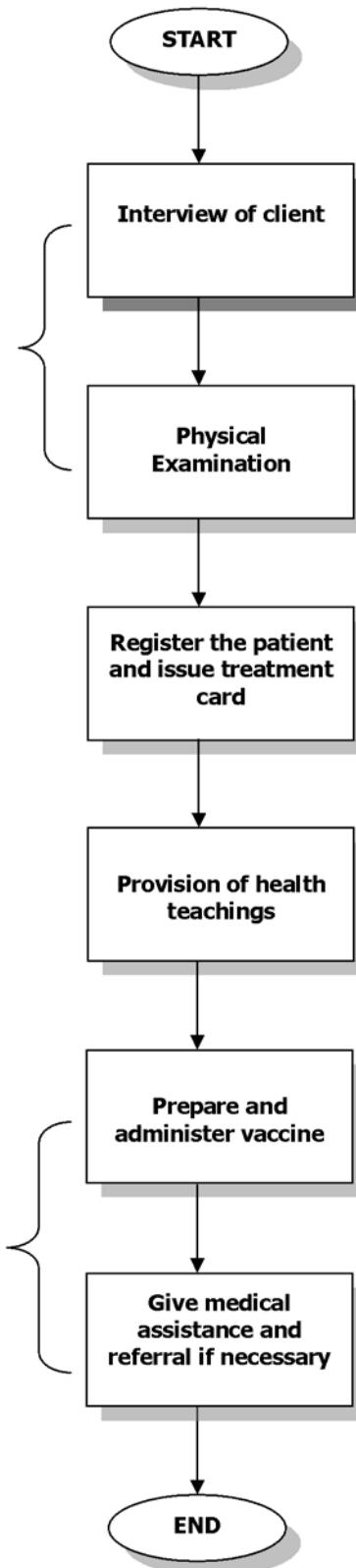
ABTC DOCTOR/NURSE

ABTC NURSE

ABTC NURSE

ABTC NURSE

PROCEDURE FLOW



BASIC SERVICES

REGISTRATION OF DEATH

A. ABOUT THE SERVICE:

The City Health Office is responsible for the issuance of a Death Certificate. It examines the cause of death, issues the certificate, and directs the registration of the death at the City Civil Registry within the reglamentary period of 30 days.

The spouse or nearest relative of a person who died without medical attendance must report the decease within 48 hours.

B. REQUIREMENTS:

Demise of a person with Physician's Attendance:

- A. Four (4) copies of Death Certificate form duly accomplished correctly, completely and signed by proper parties. (Data supplied in the certificates must be typewritten on line and must have no erasures.)
- B. Delayed Registration of Death
 1. Affidavit of Delayed Registration (at the back of the Certificate of Death) which shall be executed by the hospital, clinic or similar institution, or if the person died elsewhere, by the attendant-at-death. In the default of the hospital or clinic administrator or attendant-at-birth, the affidavit shall be executed by any person having legal charge of the deceased when he was still alive;
 2. Authenticated copy of the Certificate of Burial, Cremation or any other means of corpse disposal;
 3. Certificate of **NO RECORD** from National Statistics Office (NSO); and
 4. Picture of grave with the name of the deceased.

Demise of a person with no Physician in Attendance:

- A. Four (4) copies of Death Certificate duly accomplished correctly, completely and signed by proper parties. (Data supplied in the certificates must be typewritten on line and must have no erasures.)
- B. Relatives must present the following requirements or as prescribed by the city health officer/rural health physician:
 - i. Latest medical certificate of previous or current illness of the dead person from the last attending physician (required for death with insurance coverage)
 - ii. Certificate of Dead on Arrival (if brought to hospital/clinics)
 - iii. Sworn statement of relatives on the circumstances prior to demise in the Barangay duly signed by the nearest of kin and authorized Barangay officials
 - iv. Certificate of Residency from the barangay where the dead person previously resided.

C. FEES: Based on Art. 43, Sec. 179 of 2008 Revenue & Market Code

Death – Transfer	=	Php 100.00
Interment	=	100.00

D. AVAILABILITY OF THE SERVICE:

Monday to Friday, from 8:00 am to 5:00 pm

E. HOW TO AVAIL OF THE SERVICE:

Demise of a person with Physician's Attendance:

Procedures		Processing Time	Person Responsible
1.	Receive and evaluate submitted document	10 mins.	Receiving Clerk
2.	Review and signing of the death certificate (for completely evaluated death certificate)	5 mins	City Health Officer
3.	Log registered document in the logbook	5 mins	Releasing Clerk
4.	Release copy to the registrant for registration in the Local Civil Registry	5 mins	Releasing Clerk

Demise of a person with No Physician's Attendance:

Procedures		Processing Time	Person Responsible
1.	Receive and evaluate submitted document at the City Health Office. If with complete attachment or requirements, Refer client to concerned Rural Health Physician or City Medical Officer in the absence of the concerned Rureal Health Physician	10 mins.	Receiving Clerk
2.	Evaluation and determination on the probable cause of death by the concerned physician and signing of the death certificate with complete requirements. Refer back to CHO. (after determination of the Cause of death))	1 day	Rural Health Physician /City Health Officer
3.	Review and signing of the death certificate (for completely evaluated death certificate)	5 mins	City Health Officer
4.	Log registered document in the logbook	5 mins	Public Health Nurse
5.	Release copy to the registrant for registration in the Local Civil Registry	5 mins	
6.	Provide registry number	2 mins	Clerk
7.	Record	3 mins	
8.	Approve	2 mins	City Civil Registry Officer
9.	Release	2 mins	Releasing Clerk
10.	Issue Transfer Permit (for outside zone burial)	5 mins.	Public Health Nurse

