



CITY GOVERNMENT OF GINGOOG

CITIZEN'S CHARTER 2022 (3rd EDITION)

**TOGETHER,
WE CAN UNITE**



CITY GOVERNMENT OF GINGOOG

CITIZEN'S CHARTER 2022 (3rd EDITION)



I. Mandate:

Pursuant to Republic Act No. 7160, the City Government of Gingoog shall exercise powers as a political subdivision of the national government and as a corporate entity representing the inhabitants of its territory.

Further, the City Government of Gingoog shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare.

Moreover, the City Government of Gingoog shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among its residents, maintain peace and order, and preserve the comfort and convenience of its inhabitants.

II. Vision:

A Livable, Competitive, Self-Sustaining, Resilient and Inclusive City of Gingoog.

III. Mission:

To serve the public for people's economic emancipation and development through excellent public service.

IV. Service Pledge:

We commit to:

- Advocate for Good Governance, Transparency and Accountability to ensure efficient delivery of services and prevention of graft and corruption;
- Offer Opportunities for Agriculture, Tourism and Livelihood Development
- Provide Prompt and Efficient Delivery of Health, Education and Social Services
- Uphold the implementation of simplified requirements and procedures that will reduce red tape and expedite all transactions in the government; and
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working Hours and during lunch break.



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CITY MAYOR'S OFFICE
External Services



1.1. Business Permit (New Registration/Renewal) Issuance

Pursuant to the Local Government Code of 1991, a business permit is a document annually issued to both incoming and existing business operators in Gingoog City provided all requirements are complied with.

Office or Division:	City Mayor's Office (CMO) - Business Permits & Licensing Division (BPLD), City Treasurer's Office (CTO) - License & Fees Division, City Health Office (CHO), Bureau of Fire Protection (BFP), City Engineer's Office - Building and Industrial Safety Division (BISD), City Economic Enterprise Department (CEED), City Environment & Natural Resources Management Office (CENRMO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	For New Registration – Incoming Business Operators in Gingoog City For Renewal of Business – Business Permit Holders in Gingoog City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<input type="checkbox"/> Annex 1 Unified Form: Unified Business Permit Application Form (1 original)	BPLD, City Mayor's Office (CMO)
<input type="checkbox"/> Barangay Business Clearance (1 original)	Barangay where the business is located
<input type="checkbox"/> Barangay Certification <i>in compliance with Comprehensive Solid Waste Management</i> (1 original)	Barangay where the business is located
<input type="checkbox"/> Sanitary Permit / Health Clearance (1 original)	City Health Office
<input type="checkbox"/> Fire Safety Inspection Certificate (1 original)	Bureau of Fire Protection
<input type="checkbox"/> Tax Due Worksheets (1 original)	License & Fees Division, City Treasurer's Office
<input type="checkbox"/> Official Receipt (1 original)	License & Fees Division, City Treasurer's Office
<input type="checkbox"/> Occupancy Permit (1 photocopy)	Building and Safety Inspection Division, City Engineer's Office
<input type="checkbox"/> For Stall Holders – Market Clearance (1 original)	City Economic Enterprise Department
<input type="checkbox"/> For Tenants – Lease Contract (1 photocopy)	Area property-owner
Additional Requirements for New Registration:	
<input type="checkbox"/> For Single Proprietorship – DTI Registration (1 photocopy)	Department of Trade and Industry (DTI)
<input type="checkbox"/> For Partnership, Corporation and Cooperative – Security and Exchange Commission (SEC) Registration (1 photocopy)	Security and Exchange Commission (SEC)
<input type="checkbox"/> For Cooperative – Cooperative Development Authority (CDA) Registration (1 photocopy)	Cooperative Development Authority (CDA)
Additional Requirements for Renewal:	
<input type="checkbox"/> Previous Business Permit (1 photocopy)	BPLD, City Mayor's Office (CMO)



CONTINUATION: Business Permit (New Registration/Renewal) Issuance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out <i>Unified Business Permit Application Form</i> at the Business Permits & Licensing Division, City Mayor's Office.	1. Provide <i>Unified Business Permit Application Form</i> 1.1. Forward the filled-out <i>Unified Business Permit Application Form</i> and previous <i>Tax Due Worksheet</i> to the License & Fees Division at the City Treasurer's Office.	None	10 Minutes	<i>DEMO I</i> CMO-BPLD <i>Clerk I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD
None	1.2. Assess the filled-out <i>Unified Business Permit Application Form</i> and previous <i>Tax Due Worksheet</i> . 1.3. Compute Business Tax, Permit and Regulatory Fees, and other Charges 1.4. Generate new <i>Tax Due Worksheet</i>	None	30 Minutes	<i>Local Revenue Collection Officer</i> CTO <i>Assistant City Treasurer</i> CTO <i>City Treasurer</i> CTO
None	1.5. Forward <i>Unified Business Permit Application Form</i> with pertinent documents and the new <i>Tax Due Worksheet</i> to the CEO-BISD.	None	5 Minutes	<i>Messenger</i> City Treasurer's Office
None	1.6. Verify Building Permit based on the Annual Inspection Report and issue Order of Payment. Then, forward <i>Unified Business Permit Application Form</i> with pertinent documents to the City Health Office for the verification.	None	5 Minutes	<i>Architect IV</i> CEO-BISD
None	1.7. Verify Business Permit as to Sanitation and/or Health requirements. Then, forward the <i>Unified Business Permit Application Form</i> with other pertinent documents to CENRMO.	None	15 Minutes	<i>Sanitation Inspector VI</i> City Health Office
None	1.8. Verify Brgy. Solid Waste Management Certificate. Forward <i>Unified Business Permit Application Form</i> with required documents to the BFP.	None	10 Minutes	<i>Supervising EMS Chief,</i> CENRMO
None	1.9. Verify validity of Fire Safety Inspection Certificate and issue Order of Payment. Forward the <i>Unified Business Permit Application Form</i> with pertinent documents to the CTO.	None	10 Minutes	<i>City Fire Marshal</i> Bureau of Fire Protection



CONTINUATION: Business Permit (New Registration/Renewal) Issuance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. After assessment or receipt of <i>Tax Due Worksheet</i> , pay the required fees reflected on it and other related fees. *Make sure to secure <i>Official Receipt</i> that will be issued upon payment.	<p>2. Receive Payment and Issuance of Official Receipt from the City Treasurer's Office, BFP, and BISD-CEO.</p> <p>2.1. Record/post payment to taxpayer's business index card.</p> <p>2.2. The City Treasurer signs the <i>Unified Business Permit Application Form</i>.</p>	<p>See Table No. 1.1 – Tax Dues</p> <p>Table No. 1.1.1 – Building Inspection Fees</p>	30 Minutes	<p><i>Local Revenue Collection Officer</i> City Treasurer's Office</p> <p><i>Assistant City Treasurer</i> City Treasurer's Office</p> <p><i>City Treasurer</i> City Treasurer's Office</p>
None	2.3. Forward <i>Unified Business Permit Application Form</i> with complete requirements to the BPLD, CMO for the Issuance of <i>Business Permit</i> .	None	5 Minutes	<p><i>Messenger</i> City Treasurer's Office</p>
None	2.4. Prepare and Print <i>Business Permit</i> . Then, attach the required documents on the <i>Business Permit</i> and forward to BPLO for review and approval.	None	5 Minutes	<p><i>DEMO I</i> CMO-BPLD</p> <p><i>Clerk I</i> CMO-BPLD</p>
None	2.5. Review <i>Business Permit</i> and attached required documents. Affix signature upon validation.	None	5 Minutes	<p><i>Licensing Officer</i> CMO-BPLD</p>
None	2.6. Forward them to the Office of the City Administrator.	None	5 Minutes	<p><i>CMO-BPLD Staff</i> CMO-BPLD</p>
None	2.7. Approve <i>Business Permit</i> .	None	30 Minutes	<p><i>City Administrator</i> Office of the City Administrator</p> <p><i>City Mayor</i> Office of the City Mayor</p>
3. Acknowledge receipt of approved <i>Business Permit</i> by signing on the logbook and on the <i>Business Permit</i> .	<p>3. Issue approved <i>Business Permit</i> and provide logbook.</p> <p>3.1. Retrieve logbook and Mayor's copy of <i>Business Permit</i>.</p> <p>3.2. File the said copy of the <i>Business Permit</i> along with its submitted requirements.</p>	None	5 Minutes	<p><i>DEMO I</i> CMO-BPLD</p> <p><i>Licensing Officer</i> CMO-BPLD</p>
TOTAL:		<p>See Table No. 1.1 – Tax Dues</p> <p>Table No. 1.1.1 – Building Inspection Fees</p>	2 Hours, 50 Minutes	



TABLE 1.1. Tax Dues based from Local Revenue Code No. 2015-279

BUSINESS TAX	
NEW BUSINESS:	82.50% of 1% of the Capital Investment
RENEWAL OF BUSINESS PERMIT:	
Gross Sales/Receipts for the Preceding Year	Rate of Tax per Annum
Not over PHP400,000.00	2.40%
More than PHP400,000.00	1.20%

The rate of 2.40% per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P 400,000.00) while the rate of 1.20% per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P400,000.00)

PERMIT AND REGULATORY FEES

For purposes of Mayor's Permit Fee, the following Philippine definition of business size is hereby adopted.

CHARACTERISTICS	ASSET SIZE	NO. OF WORKERS
COTTAGE	500,000.00 and below	1-10
SMALL	500,000.00 – 5 Million	11-99
MEDIUM	5 Million – 20 Million	100-199
LARGE	Over 20 Million	200 and Above

MAYOR'S PERMIT FEE

A. BUSINESS SUBJECT TO FIXED TAXES

1. MANUFACTURERS/IMPORTERS/PRODUCERS		
COTTAGE		PHP 120.00
SMALL		PHP 600.00
MEDIUM		PHP 1,200.00
LARGE		PHP 2,400.00
2. BANKS		
RURAL/THRIFT AND SAVINGS BANKS		PHP 1,200.00
COMMERCIAL, INDUSTRIAL AND DEV'T. BANKS		PHP 1,800.00
UNIVERSAL BANK		PHP 3,600.00
3. OTHER FINANCIAL INSTITUTION (PAWNSHOP, ETC.)		
SMALL		PHP 1,200.00
MEDIUM		PHP 1,800.00
LARGE		PHP 3,600.00
4. CONTRACTORS/SERVICE ESTABLISHMENT		
COTTAGE		PHP 120.00
SMALL		PHP 600.00
MEDIUM		PHP 1,200.00
LARGE		PHP 2,400.00
5. TRANSLOADING OPERATIONS		
MEDIUM		PHP 2,400.00
LARGE		PHP 4,800.00



6. OTHER BUSINESS		
COTTAGE		PHP 120.00
SMALL		PHP 240.00
MEDIUM		PHP 600.00
LARGE		PHP 960.00
GARBAGE FEES		
1. AMUSEMENT CENTERS		PHP 66.00
A. MAHJONG		PHP 132.00
2. BEAUTY PARLORS/BARBER SHOP		PHP 495.00
3. BILLIARDS AND POOL HALLS, PER TABLE		PHP 165.00
4. CARINDERIAS		PHP 198.00
5. FINANCIAL INSTITUTIONS (PER OFFICE)		
A. BANKS		PHP 1,650.00
B. INSURANCE COMPANIES		PHP 1,320.00
C. PAWNSHOPS		PHP 247.50
D. FINANCIAL/LENDING INVESTORS		PHP 1,320.00
6. GASOLINE/FILLING STATIONS		
A. <15,000 SQ.M.		PHP 990.00
B. 1000-1499 SQ.M.		PHP 825.00
C. <1,000 SQ.M.		PHP 660.00
D. CURB PUMPS AND FILLING STATIONS		PHP 495.00
7. INDEPENDENT WHOLESALERS, DEALERS, DISTRIBUTORS, RETAILERS		
A. >1,000 SQ.M.		PHP 3,300.00
B. 1,000 – 50 SQ. M.		PHP 2,475.00
C. 500 – 200 SQ. M.		PHP 1,815.00
D. 200 – 100 SQ. M.		PHP 1,320.00
E. 100 – 50 SQ. M.		PHP 825.00
F. 50 – 25 SQ. M.		PHP 330.00
G. < 25 SQ. M.		PHP 99.00
8. INSTITUTIONS		
A. > 5,000 STUDENTS		PHP 4,950.00
B. 3,000 – 4,999 STUDENTS		PHP 3,300.00
C. 1,000 – 2,999 STUDENTS		PHP 1,650.00
D. 300 – 999 STUDENTS		PHP 990.00
E. < 299 STUDENTS		PHP 495.00
9. PEDDLERS		PHP 33.00
10. OWNERS/OPERATORS BUSINESSES RENDERING SERVICES		
A. >1,000 SQ.M.		PHP 2,475.00
B.1,000 - 500		PHP 1,980.00
C. 500 - 200		PHP 1,320.00
D. 200 - 100		PHP 990.00
E. 100 - 50		PHP 660.00
F. 50 - 25		PHP 264.00



11.	PRINTING AND PUBLISHING		
	A. > 1,000 SQ. M.		PHP 3,712.50
	B. 1,000 – 500 SQ. M.		PHP 2,475.00
	C. 500 – 200 SQ. M.		PHP 1,815.00
	D. 200 – 100 SQ. M.		PHP 1,155.00
	E. 100 – 50 SQ. M.		PHP 825.00
	F. 50 – 25 SQ. M.		PHP 330.00
	G. < 25 SQ. M.		PHP 99.00
12.	RESORT AND THE LIKE		PHP 330.00
13.	SAUNA BATH/MASSAGE CLINIC		PHP 66.00
WEIGHTS AND MEASURES			
A.	SEALING LINEAR METRIC MEASURES:		
	< 1 METER		PHP 11.00
	> 1 METER		PHP 22.00
B.	SEALING LINEAR METRIC MEASURES OF CAPACITY		
	< 10 LITERS		PHP 11.00
	> 10 LITERS		PHP 22.00
C.	WEIGHTS		
	< 30 KGS.		PHP 33.00
	> 30 KGS – 300 KGS		PHP 55.00
	300 KGS – 3,000 KGS		PHP 66.00
	> 3,000 KGS		PHP 110.00
D.	SEALING APOTHECARY BALANCES OF PRECISION		
	> 3,000 KGS		PHP 88.00
	300 – 3,000 KGS		PHP 66.00
	30C- 300M KGS		PHP 44.00
	< 30 KGS		PHP 22.00
SANITARY INSPECTION FEES			
A.	FINANCIAL INSTITUTION		
	MAIN OFFICE		PHP 247.50
	EVERY BRANCH		PHP 165.00
B.	GASOLINE STATION		
	SERVICE STATION		PHP 412.50
	FILLING STATION		PHP 412.50
C.	PRIVATE HOSPITAL		PHP 660.00
D.	MEDICAL, DENTAL, ANIMAL CLINIC, ETC.		PHP 247.50
E.	RESIDENTIAL APARTMENTS, PER UNIT		PHP 330.00
F.	PEDDLER		PHP 16.50
G.	ALL BUSINESS/INDUSTRIES/COMMERCIAL, AGRI		
	> 1,000 SQ.M.		PHP 660.00
	500 – 1,000 SQ.M.		PHP 495.00
	500 – 200 SQ.M.		PHP 330.00
	200 -100 SQ.M.		PHP 247.50
	100 – 50 SQ.M.		PHP 165.00
	50 – 25 SQ.M.		PHP 82.50
	< 25 SQ.M.		PHP 49.50



B. OTHER BUSINESS AND ACTIVITIES

1.	DEALERS IN FERMENTED LIQUORS AND THE LIKE	
	A. WHOLESALE DEALER – IMPORTED/FOREIGN LABEL LIQUORS	PHP 330.00
	B. RETAIL DEALER – IMPORTED/FOREIGN LABEL LIQUORS	PHP 165.00
	C. WHOLESALE DEALER – DOMESTIC MANUFACTURED LIQUORS	PHP 124.00
	D. RETAIL DEALER – DOMESTIC MANUFACTURED LIQUORS	PHP 83.00
	E. WHOLESALE DEALER – FERMENTED LIQUORS	PHP 124.00
	F. RETAIL DEALER – FERMENTED LIQUORS	PHP 83.00
	G. RETAIL DEALER – TUBA, BASI AND TAPUY	PHP 28.00
2.	DEALERS IN TOBACCO	
	A. WHOLESALE DEALER – LEAF TOBACCO DEALERS	PHP 330.00
	B. RETAIL DEALER – LEAF TOBACCO DEALERS	PHP 165.00
	C. WHOLESALE DEALER – TOBACCO DEALERS	PHP 165.00
	D. RETAIL DEALER – TOBACCO DEALERS	PHP 83.00
3.	OWNERS/OPERATORS OF AMUSEMENT PLACES/DEVICES	
	A. BATH HOUSES, SWIMMING POOLS, BEACH RESORTS	PHP 495.00
	B. BILLIARDS AND POOL HALLS, PER TABLE	PHP 33.00
	C. MAHJONG PER TABLE	PHP 33.00
	D. MASSAGE CLINIC	PHP 1,650.00
	E. COCKPITS	PHP 825.00
4.	BOARDING HOUSES/LODGING HOUSES	PHP 165.00
C. OTHER ACTIVITIES		
1.	PEDDLERS	PHP 16.50
2.	COLD STORAGE	
	A. OVER 50 CUBIC METERS	PHP 1,650.00
	B. OVER 35 CUBIC METERS	PHP 1,237.50
	C. OVER 25 CUBIC METERS	PHP 825.00
	D. OVER 15 CUBIC METERS	PHP 412.50
	E. LESS THAN 15 CUBIC METERS	PHP 165.00
3.	REFRIGERATING CASES	
	A. 4 CUBIC METERS OR MORE	PHP 66.00
	B. LESS THAN 4 CUBIC METERS	PHP 33.00
4.	SIGNBOARDS, BILLBOARDS, ETC.	PHP 82.50



Table 1.1.1. Building Inspection Fees

Area		
1-100 sq.m	PHP	120.00
110-200 sq.m	PHP	240.00
210 - 350 sq.m	PHP	480.00
360 - 400 sq.m	PHP	720.00
Plumbing	PHP	60.00/unit
Electrical		
13.2 KVA	PHP	460.00
Electronics		
CCTV	PHP	10.00/unit
Computer	PHP	50.00/unit
Mechanical		
Aircon	PHP	40.00/unit



1.2. Business Permit to Tricycle/Motorela and Trisikad Operators (New Registration/Renewal) Issuance

A business permit is issued annually to Tricycle/Motorela and Trisikad Operators who wants to operate in Gingoog City provided all requirements are complied with. This is in pursuant to provision of section 458, paragraph 3 and sub-paragraph VI of RA 7160 otherwise known as the Local Government Code of 1991.