F. FLOWCHART:

PERSON RESPONSIBLE

CLIENT

CHO PUBLIC HEALTH NURSE

RURAL HEALTH PHYSICIAN /CITY MEDICAL OFFICER /CITY HEALTH OFFICER

CLERK

REGISTRATION OFFICER OR DEPARTMENT HEAD

RELEASING CLERK

CHO PUBLIC HEALTH NURSE

PROCEDURE FLOW

START

Receipt and Evaluation of required documents

Review & signing of death certificate

Provision of Registry Number

Recording

Approval

Release of certificate

Burial outside CSFP –issuance of Transfer Permit

END

ADMINISTRATIVE AND SUPPORT SERVICES

APPLICATION FOR VARIOUS REQUESTS

A. ABOUT THE SERVICE:

Apart from basic social services, the City Government extends further assistance thru provision of logistics support and services to families in dire situation or to other organizations for their developmental goals/endeavors.

Types of requests:

- Promotional activities
- Cultural, economic, marketing and other researches
- Ambulatory services
- Agricultural and veterinary support services

B. REQUIREMENT(S):

1. Request letter (preferably 5 days before the activity, except for emergency cases)
2. Case Study Report (for ambulatory services)
3. Barangay Clearance/Certification (for agricultural support services)

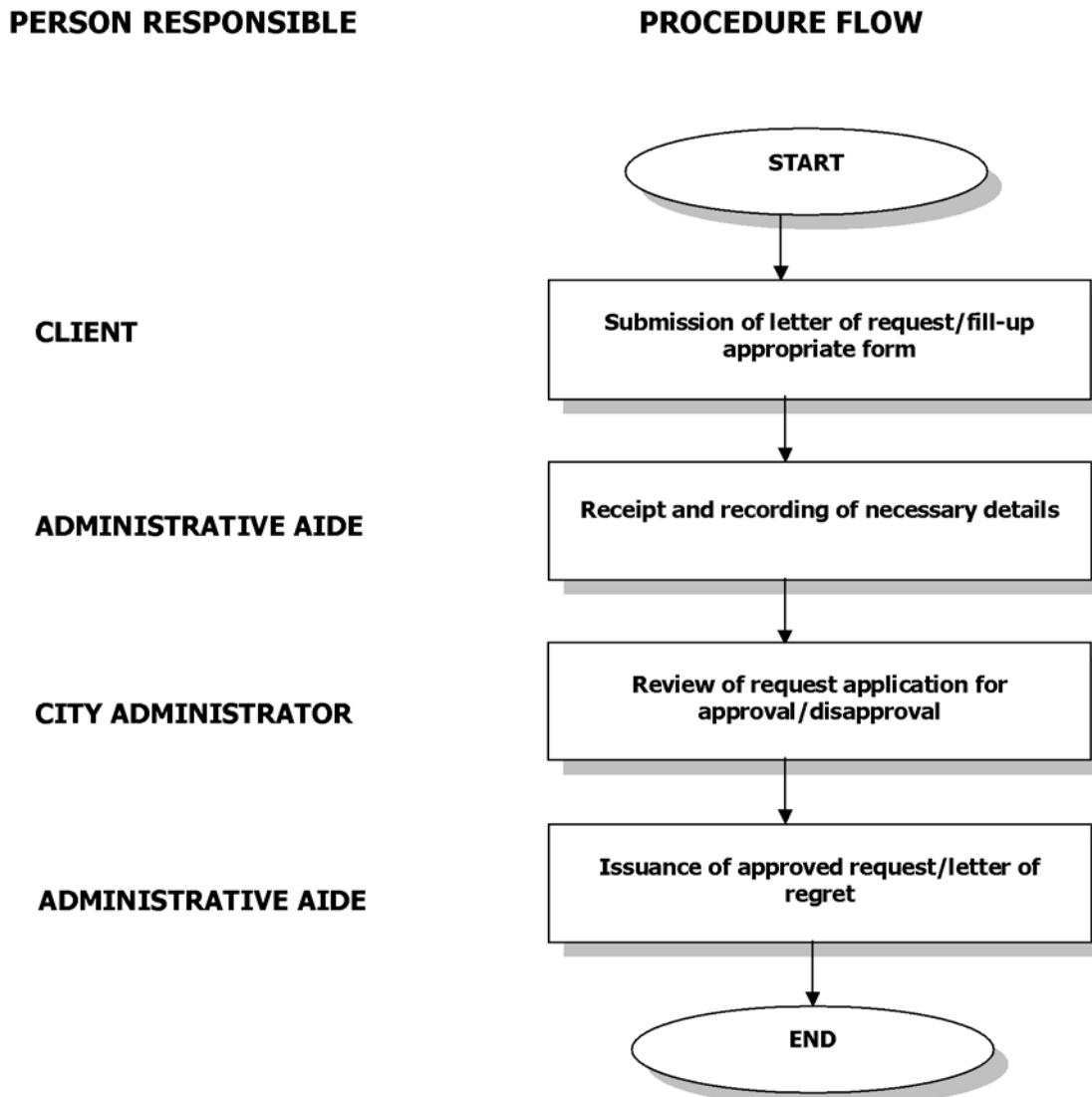
C. AVAILABILITY OF THE SERVICE:

Monday to Friday, 8 am – 5 pm
On call service for emergency cases

D. HOW TO AVAIL OF THE SERVICE:

Procedures		Processing Time	Person/s Responsible
1	Submit letter of request or fill-up appropriate request form		Client
2	Receive and record necessary details	1 min	Administrative Aide
3	Review request application for approval or disapproval	Within the day	City Administrator Concerned Head of Office
4	Serve approved request or send letter of regret	As scheduled	City Economic Enterprise Division Head (For promotional activities) Tourism Officer (for cultural researches) Laboratory Aide (for ambulatory services) City Agriculturist (for Soil Conservation and Bonafide Farmer Certificate/ Tractor Service)

E. FLOWCHART:



ADMINISTRATIVE AND SUPPORT SERVICES

SELECTION AND RECRUITMENT OF APPLICANTS FOR CAREER AND NON-CAREER SERVICES

A. ABOUT THE SERVICE:

The City Government of San Fernando (P), through the City Human Resource Development Office (CHRDO), aims to promote proper screening, orientation and processing of documents of applicants who are willing to serve the public. The CHRMO takes responsibility for the development of flexible and service-oriented human resource with emphasis on adaptability, tolerance and capacity to learn.

Career Services shall be characterized by entrance on merit and fitness, opportunity for advancement to higher career positions and security of tenure while Non-Career Services shall be characterized by entrance on bases other than those of the usual tests of merit and fitness and a tenure which is limited to a period specified by law.

Vacant Permanent Item Positions are posted in three (3) conspicuous places within the vicinity of the City Hall and the Civil Service Commission (CSC) Field Office. Anyone who meets the qualification standards for the vacant position may submit application to the CHRMO for review and evaluation.

A Personnel Selection Board (PSB) screens applicants. The PSB consists of:

City Mayor or his representative (Chairman)
Sangguniang Panlungsod Chairman of the Committee on Appropriations and Chairman on Ways and Means
Head of the department which has the vacancy
2nd or 1st level representative
CHRD Officer (Ex-Officio, Secretariat)

B. REQUIREMENTS:

For Career Service seekers:

1. Letter of Intent
2. Resume with 2x2 picture
3. Photocopy of Certificate/s of Eligibility
4. Photocopy of Diploma and Transcript of Records
5. Photocopy of Trainings/Seminars

For Non-Career Service seekers:

1. Resumé with 2x2 picture

C. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

**D. HOW TO AVAIL OF THE SERVICE:
For Career Service seekers**

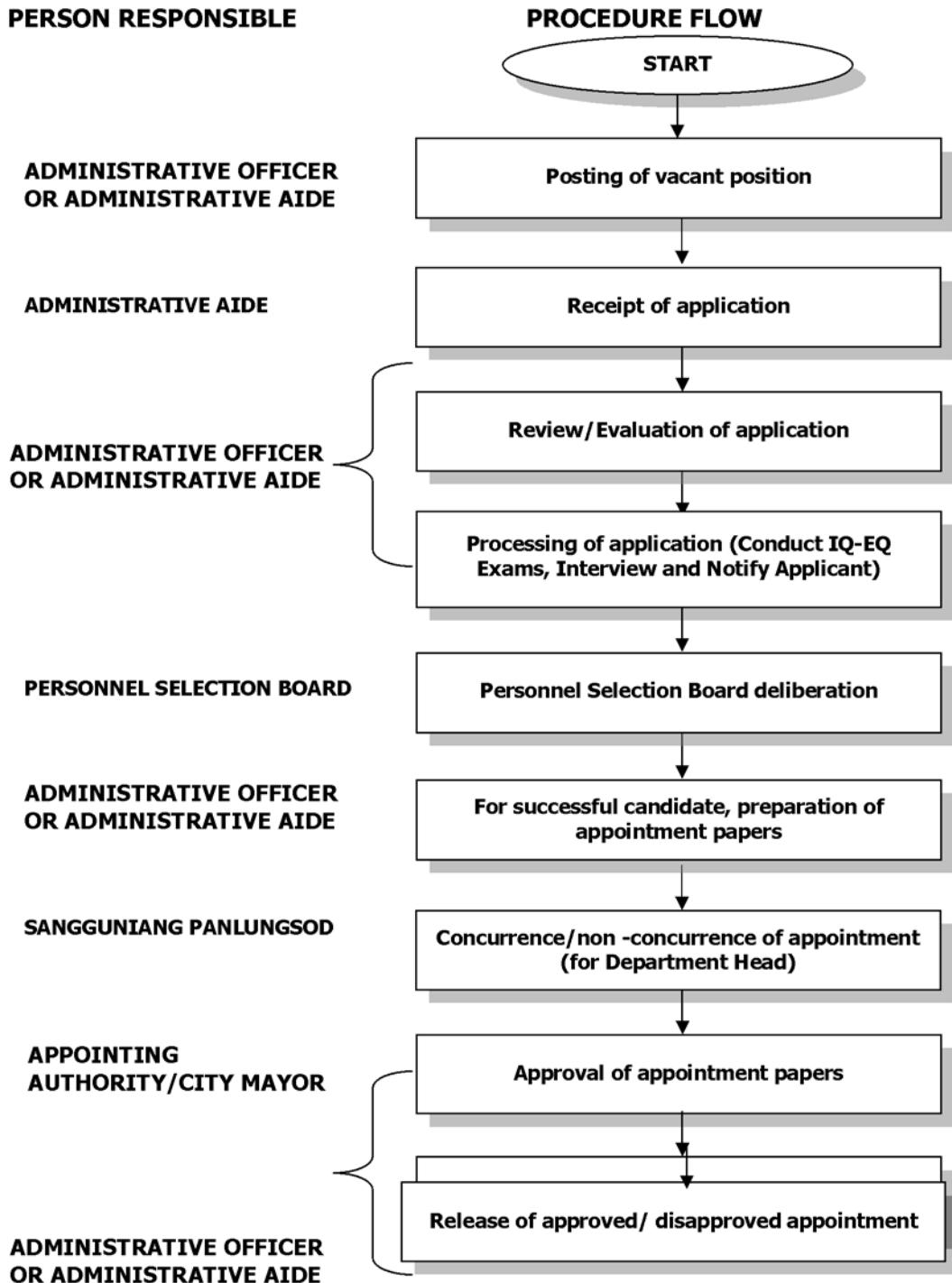
Procedures		Processing Time	Person/s Responsible
1	Post position for vacant item	15 working days	Administrative Officer or Administrative Aide
2	Receive application and check requirements/enclosure	1 min./ document	Administrative Aide
3	Review/evaluate application	10 mins.	Administrative Officer or Administrative Aide
4	Process application for prospective employment: -Conduct IQ-EQ Exams	9 working days unless otherwise given instructions by the CHRD officer	Administrative Officer or Administrative Aide
5	-Interview -Notify applicant	6 working days unless otherwise given instructions by the CHRD officer 9 working days unless otherwise given instructions by the CHRD officer	CHRD Officer/ City Administrator/ City Mayor/ Head of office concerned Administrative Officer or Administrative Aide
6	Conduct Personnel Selection Board deliberation	Actual hours	Personnel Selection Board
7	If approved by the Local Chief Executive (LCE), prepare appointment papers If disapproved, prepare letter of regret	5 working days 9 working days	Administrative Officer or Administrative Aide
8	Approve Appointment	Within 6 months after the PSB deliberation	Appointing Authority/City Mayor
9	For Department Heads: Submit Appointment Papers to the Sangguniang Panlungsod for concurrence	15 days upon submission	Sangguniang Panlungsod
10	Submit Appointment to the Civil Service Commission -Validation/Invalidation of appointment	Within the first 30 days of the ensuing month	Administrative Officer or Administrative Aide CSC Field Officer
11	Release validated/invalidated appointment	Within the day upon receipt of appointment from CSC	Administrative Officer or Administrative Aide