Office or Division:	Business Permits and Licensing Division (BPLD), City Mayor's Office License and Fees Division, City Treasurer's Office Motorpool Division, City Engineer's Office City Environment and Natural Resources Management Office (CENRMO), City Health Office						
Classification:	Simple						
Type of Transaction:	G2B – Government to Business						
Who may avail:	Tricycle/Motorela and Trisikad Operators						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
<input type="checkbox"/> Application for a Mayor's Permit for PUJ, Motorela, and Trisikad Operator form (1 original)	License & Fees Division, City Treasurer's Office						
<input type="checkbox"/> Community Tax Certificate (1 original)	City Treasurer's Office (CTO)						
<input type="checkbox"/> Motorized Tricycle Operator's Permit (1 photocopy)	BPLD, City Mayor's Office (CMO)						
<input type="checkbox"/> Barangay Clearance (1 original)	Barangay where the operator resides						
<input type="checkbox"/> Certification <i>in compliance with Comprehensive Solid Waste Management</i> (1 original)	City Environment & Natural Resources Management Office (CENRMO)						
<input type="checkbox"/> Certificate of Inspection (1 original)	Motorpool Division, City Engineer's Office						
<input type="checkbox"/> Health Certificate (1 original)	City Health Office (CHO)						
<input type="checkbox"/> Sanitary Permit (1 original)	City Health Office (CHO)						
<input type="checkbox"/> Driver's License (1 photocopy)	Land Transportation Office (LTO)						
<input type="checkbox"/> Insurance of the vehicle (1 photocopy)	Insurance Company						
<input type="checkbox"/> Official Receipt (1 photocopy)	Land Transportation Office (LTO)						
<input type="checkbox"/> Certificate of Registration (1 photocopy)	Land Transportation Office (LTO)						
<input type="checkbox"/> Tax Due Worksheets (1 original)	License & Fees Division, City Treasurer's Office						
<input type="checkbox"/> Official Receipt (1 original)	License & Fees Division, City Treasurer's Office						
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present <i>Motorized Tricycle Operator's Permit (MTOP)</i> at the License & Fees Division of the City Treasurer's Office.	1. Assess the MTOP. 1.1. Provide <i>Application for a Mayor's Permit for PUJ, Tricycle, Motorela, and Trisikad Operator form</i> and guide client in filling out the said form.	None	5 Minutes	<i>Admin. Aide I</i> City Treasurer's Office <i>Local Revenue Collection Officer IV</i> City Treasurer's Office			



**CONTINUATION: Business Permit to Tricycle/Motorela and Trisikad Operators
(New Registration/Renewal) Issuance**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submit <i>Application for a Mayor's Permit for PUJ, Motorela, and Trisikad Operator form</i> along with <i>Community Tax Certificate</i> and previous permit if for renewal to the License & Fees Division at the City Treasurer's Office.</p> <p>For Tricycle/Motorela, include <i>Motorized Tricycle Operator's Permit (MTOP)</i>.</p>	<p>2. Assess the documents received.</p> <p>2.1. Compute Business Tax, Permit and Regulatory Fees, and other Charges.</p> <p>2.2. Generate and issue <i>Taxdue Worksheet</i>.</p>	None	<p>5 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p>	<i>Local Revenue Collection Officer IV</i> <i>City Treasurer's Office</i>
<p>3. After assessment and receipt of <i>Taxdue Worksheet</i>, pay the required fees reflected on it.</p> <p>*Make sure to secure <i>Official Receipt</i> that will be issued upon payment.</p>	<p>3. Receive Payment and generate <i>Official Receipt</i> then record/post payment in the taxpayer's business index card.</p> <p>3.1. Sign the <i>Application for a Mayor's Permit for PUJ, Tricycle, Motorela, and Trisikad Operator form</i></p> <p>3.2. Release <i>Official Receipt</i> along with the signed <i>Application for a Mayor's Permit for PUJ, Tricycle, Motorela, and Trisikad Operator</i></p>	See Table No. 1.4	<p>10 Minutes</p> <p>5 Minutes</p>	<i>Local Revenue Collection Officer</i> <i>City Treasurer's Office</i> <i>Assistant City Treasurer</i> <i>City Treasurer's Office</i> <i>City Treasurer</i> <i>City Treasurer's Office</i>
<p>4. After paying the required fees at the Treasurer's Office, go to the City Environment and Natural Resources Management Office (CENRMO) and secure <i>Certification</i> in compliance with Comprehensive Solid Waste Management.</p> <p>Present two garbage bins with cover for segregation of waste, <i>Application for a Mayor's Permit for PUJ, Tricycle, Motorela, and Trisikad Operator</i> and the <i>Official Receipt</i>.</p>	<p>4. Check <i>Application for a Mayor's Permit for PUJ, Tricycle, Motorela, and Trisikad Operator form</i> and check the <i>Official Receipt</i> reflecting the payment of Garbage Fee and the presence of two garbage bins with cover.</p> <p>4.1. Prepare and print <i>Certificate of compliance with Solid Waste Management</i></p> <p>4.2. Sign the <i>Certificate</i></p> <p>4.3. Release the said <i>Certificate</i></p>	None	10 Minutes	<i>CENRMO Staff</i> <i>CENRMO</i>



**CONTINUATION: Business Permit to Tricycle/Motorela and Trisikad Operators
(New Registration/Renewal) Issuance**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Application for a Mayor's Permit for PUJ, Motorela, and Trisikad Operator form together with the related documents to CHO.	5. Check Sputum Result 5.1. Issue Health Certificate and Sanitary Permit. 5.2. Sign the Application for a Mayor's Permit for PUJ, Motorela, and Trisikad Operator form, Health Certificate and Sanitary Permit.	None	10 Minutes	CHO-Sanitation Section Staff CHO
6. For Tricycle/Motorela Operators only: Receive Certificate of Inspection from the City Engineer's Office – Motorpool Division. Present the Certificate of Registration and Official Receipts along with the unit, Tricycle/Motorela at the Motorpool Division, City Engineer's Office.	6. Check the Certificate of Registration and Official Receipt. 6.1. Inspect the functioning horn, brake, brake lights, signal lights, head lights, reflectors, cab seat, cab ceiling, cab flooring, engine no., chassis no., hub type of the Tricycle/Motorela.	None	35 Minutes	Admin. Aide Motorpool Division, City Engineer's Office Mechanic II Motorpool Division, City Engineer's Office
None	6.2. Prepare and print the Certificate of Inspection.	None		Admin. Aide Motorpool Division, City Engineer's Office
None	6.3. Sign Certificate of Inspection	None		Division Chief Motorpool Division, City Engineer's Office
7. Receive the Certificate of Inspection then proceed to the PNP-Traffic Division	7. Release Certificate of Inspection and instruct client to proceed to PNP-Traffic Division	None		Admin. Aide Motorpool Division, City Engineer's Office
8. For Tricycle/Motorela Operators only: Receive Certificate of Inspection from the City Engineer's Office – Motorpool Division. Present the Certificate of Registration and Official Receipts along with the unit, Tricycle/Motorela at the PNP-Traffic Division	8. Check the Certificate of Registration and Official Receipt. 8.1. Inspect the functioning horn, brake, brake lights, signal lights, head lights, reflectors, cab seat, cab ceiling, cab flooring, engine no., chassis no., hub type of the Tricycle/Motorela.	None	35 Minutes	PNP Traffic Division Mechanic PNP Traffic Division
None	8.2. Sign Certificate of Inspection issued by CEO-Motorpool	None		PNP Traffic Division
9. Receive Certificate of Inspection and proceed to BPLD-CMO.	9. Return Certificate of Inspection issued by CEO-Motorpool to the client	None		PNP Traffic Division



**CONTINUATION: Business Permit to Tricycle/Motorela and Trisikad Operators
(New Registration/Renewal) Issuance**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Submit all required documents.	10. Receive and Check <i>Application for a Mayor's Permit for PUJ, Motorela, and Trisikad Operator form</i> and required documents	None	1 Day	CLERK I CMO-BPLD
None	10.1. Prepare and print <i>Mayor's Permit</i> .	None		DEMO I CMO-BPLD
None	10.2. Route the <i>Mayor's Permit</i> for approval.	None		CLERK I CMO-BPLD
None	10.3. Review and Approve the <i>Mayor's Permit</i>	None		Licensing Officer CMO-BPLD City Administrator Office of the City Administrator City Mayor City Mayor's Office
None	10.4. Record the transaction in the logbook and file a copy.	None		CLERK I CMO-BPLD
11. Receive <i>Business Permit</i> and sign on the logbook and on the <i>Business Permit</i>	11. Release approved <i>Business Permit</i> and asks the client to sign on the logbook as acknowledgement.	None	2 Minutes	BPLD Staff CMO-BPLD
	TOTAL	See Table No. 1.2	1 Day, 2 Hours, 12 Minutes	

TABLE 1.2. PERMIT FEES ON TRICYCLE OPERATION

	Amount
Filing Fee	PHP 50.00
Motorized Tricycle Operator's Permit (MTOP)	PHP 275.00
Fare adjust fee for fare increase	PHP 22.00
Filing fee for amendment of MTOP	PHP 33.00
Regulatory Fees:	
Body Number Sticker	PHP 400.00
Vehicle Registration Fee	PHP 247.50
City Engineer's Certification Fee	PHP 50.00
Mayor's Permit Fee	PHP 50.00
Health Certification Fee	PHP 50.00
Garbage Fee	PHP 50.00
Oath Fee	PHP 50.00
Sanitary Permit Fee	PHP 50.00
Occupational Fee	PHP 100.00
Plate Number (depending on the cost of purchased plate number)	

NOTE FOR LATE FILING: A penalty of 2% every month of the sum of the tax due and 25% of the tax due will be added to the above-mentioned fees for late filing of permit. Deadline for filing of Application for Mayor's Permit for Motorela/Trisikad Operators is on January 20 of every year.



1.3. Mayor's Clearance Issuance

Mayor's Clearance is issued for employment and other purpose it may serve attesting the personal data of the client based on the authentic documents presented by the client, and that the client has no derogatory records from the city government.

Office or Division:	Administrative Section, City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<input type="checkbox"/> Barangay Clearance	Barangay Hall of the Barangay where the client is currently residing			
<input type="checkbox"/> Police Clearance	Police Station			
<input type="checkbox"/> Court Clearance	Hall of Justice			
<input type="checkbox"/> Clerk of Court Clearance	Hall of Justice			
<input type="checkbox"/> Municipal Trial Court Clearance	Hall of Justice			
<input type="checkbox"/> Cedula/Community Tax Certificate	City Treasurer's Office (CTO)			
<input type="checkbox"/> Official Receipt of Clearance fee	City Treasurer's Office			
<input type="checkbox"/> City Prosecutor Clearance	Office of the City Prosecutor, Hall of Justice			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for <i>Mayor's Clearance</i> and submit requirements at the City Mayor's Office, 2 nd floor, City Hall	1. Receive and verify requirements 1.1. Issue <i>Order of Payment</i> and advised client to pay the required fees at the CTO	None	5 Minutes	Admin. Aide II City Mayor's Office
2. Pay the required fees at the CTO by showing the <i>Order of Payment</i> . *Secure <i>Official Receipt (OR)</i> that will be issued upon payment.	2. Receive payment based on the <i>Order of Payment</i> 2.1. Issue <i>Official Receipt (OR)</i>	Certification & Secretary's Fee – PHP 50.00 2 pcs. Documentary Stamp – PHP 30.00	5 Minutes	Cashier City Treasurer's Office
3. Proceed to the Mayor's Office and present the <i>Official Receipt (OR)</i>	3. Check <i>Official Receipt</i>	None	2 Minutes	Admin. Aide II City Mayor's Office
	3.1. Prepare and print <i>Mayor's Clearance</i> then forward it to the Office of the City Administrator	None	5 Minutes	Admin. Aide II City Mayor's Office
	3.2. Sign the <i>Mayor's Clearance</i>	None	8 Minutes	City Administrator Office of the City Administrator
4. Accept the Mayor's Clearance	3.3. Issue the <i>Mayor's Clearance</i>	None	2 Minutes	Admin. Aide II City Mayor's Office
	4. File a copy of the <i>Mayor's Clearance</i> with its requirements	None	5 Minutes	Admin. Aide II City Mayor's Office
TOTAL		PHP 80.00	32 Minutes	



1.4. Motorized Tricycle Operator's Permit (MTOP) (New Registration/Renewal) Issuance

Issuance of MTOP authorize individuals to operate public transport in Gingoog City pursuant to provision of section 458, paragraph 3 and sub-paragraph VI of RA 7160 otherwise known as the Local Government Code of 1991. MTOP's validity is good for 3 years.

Office or Division:	Business Permits and Licensing Division (BPLD), City Mayor's Office Licenses and Fees Division, City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Interested Individual or Cooperatives who would like to operate public transport in Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Certificate of Registration (1 original, 5 photocopies)		Gingoog Land Transportation Office		
<input type="checkbox"/> Official Receipt (OR) (1 original, 5 photocopies)		City Treasurer's Office (CTO)		
Additional Requirements for New Registration:				
<input type="checkbox"/> Photos (Front & Side View) of Motorela (1 original)		MTOP Holder		
<input type="checkbox"/> Folder (1 pc., Long size)		School Supply Store		
Additional Requirements for Renewal:				
<input type="checkbox"/> Motorized Tricycle Operator's Permit (1 original)		BPLD, City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for slot and request application for MTOP. If slot is available, submit requirements. *Make sure to secure <i>Official Receipt</i> that will be issued upon payment.	1. Check slot and MTOP required documents 1.1. Issue <i>Order of Payment</i>	None	10 Minutes	Clerk / CMO-BPLD
2. Pay the required fees at the City Treasurer's Office by showing the <i>Order of Payment</i> .	2. Receive payment based on the <i>Order of Payment</i> 2.1. Issue <i>Official Receipt (OR)</i>	<i>Adjustment Fee</i> - PHP 22.00 <i>Filing Fee</i> - PHP 50.00 <i>Franchise Tax</i> - PHP 275.00	5 Minutes	Cashier City Treasurer's Office
3. After paying required fees at the CTO, go back to the BPLD and present the OR	3. Check the <i>OR</i> , prepare and print <i>MTOP</i>	None	10 Minutes	DEMO / CMO-BPLD
None	3.1. Approve <i>MTOP</i>	None	20 Minutes	Licensing Officer CMO-BPLD City Administrator Office of the City Administrator
None	3.2. Segregate documents and File a copy of the said documents	None	5 Minutes	Clerk / CMO-BPLD
4. Receive <i>MTOP</i>	4. Release <i>MTOP</i>	None	2 Minutes	Clerk / CMO-BPLD
TOTAL		PHP 347.00	52 Minutes	



1.5. Occupational Permit Issuance

Occupational permit is a requirement for those who may be employed in any business establishment in Gingoog City.

Office or Division:	Business Permits & Licensing Division (BPLD), City Mayor's Office (CMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Persons working in the City of Gingoog, except passers of National Licensure Examinations

CHECKLIST OF REQUIREMENTS WHERE TO SECURE

<input type="checkbox"/> 2x2 picture (2 pcs.)	Photo Studio
<input type="checkbox"/> Barangay Clearance (1 original)	Barangay where the applicant resides
<input type="checkbox"/> Police Clearance (1 original)	Gingoog City Police Station
<input type="checkbox"/> Community Tax Certificate (1 photocopy)	City Treasurer's Office (CTO)

Additional requirements for those who are working under the supervision of the City Economic Enterprise Department (CEED):

<input type="checkbox"/> Economic Enterprise Certificate (1 original)	CEED, 2 nd floor, Gingoog City Public Market
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and provide requested data to the Business Permits & Licensing Division, CMO.	1. Check required documents 1.1. Interview client 1.2. Issue <i>Order of Payment</i>	None	5 Minutes	<i>Clerk I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD
2. Pay the required fees at the CTO by showing the <i>Order of Payment</i> . *Secure OR that will be issued upon payment.	2. Receive payment based on the <i>Order of Payment</i> 2.1. Issue <i>Official Receipt (OR)</i>	Occupational Permit Fee – PHP 100.00	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. After paying the required fees at the CTO, go back to BPLD and present <i>Official Receipt (OR)</i>	3. Check OR 3.1. Prepare and print <i>Occupational Permit</i> 3.2. Request client to affix signature and thumbmark on the <i>Occupational Permit</i>	None	10 Minutes	<i>Clerk I</i> CMO-BPLD <i>DEMO I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD
4. Affix signature and thumbmark on the <i>Occupational Permit</i>	4. Retrieve <i>Occupational Permit</i> after the client signs it. 4.1. Approve <i>Occupational Permit</i> 4.2. Issue <i>Occupational Permit</i>	None	1 Day	<i>Clerk I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD <i>City Administrator</i> Office of the City Administrator
5. Receive <i>Occupational Permit</i>	5. File a copy of the <i>Occupational Permit</i> along with its requirements	None	2 Minutes	<i>Clerk I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD
TOTAL		PHP 100.00	1 Day, 22 Minutes	



1.6. Retirement of Business and Certification of Cessation

Application for Retirement of Business is required in the event a business owner/s decides to stop business operation. This will relieve the business owner to incur penalties and fees, if the retirement is acted upon closure of the business operation. The Certificate of Cessation is to certify that a business stop its operation and is cleared from tax liabilities.

Office or Division:	Business Permits and Licensing Division (BPLD), City Mayor's Office License and Fees Division, City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Permit Holders who decides to terminate business operations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Barangay Certification <i>re closure of business</i> (1 original)		Barangay where business is located		
<input type="checkbox"/> Business Permit (1 original)		BPLD, City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for <i>Application for Retirement of Business</i> stating reason for closure and present the requirements at the Business Permits & Licensing Division, City Mayor's Office. <i>*If Business Permit is lost, secure Affidavit of Loss.</i>	1. Accept surrendered <i>Business Permit</i> . If lost, advise client to secure <i>Affidavit of Loss</i> . 1.1. Check the last time the client secured a <i>Business Permit</i> 1.2. Prepare and print the <i>Application for Retirement of Business</i> and attach the requirements 1.3. Hand over the <i>Application for Retirement of Business</i> and ask client to affix his/her signature on it 1.4. Issue order of payment for <i>Certificate of Cessation</i>	None	10 Minutes	<i>Clerk I</i> CMO-BPLD <i>DEMO I</i> CMO-BPLD <i>Licensing Officer</i> CMO-BPLD
2. Affix signature on the <i>Application for Retirement of Business</i> and proceed to the License and Fees Division of the City Treasurer's Office for Assessment of fees. Submit accomplished <i>Application for Retirement of Business</i> with the other requirements.	2. Receive and assess the accomplished <i>Application for Retirement of Business</i> and its other requirements 2.1. Check taxpayer's business index card for unpaid business taxes. 2.2. Compute delinquent taxes and penalties, if any. 2.3. Generate and issue Tax Due Worksheet if there are unpaid taxes and penalties	None	10 Minutes	<i>Administrative Aide</i> License & Fees Div., City Treasurer's Office <i>Local Revenue Collection Officer</i> License & Fees Div., City Treasurer's Office



Continuation: Retirement of Business and Certification of Cessation

<p>3. After assessment, pay the required fees. *Make sure to secure <i>Official Receipt</i> that will be issued upon payment.</p>	<p>3. Receive payment and generate <i>Official Receipt</i>.</p> <ol style="list-style-type: none"> 3.1. Record/Post payment to taxpayer's business index card and indicate that the business is retired. 3.2. Prepare and print <i>Certification</i> notifying closure/retirement of business. 3.3. Affix signature on the <i>Application for Retirement of Business</i> and on the said <i>Certification</i>. 3.4. Release original copy of <i>Official Receipt (OR)</i>, <i>Certification</i>, <i>Application for Retirement of Business</i> and other requirements submitted. 	<p>Certification Fee – PhP 50.00 2 pcs. Documentary Stamp – PHP 30.00 Sub-Total = 80 x 2 (Certificates) Total = 160 + Delinquent Taxes and Penalties, if any.</p>	<p>10 Minutes</p>	<p>Administrative Aide License & Fees Div., City Treasurer's Office Local Revenue Collection Officer License & Fees Div., City Treasurer's Office Assistant City Treasurer City Treasurer's Office City Treasurer City Treasurer's Office</p>
<p>4. Receive original copy of <i>Official Receipt</i>, <i>Certification</i>, <i>Application for Retirement of Business</i> and other requirements.</p> <p>Then, go back to BPLD, CMO and submit the <i>Official Receipt</i>, <i>Certification</i>, <i>Application for Retirement of Business</i> and other requirements.</p>	<p>4. Check <i>Application for Retirement of Business</i>, <i>Certification</i>, <i>Official Receipt</i> and other requirements.</p> <ol style="list-style-type: none"> 4.1. Prepare and print <i>Certificate of Cessation</i> upon verification. 4.2. Affix signature on the <i>Application for Retirement of Business</i> and <i>Certificate of Cessation</i>. 4.3. Record transaction in the logbook. 4.4. File a copy of the approved <i>Application for Retirement of Business</i> along with its requirements. 	<p>None</p>	<p>10 Minutes</p>	<p>Clerk I CMO-BPLD Licensing Officer CMO-BPLD City Administrator Office of the City Administrator</p>
<p>5. Receive approved <i>Application for Retirement of Business</i>, <i>Official Receipt</i>, <i>Certification</i> (from the City Treasurer's Office) and <i>Certificate of Cessation</i>.</p>	<p>5. Release approved <i>Application for Retirement of Business</i>, <i>Official Receipt</i>, <i>Certification</i> (from the City Treasurer's Office) and <i>Certificate of Cessation</i>.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Clerk I CMO-BPLD Licensing Officer CMO-BPLD</p>
TOTAL:	<p>PHP 160.00 + Unpaid Taxes and Penalties, if any.</p>	<p>45 Minutes</p>		



1.7. Rental of Tractor and Farm Equipment

Maximum of two (2) hectares per farmer can avail Tractor Services for free including fuel. More than two (2) hectares, the farmer will have to pay P400/ hectare as maintenance cost which shall be paid to City Treasurers Office. The office shall compute the said excess area to find quantity of fuel needed. Said fuel needed shall be shouldered by the farmer. Below is the tabulated matrix having corresponding item, scope of work and fuel needed. The Legal basis on said services is Section 1.3 of City Ordinance No. 2020-357

Item	Land Preparation works	Quantity of Fuel
I	1 st Plowing (First time)	30 liters/ hectare
II	1 st Plowing (Previously plowed)	24 liters/ hectare
III	1 st Harrowing	24 liters/ hectare

Office or Division:	Agricultural & Biosystem Engineering (ABE) Office, City Mayor's Office (CMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 Original)		City Treasurer's Office, City Hall Compound Ground Floor, Brgy. 22-A, Gingoog City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client (write name, address & purpose in the logbook)	None	10 Minutes	<i>Admin. Aide Agricultural & Biosystem Engineering Office</i>
2. Secure Application Form and Fill up information and data. Note: Farmers having 2 hectares or more of landholding shall pay the fuel & maintenance cost to the City Treasurer's Office as per City Ordinance # 2020-357. Less than 2 hectares, payment is not required.	2. Refer client to the attending Engineer-I	None	5 Minutes	<i>Engineer-I, Engineer-III Agricultural & Biosystem Engineering Office</i>
	2.1 Set schedule for area inspection and area measurement for the services applied	None	5 Minutes	<i>Engineer-I Engineer-III Agricultural & Biosystem Engineering Office</i>
	2.2 Inspect the area if arable, compute details of payment and issue Order of Payment.	None	2 Days Depending on the location of the farm	<i>Engineer-I Engineer-III Engineer-IV Asst. City Agr'l. & Biosystem Engineer Agricultural & Biosystem Engineering Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. For More than 2 hectares, the farmer shall pay the required fees (as shown in tabulated matrix) at the City Treasurer's Office and for less than 2 hectares, the farmer will wait for the schedule tractor operation for free.	3. Receive payment and Issue Official Receipt.	For More than 2 hectares, Maintenance fee – PHP 400/ operation/hectare	5 Minutes	Cashier City Treasurer's Office
4. Present Official Receipt as proof of payment. (Note: Receipt not needed for less than 2 hectares, only 2 hectares or more is needed)	4. Affix Official Receipt Number and arrange schedule for operation with tractor operators.	None	10 Minutes	<i>Admin. Aide</i> Agricultural & Biosystem Engineering Office
5. Observe the tractor operation	5. Conduct tractor operations.	None	6 Hours Depending on the land area and terrain	<i>Tractor Operators</i> Agricultural & Biosystem Engineering Office
TOTAL:		Maintenance Fee – PHP 400 /operation /hectare	2 Days, 6 Hours, 35 Minutes	

City Ordinance. # 2020-357 requires farm area of 2 hectares or more to pay the Fuel & maintenance cost of an Agr'l. tractor.



1.8. Rental of Water Pump and Other Agri-Equipment

Farmer will apply at the Agricultural and Biosystem Engineering Office for the availment of Water Pump for temporary supply of water in agricultural production area as one of the mitigating measures against climate change for free of charge by the farmer and light agricultural equipment such as shredder and Corn sheller with its fuel including spare parts be shouldered by the farmer.