For Non-Career Service seekers

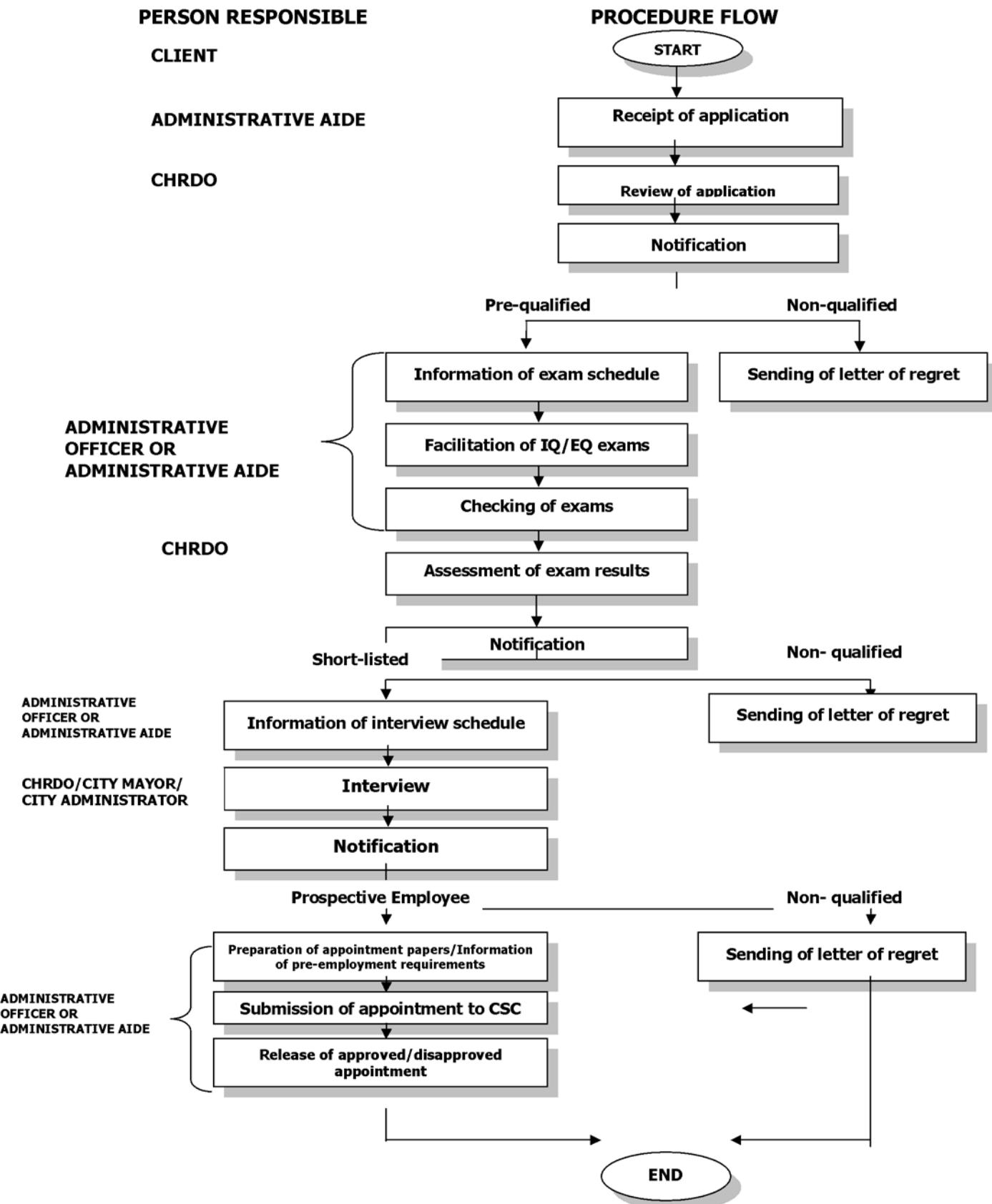
Procedures		Processing Time	Person/s Responsible
1	Receive application	1 min./ document	Administrative Aide
2	Accomplish Recruitment Form	10 mins./ document	Administrative Officer or Administrative Aide
3	Review/Evaluate application	7 working days unless otherwise given instructions by the CHRD officer	CHRD Officer
4	Notify applicant <i>For pre-qualified:</i> -Conduct IQ/EQ exams	9 working days unless otherwise given instructions by the CHRD officer	Administrative Officer or Administrative Aide
	<i>For non-qualified:</i> -Send letter of regret	9 working days unless otherwise given instructions by the CHRD officer	
5	Check examinations	30 mins./ exam	Administrative Officer or Administrative Aide
6	Assess examination results	1 day	CHRD Officer
7	Notify applicant <i>For short-listed:</i> - Interview <i>For non-qualified:</i> - Send letter of regret	6 working days unless otherwise given instructions by the CHRD officer 9 working days unless otherwise given instructions by the CHRD officer	CHRD Officer/City Mayor/ City Administrator/ Head of office concerned Administrative Officer or Administrative Aide
8	Notify applicant of results <i>For prospective employee:</i> -Prepare appointment papers -Inform applicant of pre-	5 working days unless otherwise given instructions	Administrative Officer or Administrative Aide