Office or Division:	Agricultural & Biosystem Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmer whose farm are located in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished and approved Borrower's Slip (1 original)		Agricultural & Biosystem Engineering Office Furtunato De Lara Hall, Motorpool Compound, Brgy. 22-A, Gingoog City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client. (Write name, address & purpose in the logbook.)	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer</i> Agricultural & Biosystem Engineering Office
2. Fill out the Borrower's Slip	2. Validate data entered in the borrower's slip	None	5 Minutes	<i>Engineer-III</i> <i>Engineer- I</i> Agricultural & Biosystem Engineering Office
3. Process Borrower's Slip for Approval	3. Recommend and endorse for approval (affix initial).	None	5 Minutes	<i>Engineer-III</i> <i>Engineer-IV</i> <i>Asst. City Agr'l. & Biosystem Engineer</i> Agricultural & Biosystem Engineering Office
	3.1 Approve Borrower's Slip		4 Hours	<i>Asst. City Agr'l. & Biosystem Engineer</i> Agricultural & Biosystem Engineering Office <i>City Administrator</i> <i>City Mayor's Office</i>
	3.2 Receive approved Borrower's Slip	None	5 Minutes	<i>Engineer-III</i> <i>Engineer-IV</i> Agricultural & Biosystem Engineering Office
4. Receive the unit. Per City Ordinance 2020-357, shoulder fuel operation and fuel to transport equipment. Then, return the unit after use.	4. Release the unit	None	5 Minutes	<i>Engineer-III</i> <i>Engineer-IV</i> <i>Asst. City Agr'l. Biosystem Engineer</i> Agricultural & Biosystem Engineering Office
TOTAL:		None	4 Hours, 25 Minutes	



1.9. Issuance of Appointments - Regular

Regular appointments and supporting documents issued to permanent, coterminous, and temporary employees of the Local Government Unit (LGU) of Gingoog City.

Office or Division:	City Mayor's Office (CMO) – Human Resource Management Office (HRMO)	
Classification:	Multi-Stage Processing	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government	
Who may avail:	Applicants for vacant regular positions in the City Government of Gingoog	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Permanent/Coterminous/Temporary		
<input type="checkbox"/> Application Letter (1 Original)	Client	
<input type="checkbox"/> Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (3 Original)	Civil Service Commission (CSC) Website www.csc.gov.ph or at CMO-HRMO	
<input type="checkbox"/> Position Description Form (PDF) (DBM-CSC Form No.1, Revised 2017) (3 Original)	CMO-HRMO	
<input type="checkbox"/> Authenticated Certificate of Eligibility/Rating/License (2 Original)	CSC/ Professional Regulation Commission (PRC)/ Land Transportation Office (LTO)	
<input type="checkbox"/> Statement of Assets, Liabilities, and Net Worth (SALN) (3 Original)	CMO-HRD Division/CSC or Ombudsman Website	
<input type="checkbox"/> Medical Certificate (CS Form No. 211 Revised 2018) (1 Original)	City Health Office (CHO)	
<input type="checkbox"/> PSA Birth Certificate (1 Original)	Philippine Statistics Authority (PSA)	
<input type="checkbox"/> PSA Marriage Contract (if married) (1 Original)	PSA	
<input type="checkbox"/> NBI Clearance (1 Original)	National Bureau of Investigation (NBI)	
<input type="checkbox"/> Transcript of Records/Scholastic Record/Academic Record (1 Certified True Copy)	Last School Attended	
<input type="checkbox"/> Documentary Stamp (1 set)	Bureau of Internal Revenue (BIR)	
For Promotion, Reappointment, or Transfer involving movement from one department/agency to another and Reemployment		
<input type="checkbox"/> Individual Performance Commitment and Review (IPCR) in the last rating period	Previous Department/Office Employed	
<input type="checkbox"/> Clearance (CS Form No. 7, Revised 2008)		
<input type="checkbox"/> GSIS Membership Form (1 Original)	CMO – HRMO	
For Promotion within same agency		
<input type="checkbox"/> Individual Performance Commitment and Review (IPCR) in the last rating period	Current Department/Office Employed	
For New Appointee		
<input type="checkbox"/> GSIS Membership Form (1 Original)	CMO – HRMO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Vacant positions in the career service shall be published and posted in three (3) conspicuous places for a period of not less than fifteen (15) calendar Days for local government units pursuant to Section 80 (a) of Republic Act No. 7160.				
<input type="checkbox"/> Submit Application Letter and other documents showing credentials.	1. Acceptance and review of applications	None	3 Minutes	<i>Supervising Admin. Officer (HRMO IV)/ Human Resource Management Officer CMO-HRMO</i>
None	1.1. Prepare list of candidates aspiring for the vacancy	None	1 Hour	<i>Supervising Admin. Officer (HRMO IV) CMO-HRMO</i>
None	1.2. Preparation of Comparative Assessment	None	1 Hour	<i>Human Resource Management Officer, Human Resource Mngt. Officer III CMO-HRMO</i>
None	1.3. Review and finalization of Comparative Assessment	None	2 Hours	<i>Human Resource Management Officer, Human Resource Mngt. Officer III CMO-HRMO</i>
The Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation or evaluation/screening of applicants shall not be made earlier than 15 calendar Days from the date of posting and publication of vacant positions, pursuant to Section 7 (a-12) Rule III Procedures in the Preparation of Appointments of Civil Service Commission (CSC) Memorandum Circular No. 14 series of 2018 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018.				
None	1.4. HRMPSB deliberation or evaluation/screening of applicants	None	4 Hours	<i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i> <i>Human Resource Management Officer, Human Resource Mngt. Officer III CMO-HRMO</i>
None	1.5. Preparation of HRMPSB Minutes of Meeting	None	2 Hours	<i>Human Resource Management Officer, Human Resource Mngt. Officer III CMO-HRMO</i>
None	1.6. Review and finalization of HRMPSB Minutes of Meeting	None	30 Minutes	<i>Human Resource Management Officer, Human Resource Mngt. Officer III CMO-HRMO</i>
None	1.7. Route the Minutes of Meeting and Comparative Assessment for signature of HRMPSB	None	1 Day	<i>Admin. Aide I CMO-HRMO</i>



None	1.8. Prepare Appointment Form (CS Form No. 33-B, Revised 2018), Report on Appointments Issued (RAI) and other pertinent documents to be signed by the City Mayor, HRMO and City Accountant	None	30 Minutes	<i>Supervising Admin. Officer (HRMO IV) CMO-HRMO</i>
None	1.9. Review and sign the Appointment Form and other pertinent required documents	None	1 Day	<i>Human Resource Management Officer CMO-HRMO</i> <i>City Accountant City Accountant's Office</i>
None	1.10. Inform newly hired and promoted employees to submit additional requirements.	None	3 Minutes	<i>Supervising Admin. Officer (HRMO IV) CMO-HRMO</i>
2. Submit other official documents as required for CSC submission and HR 201 file	2. Receive and review documents as to its completeness.	None	30 Minutes	<i>CMO-HRMO Staff CMO-HRMO</i>
None	2.1. Endorse copy of appointment and supporting documents to the Office of the City Accountant 2.2. Submit Appointment Forms, RAI and other pertinent documents to the CSC-Field Office at Cagayan de Oro City 2.3. Retain copies for HR 201 file	None	1 Day	<i>Supervising Admin. Officer (HRMO IV) CMO-HRMO</i>
3. Receive appointment along with other pertinent documents.	3. After validation from the Civil Service Commission Region X, release a copy of the appointment along with other pertinent documents.	None	5 Minutes	<i>Supervising Admin. Officer (HRMO IV) CMO-HRMO</i>
TOTAL		None	34 Days, 1 Hour 41 Minutes + CSC Region X Validation Period	

The Issuance of Appointments is qualified for multi-stage processing and covered under Section 80 (a) of Republic Act No. 7160, CSC Memorandum Circular No. 14 series of 2018 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018), and the City Government of Gingoog Merit Selection Plan.



1.10. Issuance of Appointments - Casual

Casual employment under civil service rules is an employment status provided in Section 9(g), Rule IV of Civil Service Commission (CSC) MC No. 14, s. 2018 (2017 ORAOHRA, Revised July 2018), to wit: Casual - an appointment issued only for essential and necessary services where there is not enough regular staff to meet the demands of the service and for emergency cases and intermittent period not to exceed one year.

Office or Division:	City Mayor's Office (CMO) – Human Resource Management Office (HRMO)			
Classification:	Multi-Stage Processing			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Casual Employees of the City Government of Gingog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) (3 Original)		Civil Service Commission (CSC) Website www.csc.gov.ph or at CMO-HRMO		
<input type="checkbox"/> For Driver and Heavy Equipment Operator, Authenticated Certificate of Driver's License (1 Original)		CSC/Professional Regulation Commission (PRC)/ Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and review the required documents.	None	2 Minutes	HRMO III CMO-HRMO
None	1.1. Prepare Plantilla of Casual Appointment (CS Form 34-D) and Report of Appointments Issued (RAI)	None	30 Minutes	HRMO III CMO-HRMO
None	1.2. Review the Plantilla of Casual Appointment (CS Form 34-D) and RAI	None	10 Minutes	Supervising Admin. Officer (HRMO IV) CMO-HRMO
None	1.3. Sign the Plantilla of Casual Appointment (CS Form 34-D) and RAI	None	1 Day	Human Resource Management Officer CMO-HRMO City Accountant City Accountant's Office City Mayor Office of the City Mayor
2. Check and sign Appointment	2. Notify casual employee and ask to sign the appointment.	None	3 Minutes	HRMO III CMO-HRMO
None	2.1. Endorse copy of casual appointment to the Office of the City Accountant	None	3 Minutes	HRMO III CMO-HRMO
None	2.2. Submit Casual Appointments, RAI and supporting documents to CSC-Field Office at CDO	None	1 Day	HRMO III CMO-HRMO
3. Receive a copy of the appointment.	3. After validation from the CSC Region X, release a copy of the appointment.	None	3 Minutes	HRMO III CMO-HRMO
TOTAL		None	2 Days, 51 Minutes + CSC - X Validation Period	



1.11. PESO Certification for Jobseekers

PESO Certification is issued for job applicants to private establishments.

Office or Division:	Public Employment Services Office (PESO), City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job Applicants to private establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Barangay Clearance (1 original)	Barangay Hall of the Barangay where the Jobseeker is currently residing			
<input type="checkbox"/> Accomplished Department of Labor and Employment (DOLE) Skills Registration System (SRS) Form (1 original)	PESO, 3 rd Floor, City Hall			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out <i>DOLE Skills Registration System (SRS) Form</i> then submit it with the <i>Barangay Clearance</i> at the Public Employment Services Office (PESO), City Mayor's Office, 3 rd Floor, City Hall	1. Provide <i>DOLE SRS Form</i> and guide client in filling it out 1.1. Receive the <i>Barangay Clearance</i> and Accomplished <i>DOLE SRS Form</i> 1.2. Prepare <i>PESO Certification</i> 1.3. Sign the <i>PESO Certification</i> 1.4. Issue the <i>PESO Certification</i> to the client	None	20 Minutes	<i>PESO Staff</i> <i>PESO, CMO</i> <i>DEMO I</i> <i>PESO, CMO</i> <i>PESO Manager</i> <i>PESO, CMO</i>
2. Accept the <i>PESO Certification</i>	2. File a copy of the <i>Certification</i> and Accomplished <i>DOLE SRS Form</i>	None	5 Minutes	<i>PESO Staff</i> <i>PESO, CMO</i> <i>PESO Manager</i> <i>PESO, CMO</i>
TOTAL:		None	25 Minutes	



1.12. PESO Certification for Returning OFWs who did not finish their contract of employment

PESO Certification is issued for Returning OFWs who did not finish their contract of employment.

Office or Division:	Public Employment Services Office (PESO), City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returning OFWs who did not finish their contract of employment			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<input type="checkbox"/> Employment Contract (1 photocopy)	Manpower Agency			
<input type="checkbox"/> Passport/Visa (1 photocopy)	Requesting Party, Department of Foreign Affairs			
<input type="checkbox"/> OWWA Referral (1 photocopy)	Overseas Workers Welfare Administration (OWWA)			
<input type="checkbox"/> Overseas Employment Certificate (OEC) (1 photocopy)	Philippine Overseas Employment Administration			
<input type="checkbox"/> Plane tickets (1 original)	Ticketing agency			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Public Employment Services Office (PESO), City Mayor's Office, 3 rd Floor, City Hall	1. Check the requirements and conduct interview 1.1. Prepare <i>PESO Certification</i> 1.2. Sign the <i>PESO Certification</i> 1.3. Issue the <i>PESO Certification</i>	None	18 Minutes	<i>PESO Staff</i> <i>PESO, CMO</i> <i>DEMO I</i> <i>PESO, CMO</i> <i>PESO Manager</i> <i>PESO, CMO</i>
2. Accept the <i>PESO Certification</i>	2.1. File a copy of the <i>Certification</i> along with the requirements	None	2 Minutes	<i>PESO Staff</i> <i>PESO, CMO</i> <i>PESO Manager</i> <i>PESO, CMO</i>
TOTAL:		None	20 Minutes	



1.13. Scholarship Contract Issuance

Scholarship Contract are issued for students who are members of the Indigenous People (IP) group residing in Gingoog City.

Office or Division:	IP Indigenous Higaonon Development Program, City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are members of IP group residing in Gingoog City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<input type="checkbox"/> Certification (IP group member or lineage) (1 original)	Barangay Hall of the Barangay where the IP applicant is currently residing			
<input type="checkbox"/> Biodata (1 original)	Requesting party/Client			
<input type="checkbox"/> Latest Grades (1 photocopy)	School			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Biodata, latest grades and <i>Certification</i> at the City Mayor's Office, 2 nd floor, City Hall	1. Receive the Biodata, latest grades and <i>Certification</i> 1.1. Prepare the <i>Scholarship Contract</i> 1.2. Brief the client regarding the contract and ask him/her to sign on it	None	15 Minutes	<i>IP Staff</i> City Mayor's Office
2. Review and sign the <i>Scholarship Contract</i>	2. Retrieve the <i>Scholarship Contract</i> and route for signing	None	10Minutes	<i>IP Staff</i> City Mayor's Office
	2.1. Review and Sign the <i>Scholarship Contract</i>	None	1 Day	<i>City Mayor</i> Office of the City Mayor
	2.2. Review and notarized the <i>Scholarship Contract</i>	None	1 Day	<i>City Legal Officer</i> City Legal Office
	2.3. Issue the <i>Scholarship Contract</i>	None	2 Minutes	<i>IP Staff</i> City Mayor's Office
3. Accept and acknowledge receipt of the <i>Scholarship Contract</i>	3. File a copy of the <i>Scholarship Contract</i> along with the requirements	None	5 Minutes	<i>IP Staff</i> City Mayor's Office
TOTAL:		None	2 Days, 32 Minutes	



1.14. Technical Vocational Education and Training Certification

TESDA scholarship graduates may request for an issuance of a training certification if they have lost/damaged their original diplomas or may request it for whatever purpose it may serve them best.

Office or Division:	Manpower Development and Community Training Section (MDCTS), City Mayor's Office (CMO)			
Classification:	Simple Transaction			
Type of Transaction:	Government to Private Individual			
Who may avail:	Technical Vocational Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Valid Identification Card		Schools/Government Agencies		
<input type="checkbox"/> Birth Certificate - PSA Authenticated (1 photocopy)		Philippine Statistics Authority (PSA)		
<input type="checkbox"/> Brgy. Certification/Clearance (1 original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out application for Technical Vocational Training Certification at the Manpower Development and Community Training Section (MDCTS), City Mayor's Office, 3 rd Floor, City Hall	1. Provide application form for Technical Vocational Training Certification and assist the client in filling it out.	None	25 Minutes	<i>Clerk I</i> MDCTS, CMO
2. Submit filled-out application form along with the requirements	2. Receive and review the requirements 2.1. Prepare and print the <i>Certification</i> 2.2. Review, affix initial and forward the document to Center Administrator for signature 2.3. Sign the <i>Certification</i> 2.4. Issue the <i>Certification</i>	None	15 Minutes	<i>Clerk I</i> MDCTS, CMO <i>DEMO I</i> MDCTS, CMO <i>Senior Manpower Development Officer</i> MDCTS, CMO
3. Accept and acknowledge receipt of the <i>Certification</i>	3. Record the <i>Certification</i> in the logbook	None	3 Minutes	<i>Clerk I</i> MDCTS, CMO
TOTAL:		None	43 Minutes	



1.15. Provision of Administrative Case Investigation

The City Legal Office is mandated to investigate or cause to be investigated any local official or employee for neglect or misconduct in the office and recommend appropriate action to the City Mayor.

Office or Division:	City Legal Office (CLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	All (Any private party against regular employee or Aggrieved regular employee against a regular employee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter/Affidavit Complaint 2. Other supporting documents/paper relevant to the case		Client concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter complaint/affidavit complaint	1. Receive the letter complaint/affidavit complaint	None	1 Day	Assessment Clerk II City Legal Office
	1.1 Forward the letter complaint/ affidavit complaint to the City Legal Officer for his information	None		Admin. Aide VI City Legal Office
	1.2 City Legal Officer assigns the complaint to the Acting Assistant City Legal Officer for appropriate action	None		City Legal Officer or Acting Assistant City Legal Officer City Legal Office
2. Receive the action by the City Legal Officer	2. Release the action taken by the City Legal Officer	None	1 Day	Admin. Aide VI City Legal Office
3. For Preliminary Investigation: Submit the answer/counter affidavit	3. Receive the answer/counter affidavit	None	5 Days	Admin. Aide VI City Legal Office
	3.1 If probable cause exists, the matter will be set for hearing	None		City Legal Officer or Acting Assistant City Legal Officer City Legal Office
	3.2 If no probable cause exists, notify the parties that complaint has no basis thereby considered dismissed	None		City Legal Officer or Acting Assistant City Legal Officer City Legal Office
4. For Formal Charge: Receive notification of hearing	4. Both parties will be notified for hearing before the City Legal Officer and will be given the option to be represented or not by his/her lawyer during the hearing.	None	7 Days	Assessment Clerk II Admin. Aide VI CLO City Legal Officer or Acting Asst. Legal Officer City Legal Office



None	4.1. The City Legal Officer will make recommendations and submit it to the City Mayor.	None	3 Days	<i>City Legal Officer Or Acting Assistant City Legal Officer City Legal Office</i>
5. Receive copy of the Order and the Resolution	5. The City Mayor will make an Order based on the recommendation rendered by the City Legal Officer	None	2 Days	<i>City Mayor City Mayor's Office</i>
	5.1 Parties are furnished with the copy of the Order and the Resolution	None	1 Day	<i>Admin. Aide VI City Legal Office</i>
TOTAL:		None	20 Days	

*Processing Time is in accordance to Rule 4, Rule 5, Rule 6 and Section 34 of Rule 8 on 2017 Rule on Admin. Cases in the Civil Service (RACCS)

1.16. Provision of Free Legal Consultation/Service

The City Legal Office is also mandated to provide/render free legal consultation to constituents, officials and employees.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	1. Pauper litigants/residents of the community 2. Officials and employees of LGU- Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Ask the Client to register in the logbook	None	2 Minutes	<i>Assessment Clerk II/ Admin. Aide VI City Legal Office</i>
2. Give brief background of the concern	2. Conduct initial interview 2.1 Endorse client to the available lawyer	None	5 Minutes	<i>Assessment Clerk II/ Admin. Aide VI City Legal Office</i>
3. State the concern to the lawyer	3. Discuss with the client on the legal implications of his/her concern			
4. Consider the opinion or advice	4. Give the client his/her option and service	None	30 Minutes	<i>Acting Assistant City Legal Officer/ City Legal Officer City Legal Office</i>
TOTAL:		None	1 Hour, 22 Minutes	



1.17. Provision of Document/s Available at the City Legal Office

A communication or Request which comes from the different departments, national agencies/offices, barangays and any other offices and individuals requesting for documents available at the City Legal Office.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Any individual and offices who need the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Document/s		Office or Individual concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/ Letter Request	1. Check and receive incoming communication/ Letter Request	None	2 Minutes	Assessment Clerk II Admin. Aide VI City Legal Office
2. Receive file copy of communication	2. Record communication in the logbook	None	5 Minutes	Assessment Clerk II Admin. Aide V City Legal Office
	2.1 If communication needs the approval of the City Legal Officer or the Acting Assistant City Legal Officer, forward same to the City Legal Officer/ Acting Assistant City Legal Officer	None	5 Minutes	Assessment Clerk II Admin. Aide VI City Legal Office
	2.2 If communication/Letter Request upon evaluation is not in connection or document/s not available, action taken is returned back to the requesting client their request letter	None	5 Minutes	Acting Assistant City Legal officer City Legal Officer City Legal Office
3. Retrieval of the requested document/s	3. Look for the document/s in the list of files	None	2 Days	Assessment Clerk II Admin. Aide VI City Legal Office
	3.1. Look for the file in the filer indicated in the list of files			
	3.2 Present to the City Legal Officer or Acting Assistant City Legal Officer the document/s on the propriety/ preciseness on the request			
4. Ask for the Retrieval of the requested document/s	4. Note the recorded incoming communication in the logbook with corresponding signature of client		2 Minutes	Assessment Clerk II City Legal Office
	4.1. Record outgoing communication in the logbook			
	4.2. Check attachments, if any.			
	4.3. Deliver/disseminate outgoing communication		1 Hour	Driver I City Legal Office
TOTAL:		None	2 Days, 1 Hour, 29 Minutes	



1.18. Rendition of Legal Opinion

Under the Local Government Code, the City Legal Office is tasked to render legal opinions, as required by law, on all important legal questions referred by the Local Government Unit of Gingoog City, and to provide legal basis on matters and transaction where the city and its departments are concerned. It is also responsible to answer legal queries raised by the city's constituents particularly on matters where the city and its officials are involved.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	<ol style="list-style-type: none">1. All Departments/Offices of LGU-Gingoog City2. Executive and Sangguniang Panlungsod and their members3. Barangay Officials4. Private person			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for legal opinion	1. Receive and record the letter request with corresponding supporting documents	None	2 Minutes	Assessment Clerk II City Legal Office
	1.1 Forward the request to the City Legal Officer	None	1 Day	Admin. Aide VI City Legal Office
2. For MOA's, Contracts, Deed of Sale, Deed of Usufruct, Position Papers	2. Review the propriety of the documents	None	5 Days	Acting Assistant City Legal Officer City Legal Office
	2.1 Research the legal basis and draft the opinion	None	5 Days	City Legal Officer City Legal Office
	2.2 Review the draft and its legal basis	None	2 Days	
3. Receive the legal opinion/communication	2.3 Sign the legal opinion/communication	None	3 Hours	Assessment Clerk II Admin. Aide VI City Legal Office
	3. Release the legal opinion/communication	None	30 Minutes	
TOTAL:		None	13 Days, 3 Hours, 32 Minutes	



1.19. City Museum Tour

City Museum attends to requests of students, visitors and guests for tour service to see the displayed cultural and heritage artifacts.

Office or Division:	City Museum and Archives			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Valid Identification Card (ID) for Students		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay entrance fee. For students, Present valid ID.	1. Welcomes guests 1.1. Accept payment and 1.2. Issue official receipt 1.3. Provide the logbook for Client to fill out	Students with valid ID - PHP 10 Non-student - PHP 20 Group Tour - PHP 100 Family (Regardless of size) - PHP 50	2 Minutes	<i>Museum Staff</i> City Museum <i>Museum In-Charge</i> City Museum
2. Fill out the logbook and follow instructions from the Museum staff	2. Tour the guests inside the museum and archives section 2.1. Provide Information 2.2. Answer inquiries	None	1 Hour	<i>Museum Staff</i> City Museum <i>Museum In-Charge</i> City Museum
3. After the tour, write comments and suggestions in the logbook	3. Provide logbook to guests for their comments and suggestions	None	2 Minutes	<i>Museum Staff</i> City Museum <i>Museum In-Charge</i> City Museum
TOTAL:		Students with valid ID - PHP 10 Non-student - PHP 20 Group Tour - PHP 100 Family (Regardless of size) - PHP 50	1 Hour, 4 Minutes	

City Museum Fees are covered under City Ordinance No. 2015-279



1.20. Borrowing or Photocopying of Library Books/Materials

Library books may be borrowed or photocopied by students and guests.

Office or Division:	Gingoog City Public Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Valid Identification Card (ID)		School, Government Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign on the record book	1. Provide the record book and ask the guest to sign on it	None	2 Minutes	Library Staff Librarian City Library
2. Search and hand in the book/material to be borrowed and valid ID	2. Receive book and valid ID 2.1. Record the details of the book/material in the record book	None	7 Minutes	Library Staff Librarian City Library
3. Receive book/material to be borrowed then Return borrowed book/material after use.	3. Release the book/material being borrowed. Upon return, receive the returned book/material and mark the record book entry with "returned" and date when the book/material is returned then release the valid ID of the borrower.	None	5 Minutes	Library Staff Librarian City Library
TOTAL:		None	14 Minutes	

1.21. Search Learning Materials via Internet

Students and clients may use the library computers for academic and research activities.

Office or Division:	Gingoog City Public Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Valid Identification Card (ID)		School, Government Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign on the record book	1. Provide the record book and ask the guest to sign on it	None	2 Minutes	Library Staff, Librarian City Library
2. Proceed to use Computer	2. Record the Time-In of the Client in using the Computer	None	5 Minutes	Library Staff, Librarian City Library
3. Log off / Turn off Computer after use and inform library staff	3. Record the Time-Out of the Client after using the Computer	None	2 Minutes	Library Staff Librarian City Library
TOTAL:		None	9 Minutes	



CITY MAYOR'S OFFICE
Internal Services



1.22. Application for Leave

Leave of absence is a right given to officials and employees not to report for work with or without pay as maybe provided by law and as the rules prescribe in the Civil Service Commission Omnibus Rules on Leave from the Omnibus Rules Implementing Book V of Executive Order No. 292 [The Revised Administrative Code of 1987].

Office or Division:	City Mayor's Office – Administrative and Records Section, Employee's Respective Department/Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Current Officials and Employees of the City Government of Gingoog	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Vacation Leave (within Philippines) or Sick Leave of less than 5 consecutive Days		
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
For Vacation Leave (Abroad)		
<input type="checkbox"/> Approved Letter Request (1 original)	Client	
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Clearance from money and property liability (1 original)	Client's Respective Department/Office	
For Leave due to Gynecological Disorder		
<input type="checkbox"/> Letter Request (1 original)	Client	
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Medical Certificate/ Medical abstract (1 original)	Attending Physician	
<input type="checkbox"/> Clearance from money and property liability (1 original)	Client's Respective Department/Office	
For Sick Leave of more than 5 consecutive Days		
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Medical Certificate/ Medical abstract (1 original)	Attending Physician	
For Vacation Leave of more than 1 month		
<input type="checkbox"/> Approved Letter Request (1 original)	Client	
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Clearance from money and property liability (1 original)	Client's Respective Department/Office	
For Terminal Leave		
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Clearance from money and property liability (1 original)	Client's Respective Department/Office	
For Rehabilitation Leave		
<input type="checkbox"/> Application for Leave form (1 original)	Client's Respective Department/Office	
<input type="checkbox"/> Medical Certificate (1 original)	Attending Physician	
<input type="checkbox"/> Police Report (1 original)	Police Station	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For VAWC Leave (maximum of 10 Days)				
<input type="checkbox"/> Application for Leave form (1 original)		<input type="checkbox"/> Client's Respective Department/Office		
<input type="checkbox"/> Medical Certificate (1 original)		<input type="checkbox"/> Attending Physician		
<input type="checkbox"/> Barangay Protection Order (BPO) (1 original)		<input type="checkbox"/> Barangay where the case is filed		
<input type="checkbox"/> Temporary/Permanent Order (TPO/PPO) (1 original)		<input type="checkbox"/> Court/Judge		
<input type="checkbox"/> Police Report (1 original)		<input type="checkbox"/> Police Station		
<input type="checkbox"/> CSWD Certification (1 original)		<input type="checkbox"/> City Social Welfare and Development Office		
For Maternity (105 Days) or Paternity Leave (7 Days - applicable on first 4 deliveries)				
<input type="checkbox"/> Application for Leave form (1 original)		<input type="checkbox"/> Client's Respective Department/Office		
<input type="checkbox"/> Birth Certificate of the child (1 photocopy)		<input type="checkbox"/> Local Civil Registry Office		
<input type="checkbox"/> If married, Marriage Certificate (1 photocopy)		<input type="checkbox"/> Local Civil Registry Office		
<input type="checkbox"/> Medical Certificate (1 original)		<input type="checkbox"/> Attending Physician		
For Special Privileged Leave (SPL) (maximum of 3 Days)				
<input type="checkbox"/> Application for Leave form (1 original)		<input type="checkbox"/> Client's Respective Department/Office		
For Force Leave (5 Days mandatory)				
<input type="checkbox"/> Application for Leave form (1 original)		<input type="checkbox"/> Client's Respective Department/Office		
For Solo Parent Leave (maximum of 7 Days)				
<input type="checkbox"/> Application for Leave form (1 original)		<input type="checkbox"/> Client's Respective Department/Office		
<input type="checkbox"/> Solo Parent ID (1 photocopy)		<input type="checkbox"/> City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (depending on the type of Leave applied for)	1. Receive and review the completeness of requirements then evaluate requirements based on the type of leave applied.	<input type="checkbox"/> None	<input type="checkbox"/> 5 Minutes	<i>Admin. Staff</i> Employee's Office <i>Admin. Officer</i> Employee's Office
2. Check entries in the <i>Application of Leave Form</i>	2. Generate the <i>Application for Leave Form</i> and hand it over to the client for verification	<input type="checkbox"/> None	<input type="checkbox"/> 5 Minutes	<i>Admin. Staff</i> Employee's Office <i>Admin. Officer</i> Employee's Office
None	2.1. Receive the said form and endorse it to the Department Head for recommending approval	<input type="checkbox"/> None	<input type="checkbox"/> 2 Minutes	<i>Admin. Staff</i> Employee's Office
None	2.2. Decide whether to Approve or Disapprove the Application based on the recommendation of the Administrative Officer	<input type="checkbox"/> None	<input type="checkbox"/> 5 Minutes	<i>Department Head</i> Client's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>2.3. Retrieve the approved <i>Application for Leave</i> form from the Department Head and endorse it to the Administrative and Records Section of the City Mayor's Office for review of the application and Certification of Leave Credits</p> <p>If disapproved, do not proceed to next step and inform the client immediately. If the client wishes to apply again, go back to Step 1</p>	None	15 Minutes	<i>Admin. Staff/Messenger</i> Employee's Office
None	2.4. Review and record leave application upon validation	None	5 Minutes	<i>Admin. Officer</i> City Mayor's Office
None	2.5. Certify Leave Credits and endorse the said form to the approving officer	None	3 Minutes	<i>Admin. Officer</i> City Mayor's Office
None	2.6. Approve leave application based on the certification of the Administrative Officer and affix signature on the <i>Application for Leave</i> form	None	5 Minutes	<i>CGADH/HRMO</i> City Mayor's Office <i>City Mayor</i> City Mayor's Office
None	2.7. Retrieve approved leave application with pertinent documents from the approving officer then file a copy of the said approved leave application	None	3 Minutes	<i>Admin. Staff</i> City Mayor's Office
3. Receive the Approved <i>Application for Leave</i>	3. Release employee's copy of approved <i>Application for Leave</i> form.	None	2 Minutes	<i>Admin. Staff</i> City Mayor's Office
TOTAL:		None	50 Minutes	



1.23. Approval of Construction Contracts

Infrastructure Projects are required to undergo Public Bidding to promote transparency in the procurement process.

Office or Division:	Bids and Awards Committee (BAC), City Mayor's Office (CMO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices/Departments of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> ABC Form (1 Original)	City Engineer's Office			
<input type="checkbox"/> Program of Works , Detailed Plan (1 Original)	City Engineer's Office			
<input type="checkbox"/> Certificate of Availability of Fund (1 Original)	City Accountant's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the BAC Office	1. Receive and Log documents	None	5 Minutes	<i>Receiving Clerk BAC, CMO</i>
None	1.1. Review and check pertinent documents.	None	5 Minutes	<i>BAC Secretariat BAC, CMO</i>
None	1.2. Conduct pre-procurement for 5 million and above transactions	None	1 Hour	<i>BAC-Secretariat, BAC-Member, TWG and END USER</i>
None	1.3. Encode and Print Invitation to Bid, Notices of Pre-bid Conference and Bid Evaluation	None	1 Hour	<i>BAC Secretariat BAC Chairman BAC, CMO</i>
None	1.4. Post to PhilGEPS	None	15 Minutes	<i>BAC Secretariat BAC, CMO</i>
None	1.5. Conduct Pre-bid conference (8th Day from posting to PHILGEPS)	None	1 Hour	<i>BAC-Secretariat, BAC-Member, TWG and END USER Optional: COA, Interested Bidders</i>
None	1.6. Submission of Bids by bidders	None	20 Days	Bidders
None	1.7. Bid Opening and Bid Evaluation	None	1 Hour	<i>BAC-Secretariat, BAC-Member, TWG and END USER, Bidders Optional: COA</i>
None	1.8. Post-Qualification	None	2 Days	<i>BAC Office Personnel and TWG</i>
None	1.9. Approval of Resolution/ Issuance of Notice of Award	None	5 Days	<i>BAC-Secretariat, BAC-Member, TWG, END USER and Head of the procuring entity (HOPE)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Post Notice of Award in the PHILGEPS website	None	1 Hour	BAC Secretariat BAC Chairman BAC, CMO
None	1.11. Prepare and process approval of Contract for Infrastructure Project.	None	3 Days	BAC Secretariat BAC Chairman BAC, CMO
None	1.12. Contract signing with the winning bidder	None	30 Minutes	BAC Secretariat Chairman BAC, CMO
None	1.13. Submit copy of Contract to Commission on Audit and City Engineers Office	None	30 Minutes	BAC Staffs BAC, CMO
TOTAL		None	30 Days, 6 Hours, 25 Minutes	



1.24. Certification of Employment

The Certificate of Employment is a document issued to former and current permanent and casual employees including job order workers of the City Government of Gingoog for whatever legal purpose it may serve.

Office or Division:	City Mayor's Office (CMO) – Human Resource (HR) Division City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Former and Current Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form	City Mayor's Office – Human Resource Division			
2. Official Receipt (OR) (1 Original)	City Treasurer's Office (CTO)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request form	1. Accepts and check the filled-out Request form.	None	1 Minute	<i>HR Mngt. Asst. City Mayor's Office</i>
None	1.1. Validate if the client was/is an employee of the City Government of Gingoog. Upon validation, instruct the client to pay the Certification Fee at the Cashier, CTO.	None	5 Minutes	<i>HR Mngt. Asst. City Mayor's Office</i>
2. Proceed to the City Treasurer's Office and pay the required fee.	2. Receive payment and issue OR.	None	5 Minutes	<i>Cashier City Treasurer's Office</i>
3. Proceed to the City Mayor's Office – HR Division and submit OR.	3. Receive OR and prepare the <i>Certificate of Employment</i> . Attach OR on the said Certificate. Then, forward the said Certificate to HR Mngt. Officer/s for review and/or certification.	None	5 Minutes	<i>HR Mngt. Asst. City Mayor's Office</i>
None	3.1. Review <i>Certificate of Employment</i> and affix initial upon verification.	None	5 Minutes	<i>HRMO III City Mayor's Office</i>
None	3.2. Certify/Affix signature on the said Certificate.	None	5 Minutes	<i>CGADH I / HRMO City Mayor's Office</i>
None	3.3. Retrieve the said <i>Certificate of Employment</i> from the CGADH I/HRMO.	None	5 Minutes	<i>HR Mngt. Asst. City Mayor's Office</i>
4. Receive the <i>Certificate of Employment</i>	4. Release the <i>Certificate of Employment</i> to the client.	None	2 Minutes	<i>HR Mngt. Asst. City Mayor's Office</i>
TOTAL		None	33 Minutes	



1.25. Certification of Oneness

The Certificate of Oneness is a document issued to former and current permanent and casual employees including job order workers of the City Government of Gingoog for whatever legal purpose it may serve.

Office or Division:	City Mayor's Office (CMO) – Human Resource (HR) Division City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Former and Current Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form	City Mayor's Office – Human Resource Division			
2. Official Receipt (OR) (1 Original)	City Treasurer's Office (CTO)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request form	1. Accepts and check the filled-out Request form.	None	1 Minute	<i>HR Mngt. Asst.</i> City Mayor's Office
None	1.1. Validate if the client was/is an employee of the City Government of Gingoog. Upon validation, instruct the client to pay the Certification Fee at the Cashier, CTO.	None	5 Minutes	<i>HR Mngt. Asst.</i> City Mayor's Office
2. Proceed to the City Treasurer's Office and pay the required fee.	2. Receive payment and issue OR.	None	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. Proceed to the City Mayor's Office – HR Division and submit OR.	3. Receive OR and prepare the <i>Certificate of Oneness</i> . Attach OR on the said Certificate. Then, forward the said Certificate to HR Mngt. Officer/s for review and/or certification.	None	5 Minutes	<i>HR Mngt. Asst.</i> City Mayor's Office
None	3.1. Review <i>Certificate of Oneness</i> and affix initial upon verification.	None	5 Minutes	<i>HRMO III</i> City Mayor's Office
None	3.2. Certify/Affix signature on the said Certificate.	None	5 Minutes	<i>CGADH I / HRMO</i> City Mayor's Office
None	3.3. Retrieve the said <i>Certificate of Oneness</i> from the CGADH I/HRMO.	None	5 Minutes	<i>HR Mngt. Asst.</i> City Mayor's Office
4. Receive the <i>Certificate of Oneness</i> .	4. Release the <i>Certificate of Oneness</i> to the client.	None	2 Minutes	<i>HR Mngt. Asst.</i> City Mayor's Office
TOTAL		None	33 Minutes	



1.26. Certification of No Pending Administrative Case

A certificate issued to the employee/s of the City Government of Gingoog that no pending case filed or have not been found guilty/convicted of any Admin. case filed against him/her before the City Legal Office for Mid-year and Year-end Bonus, retirement, and other related purposes.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (1 Photocopy)		Employee concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Photocopy of the ID	1. Receive the requirement and encode certificate	None	10 Minutes	Assessment Clerk II City Legal Office
	1.1 For verification and initial by the record keeper	None	5 Minutes	Admin. Aide VI City Legal Office
	1.2 For signature of the City Legal Officer	None	10 Minutes	City Legal Officer City Legal Office
2. Received the certificate	2. Released the certificate	None	2 Minutes	Assessment Clerk II/ Admin. Aide VI City Legal Office
TOTAL:		None	27 Minutes	

1.27. Litigation of Cases

The City Legal Office shall represent the interest of the city and its officials in the performance of their official functions on cases in courts and agencies where they are filed.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Primarily the LGU-Gingoog City and/or its official sued in their official capacity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If defendant: Summon and copy of the complaint		Requesting Party or Endorsing Office		
2 If Plaintiff: Endorsement from particular office with appropriate documents to support claim				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Summon and copy of the Complaint or Endorsement from particular office with appropriate documents to support claim	1. Receive the summon and copy of complaint or Endorsement from particular office with appropriate documents to support claim. 1.1 Check the completeness of documents submitted	In accordance with the Court computation	10 Minutes	Assessment Clerk II City Legal Office
2. Wait for the release of the legal documents and/or notification from handling lawyer	2. Evaluate and review the documents whether the interest of the city is involved. 2.1 If NOT, return the documents to the client/sender 2.2 Evaluate the documents and study the propriety and legal basis 2.3 Secure and draft answer/summon/ subpoena/pleadings, or draft the affidavit of persons involved in the complaint	None	2 Days	<i>City Legal Officer</i> City Legal Office
	2.4 Draft the complaint/answer of the said case 2.5 Review and note down comments and recommendations 2.6 Finalize the summon/ subpoena/pleadings including the correction and recommendations made by the City Legal Officer 2.7 Approve the Final Summon/Subpoena/ Pleadings/answer 2.8 File the complaint/answer to the proper court	None	10 Day	<i>Acting Assistant City Legal Officer/</i> <i>City Legal Office</i> <i>City Legal Office</i>
		None	1 Day	<i>Assigned Handling Lawyer</i> City Legal Office
		None	1 Day	<i>City Legal Officer</i> City Legal Office
		None	1 Hour	<i>Acting Assistant City Legal Officer</i> <i>City Legal Office</i>
		None		<i>City Legal Officer</i> City Legal Office
		None	1 Hour	<i>Admin. Aide VI</i> City Legal Office
TOTAL:		In accordance with the court computation	19 Days, 2 Hours, 20 Minutes	

*Processing Time is only up to the filing of the complaint/answers to the proper court, because this service is governed by the Rules of Court and other applicable laws, rules and regulations. The steps and cost vary depending on the nature and complexity of the case.



1.28. Litigation of Eminent Domain

The City of Gingoog, like any other local government units, has the power of eminent domain to expropriate private property of public use or purpose for the welfare of its constituents upon payment of just compensation of the property affected. This power is resorted through the City Legal Office which is tasked to file the Complaint for Expropriation before the appropriate court, when the owner/s or any interested parties of the properties refused to sell his/her rights and interests over the property subject of *the expropriation*.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	City Mayor's Office, Sangguniang Panlungsod			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Lot Title				Lot Owner
2. Sketch Plan of the area to be expropriated				City Engineer's Office
3. Tax Declaration				Lot Owner/City Assessor's Office
4. SP Resolution authorizing the City Mayor to expropriate				Sangguniang Panlungsod
5. Availability of funds for the purpose				City Treasurer's Office
6. Other pertinent documents as may be required				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for expropriation with complete documents	1. Received the request and checked the documents attached	In accordance with the court's computation	10 Minutes	Assessment Clerk II City Legal Office
	1.1. If lacking, notify department concern	None		Admin. Aide VI City Legal Office
	1.2. Study the propriety rationale and the legal implication of the expropriation	None	7 Days	Acting Assistant City Legal Officer/ City Legal Officer City Legal Office
	1.3. 1.4 Draft the complaint of expropriation	None		10 Days
	1.4. Review and note down comments and recommendations	None	1 Day	City Legal Officer City Legal Office
	1.5. Finalize the complaint of expropriation	None		Acting Assistant City Legal Officer/ City Legal Officer City Legal Office
	1.6. File the complaint to the proper court	None	1 Hour	Admin. Aide VI City Legal Office
TOTAL:		In accordance with the court computation	19 Days, 1 Hour, 10 Minutes	

*Processing Time is only up to the filing of the complaint/answers to the proper court, because this service is governed by the Rules of Court and other applicable laws, rules and regulations. The steps and cost vary depending on the nature and complexity of the case.