	<p>employment requirements</p> <p><i>For non-qualified:</i></p> <ul style="list-style-type: none"> -Send letter of regret 	<p>by the CHRD officer</p> <p>9 working days unless otherwise given instructions by the CHRD officer</p>	<p>Administrative Aide</p> <p>Administrative Officer or Administrative Aide</p>
9	<p>Submit Appointment to the Civil Service Commission</p> <ul style="list-style-type: none"> -Validation/Invalidation of appointment 	<p>Within the first 30 days of the ensuing month</p>	<p>Administrative Officer or Administrative Aide</p> <p>CSC Personnel</p>
10	Release validated/invalidated appointment	Within the day upon receipt of appointment	Administrative Officer Administrative Aide

E. FLOWCHART:
For Career Service seekers:



For Non-Career Service seekers:



ADMINISTRATIVE AND SUPPORT SERVICES

PROCUREMENT OF GOODS AND SERVICES, CONSULTING SERVICES AND CIVIL WORKS

A. ABOUT THE SERVICE:

The City General Services Office (CGSO) ensures the availability of goods and services, consulting services and civil works for the smooth and efficient delivery of public service of various offices in the City Government of San Fernando (P). It is responsible in ensuring that the procurement process shall be governed by the following principles: transparency, competitiveness, streamlined procurement process, system of accountability and public monitoring. Suppliers and contractors can avail of these services.

B. REQUIREMENT(S):

For Eligibility:

Class "A" Documents

1. DTI business name registration or SEC registration certificate
2. Valid and current Mayor's Permit/Municipal License
3. Taxpayer's Identification Number
4. BIR Tax Clearance
5. PhilGeps Registration Certificate
6. Statement of ongoing and similar completed Gov't. and Private contracts, including awarded but not yet started contracts
7. Articles of Incorporation, if any
8. Statement of the prospective bidder that it is not "blacklisted"
9. Audited financial statements, stamped, received by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing the total assets and liabilities
10. Computation of Net Financial Contracting Capacity (NFCC) or Certificate of commitment specific for the contract, issued by a licensed bank to extend a credit line if awarded the contract or cash deposit certificate at least equal to ten (10) percent of Appropriated Budget Contract (ABC).

Additional Requirements:

For Supplier of Goods & Services

Class "A" Documents

1. Copies of end-user's acceptance letter for completed projects
2. Specification whether or not the prospective bidder is a manufacturer, supplier or distributor
3. CERTIFICATE OF REGISTRATION form BAC in lieu of class "A" documents (refer to requirement nos. 1-10 & additional at nos. 1-2)

Class "B" Documents

4. Duly signed letter authorizing the BAC or its duly authorized representative to verify any or all of the documents submitted for eligibility check
5. Valid joint venture agreement in case of a joint venture
6. Duly signed certification under oath that each of the documents submitted in satisfaction of the eligibility requirements is an authentic and original copy or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct

7. Sworn affidavit of the bidder that it is not related to the head of the procuring entity, members of the BAC, TWG and Secretariat and members of the PMO and the designers of the project, by consanguinity or affinity up to the third civil degree

For Civil Works (Infrastructure Projects)

Class "A" Documents

1. Valid PCAB License
2. Valid joint venture agreement, in case of a joint venture
3. Letter authorizing the BAC to verify all docs for eligibility check
4. Certificate under oath that documents submitted are authentic and original copies.
5. Statement of availability of key personnel that may be used for contract, supported with the list using Form SF-INFR-47 and SF-INFR-48
6. Statement of availability of equipment owned, under lease and/or purchase agreement that may be used for the contract, supported with the list using Form SF-INFR-49
7. CERTIFICATE OF REGISTRATION BAC form in lieu of class "A" documents (refer to requirement nos. 1-10 & additional at nos. 1-6)

Class "B" Documents

8. Duly signed letter authorizing the BAC or its duly authorized representative to verify any or all of the documents submitted for eligibility check
9. Valid joint venture agreement in case of a joint venture
10. Duly signed certification under oath that each of the documents submitted in satisfaction of the eligibility requirements is an authentic and original copy or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct
11. Sworn affidavit of the bidder that it is not related to the head of the procuring entity, members of the BAC, TWG and Secretariat and members of the PMO and the designers of the project, by consanguinity or affinity up to the third civil degree