1.29. Provision of Legal Aide: Legal Opinion, Contract Review, Comment, Recommendation and Other Communication

The particular service aims to provide other offices (within the Gingoog City Government) with legal opinion, contract review, revise or modify, as the case may be, all contracts referred by LGU – Gingoog City, as required by law, to make the same conform with existing laws and applicable government rules and regulations, and/or to prepare such contracts when so requested in appropriate cases, and other issuances/communications which will serve as basis in the performance of their governmental function.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. All Departments/Offices of LGU-Gingoog City 2. Executive and Sangguniang Panlungsod and their members 3. Barangay Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request specifying the issue to be resolved 2. Office recommendation (for legal opinion only) 3. Original copy of the contract (for contract review only)			Requesting party or Endorsing Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter request with corresponding supporting documents	1. Receive the letter request with corresponding supporting documents	None	10 Minutes	Assessment Clerk II City Legal Office
	1.1 Check the completeness of documents submitted			
2. Wait for the release of requested legal aide	2. Attach white/routing slip to the document	None	2 Minutes	Assessment Clerk II City Legal Office
	2.1 Indicate the name of handling lawyer in the attached white/routing slip	None	2 Minutes	Assessment Clerk II City Legal Office
	2.2 Evaluate and study the document	None	7 Days	Assigned Handling Lawyer City Legal Office
	2.3 Draft appropriate legal document			
	2.4 Review and note down comments and recommendations	None	1 Day	City Legal Officer City Legal Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.5 Finalize the legal document including the corrections and recommendations made by the City Attorney.	None	1 Day	<i>Acting Assistant City Legal Officer/ Assigned Handling Lawyer</i> City Legal Office
	2.6 Approved the final legal document	None	1 Day	<i>City Legal Officer</i> City Legal Office
	2.8 Record the outgoing document in the logbook	None	5 Minutes	<i>Assessment Clerk II</i> City Legal Office
	2.9 Assign messenger to deliver the Final Legal Document to concern parties and/or endorsing office	None	5 Minutes	<i>Assessment Clerk II</i> City Legal Office
3. Sign the logbook or file copy	3. Assist receiving party in the signing of logbook or file copy	None	30 Minutes	<i>Assessment Clerk II/ Admin. Aide VI</i> City Legal Office
4. Receive the file copy of the Legal Documents (Opinion, Contract and comments and recommendation)	4. Release the file copy of Legal Documents (Opinion, Contract with Comments and Recommendation) to concerned parties and/or endorsing office	None	30 Minutes	<i>Assessment Clerk II Admin. Aide VI</i> City Legal Office
TOTAL:		None	10 Days, 1 Hour, 24 Minutes	



1.30. Service Record Issuance

The Service Record is a document issued to former and current permanent and casual employees of the City Government of Gingoog for whatever legal purpose it may serve.

Office or Division:	Respective Department/Office City Mayor's Office (CMO) – Human Resource (HR) Division City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Former and Current Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form	City Mayor's Office – Human Resource Division			
2. Official Receipt (OR) (1 Original)	City Treasurer's Office (CTO)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Request Form to the frontline desk.	1. Accept and check the filled-out the request form. Forward the request form to the Administrative Aide.	None	2 Minutes	<i>Receiving Clerk</i> Client's Respective Office
None	1.1. Validate if the client was/is an employee of the City Government of Gingoog. Upon validation, instruct the client to pay the Certification Fee.	None	5 Minutes	<i>Admin. Aide</i> Client's Respective Office
2. Proceed to the City Treasurer's Office and pay the required fee. * There are offices which have their own cashier. The client may pay the required fee at the cashier of the respective office.	2. Receive payment and issue OR.	None	5 Minutes	<i>Cashier</i> Respective Office/ City Treasurer's Office
3. Proceed to the respective office and submit OR.	3. Receive OR and prepare the Service Record. Attach OR on the said Certificate.	None	5 Minutes	<i>Administrative Officer</i> Client's Respective Office
None	3.1. Forward the Service Record to the City Mayor's Office – Human Resource Division for review and verification	None	15 Minutes	<i>Messenger</i> Client's Respective Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.2. Receive and review the Service Record. Affix initial upon verification. Forward to the CGADH I/ HRMO for certification.	None	10 Minutes	<i>HRMO Staff City Mayor's Office</i>
None	3.3. Certify/Affix signature on the Service Record.	None	5 Minutes	<i>CGADH I/HRMO City Mayor's Office</i>
None	3.4. Forward the Service Record to the Office of the City Administrator.	None	5 Minutes	<i>Admin. Aide City Mayor's Office</i>
None	3.5. Affix signature on the Service Record.	None	5 Minutes	<i>City Administrator</i>
None	3.6. Forward the Service Record to CMO-HRD and contact Admin. Officer of the client's respective office.	None	5 Minutes	<i>Admin. Aide City Mayor's Office</i>
None	3.7. Retrieve the Service Record from CMO-HRD	None	15 Minutes	<i>Messenger Client's Respective Office</i>
4. Receive the Service Record.	4. Release the Service Record to the client.	None	2 Minutes	<i>HR Mngt. Asst. Respective Office</i>
TOTAL		None	1 Hour, 19 Minutes	



SANGGUNIANG PANLUNGSOD

External Services



2.1. Provision of Resolutions/ and/or City/Appropriations Ordinance, Public Documents and Certified Copies of Documents

Provide information, guidance and assistance to the general public regarding the requested documents under the custody of the Sangguniang Panlungsod (SP).

Office or Division:	Sangguniang Panlungsod Office - Records Division,, City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form (1 original)	Frontline Desk, SP Ground Floor			
2. Official Receipt (OR)	Frontline Desk, SP Ground Floor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form and submit the accomplished Request Form to the frontline desk	1. Provide the Request Form	None	2 Minutes	Frontline Desk SP Office
	1.1. Evaluate the accomplished Request Form	None	2 Minutes	Board Sec. II Board Sec. IV Minutes & Journal Division, SP Office
	1.2. Search and retrieve the requested documents from the Records Division	None	1 Hour	Admin. Aide II Bookbinder I DEMO II Records Division, SP Office
2. Pay the Secretary's fee (certification) and receive OR	1.3. Inform the client to pay the secretary's fee	None	2 Minutes	Frontline Desk SP Office
	2. Accept payment and turn over payment to CTO and secure Official Receipt Give OR to the client.	PHP 50 per set	20 Minutes	SP designate SP Office Cashier Cashier Division, CTO
3. Present OR	3. Generate copies of the requested documents	None	10 Minutes	Admin. Aide III Records Division, SP Office
	3.1. Certify produced copies as true copies from the original	None	10 Minutes	Adm. Aide II Bookbinder I Records Division, SP Office
4. Acknowledge receipt of the requested documents by signing the logbook	4. Record in the logbook and release the certified true copies of requested documents	None	2 Minutes	Bookbinder I Adm. Aide III Records Division, SP Office
TOTAL:		PHP 50 per set	1 Hour, 48 Minutes	



2.2. Consultancy Regarding Proper Formulation of Resolutions, Barangay Problems Needing Legislation or Filing Administrative Cases against Barangay Officials

This service is provided to guide the general public on how to formulate resolutions and/or barangay problems that need legislation or filing administrative case against any barangay officials.

Office or Division:	Minutes & Journal Division, Sangguniang Panlungsod Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request addressed to the SP Secretary (1 original, 1 photocopy)	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the frontline desk	1. Receive the Letter of Request	None	2 Minutes	<i>Legis. Staff Asst. I / Frontline Desk SP Office</i>
	1.1. Evaluate the Letter of Request	None	3 Minutes	<i>Board Sec. II / Board Sec. IV Minutes & Journal Division, SP Office</i>
2. Proceed to the office of the SP Secretary for consultation	2. Guide the client to the office of the SP Secretary	None	2 Minutes	<i>Legis. Staff Asst. I / Frontline Desk SP Office</i>
	2.1. Attend to the client's request	None	5 Minutes	<i>SP Secretary Minutes & Journal Division, SP Office</i>
3. Receive consultation	3. Provide consultation	None	5 Minutes (or more, depending on the nature of the matter being consulted)	<i>SP Secretary Minutes & Journal Division, SP Office</i>
TOTAL:		None	17 Minutes (or more depending on the nature of the matter being consulted)	



2.3. Issuance of Certification of Bond for Accountable Barangay Officials

Issue certified true copies of Certificate of Bond for accountable barangay officials.

Office or Division:	Records Division, Sangguniang Panlungsod Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form (1 original)		Frontline Desk, SP Ground Floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form and submit the accomplished Request Form to the frontline desk	1. Provide the Request Form	None	2 Minutes	Frontline Desk SP Office
	1.1. Evaluate/Assess on the rationality of request	None	3 Minutes	Steno. Rep. IV Board Sec. II Board Sec. IV Minutes & Journal Division, SP Office
	1.2. Inform and issue Order of Payment for certification's fee	None	3 Minutes	Board Sec. IV SP Secretary Minutes & Journal Division, SP Office
2. Proceed to City Treasurer's Office (CTO) to pay the certification fee	2. Accept payment and issue Official Receipt (OR)	PHP100	10 Minutes	Cashier Cashier Division, City Treasurer's Office
3. Present OR	3. Check OR	None	5 Minutes	ECET I Board Sec. II Records Division, SP Office
	3.1. Prepare the Certification of Bond	None	10 Minutes	Records Officer II Records Division, SP Office
	3.2. Certify/Affix official seal and should be signed by the SP Secretary	None	5 Minutes	Bookbinder I Adm. Aide III LLSA III Records Division, SP Office
4. Acknowledge receipt of the requested documents by signing the logbook	4. Provide logbook to record acknowledgement of receipt of requested documents	None	5 Minutes	Bookbinder I Adm. Aide III Records Division, SP Office
	4.1. Record in the logbook and release the copies of requested documents	None	2 Minutes	Bookbinder I Adm. Aide III Records Division, SP Office
TOTAL:		PHP 100	45 Minutes	



2.4. Issuance of Certificate of Accreditation of NGOs/POs

To issue a Certificate of Accreditation to all accredited NGOs/Pos

Office or Division:	Records Division, Sangguniang Panlungsod Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form (1 original)		Frontline Desk, SP Ground Floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form and submit accomplished Request Form to the frontline desk	1. Provide Request Form	None	2 Minutes	<i>Frontline Desk SP Office</i>
	1.1. Evaluate Request Form	None	2 Minutes	<i>Frontline Desk SP Office</i>
	1.2. Inform and issue Order of Payment for certification's fee	None	3 Minutes	<i>Adm. Aide III Board Sec. II Records Division, SP Office</i>
2. Proceed to City Treasurer's Office (CTO) to pay the certification fee	2. Accept payment and issue Official Receipt (OR)	PHP50	10 Minutes	<i>Cashier Cashier Division, CTO</i>
3. Present OR	3. Check OR	None	2 Minutes	<i>Adm. Aide III Board Sec. II Records Division, SP Office</i>
	3.1. Prepare the Certificate of Accreditation	None	10 Minutes	<i>ECET I Board Sec. II Records Division, SP Office</i>
	3.2. Certify/Affix official seal and should be signed by the SP Member	None	3 Days	<i>Bookbinder I Adm. Aide III Records Division, SP Office</i>
4. Acknowledge receipt of the requested documents by signing the logbook	4. Provide logbook to record acknowledgement of receipt of requested documents	None	3 Minutes	<i>Adm. Aide III LLSA III Records Division, SP Office</i>
	4.1. Record in the logbook and release the requested documents	None	3 Minutes	<i>Adm. Aide II LLSA III Records Division, SP Office</i>
TOTAL:		PHP 50	3 Days, 35 Minutes	



CITY AGRICULTURIST'S OFFICE
External Services



3.1. Agri-Fishery Consultation Services

Agri-Fishery Consultation is provided to Farmers, Fisherfolks, Women, Youth and Farmers Association of Gingoog City on updated technology for Agri-Fishery Sector and Regulatory Function specifically on fishing operation and its implication to the marine ecosystem as well as regulatory requirements on the registration and renewal of permits/licenses pursuant to RA 10654.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Women, Youth, Farmers Association of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None	None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client (write name, address & purpose in the logbook)	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
2. Ask for consultation services for Agri-Fishery	2. Refer client to the attending Agriculturist/ Aquaculturist for consultation	None	5 Minutes	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
3. Take note, apply and receive technical assistance	3. Provide basic data and information, observation/ analysis to client and recommendation on what to do and the manner of doing/applying	None	20 Minutes	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
TOTAL:		None	30 Minutes	



3.2. Permit to operate Fishing and Fisherfolk ID Issuance

Municipal Fisherfolk License Certificate is a pre-requisite for the issuance of Mayor's Special Permit per City Ordinance No. 2021-385. Municipal Fisherfolk License is issued to a Filipino Citizen and a resident of Gingoog City who is operating a fishing boat with less than 3 gross tonnage operating within the Gingoog Municipal Waters.

Office or Division:	City Agriculturist Office						
Classification:	Simple						
Type of Transaction:	G2C – Government to Citizen						
Who may avail:	Fisherfolks of Gingoog City						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
1. Barangay Certification (1 original)	Barangay where the fisherfolk resides						
2. Community Tax Certificate (current year) (1 Photocopy)	City Treasurer's Office, City Hall Complex Ground Floor, Brgy. 22-A, Gingoog City						
3. Barangay Fisheries and Aquatic Resources Management Council (BFARMC) Certification (1 original)	Barangay Fisherfolk Leader where fisherfolk resides						
4. Documentary Stamps	Bureau of Internal Revenue or City Treasurer's Office, Gingoog City						
5. 1"x1" Photo for Fisherfolk ID	Photo Studio						
6. Official Receipt (1 original)	City Treasurer's Office, City Hall Complex Ground Floor, Brgy. 22-A, Gingoog City						
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign in Client's Logbook in the lobby	1. Request Client to fill-up Logbook with name, address and purpose	None	5 Minutes	<i>Public Assistance and Complaint Desk Officer</i> City Agriculturist Office			
2. Request for Billing Statement	2. Receive and check compliance of documentary requirements submitted by client. 2.1. Assess Payment and issue Order of Payment.	None	1 Minute	<i>Aquaculture Technician</i> <i>Aquaculturist I</i> <i>Aquaculturist II</i> City Agriculturist Office			
3. Proceed to the City Treasurer's Office; Present Order of Payment and pay the required fees.	3. Receive payment along with the Order of Payment and issue Official Receipt (OR).	Table No. 3.2	20 Minutes	<i>Cashier</i> City Treasurer's Office			
4. Proceed to City Agriculturist Office and submit requirements	4. Checks Official Receipt for License Fees paid by client.	None	1 Minute	<i>Aquaculture Technician</i> <i>Aquaculturist I</i> <i>Aquaculturist II</i> City Agriculturist Office			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.1. Prepare Fishing License Certificate stating about the technicalities in using the specific fishing operation and its implications to the marine ecosystem pursuant to RA 10654.	None	5 Minutes	Senior Aquaculturist City Agriculturist Office
5. Sign on the Fishing License Certificate then claim the Special Permit and Fisherfolk ID	5. Request client to sign on the Fishing License Certificate to confirm allegiance as to the proper fishing operation and management. 5.1. Release duly approved Special Permit and duly signed Fisherfolk ID	None	1 Hour	Senior Aquaculturist City Agriculturist Office
TOTAL:		Table No. 3.2	1 Hour, 32 Minutes	

Table No. 3.2

Particulars	Fees to be paid
A. Fisherfolks:	
1. Owner	25.00
2. Crew	10.00/person
B. Fishing Boat:	
1. Non-motorized	10.00/person
2. Pump boat (motorized)	
a. 2.5 HP	20.00
b. 5.5 HP – 10 HP	30.00
c. 10.5 HP – 10 HP	50.00
d. 18.5 HP – 30 HP	100.00
e. Above 30 HP	200.00
C. Fishing Net:	
1. Drift/Bottom Set Gill Net	50.00/net
2. Panti Net	40.00
3. Stationary Bagnet	500.00
4. Double/Triple Net	50.00
5. Scoop Net	20.00
6. Seine Net	15.00
D. Hook and Line	
1. Longline	25.00/unit
2. Simple handline (bundak)	15.00/unit
3. Jigger	20.00/unit
4. Multiple (paranghi/pahawin)	25.00/unit
E. Other Gears	
1. Fish Pot (bobo)	50.00
2. Fish Shelter	100.00/unit
3. Other Traps	20.00/



3.3. Philippine Crop Insurance Corporation (PCIC) Farmers Application

To ensure that various programs and projects funded and implemented by the Local Government Unit of Gingoog City are sustainable for Crop Production Yield Enhancement, the farmer recipients are required to apply crops insurance so that costs incurred may be replenished in case failure of production occurs.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Women and Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook in the lobby	1. Request client to fill up logbook with name, address and purpose.	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
2. Ask for application for Crop Insurance from the assigned Agricultural Extension Worker (AEW) and fill up the form.	2. Check the form submitted, ask the requirements for Crops Insurance application and forward the documents to the PCIC Office, Region 10	None	20 Minutes	<i>Assigned PCIC AEW Senior Agriculturist City Agriculturist Office</i>
TOTAL:		None	25 Minutes	



3.4. Registry System for Basic Sector in Agriculture (RSBSA) Registration

Through a Memorandum issued by the Department of Agriculture, all farmers, farm workers, fisherfolks and agri youths must be included in the National Registry System. In connection to this Memorandum, the City Agriculture Office encouraged all the involved individuals, to be registered as one of the major requirements for availment of National and Local Programs and Projects assistance.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fisherfolk and Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook in the lobby.	1. Request client to fill up logbook with name, address and purpose.	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
2. Ask, fill up and submit the RSBSA Form to the In-charge	2. Evaluate the RSBSA Form submitted, ask the requirements needed and encode the information obtained to the system.	None	20 Minutes	<i>In-charge of RSBSA Senior Agriculturist City Agriculturist Office</i>
	2.1. Forward the accomplished RSBSA Form to CAFC Chairman and City Agriculturist to affix their signatures.	None	1 Day	<i>In-charge of RSBSA Senior Agriculturist City Agriculturist Office</i>
	2.2. Cut the enrolment client's copy (lower part of form) and return it to client.	None	5 Minutes	<i>In-charge of RSBSA Senior Agriculturist City Agriculturist Office</i>
	2.3. Endorse the upper part of form to the Department of Agriculture, Region 10 for Registry System Inclusion	None	1 Day	<i>In-charge of RSBSA Senior Agriculturist City Agriculturist Office</i>
TOTAL:		None	2 Days, 30 Minutes	



3.5. Sale of Seedlings

Sexually and asexually propagated seedlings of assorted fruit trees, including the micropropagation of tissue cultured banana plantlets will be made available to interested farmers, increase potential production area, farmers productivity and income.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Women, Youth, various Organizations, National & Local Offices, Cooperatives in Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client (write name, address & purpose in the logbook)	None	5 Minutes	<i>Public Assistance & Complaints Desk Officer</i> City Agriculturist Office
2. Inquire seedlings for sale.	2. Inform client the available seedlings and issue billing order	None	5 Minutes	<i>City Plant Nursery In-charge</i> City Agriculturist Office
3. Pay the required fees at the City Treasurer's Office	3. Receive order of payment 3.1 Issue Official Receipt	Sexually propagated – PHP 10/ seedling Asexually propagated – PHP 15/ seedling	10 Minutes	<i>Cashier</i> City Treasurer's Office
4. Return to the City Agriculturist's Office and present Official Receipt as proof of payment	4. Receive and record Official Receipt Number and release the seedlings	None	10 Minutes	<i>Livelihood In-charge</i> City Agriculturist Office
TOTAL:		Sexually propagated – PHP 10/ seedling Asexually propagated – PHP 15/ seedling	30 Minutes	



3.6. Seeds Dispersal

Provision of assorted vegetables to individual household, identified communal garden and Gulayan sa Paaralan in 79 barangays of Gingoog City.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Farmers and Fisherfolks of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client (write name, address & purpose in the logbook)	None	5 Minutes	<i>Agricultural Extension Worker (AEW) Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
2. Inquire available vegetable seeds for dispersal.	2. Refer client to the In-charge of Seeds Dispersal	None	5 Minutes	<i>Seeds Dispersal In-charge City Agriculturist Office</i>
3. Affix/Sign in the logbook for release	3. Release the seeds	None	15 Minutes	<i>Agricultural Extension Worker (AEW) Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
TOTAL:		None	25 Minutes	



3.7. Technical Assistance on Pest and Diseases Control

Provision of Technical Assistance and Pesticides to prevent the widespread of Pest and Disease Incidence under the Crop Protection Program.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby.	1. Give the Log Book to the client (write name, address & purpose in the logbook).	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer</i> City Agriculturist Office
2. Ask for technical assistance/services	2. Refer client to Agricultural Extension Worker (AEW) or Project In-charge	None	5 Minutes	<i>Agricultural Extension Worker (AEW)</i> <i>Senior Agriculturist</i> City Agriculturist Office
	2.1. Evaluate Pest Control Employed and coach Pesticide Management	None	15 Minutes	<i>Agricultural Extension Worker</i> <i>Senior Agriculturist</i> City Agriculturist Office
	2.2. Set schedule of actual pest surveillance and recommend pest management and control based on findings/observation of incurred damage of the plant	None	30 Minutes	<i>Agricultural Extension Worker</i> <i>Senior Agriculturist</i> City Agriculturist Office
TOTAL:		None	55 Minutes	



3.8. Technical and Extension Services for Agri-Fishery Sector

Render Technical Assistance to walk-in clients.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fisherfolks, Farmers, Youth, Womens (RIC) and Farmers Association of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Request Client to fill-up Log Book (write name, address & purpose in the logbook)	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer City Agriculturist Office</i>
2. Seek Information	2. Refer client to the attending Agricultural Extension Worker (AEW's)	None	5 Minutes	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
	2.1. Interview the client and render technical services needed on the agreed schedule	None	30 Minutes	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
	2.2. Conduct field visitation	None	1 Day	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
	2.3. Attach report and submit report to Section Chief/ Supervising Agriculturist	None	5 Minutes	<i>Agricultural Extension Worker (AEW) City Agriculturist Office</i>
3. Accomplish Client Satisfaction Form	3. Check Client Satisfaction Form and file	None	5 Minutes	<i>Agricultural Extension Worker (AEW) Senior Agriculturist Supervising Agriculturist City Agriculturist Office</i>
TOTAL:		None	1 Day, 50 Minutes	



3.9. Tilapia Fingerlings Dispersal

The Tilapia fingerlings are dispersed to farmers of Gingoog City in order to provide seedlings for Tilapia Culture as an alternative source of protein in Rural and Hinterland residents where supply of fresh fishes are not readily available.