For Consultancy Services

1. Duly signed statement on the types and number of equipment that the consultant owns, under lease or purchase agreements
2. Duly signed statement of the kinds and number of its ownership and key staff, partners or principal officers, if a juridical entity.
3. That, when the types and fields of consulting services in which the entity wishes to engage involve professions regulated by the laws of the Philippines, the owner and key staff, and all the partners of the professional partnership firm, as the case may be, and those who will actually perform the service, are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions, if a juridical entity.
4. Duly signed statement on the prospective bidders technical competence, experience and staff capabilities, if a juridical entity.
5. Duly signed statement of his/her citizenship, if an individual.
6. When the types of fields of consulting services in which he wishes to engage involve professions regulated by the laws of the Philippines, he is a registered professional authorized by the appropriate regulatory body to practice those professions and allied professions, if an individual.
7. Other appropriate licenses as may be required by the procuring entity

C. FEES: Based on the City Ordinance No. 2007-013

Certificate of Registration = Php 500.00

Bidding Documents:

For ABC worth P500,000 and below = Php 500.00

For ABC above P500,000 = 1/10 of 1% of ABC

D. AVAILABILITY OF THE SERVICE:

Monday to Friday from 8:00 a.m. to 5:00 p.m.

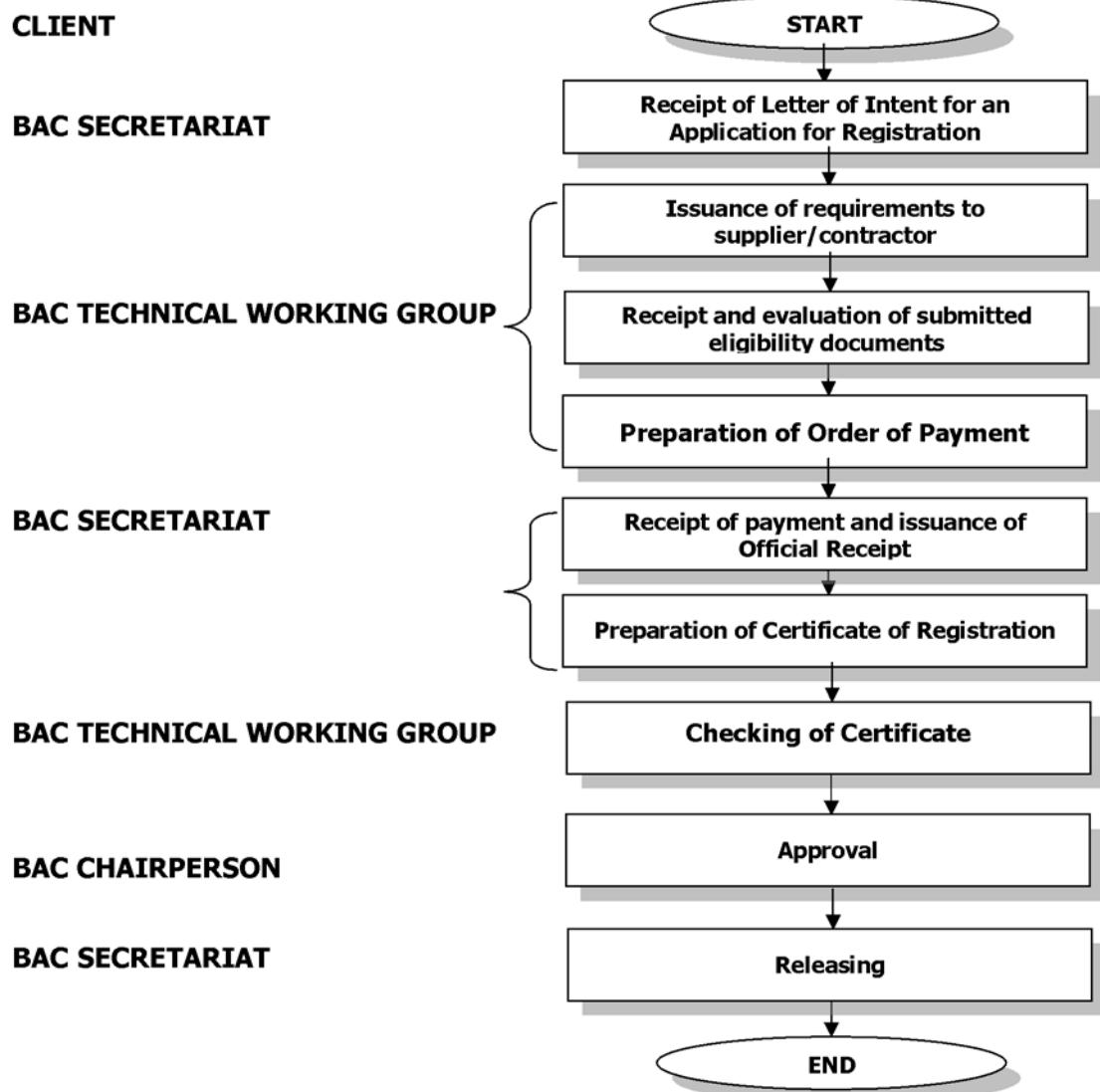
E. HOW TO AVAIL OF THE SERVICE:

Procedures	Processing Time	Person/s Responsible
Registration of supplier/contractor		
1. Receive the Letter of Intent for an Application for Registration	1 minute	BAC Secretariat
2. Issuance of requirements to supplier/contractor	10 minutes	
3. Receive and evaluate submitted eligibility documents	30 minutes	BAC Technical Working Group
4. Prepare the order of payment	2 minutes	
5. Receive payment and issue Official Receipt	2 minutes	BAC Secretariat
6. Prepare the Certificate of Registration	10 minutes	BAC Secretariat
7. Check the certificate	1 minute	BAC TWG
8. Approve certificate	1 minute	BAC Chairman
9. Release certificate	1 minute	BAC Secretariat

F. FLOWCHART: REGISTRATION OF SUPPLIER/CONTRACTOR

PERSON RESPONSIBLE

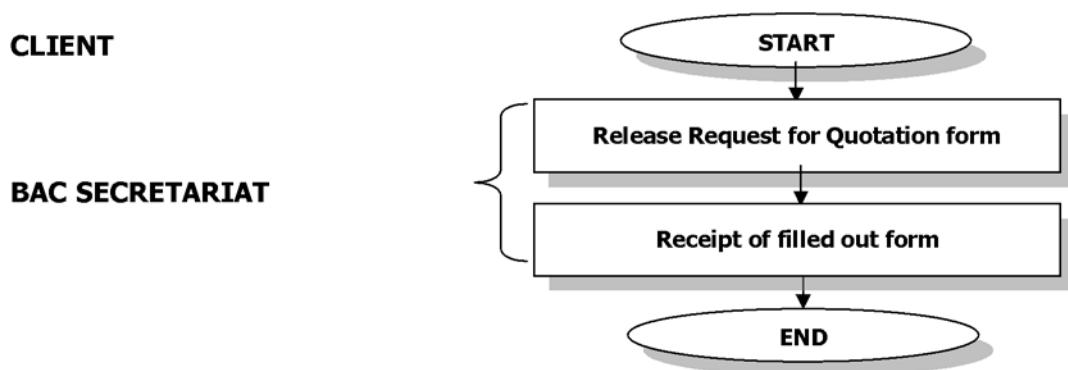
PROCEDURE FLOW



Procedures	Processing Time	Person/s Responsible
Alternative Mode of Procurement (Shopping, Negotiated and Direct Contracting)		
1. Release request for Quotation form	2 minutes	BAC Secretariat
2. Receive the filled out Request for Quotation through e-mail, fax, mail, courier or hand carry	1 minute	

FLOWCHART: ALTERNATIVE MODE OF PROCUREMENT

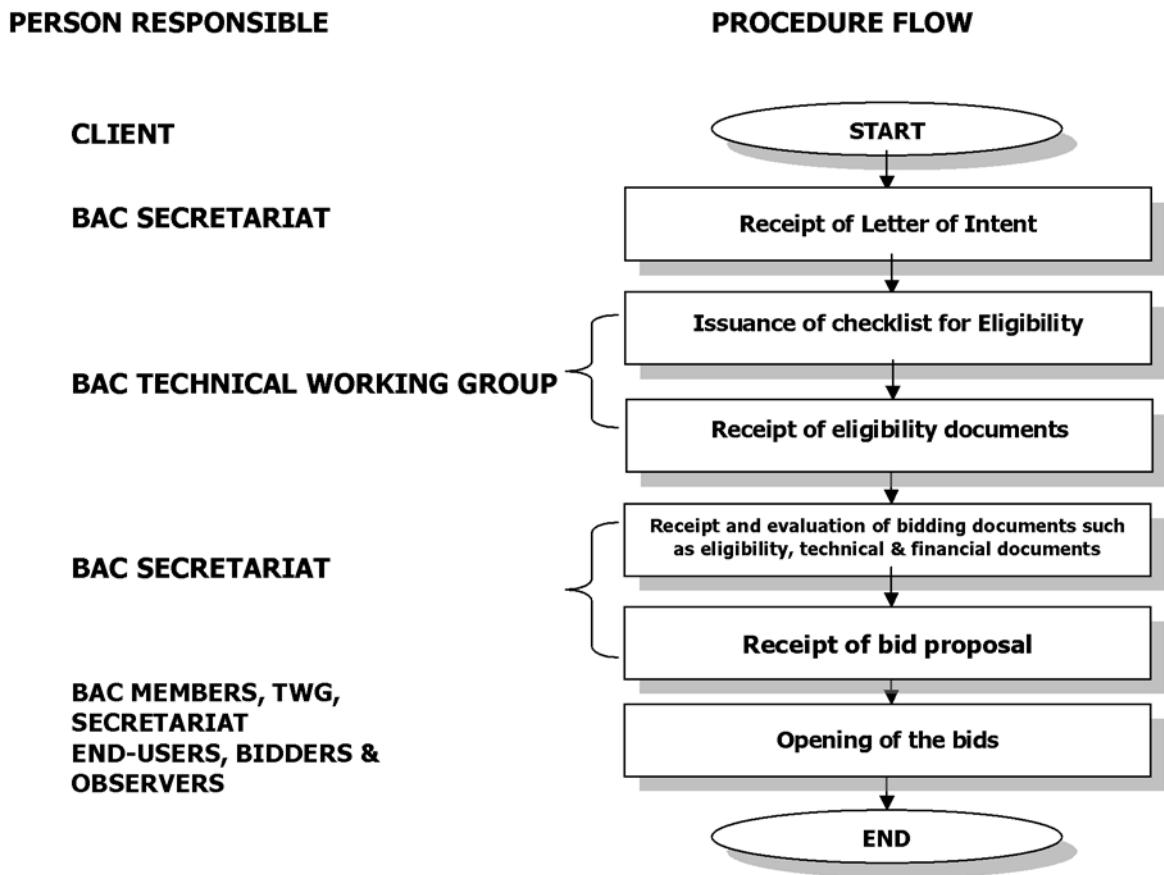
PERSON RESPONSIBLE **PROCEDURE FLOW**



Public Bidding: For contracting of infrastructure project:

Procedures	Processing Time	Person/s Responsible
1. Receive Letter of Intent from interested contractor for bidding	1 minute	BAC Secretariat
2. Issue Checklist for Eligibility documents	10 minutes	BAC TWG
3. Receive eligibility documents	1 minute	BAC Secretariat
4. Secure bidding documents such as eligibility, technical & financial documents: <ol style="list-style-type: none"> Receive request for the bidding documents from interested supplier/contractor Prepare order of payment Receive payment and issue an Official Receipt Record and release certified true copy of bid document 	1 minute 2 minutes 2 minutes 10 minutes	
5. Receive bid proposals	1 minute	BAC Secretariat
6. Open bids	1 hour	BAC Members, TWG, Secretariat End-Users, Bidders & Observers

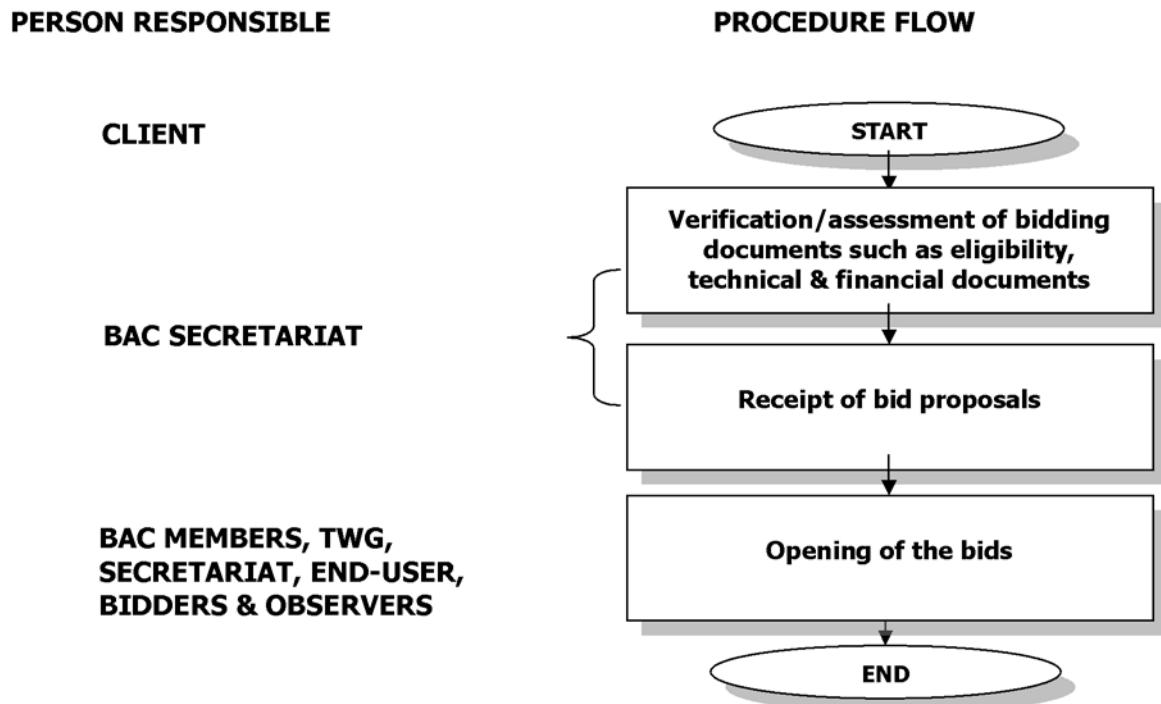
FLOWCHART: FOR CONTRACTING OF INFRASTRUCTURE PROJECT



For Goods:

Procedures	Processing Time	Person/s Responsible
1. Secure bidding documents such as eligibility, technical & financial documents: a. Receive request of bidding documents from interested supplier/contractor b. Prepare order of payment c. Receive payment and issue an Official Receipt d. Record and release certified true copy of bid document	1 minute 2 minutes 2 minutes 10 minutes	BAC Secretariat
2. Receive bid proposals	1 minute	
3. Open the bids	1 hour	BAC Members, TWG, Secretariat End-user, bidders & observers

FLOWCHART: FOR GOODS



Public Bidding:
For consultancy services:

Procedures	Processing Time	Person/s Responsible
1. Receive Letter of Intent from interested consultant for bidding	1 minute	BAC Secretariat
2. Issue Checklist for Eligibility documents	10 minutes	BAC TWG
3. Receive eligibility documents		
4. Secure bidding documents such as eligibility, technical & financial documents: a. Receive request of bidding documents from selected bidders through short-listing b. Prepare order of payment c. Receive payment and issue an Official Receipt d. Record and release certified true copy of bid document	1 minute 2 minutes 2 minutes 10 minutes	BAC Secretariat
5. Receive bid proposals	1 minute	BAC Secretariat
6. Open bids	1 hour	BAC Members, TWG, Secretariat End-Users, Bidders & Observers

FLOWCHART: FOR CONSULTANCY SERVICES

PERSON RESPONSIBLE

CLIENT

BAC SECRETARIAT

BAC TECHNICAL WORKING GROUP

BAC SECRETARIAT

**BAC MEMBERS, TWG,
SECRETARIAT,
END-USERS, BIDDERS &
OBSERVERS**

PROCEDURE FLOW