The Tilapia Fingerlings and other aquatic products are not readily available.

Office or Division:	City Agriculturist Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fisherfolk and Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tilapia Fingerlings Request Form		City Agriculture Office Motorpool Compound, Brgy. 22-A, Gingoog City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client's Logbook in the lobby.	1. Request client to fill up logbook with name, address and purpose.	None	5 Minutes	<i>Public Assistance & Complaint Desk Officer</i> City Agriculturist Office
2. Fill up the Tilapia Fingerlings Request Form	2. Review form 2.1. Set schedule with client to validate area for proposed tilapia fishpond. 2.2. End of Client's Transaction 2.3. Fill up Client Satisfaction Form (CSF)	None	1 Minute 2 Days	<i>Aquaculture Technician</i> <i>Aquaculturist I</i> <i>Aquaculturist II</i> City Agriculturist Office
3. Claim Tilapia Fingerlings	3.1. Inform Client of Schedule of Dispersal 3.2. Request client to sign acknowledgment receipt	None	1 Hour 1 Hour	<i>Aquaculture Technician</i> <i>Aquaculturist I</i> <i>Aquaculturist II</i> City Agriculturist Office
TOTAL:		None	2 Days, 2 Hours, 6 Minutes	



CITY ASSESSOR'S OFFICE
External Services



4.1. Issuance of Certified True Copy of Tax Declaration, Certificates of Landholding/No Landholding; with/no Improvement

A certified True Copy of Tax Declaration and other certifications are issued upon client's request as compliance requirement on any legal transactions.

Office or Division:	Assessment Records Division, City Assessor's Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Taxpayer or Real Property Owner / Any person with owner's consent (e.g. Family members, Relatives, Real Property Broker, Lawyer)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Name of Property Owner	Property owner
2. Lot Number of the property	Department of Environment and Natural Resources/ Department of Agrarian Reform
3. Government Issued Identification Card of the Owner	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG
4. If not the owner: Special Power of attorney (SPA) or authorization and Valid I.D. If heirs: Birth Certificate or; Affidavit of heirship If purchased: Notarized Deed of Sale (Implementation of RA 10173 – Data Privacy Act of 2012)	Property owner PSA, LCR Law Firm Seller, Buyer, Law Firm

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, give details and purpose. Present Order of Payment then pay required fees.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	<i>Public Assistance & Complaints Desk Officer (PACD)</i> City Assessor's Office
	1.1 Attend to the request, interview client, and verify records. Issue Order of Payment	None	10 Minutes	<i>Assessment Clerk II</i> City Assessor's Office
	1.2 Receive payment & Issue Official Receipt	Certification - PHP 50.00 Documentary Stamp - PHP 30.00	3 Minutes	<i>Cashier</i> City Assessor's Office
2. Submit Official Receipt to the attending employee.	2. Receive Official receipt, and then generate copy of the requested document.	None	8 Minutes	<i>Assessment Clerk II</i> City Assessor's Office
None	2.1 Review and sign the requested document	None	4 Minutes	<i>Local Assessment Operations Officer II (LAOO II), LAOO IV</i> City Assessor's Office
3. Receive the certified copy of Tax Declaration or other requested documents	3. Record in the logbook & release the document	None	2 Minutes	<i>Assessment Clerk II</i> City Assessor's Office
TOTAL:		PHP 80.00	30 Minutes	



4.2. Issuance of Land History

Land History is issued to any person or entity other than the property owner. This contains history of transaction from the time it was declared for the first time up to the present.

Office or Division:	Assessment Records Division, City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	Taxpayer or Real Property Owner / Any person with owner's consent (e.g. Family members, Relatives, Real Property Broker, Lawyer)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Name of Property Owner			Property owner	
2. Lot Number of the property			DENR/DAR	
3. Government Issued Identification Card of the Owner			LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG	
4. If not the owner: Special Power of attorney (SPA) or authorization and Valid I.D. If heirs: Birth Certificate or; Affidavit of heirship If purchased: Notarized Deed of Sale (Implementation of RA 10173 – Data Privacy Act of 2012)			Property owner PSA, LCR Law Firm Seller, Buyer, Law Firm	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, give details and purpose. Present Order of Payment then pay required fees.	1. Provide logbook and refer to the concerned Division.	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview client, and verify records. Issue Order of Payment.	None	10 Minutes	Assessment Clerk II City Assessor's Office
	1.2 Receive payment and issue Official Receipt.	Certification – PhP 50.00 Documentary Stamp – PhP 30.00	3 Minutes	Cashier City Assessor's Office
2 Submit Official Receipt to the attending employee.	2. Receive Official receipt, do the research & trace backing. Generate copy of the requested document.	None	3 Days	Assessment Clerk II
None	2.1 Review and sign the requested document	None	3 Minutes	LAOO II, LAOO IV City Assessor's Office
3. Receive the copy of Land History.	3. Record in the logbook & release the document.	None	2 Minutes	Assessment Clerk II City Assessor's Office
TOTAL:		PHP 80.00	3 Days, 21 Minutes	



4.3. Annotation/Cancellation of Mortgage, Levy, Bail Bond, Other Liens and Encumbrances

Additional notes or critical information annotated into the face of the original copy of Tax Declaration.

Office or Division:	Assessment Records Division, City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	Taxpayer or Real Property Owner / Any person with owner's consent (e.g. Family members, Relatives, Real Property Broker, Lawyer)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge of Mortgage (1 photocopy)	Concerned Bank			
2. Certificate of Redemption (1 photocopy)	City Treasurer's Office			
3. Released/Cancellation of Real Estate Mortgage (1 photocopy)	Pag-IBIG Mutual Development Fund			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form and present documents to be annotated/ cancelled. Present Order of Payment then pay required fees.	1. Provide logbook and refer to the concerned Division.	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview client, and verify records. Issue Order of Payment.	None	10 Minutes	Assessment Clerk II City Assessor's Office
	1.2 Receive payment & Issue Official Receipt.	See Table No. 4.3	3 Minutes	Cashier City Assessor's Office
2. Submit Official Receipt to the attending employee.	2. Receive Official receipt & cause annotation/ cancellation.	None	13 Minutes	Assessment Clerk II City Assessor's Office
None	2.1 Review and sign the requested document	None	4 Minutes	LAOO II, LAOO IV City Assessor's Office
3. Receive the annotated document.	3. Record in the logbook & release the document.	None	2 Minutes	Assessment Clerk II City Assessor's Office
TOTAL:		See Table No. 4.3	35 Minutes	

Annotation/Cancellation of Mortgage, Levy, Bail bond, other liens and Encumbrances is covered under City Ordinance No. 2015-279 (Revenue Code of the City of Gingoog).

Table No. 4.3

Mortgage:	
10,000 below	PHP 50.00
10,000-100,000	PHP 150.00
100,000-500,000	PHP 350.00
500,000-1M	PHP 500.00
1M and above	PHP 1,000.00
Cancellation:	PHP 50.00



4.4. Issuance of Digitized Sketch Plan and Vicinity Map

Sketch Plan of a land parcel shows the lot's shape, boundaries, area and the declared owner. Vicinity Maps illustrate a particular lot's location in the locality or neighborhood.

Office or Division:	Tax Mapping Division, City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Taxpayer or Real Property Owner / Any person with owner's consent (e.g. Family members, Relatives, Real Property Broker, Lawyer)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Property Owner	Property owner			
2. Lot Number of the property	DENR/DAR			
3. Government Issued Identification Card	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG			
4. If not the owner: Special Power of attorney (SPA) or authorization and Valid I.D. If heirs: Birth Certificate or; Affidavit of heirship If purchased: Notarized Deed of Sale (Implementation of RA 10173 – Data Privacy Act of 2012)	Property owner PSA, LCR Law Firm Seller, Buyer, Law Firm			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, give details of request as to lot number, location, declarant.	1. Provide logbook and refer to the concerned Division.	None	3 Minutes	PACD Officer City Assessor's Office
	1.1. Attend to the request, interview client, and verify records. Issue Order of Payment.	None	5 Minutes	Data Entry Machine Operator II (DEMO II), Tax Mapper II City Assessor's Office
2. Present Order of Payment then pay required fees.	2. Receive payment & Issue Official Receipt.	For Sketch Plan – PhP 50.00 /parcel For Vicinity Map – PhP 130.00	3 Minutes	Cashier City Assessor's Office
3. Submit Official Receipt to the attending employee.	3. Receive Official receipt and prepare the Sketch Plan/Vicinity Map.	None	13 Minutes	DEMO II, Tax Mapper II
None	3.1. Review and sign Sketch Plan/ Vicinity Map.	None	4 Minutes	Tax Mapper IV City Assessor's Office
4. Receive the copy of Sketch Plan/ Vicinity Map	4. Record in the logbook & release the document.	None	2 Minutes	DEMO II, Tax Mapper II City Assessor's Office
TOTAL:		For Sketch Plan – PhP 50.00 /parcel For Vicinity Map – PhP 130.00	30 Minutes	



4.5. Photocopying of Technical Description, Approved Plan, Tax Map

Technical Descriptions & Approved Plans are Tax Mapping records which show the bearings and all the surveying details of a land parcel. Photocopies of which are requested in aid of relocation, subdivision, consolidation surveys.

Office or Division:	Tax Mapping Division, City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Taxpayer or Real Property Owner / Any person with owner's consent (e.g. Family members, Relatives, Real Property Broker, Lawyer)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Name of Property Owner	Property owner			
2. Lot Number of the property	DENR/DAR			
3. Government Issued Identification Card	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG			
4. If not the owner: Special Power of attorney (SPA) or authorization and Valid I.D. If heirs: Birth Certificate or; Affidavit of heirship If purchased: Notarized Dead of Sale (Implementation of RA 10173 – Data Privacy Act of 2012)	Property owner PSA, LCR Law Firm Seller, Buyer, Law Firm			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, give details and purpose.	1. Provide logbook and refer to the concerned Division.	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview client, and verify records. Issue Order of Payment.	None	10 Minutes	DEMO II, Tax Mapper II
2. Present Order of Payment then pay required fees.	2. Receive payment & Issue Official Receipt.	PhP 50.00	3 Minutes	Cashier City Assessor's Office
5. Submit Official Receipt to the attending employee.	3. Perform photocopying or escort client to a private photocopying establishment for the Approved Subdivision Plan.	None	12 Minutes	DEMO II, Tax Mapper II City Assessor's Office
6. Receive the photocopy of the document.	4. Record in the logbook & release the document.	None	2 Minutes	DEMO II, Tax Mapper II City Assessor's Office
TOTAL:		PHP 50	30 Minutes	



4.6. Issuance of Tax Declaration for Land, Building, Machinery, Improvements, Transfer of Ownership and Transfer of Subdivision/ Consolidation

Issuance of Tax Declaration of new owner of real property.

Office or Division:	City Assessor's Office - Property Appraisal Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Taxpayer; Real Property Owners and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (current year) (1 Photocopy)	City Treasurer's Office			
2. Deed of Conveyance (2 photocopies copies duly registered by the Registry of Deeds)	Property owner			
3. Land Title (1 Certified Photocopy)	Registry of Deeds			
4. Approved Subdivision Plan with Technical Description (if portion only) (1 Photocopy)	Private Geodetic Engineer			
5. Transfer Tax receipt with CTO assessment computation (1 Photocopy)	City Treasurer's Office			
6. BIR Certificate Authorizing Registration (1 Photocopy)	Bureau of Internal Revenue			
7. Sworn Statement of Market Value (2 Original Copies)	City Assessor's Office			
8. Authorization letter or Special Power of Attorney from the property owner (if representative) (1 Photocopy)	Land Owner, Notary Public			
9. Inspection Fee Official Receipt: (1 Photocopy)	City Assessor's Office - Cashier			
10. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG			
11. Request Form (1 Original)	City Assessor's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for transfer of ownership.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview and evaluate the documents. If complete, receive and record request in the Log book. Issue Order of Payment for Inspection Fee.	None	45 Minutes	LAOO II LAOO III City Assessor's Office



2. Present Order of Payment then pay required fees.	2. Receive payment and Issue Official Receipt (OR).	For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	3 Minutes	<i>Cashier</i> City Assessor's Office
3. Submit Official Receipt	3. Receive OR, then forward request to the Division Head	None	2 Minutes	<i>LAOO II</i> <i>LAOO II</i> City Assessor's Office
None	3.1. Review and Indorse request to the Asst. City Assessor	None	5 Minutes	<i>LAOO III</i> <i>LAOO IV</i> City Assessor's Office
None	3.2. Review and Approve request	None	5 Minutes	<i>Asst. City Assessor</i> City Assessor's Office
None	3.3. Forward to the City Assessor for Final instruction	None	5 Minutes	<i>Asst. City Assessor</i> <i>City Assessor</i> City Assessor's Office
None	3.4. Preparation of Field Map and KML overlay with Google Map	None	30 Minutes	<i>DEMO II</i> <i>Tax Mapper II</i> City Assessor's Office
4. Coordinate with the Appraiser and Field Verifier	4. Verification/ Inspection of property and submission of report	None	1 Day	<i>Tax Mapper III</i> <i>LAOO III</i> <i>LAOO IV</i> City Assessor's Office
None	4.1. Review and signature of Field Investigation Report	None	30 Minutes	<i>LAOO III</i> <i>LAOO IV</i> City Assessor's Office
None	4.2. Conform Field Investigation Report in the Tax Map	None	5 Minutes	<i>Tax Mapper II</i> <i>Tax Mapper III</i> <i>Tax Mapper IV</i> City Assessor's Office
None	4.3. Review and examine Report	None	1 Hour	<i>LAOO III</i> <i>LAOO IV</i> City Assessor's Office
None	4.4. Countersign Field Investigation Report	None	5 Minutes	<i>Asst. City Assessor</i> City Assessor's Office
None	4.5. Approval and Signature of Field Investigation Report	None	5 Minutes	<i>Asst. City Assessor</i> <i>City Assessor</i> City Assessor's Office
None	4.6. Computation of Market Value and Assessment in the FAAS	None	45 Minutes	<i>Tax Mapper III</i> <i>LAOO III</i> City Assessor's Office
None	4.7. Assigning of Property Index Number and sketching in the FAAS	None	30 Minutes	<i>DEMO II</i> <i>Tax Mapper II</i> <i>Tax Mapper IV</i> City Assessor's Office



None	4.8. FAAS review and signature	None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	4.9. Record in the logbook and forward to the Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office
None	4.10. Assign Tax Declaration Number and Record in the Record of Assessment/ carry over annotation	None	45 Minutes	LAOO II City Assessor's Office
None	4.11. Transcribe/ update data entry in the TMCR	None	1 Hour	Tax Mapper III Tax Mapper IV City Assessor's Office
None	4.12. Review FAAS by the Assessment and Standard Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	4.13. Crosscheck and review FAAS	None	10 Minutes	Asst. City Assessor City Assessor's Office
None	4.14. Approval and final signature of FAAS	None	10 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	4.15. Encode FAAS / Entry in the Data base	None	20 Minutes	Data Encoder City Assessor's Office
None	4.16. Check encoded and printed Tax Declaration	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	4.17. Crosscheck and Review printed Tax Declaration and Countersign	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	4.18. Approval and Signature of Tax Declaration	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
5. Receive Owner's Copy of Tax Declaration and Notice of Assessment	5. Record in the logbook and release Tax Declaration and Notice of Assessment	None	10 Minutes	LAOO II LAOO IV City Assessor's Office
TOTAL:		For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	2 Days, 1 Hour, 33 Minutes	



4.7. Declaration of New/Undeclared Properties

Issuance of Tax Declaration of the Newly Discovered/Undeclared Properties.

Office or Division:	City Assessor's Office - Property Appraisal Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	Taxpayer; Real Property Owners and Stakeholders	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Land declared for the first time for untitled property:		
1. Approved survey plan with technical description (1 Photocopy)	DENR/DAR	
2. Certification from CENRO stating among others that the land is within the alienable and disposable area (1 Photocopy)	DENR	
3. Affidavit of Ownership and Sworn Statement declaring the market value of real property (1 Photocopy)	Notary Public	
4. A certification from barangay Captain that the declarant is present possessor and occupant of the land (1 Original)	Barangay Captain	
5. Certification from the NCIP that the land is not covered by CADC/CADT (1 Photocopy)	National Commission for Indigenous People	
6. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG	
7. Inspection Fee Official Receipt (1 Photocopy)	City Assessor's Office - Cashier	
8. Request Form (1 Original)	City Assessor's Office	
If transacted by representative:		
1. Authorization Letter (1 Photocopy)	Land owner	
For Land declared for the first time for Titled property:		
2. Free patent, homestead or miscellaneous application (1 Certified Photocopy)	DENR/DAR	
3. Land Title (1 Certified Photocopy)	Registry of Deeds	
4. Approved survey plan (1 Photocopy)	DENR	
5. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG	
6. Inspection Fee Official Receipt (1 Photocopy)	City Assessor's Office - Cashier	
7. Request Form (1 Original)	City Assessor's Office	
If transacted by representative:		
8. Authorization Letter (1 Photocopy)	Land owner	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building declared for the first time:				
1. Building Permit and floor plan (1 Photocopy)		City Engineer's Office		
2. Certificate of Occupancy (1 Photocopy)		City Engineer's Office		
3. Sworn Statement of the Market Value of the Bldg. (2 Original)		City Assessor's Office		
4. Field Report (1 Original)		City Assessor's Office		
5. Government Issued Identification Card of the Owner or Representative(1 Photocopy)		LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG		
6. Inspection Fee Official Receipt (1 Photocopy)		City Assessor's Office - Cashier		
7. Request Form (1 Original)		City Assessor's Office		
If transacted by representative:				
8. Authorization Letter (1 Photocopy)		Land owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for the declaration of the property. Present Order of Payment then pay required fees. Submit Official Receipt to the attending employee.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview and evaluate the documents. If complete, receive and record request in the Log book. Issue Order of Payment for Inspection Fee	None	45 Minutes	LAOO II LAOO III City Assessor's Office
	1.2 Receive payment and Issue Official Receipt	For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	3 Minutes	Cashier City Assessor's Office
	1.3 Receive Official receipt, then forward request to the Division Head	None	2 Minutes	LAOO II LAOO III City Assessor's Office
None	1.4 Review and Indorse request to the Asst. City Assessor	None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	1.5 Approve request	None	5 Minutes	Asst. City Assessor City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Forward to the City Assessor for Final instruction	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	1.7 Preparation of Field Map and KML overlay with Google Map	None	30 Minutes	DEMO II Tax Mapper II City Assessor's Office
2. Provide guide or access to the property for the Appraiser and field verifier	2. Verification/Inspection of property and submission of report	None	1 Day	Tax Mapper III LAOO III/IV City Assessor's Office
None	2.1. Review and signature of Field Investigation Report	None	30 Minutes	LAOO III/IV City Assessor's Office
None	2.2. Conform Field Investigation Report in the Tax Map	None	5 Minutes	Tax Mappers City Assessor's Office
None	2.3. Review and examine Report by the Assessment Standards and Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.4. Countersign Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.5. Approval and Signature of Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.6. Computation of Market Value and Assessment in the FAAS	None	45 Minutes	LAOO III Tax Mapper III City Assessor's Office
None	2.7. Assigning of Property Index Number and sketching in the FAAS	None	30 Minutes	DEMO II Tax Mappers City Assessor's Office
None	2.8. FAAS review and signature	None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	2.9. Record in the logbook and forward to Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.10. Assign Tax Declaration Number and Record in the Record of Assessment	None	45 Minutes	LAOO II City Assessor's Office
None	2.11. Transcribe/ update data entry in the TMCR	None	1 Hour	Tax Mapper II Tax Mapper IV City Assessor's Office
None	2.12. Review FAAS by the Assessment and Standard Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.13. Crosscheck and review FAAS	None	10 Minutes	Asst. City Assessor City Assessor's Office
None	2.14. Approval and Final signature of FAAS	None	10 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.15. Encode FAAS/ Entry in the Database	None	20 Minutes	Data Encoder City Assessor's Office
None	2.16. Check encoded and printed Tax Declaration	None	1 Hour	LAOO III/IV City Assessor's Office
None	2.17. Crosscheck and Review printed Tax Declaration and Countersign	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.18. Approval and Signature of Tax Declaration	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
3. Receive Owners Copy of Tax Declaration and Notice of Assessment	3. Record in the logbook and release Tax Declaration and Notice of Assessment	None	10 Minutes	LAOO II LAOO IV City Assessor's Office
TOTAL:		For residential land, building and agricultural land with an area of 5 hectares below- PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	2 Days, 1 Hour, 33 Minutes	



4.8. Reclassification of Assessment of Real Properties

Issuance of Tax Declaration based on the new property classification.

Office or Division:	City Assessor's Office - Property Appraisal Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Taxpayer; Real Property Owners and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (current year) (1 Photocopy)	City Treasurer's Office			
2. CLUP Certification (1 Photocopy)	City Planning and Development Office			
3. Authorization Letter (if transacted by representative) (1 Original)	Land owner			
4. Inspection Fee Official Receipt (1 Photocopy)	City Assessor's Office - Cashier			
5. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG			
6. Request Form (1 Original)	City Assessor's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for the reclassification of the property. Present Order of Payment then pay required fees. Submit Official Receipt to the attending employee.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview and evaluate the documents. If complete, receive and record request in the Log book. Issue Order of Payment for Inspection Fee.	None	45 Minutes	LAOO II LAOO III City Assessor's Office
	1.2 Receive payment and Issue Official Receipt	For residential land, building and agricultural land with an area of 5 hectares below - PHP 100/ parcel For area of more than 5 hectares - PHP 200/ parcel	3 Minutes	Cashier City Assessor's Office
None	1.3 Receive Official Receipt, then forward request to the Division Head	None	2 Minutes	LAOO II LAOO III City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Review and Indorse request to the Asst. City Assessor	None	5 Minutes	LAOO III LAOO I City Assessor's Office
None	1.5 Approve request	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	1.6 Forward to the City Assessor for Final instruction	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	1.7 Preparation of Field Map and KML overlay with Google Map	None	30 Minutes	DEMO II Tax Mapper II City Assessor's Office
2. Provide guide or access to the property for the Appraiser and field verifier.	2. Verification/ Inspection of property and submission of report	None	1 Day	Tax Mapper III LAOO III LAOO IV City Assessor's Office
None	2.1. Review and signature of Field Investigation Report	None	30 Minutes	LAOO III LAOO IV City Assessor's Office
None	2.2. Conform Field Investigation Report in the Tax Map	None	5 Minutes	Tax Mapper II Tax Mapper III Tax Mapper IV City Assessor's Office
None	2.3. Review and examine Report by the Assessment Standards and Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.4. Countersign Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.5. Approval and Signature of Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.6. Computation of Market Value and Assessment in the FAAS	None	45 Minutes	LAOO III Tax Mapper III City Assessor's Office
None	2.7. Assigning of Property Index Number and sketching in the FAAS	None	30 Minutes	DEMO II Tax Mapper II Tax Mapper III Tax Mapper IV City Assessor's Office
None	2.8. FAAS review and signature	None	5 Minutes	LAOO III LAOO IV City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.9. Record in the logbook and forward to Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office
None	2.10. Assign Tax Declaration Number and Record in the Record of Assessment	None	45 Minutes	LAOO II City Assessor's Office
None	2.11. Transcribe/ update data entry in the TMCR	None	1 Hour	Tax Mapper II Tax Mapper IV City Assessor's Office
None	2.12. Review FAAS	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.13. Crosscheck and review FAAS	None	10 Minutes	Asst. City Assessor City Assessor's Office
None	2.14. Approval and Final signature of FAAS	None	10 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.15. Encode FAAS/ Entry in the Database	None	20 Minutes	Data Encoder City Assessor's Office
None	2.16. Check encoded and printed Tax Declaration	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.17. Crosscheck and Review printed Tax Declaration and Countersign	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.18. Approval and Signature of Tax Declaration	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
3. Receive Owners Copy of Tax Declaration and Notice of Assessment	3. Record in the logbook and release Tax Declaration and Notice of Assessment	None	10 Minutes	LAOO II LAOO IV City Assessor's Office
TOTAL:		For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	2 Days, 1 Hour, 33 Minutes	



4.9. Reassessment of Real Property due to physical change and Correction of erroneous data entry of the Tax Declaration

Issuance of Tax Declaration to reflect physical change of the property or to correct erroneous data entry of the Tax Declaration.

Office or Division:	City Assessor's Office - Property Appraisal Division					
Classification:	Complex					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business					
Who may avail:	Taxpayer; Real Property Owners and Stakeholders					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Tax Clearance (current year) (1 Photocopy)	City Treasurer's Office					
2. Barangay Certification	Barangay Captain, Barangay Hall					
3. Authorization Letter (if transacted by representative) (1 Original)	Land owner					
4. Inspection Fee Official Receipt (1 Photocopy)	City Assessor's Office - Cashier					
5. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG					
6. Request Form (1 Original)	City Assessor's Office					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for the reassessment of the property. Present Order of Payment then pay required fees. Submit Official Receipt to the attending employee.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	PACD Officer City Assessor's Office		
	1.1. Attend to the request, interview and evaluate the documents. If complete, receive and record request in the Log book. Issue Order of Payment for Inspection Fee	None	45 Minutes	LAOO II LAOO III City Assessor's Office		
	1.2. Receive payment and Issue Official Receipt	For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	3 Minutes	Cashier City Assessor's Office		
None	1.3. Receive Official receipt, then forward request to the Division Head	None	2 Minutes	LAOO II LAOO III City Assessor's Office		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Review and Indorse request to the Asst. City Assessor	None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	1.5. Approve request	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	1.6. Forward to the City Assessor for Final instruction	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	1.7. Preparation of Field Map and KML overlay with Google Map	None	30 Minutes	DEMO II Tax Mapper II City Assessor's Office
2. Provide guide or access to the property for the Appraiser and field verifier.	2. Verify/ Inspect the property and submit report	None	1 Day	Tax Mapper III LAOO III LAOO IV City Assessor's Office
None	2.1. Review and signature of Field Investigation Report	None	30 Minutes	LAOO III LAOO IV City Assessor's Office
None	2.2. Conform Field Investigation Report in the Tax Map	None	5 Minutes	Tax Mapper II Tax Mapper III Tax Mapper I City Assessor's Office
None	2.3. Review and examine Report by the Assessment Standards and Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.4. Countersign Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.5. Approval and Signature of Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.6. Computation of Market Value and Assessment in the FAAS	None	45 Minutes	LAOO III Tax Mapper III City Assessor's Office
None	2.7. Assigning of Property Index Number and sketching in the FAAS	None	30 Minutes	DEMO II Tax Mapper II Tax Mapper III Tax Mapper IV City Assessor's Office
None	2.8. FAAS review and signature	None	5 Minutes	LAOO II LAOO I City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.9. Record in the logbook and forward to Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office
None	2.10. Assign Tax Declaration Number and Record in the Record of Assessment	None	45 Minutes	LAOO II City Assessor's Office
None	2.11. Transcribe/ update data entry in the TMCR	None	1 Hour	Tax Mapper II Tax Mapper IV
None	2.12. Review FAAS by the Assessment and Standard Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.13. Crosscheck and review FAAS	None	10 Minutes	Asst. City Assessor City Assessor's Office
None	2.14. Approval and Final signature of FAAS	None	10 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.15. Encode FAAS/ Entry in the Database	None	20 Minutes	Data Encoder City Assessor's Office
None	2.16. Check encoded and printed Tax Declaration	None	1 Hour	LAOO II LAOO I City Assessor's Office
None	2.17. Crosscheck and Review printed Tax Declaration and Countersign	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.18. Approval and Signature of Tax Declaration	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
3. Receive Owners Copy of Tax Declaration and Notice of Assessment	3. Record in the logbook and release Tax Declaration and Notice of Assessment	None	10 Minutes	LAOO II LAOO IV City Assessor's Office
TOTAL:		For residential land, building and agricultural land with an area of 5 hectares below - PHP 100.00/ parcel For area of more than 5 hectares - PHP 200.00/ parcel	2 Days, 1 Hour, 33 Minutes	



4.10. Transfer of Lot Ownership from City Government

Issuance of Tax Declaration to property which is previously owned by the City Government.

Office or Division:	City Assessor's Office - Property Appraisal Division				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business				
Who may avail:	Taxpayer; Real Property Owners and Stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Tax Clearance (current year) (1 Photocopy)			City Treasurer's Office		
Deed of Conveyance: BL Form 400-A (1 Photocopy) BL Form 700-2A (1 Photocopy) Certification of Lot Status (1 Photocopy) CLUP Certification (1 Photocopy) Brgy. Certification as actual occupant (1 Photocopy) Certification that the lot are not under court litigation (1 Photocopy)			DENR DENR DENR CPDO Barangay Captain, Barangay Hall Office of the Clerk of Court		
Transfer Tax receipt with CTO assessment form (1 Photocopy)			City Treasurer's Office		
Sworn Statement of Market Value (2 Original)			City Assessor's Office		
Authorization letter or Special Power of Attorney from the property owner (if representative) (1 Photocopy)			Land Owner, Notary Public		
Inspection Fee Official Receipt (1 Photocopy)			City Assessor's Office - Cashier		
Government Issued Identification Card of the Owner or Representative (1 Photocopy)			LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG		
Request Form (1 Original)			City Assessor's Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for the transfer of ownership of the property. Present Order of Payment then pay required fees. Submit Official Receipt to the attending employee.	1. Provide logbook and refer to the concerned Division		None	3 Minutes	PACD Officer City Assessor's Office
	1.1. Attend to the request, interview and evaluate the documents. If complete, receive and record request in the Log book. Issue Order of Payment for Inspection Fee		None	45 Minutes	LAOO II LAOO III City Assessor's Office
	1.2. Receive payment and Issue Official Receipt		PHP 100 /parcel	3 Minutes	Cashier City Assessor's Office
	1.3. Receive Official receipt, then forward request to the Division Head		None	2 Minutes	LAOO II LAOO II City Assessor's Office
None	1.4. Review and Indorse request to the Asst. City Assessor		None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	1.5. Approve request		None	5 Minutes	Asst. City Assessor City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6. Forward to the City Assessor for Final instruction	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	1.7. Preparation of Field Map and KML overlay with Google Map	None	30 Minutes	DEMO II Tax Mapper II City Assessor's Office
2. Provide guide or access to the property for the Appraiser and field verifier	2. Verification/ Inspection of property and submission of report	None	1 Day	Tax Mapper III LAOO III LAOO IV City Assessor's Office
None	2.1. Review and signature of Field Investigation Report	None	30 Minutes	LAOO III LAOO IV City Assessor's Office
None	2.2. Conform Field Investigation Report in the Tax Map	None	5 Minutes	Tax Mapper II Tax Mapper III Tax Mapper IV City Assessor's Office
None	2.3. Review and examine Report by the Assessment Standards and Examination Division	None	1 Hour	LAOO II LAOO IV City Assessor's Office
None	2.4. Countersign Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.5. Approval and Signature of Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.6. Computation of Market Value and Assessment in the FAAS	None	45 Minutes	LAOO III Tax Mapper III City Assessor's Office
None	2.7. Assigning of Property Index Number and sketching in the FAAS	None	30 Minutes	DEMO II Tax Mapper II Tax Mapper III Tax Mapper IV City Assessor's Office
None	2.8. FAAS review and signature	None	5 Minutes	LAOO III LAOO I City Assessor's Office
None	2.9. Record in the logbook and forward to Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office
None	2.10. Assign Tax Declaration Number and Record in the Record of Assessment	None	45 Minutes	LAOO II City Assessor's Office
None	2.11. Transcribe/ update data entry in the TMCR	None	1 Hour	Tax Mapper II Tax Mapper IV City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.12. Review FAAS by the Assessment and Standard Examination Division	None	1 Hour	LAAO II LAAO IV City Assessor's Office
None	2.13. Crosscheck and review FAAS	None	10 Minutes	Asst. City Assessor City Assessor's Office
None	2.14. Approval and Final signature of FAAS	None	10 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.15. Encode FAAS/ Entry in the Database	None	20 Minutes	Data Encoder City Assessor's Office
None	2.16. Check encoded and printed Tax Declaration	None	1 Hour	LAAO II LAAO IV City Assessor's Office
None	2.17. Crosscheck and Review printed Tax Declaration and Countersign	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.18. Approval and Signature of Tax Declaration	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
3. Receive Owners Copy of Tax Declaration and Notice of Assessment	3. Record in the logbook and release Tax Declaration and Notice of Assessment	None	10 Minutes	LAAO II LAAO IV City Assessor's Office
TOTAL:		PHP 100.00 /parcel	2 Days, 1 Hour, 33 Minutes	



4.11. Cancellation of Assessment Records

Cancellation of Tax Declarations to Buildings which are no longer existing and dismantled/pulled-out machineries

Office or Division:	City Assessor's Office - Property Appraisal Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Taxpayer; Real Property Owners and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (current year) (1 Photocopy)	City Treasurer's Office			
2. Certification (1 Original)	Barangay Captain, Barangay Hall			
3. Authorization Letter (if transacted by representative) (1 Original)	Land owner			
4. Inspection Fee Official Receipt (1 Photocopy)	City Assessor's Office - Cashier			
5. Government Issued Identification Card of the Owner or Representative (1 Photocopy)	LTO, BIR, GSIS, Post Office, DFA, PSA, SSS, Pag-IBIG			
6. Request Form (1 Original)	City Assessor's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook. Fill out request form, present complete requirements for the cancellation of the Tax Declaration. Present Order of Payment then pay required fees. Submit Official Receipt to the attending employee.	1. Provide logbook and refer to the concerned Division	None	3 Minutes	PACD Officer City Assessor's Office
	1.1 Attend to the request, interview and evaluate the documents. If complete, receive and record request in the log book. Issue Order of Payment for Inspection Fee	None	45 Minutes	LAOO II LAOO III City Assessor's Office
	1.2 Receive payment and Issue Official Receipt	PHP 100 /unit	3 Minutes	Cashier City Assessor's Office
	1.3 Receive Official receipt, then forward request to Division Head	None	2 Minutes	LAOO II LAOO III City Assessor's Office
None	1.4 Review and Indorse request to the Asst. City Assessor	None	5 Minutes	LAOO III LAOO IV City Assessor's Office
None	1.5 Approve request	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	1.6 Forward to City Assessor for Final instruction	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	1.7 Prepare the Field Map and KML overlay with google Map	None	30 Minutes	DEMO II Tax Mapper II City Assessor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provide guide or access to the property for the Appraiser and field verifier	2. Verify/ Inspect the property and submit report	None	1 Day	<i>Tax Mapper III LAOO III LAOO IV</i> City Assessor's Office
None	2.1 Review and signature of Field Investigation Report	None	30 Minutes	<i>LAOO III LAOO IV</i> City Assessor's Office
None	2.2 Conform Field Investigation Report in the Tax Map	None	5 Minutes	<i>Tax Mapper II Tax Mapper III Tax Mapper IV</i> City Assessor's Office
None	2.3 Review and examine Report by the Assessment Standards and Examination Division	None	10 Minutes	<i>LAOO II LAOO IV</i> City Assessor's Office
None	2.4 Countersign Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.5 Approval and Signature of Field Investigation Report	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
None	2.6 Prepare Notice of Cancellation of Assessment	None	5 Minutes	<i>LAOO III</i> City Assessor's Office
None	2.7 Review Notice of Cancellation and signature	None	5 Minutes	<i>LAOO III LAOO I</i> City Assessor's Office
None	2.8 Record to logbook and forward to Assessment Records Division	None	5 Minutes	DEMO I City Assessor's Office
None	2.9 Encode and Print Notice of Cancellation	None	10 Minutes	<i>LAOO II LAOO IV</i> City Assessor's Office
None	2.10 Crosscheck, review and initial Notice of Cancellation	None	5 Minutes	Asst. City Assessor City Assessor's Office
None	2.11 Approval and Final Signature of Notice of Cancellation	None	5 Minutes	Asst. City Assessor City Assessor City Assessor's Office
3. Receive Copy of Cancellation	3. Release Copy of Cancellation	None	5 Minutes	<i>LAOO II LAOO IV</i> City Assessor's Office
TOTAL:		PHP 100.00 /unit	1 Day, 3 Hours, 13 Minutes	



CITY ACCOUNTANT'S OFFICE,
CITY BUDGET OFFICE, &
CITY TREASURER'S OFFICE

External Services



5.1. Payment of Construction Contracts

5.1.1. Advance Billing of Construction Contracts

Office or Division:	City Engineer's Office, City Accountants Office, City Budget Office, City Treasurer's Office, City Mayor's Office, City Administrator's Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors of Infrastructure Projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved letter request for advance payment. (<i>1 Original</i>)	Contractor			
2. Individual project program proposal /program of work.	Contractor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the City Engineer's Office	1. Receive documents.	None	5 Minutes	<i>Receiving Clerk</i> City Engineer's Office
None	1.1. Compilation of the complete Documents based on checklist of requirements.	None	30 Minutes	<i>Engineer I</i> City Engineer's Office
None	1.2. Prepare and attached CAFOA & Disbursement Voucher.	None	15 Minutes	<i>Project Engineer</i> City Engineer's Office
None	1.3. Approval of CAFOA and Disbursement Voucher	None	45 Minutes	<i>City Engineer</i> City Engineer's Office
None	1.4. Forward all documents to the City Budget Office	None	10 Minutes	<i>Messenger</i> City Engineer's Office
None	1.5. Receive documents From the City Engineer's Office and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	1.6. Control CAFOA as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	1.7. Forward controlled CAFOA to Admin Officer for checking and initial.	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	1.8. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	1.9. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.11. Forward documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.12. Receive documents From the City Budget Office and record in the logbook	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.13. Certify CAFOA as to availability of Funds.	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.14. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.15. Receive and record documents from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	1.16. Examine and evaluate the completeness and propriety of supporting documents	None	1 Hour	<i>Asst. City Accountant / Management and Audit Analyst I</i> City Accountant's Office
None	1.17. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.18. Post to Fund Control Ledgers and Prepare the Journal Entry	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.19. Assign control number to CAFOA	None	5 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	1.20. Review and certify the Disbursement voucher and CAFOA, together with the approval of the journal entry	None	15 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	1.21. Record and forward Disbursement Voucher to the City Mayor's Office/ City Administrator's Office for Approval.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.22. Receive and record documents from the City Accountant's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.23. Approval of Disbursement Voucher	None	1 Day	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.24. Forward documents to City Treasurers Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	1.25. Received and record documents from City Mayor's/ City Administrator's Office in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.26. Certification of Disbursement Voucher	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.27. Forward Documents to Cashier for check preparation.	None	5 Minutes	<i>Cashier IV</i> City Treasurer's Office
None	1.28. Approval of Check by the City Treasurer	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.29. Forward Documents and check to City Mayor's / City Administrator's Office.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.30. Receive and record documents and check from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	1.31. Approval of Check by the City Mayor or authorized representative.	None	1 Day	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.32. Forward documents and approved check to City Accountant's Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.33. Receive and record documents and approved check from City Mayor's/ City Administrator's Office in the logbook.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	1.34. Prepare TAX Certificate and Accountant's Advice.	None	15 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	1.35. Approval of TAX Certificate and Accountant's Advice.	None	5 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	1.36. Record and forward documents to the City Treasurer's Office.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.37. Receive and record documents from City Accountant's Office in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
2. Present ID and Receive Check Payment	2. Ask for valid identification card of payee and validate.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
3. Issue Official Receipt and sign logbook	3. Ask for Official Receipt from Contractor and release check.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
TOTAL		None	2 Days, 5 Hours, 45 Minutes	



5.1.2. Partial Billing of Construction Contracts

Office or Division:	City Engineer's Office, City Accountants Office, City Budget Office, City Treasurer's Office, City Mayor's Office, City Administrator's Office, City Planning and Development Office.				
Classification:	Complex				
Type of Transaction:	G2B – Government to Business				
Who may avail:	Contractors of Infrastructure Projects				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<input type="checkbox"/> Letter request of contractor for inspection. (<i>Original</i>)			Contractor		
<input type="checkbox"/> Individual project program proposal /program of work.			Contractor		
<input type="checkbox"/> Pictures of work accomplished (before, during and after)			Contractor		
<input type="checkbox"/> As-staked plan and quantity computations (for FAP and nationally funded projects)			Contractor		
<input type="checkbox"/> Certificate of materials quality control assurance test results (if applicable)			Contractor		
<input type="checkbox"/> 10% retention or retention money bond for progress billings below 50% completion.			Contractor		
<input type="checkbox"/> Request for Variation / Change Order by the Contractor (if Applicable)			Contractor		
<input type="checkbox"/> Contractor's Own Risk (If implementation is ahead of schedule)			Contractor		
<input type="checkbox"/> Approved Variation / Change Order by the HOPE.(If Applicable)			City Engineer's Office		
<input type="checkbox"/> Endorsement of Variation / Change Order to COA (If Applicable)			City Engineer's Office		
<input type="checkbox"/> Suspension Order (if applicable)			City Engineer's Office		
<input type="checkbox"/> Resume Order (If applicable)			City Engineer's Office		
<input type="checkbox"/> Extension Order (If Applicable)			City Engineer's Office		
<input type="checkbox"/> CPMEC Report (50 % Completion and above)			City Planning and Development Office		
<input type="checkbox"/> BAC DOCUMENTS (If no prior claim of mobilization)			Bids and Awards Committee (BAC)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the City Engineer's Office	1. Receive documents and forward to the Inspectorate Team.		None	5 Minutes	<i>Receiving Clerk</i> City Engineer's Office
None	1.1. Conduct Inspection		None	4 Hours	<i>Inspectorate Team</i> City Engineer's Office
None	1.2. Prepare and Issue Inspection Report		None	20 Minutes	<i>Inspectorate Team</i> City Engineer's Office
None	1.3. Validation and approval of Contractor's <i>Statement Of Work Accomplished</i>		None	4 Hours	<i>Project Engineer</i> City Engineer's Office
None	1.4. Prepare and Issue <i>Statement of Time Elapsed and Percentage of Work Accomplished</i>		None	30 Minutes	<i>Project Engineer</i> City Engineer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign Monthly Certificate of Payment	2. Prepare and Issue <i>Monthly Certificate of Payment</i> .	None	30 Minutes	<i>Project Engineer</i> City Engineer's Office
None	2.1. Compilation of the complete Documents based on checklist of requirements.	None	45 Minutes	<i>Engineer I</i> City Engineer's Office
None	2.2. Prepare and attach Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) and Disbursement Voucher.	None	30 Minutes	<i>Project Engineer</i> City Engineer's Office
None	2.3. Approval of CAFOA and Disbursement Voucher	None	45 Minutes	<i>City Engineer</i> City Engineer's Office
None	2.4. Forward all documents to the City Budget Office	None	10 Minutes	<i>Messenger</i> City Engineer's Office
None	2.5. Receive documents From the City Engineer's Office and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	2.6. Control CAFOA as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	2.7. Forward controlled CAFOA to Admin Officer for checking and initial.	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	2.8. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	2.9. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.10. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.11. Forward documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.12. Receive documents From the City Budget Office and record in the logbook	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.13. Certify CAFOA as to availability of Funds.	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.14. Retrieve CAFOA and forward it with pertinent documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	2.15. Receive and record documents from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk / City Accountant's Office</i>
None	2.16. Examine and evaluate the completeness and propriety of supporting documents	None	1 Hour	<i>Asst. City Accountant / Management and Audit Analyst / City Accountant's Office</i>
None	2.17. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Office / City Accountant's Office</i>
None	2.18. Post to Fund Control Ledgers and Prepare the Journal Entry	None	5 Minutes	<i>Supervising Administrative Officer / City Accountant's Office</i>
None	2.19. Assign control number to CAFOA	None	5 Minutes	<i>Accounting Clerk / City Accountant's Office</i>
None	2.20. Review and certify the Disbursement voucher and CAFOA, together with the approval of the journal entry	None	15 Minutes	<i>Asst./City Accountant / City Accountant's Office</i>
None	2.21. Record and forward the disbursement Voucher to the City Mayor's Office/ City Administrator's Office for approval.	None	5 Minutes	<i>Releasing Clerk / City Accountant's Office</i>
None	2.22. Receive and record documents from the City Accountant's Office.	None	5 Minutes	<i>Receiving Clerk / Office of the City Administrator Receiving Clerk / Office of the City Mayor</i>
None	2.23. Approval of Disbursement Voucher	None	1 Day	<i>City Administrator / Office of the City Administrator City Mayor / Office of the City Mayor</i>
None	2.24. Forward documents to City Treasurers Office.	None	5 Minutes	<i>Releasing Clerk / Office of the City Administrator Releasing Clerk / Office of the City Mayor</i>
None	2.25. Received and record the documents from City Mayor's/ City Administrator's Office.	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	2.26. Certification of Disbursement Voucher	None	5 Minutes	<i>City Treasurer / City Treasurer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.27. Forward the said documents to Cashier for check preparation.	None	2 Minutes	Cashier IV City Treasurer's Office
None	2.28. Prepare Check	None	3 Minutes	Cashier IV City Treasurer's Office
None	2.29. Approval of Check by the City Treasurer	None	5 Minutes	City Treasurer City Treasurer's Office
None	2.30. Forward the check and pertinent documents to the City Mayor's or City Administrator's Office.	None	5 Minutes	Administrative Aide I City Treasurer's Office
None	2.31. Receive and record documents and check from the City Treasurer's Office.	None	5 Minutes	Receiving Clerk Office of the City Administrator Receiving Clerk Office of the City Mayor
None	2.32. Approval of Check by the City Mayor or authorized representative.	None	1 Day	City Administrator Office of the City Administrator City Mayor Office of the City Mayor
None	2.33. Forward documents and approved check to City Accountant's Office.	None	5 Minutes	Releasing Clerk Office of the City Administrator Releasing Clerk Office of the City Mayor
None	2.34. Receive and record the approved check and pertinent documents.	None	5 Minutes	Receiving Clerk City Accountant's Office
None	2.35. Prepare TAX Certificate and Accountant's Advice.	None	15 Minutes	Accounting Clerk City Accountant's Office
None	2.36. Approval of TAX Certificate and Accountant's Advice.	None	5 Minutes	Asst./City Accountant City Accountant's Office
None	2.37. Record and forward documents to the City Treasurer's Office.	None	5 Minutes	Releasing Clerk City Accountant's Office
None	2.38. Receive and record documents from City Accountant's Office	None	5 Minutes	Administrative Aide I City Treasurer's Office
3. Present ID.	3. Ask for valid identification card of payee and validate.	None	5 Minutes	Administrative Aide I City Treasurer's Office
4. Issue Official Receipt and receive Check.	4. Ask for Official Receipt from Contractor and release check.	None	5 Minutes	Administrative Aide I City Treasurer's Office
TOTAL		None	3 Days, 7 Hours, 35 Minutes	



5.1.3.Final Billing of Construction Contracts

Office or Division:	City Engineer's Office, City Accountants Office, City Budget Office, City Treasurer's Office, City Mayor's Office, City Administrator's Office, City Planning and Development Office.
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Contractors of Infrastructure Projects

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<input type="checkbox"/> Letter request of contractor for inspection. (<i>Original</i>)		Contractor
<input type="checkbox"/> Pictures of work accomplished (before, during and after)		Contractor
<input type="checkbox"/> As-staked plan and quantity computations (for FAP and nationally funded projects)		Contractor
<input type="checkbox"/> Certificate of materials quality control assurance test results (if applicable)		Contractor
<input type="checkbox"/> Contractor's Statement of Work Accomplished		Contractor
<input type="checkbox"/> Contractor's Affidavit		Contractor
<input type="checkbox"/> Warranty Security either of the following: A. 5% cash warranty (Deductible from their final billing based on contract) B. 10 % Bank Guarantee		
<input type="checkbox"/> Request for Variation/Change Order (if Applicable)		Contractor
<input type="checkbox"/> Contractor's Own Risk (If implementation is ahead of schedule)		Contractor
<input type="checkbox"/> Approved Variation / Change Order by the HOPE.(If Applicable)		City Engineer's Office
<input type="checkbox"/> Endorsement of Variation / Change Order to COA (If Applicable)		City Engineer's Office
<input type="checkbox"/> Suspension Order (if applicable)		City Engineer's Office
<input type="checkbox"/> Resume Order (If applicable)		City Engineer's Office
<input type="checkbox"/> Extension Order (If Applicable)		City Engineer's Office
<input type="checkbox"/> CPMEC Report (50 % Completion and above)		City Planning and Dev't. Office
<input type="checkbox"/> BAC DOCUMENTS (If no prior claim of mobilization)		Bids and Awards Committee (BAC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the City Engineer's Office	1. Receive documents.	None	5 Minutes	<i>Receiving Clerk</i> City Engineer's Office
None	1.1. Conduct Inspection	None	4 Hours	<i>Inspectorate Team</i> City Engineer's Office
None	1.2. Prepare and Issue <i>Final Inspection Report</i>	None	20 Minutes	<i>Inspectorate Team</i> City Engineer's Office
None	1.3. Validation and approval of <i>Contractor's Statement Of Work Accomplished</i>	None	4 Hours	<i>Project Engineer</i> City Engineer's Office
None	1.4. Prepare and Issue <i>Statement of Time Elapsed and Percentage of Work Accomplished</i>	None	30 Minutes	<i>Project Engineer</i> City Engineer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign Monthly Certificate of Payment	2. Prepare and Issue <i>Monthly Certificate of Payment</i> .	None	30 Minutes	<i>Project Engineer</i> City Engineer's Office
None	2.1. Compilation of the complete Documents based on checklist of requirements.	None	45 Minutes	<i>Engineer I</i> City Engineer's Office
None	2.2. Prepare and attach Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) and Disbursement Voucher.	None	30 Minutes	<i>Project Engineer</i> City Engineer's Office
None	2.3. Approval of CAFOA and Disbursement Voucher	None	45 Minutes	<i>City Engineer</i> City Engineer's Office
None	2.4. Forward all documents to the City Budget Office	None	10 Minutes	<i>Messenger</i> City Engineer's Office
None	2.5. Receive documents From the City Engineer's Office and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	2.6. Control CAFOA as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	2.7. Forward controlled CAFOA to Admin Officer for checking and initial.	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	2.8. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	2.9. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.10. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.11. Forward documents to City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.12. Receive documents from the City Budget Office and record transaction in the logbook	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.13. Certify CAFOA as to availability of Funds.	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	2.14. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.15. Receive and record documents from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	2.16. Examine and evaluate the completeness and propriety of supporting documents	None	1 Hour	<i>Asst. City Accountant / Management and Audit Analyst I</i> City Accountant's Office
None	2.17. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	2.18. Post to Fund Control Ledgers and Prepare the Journal Entry	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	2.19. Assign control number to CAFOA	None	5 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	2.20. Review and certify the Disbursement voucher and CAFOA, together with the approval of the journal entry	None	15 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	2.21. Record and forward Disbursement Voucher to the City Mayor's Office for Approval.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	2.22. Receive and record documents from the City Accountant's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	2.23. Approval of Disbursement Voucher	None	1 Day	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	2.24. Forward documents to City Treasurers Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	2.25. Received and record documents from the City Mayor's Office or City Administrator's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.26. Certification of Disbursement Voucher	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	2.27. Forward Documents to Cashier for check preparation.	None	5 Minutes	<i>Cashier IV</i> City Treasurer's Office
None	2.28. Approval of Check by the City Treasurer	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.29. Forward Documents and check to City Mayor's/ City Administrator's Office.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.30. Receive and record documents and check from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	2.31. Approval of Check by the City Mayor or authorized representative.	None	1 Day	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	2.32. Forward documents and approved check to City Accountant's Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	2.33. Receive and record documents and approved check from City Mayor's Office in the logbook.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	2.34. Prepare TAX Certificate and Accountant's Advice.	None	15 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	2.35. Approval of TAX Certificate and Accountant's Advice.	None	5 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	2.36. Record and forward documents to the City Treasurer's Office.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	2.37. Receive and record documents from City Accountant's Office in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
3. Present ID and Receive Check Payment	3. Ask for valid identification card of payee and validate.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
4. Issue Official Receipt and sign logbook	4. Ask for Official Receipt from Contractor and release check.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
TOTAL		None	3 Days, 7 Hours, 35 Minutes	



5.2. Procurement of Goods (below 1 Million)

The LGU procurement of goods worth below One (1) Million Pesos will be done through the use of Alternative Methods of Procurement under Republic Act 9184 of the Government Procurement Reform Act.

Office or Division:	City Accountants Office Bids and Awards Committee City Treasurer's Office City Mayor's Office City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices/Departments of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Purchase Request (4 original A4 size)		End-User: Offices/Departments of the City Government of Gingoog		
<input type="checkbox"/> Project Procurement Management Plan (PPMP) (1 original)		End-User: Offices/Departments of the City Government of Gingoog		
<input type="checkbox"/> Additional requirement for Events and Production: Program Design (1 original)		End-User: Offices/Departments of the City Government of Gingoog		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the BAC Office	1. Receive documents and record Purchase Request (PR).	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.1. Review and check if the Purchase Request (PR) is in line with the Annual Procurement Plan (APP)	None	15 Minutes	<i>BAC Secretariat</i> BAC, CMO
None	1.2. Control Purchase Request by providing PR number.	None	5 Minutes	<i>BAC Staff</i> BAC, CMO
None	1.3. Forward PR to City Budget Office for Certification and approval.	None	5 Minutes	<i>BAC Staff</i> BAC, CMO
None	1.4. Receive PR from the Bids and Awards Committee.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	1.5. Control PR as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	1.6. Check PR and affix initial.	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	1.7. Certification of PR by City Budget Officer	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	1.8. Return certified PR together with pertinent documents to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Update transaction status of PR as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.10. Forward PR to City Treasurer's Office	None	5 Minutes	<i>Administrative Aide /</i> City Budget Office
None	1.11. Receive PR from the City Budget Office.	None	5 Minutes	<i>Administrative Aide</i> City Treasurer's Office
None	1.12. Forward documents to City Treasurer for certification of availability of funds	None	5 Minutes	<i>Administrative Aide</i> City Treasurer's Office
None	1.13. Certify availability of funds and sign PR	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.14. Forward PR to City Accountant's Office	None	5 Minutes	<i>Administrative Aide</i> City Treasurer's Office
None	1.15. Receive PR from the City Treasurer's Office	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	1.16. Record and forward documents to City Accountant	None	5 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	1.17. Review and approve/sign PR.	None	5 Minutes	<i>City Accountant</i> City Accountant's Office
None	1.18. Forward PR to City Mayors Office	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.19. Receive PR from the Accountant's Office	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Mayor
None	1.20. Forward documents to City Mayor for approval.	None	5 Minutes	<i>CMO Staff</i> Office of the City Mayor
None	1.21. Approval of the City Mayor	None	5 Minutes	<i>City Mayor</i> Office of the City Mayor
None	1.22. Forward PR to BAC	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Mayor
None	1.23. Receive approved PR and record it on the log book	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.24. Encode/ Print Request for Quotation	None	45 Minutes	<i>BAC Staff</i> BAC, CMO
None	1.25. Post 50k above transactions to PhilGEPS	None	15 Minutes	<i>BAC Secretariat</i> BAC, CMO
None	1.26. Canvassing of Items.	None	3 Days	<i>BAC Staffs</i> BAC, CMO
None	1.27. Open Sealed Request For Quotation (RFQ)	None	15 Minutes	<i>BAC Secretariat & Chairman</i> BAC, CMO
None	1.28. Prepare and process of Abstract, Minutes of meeting, Resolution & Notice of Award	None	3 Days	<i>BAC Secretariat & Chairman</i> BAC, CMO
None	1.29. Post Notice of Award in the PHILGEPS website for 50k transactions	None	15 Minutes	<i>BAC Secretariat & Chairman</i> BAC, CMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.30. Prepare and process approval of Purchase Order and CAFOA.	None	1 Hour	BAC Staff BAC, CMO
None	1.31. Forward CAFOA together with the PO to End -User for signature of CAFOA only.	None	10 Minutes	BAC Staff BAC, CMO
None	1.32. Forward PO and End-user signed CAFOA to City Budget Office.	None	5 Minutes	BAC Staff BAC, CMO
None	1.33. Receive documents From the Bids and Awards Committee and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	Receiving Clerk City Budget Office
None	1.34. Control CAFOA and PO as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	Budgeting Assistant City Budget Office
None	1.35. Check PO together with the CAFOA and affix initial.	None	5 Minutes	Budget Officer IV City Budget Office
None	1.36. Certify CAFOA and PO as to the existence of appropriation.	None	5 Minutes	City Budget Officer City Budget Office
None	1.37. Return certified CAFOA together with pertinent documents to releasing clerk	None	5 Minutes	Administrative Aide City Budget Office
None	1.38. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	Administrative Aide City Budget Office
None	1.39. Forward documents to the City Treasurer's Office	None	5 Minutes	Administrative Aide City Budget Office
None	1.40. Receive documents From the City Budget Office and record in the logbook	None	5 Minutes	Administrative Aide City Treasurer's Office
None	1.41. Certify CAFOA as to availability of Funds.	None	5 Minutes	City Treasurer City Treasurer's Office
None	1.42. Forward documents to the City Accountant's Office	None	5 Minutes	Administrative Aide City Treasurer's Office
None	1.43. Receive and record documents from the City Treasurer's Office.	None	5 Minutes	Receiving Clerk City Accountant's Office
None	1.44. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	Supervising Administrative Officer City Accountant's Office
None	1.45. Post claim to individual ledger	None	5 Minutes	Supervising Administrative Officer City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.46. Post to Fund Control Ledgers	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.47. Assign control number to CAFOA and PO	None	5 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	1.48. Review and certify P.O and CAFOA	None	15 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	1.49. Record and forward P.O and CAFOA to Bids and Awards Committee	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.50. Received and record documents from City Accountant's office.	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.51. Served Purchase Order to winning bidder.	None	3 Days	<i>BAC Staff</i> BAC, CMO
2. Receive a copy of approved Purchased Order	2. Submit Copy of Purchase Order to Commission on Audit, General Services Office and End-User	None	30 Minutes	<i>Accounting Clerk</i> City Accountant's Office
TOTAL		None	9 Days, 7 Hours, 15 Minutes	



5.3. Procurement of Goods (1 Million and above)

The LGU procurement of goods worth One (1) Million Pesos and are required to undergo Public Bidding to promote transparency in the procurement process.

Office or Division:	City Accountants Office Bids and Awards Committee City Treasurer's Office City Mayor's Office City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices/Departments of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Purchase Request (4 original A4 size)		End-User / Offices/Departments of the City Government of Gingoog		
<input type="checkbox"/> Project Procurement Management Plan (PPMP) (1 original)		End-User / Offices/Departments of the City Government of Gingoog		
<input type="checkbox"/> Additional requirement for Events and Production: Program Design (1 original)		End-User / Offices/Departments of the City Government of Gingoog		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the BAC Office	1. Receive documents and record Purchase Request (PR).	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.1. Review and check if the Purchase Request (PR) is in line with the Annual Procurement Plan (APP)	None	15 Minutes	<i>BAC Secretariat</i> BAC, CMO
None	1.2. Control Purchase Request by providing PR number.	None	5 Minutes	<i>BAC Staff</i> BAC, CMO
None	1.3. Forward PR to City Budget Office for Certification and approval.	None	5 Minutes	<i>BAC Staff</i> BAC, CMO
None	1.4. Receive PR from the Bids and Awards Committee.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	1.5. Control PR as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	1.6. Check PR and affix initial.	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	1.7. Certification of PR by City Budget Officer	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	1.8. Return certified PR together with pertinent documents to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.9. Update transaction status of PR as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Forward PR to City Treasurer's Office	None	5 Minutes	<i>Administrative Aide / City Budget Office</i>
None	1.11. Receive PR from the City Budget Office.	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	1.12. Forward documents to City Treasurer for certification of availability of funds	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	1.13. Certify availability of funds and sign PR	None	5 Minutes	<i>City Treasurer / City Treasurer's Office</i>
None	1.14. Forward PR to City Accountant's Office	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	1.15. Receive PR from the City Treasurer's Office	None	5 Minutes	<i>Receiving Clerk / City Accountant's Office</i>
None	1.16. Record and forward documents to City Accountant for review and approval	None	5 Minutes	<i>Accounting Clerk / City Accountant's Office</i>
None	1.17. Sign PR by the City Accountant.	None	5 Minutes	<i>City Accountant / City Accountant's Office</i>
None	1.18. Forward PR to City Mayors Office	None	5 Minutes	<i>Releasing Clerk / City Accountant's Office</i>
None	1.19. Receive PR from the Accountant's Office	None	5 Minutes	<i>Receiving Clerk / Office of the City Mayor</i>
None	1.20. Forward documents to City Mayor for approval.	None	5 Minutes	<i>CMO Staff / Office of the City Mayor</i>
None	1.21. Approval of the City Mayor	None	5 Minutes	<i>City Mayor / Office of the City Mayor</i>
None	1.22. Forward PR to BAC	None	5 Minutes	<i>Releasing Clerk / Office of the City Mayor</i>
None	1.23. Receive approved PR and record it on the log book	None	5 Minutes	<i>Receiving Clerk / BAC, CMO</i>
None	1.24. Conduct pre-procurement for 2 million and above transactions	None	1 Hour	<i>BAC-Secretariat, BAC-Member, TWG and END USER</i>
None	1.25. Encode/ Print Invitation to Bid, Notices of Pre-bid Conference and Bid Evaluation	None	1 Hour	<i>BAC Staff / BAC, CMO</i>
None	1.26. Post to PhilGEPS	None	15 Minutes	<i>BAC Secretariat / BAC, CMO</i>
None	1.27. Conduct Pre-bid conference (8th Day from posting)	None	1 Hour	<i>BAC-Secretariat, BAC-Member, TWG and END USER Optional: COA, Interested Bidders</i>
None	1.28. Period of Submission of Bids by bidders	None	20 Days	<i>Bidders</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.29. Bid Opening and Bid Evaluation (21st Day from posting)	None	1 Hour	BAC-Secretariat, BAC-Member, TWG and END USER, Bidders Optional: COA
None	1.30. Post Qualification	None	2 Days	BAC Office Personnel and TWG
None	1.31. Prepare and process of Abstract, Minutes of meeting, Resolution & Notice of Award	None	5 Days	BAC Secretariat & Chairman BAC, CMO
None	1.32. Post Notice of Award in the PHILGEPS website	None	15 Minutes	BAC Secretariat & Chairman BAC, CMO
None	1.33. Prepare and process approval of Purchase Order and CAFOA.	None	1 Hour	BAC Staff BAC, CMO
None	1.34. Forward CAFOA together with the PO to End -User for signature of CAFOA only.	None	10 Minutes	BAC Staff BAC, CMO
None	1.35. Forward PO and End-user signed CAFOA to City Budget Office.	None	5 Minutes	BAC Staff BAC, CMO
None	1.36. Receive documents From the Bids and Awards Committee and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	Receiving Clerk City Budget Office
None	1.37. Control CAFOA and PO as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	Budgeting Assistant City Budget Office
None	1.38. Check PO together with the CAFOA and affix initial.	None	5 Minutes	Budget Officer IV City Budget Office
None	1.39. Certify CAFOA and PO as to the existence of appropriation.	None	5 Minutes	City Budget Officer City Budget Office
None	1.40. Return certified CAFOA together with pertinent documents to releasing clerk	None	5 Minutes	Administrative Aide City Budget Office
None	1.41. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	Administrative Aide City Budget Office
None	1.42. Forward documents to the City Treasurer's Office	None	5 Minutes	Administrative Aide City Budget Office
None	1.43. Receive documents From the City Budget Office and record in the logbook	None	5 Minutes	Administrative Aide City Treasurer's Office
None	1.44. Certify CAFOA as to availability of Funds.	None	5 Minutes	City Treasurer City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.45. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide</i> City Treasurer's Office
None	1.46. Receive and record documents from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office
None	1.47. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.48. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.49. Post to Fund Control Ledgers	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.50. Assign control number to CAFOA and PO	None	5 Minutes	<i>Accounting Clerk</i> City Accountant's Office
None	1.51. Review and certify P.O and CAFOA	None	15 Minutes	<i>Asst./City Accountant</i> City Accountant's Office
None	1.52. Record and forward P.O and CAFOA to Bids and Awards Committee	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.53. Received and record documents from City Accountant's office.	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.54. Served Purchase Order to winning bidder	None	3 Days	<i>BAC Staff</i> BAC, CMO
2. Receive a copy of approved Purchased Order	2. Submit Copy of Purchase Order to Commission on Audit ,General Services Office and End-User	None	30 Minutes	<i>Accounting Clerk</i> City Accountant's Office
TOTAL		None	30 Days, 10 Hours, 15 Minutes	



5.4. Payment of Goods

The payment of LGU procured goods will be done under Republic Act 9184 of the Government Procurement Reform Act.

Office or Division:	City Accountants Office Bids and Awards Committee City Treasurer's Office City Mayor's Office City Budget Office City General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<input type="checkbox"/> Charge Invoice or Sales Invoice			Supplier	
<input type="checkbox"/> Approved Purchase Order			Bids and Awards Committee	
<input type="checkbox"/> For Motor Vehicles- LTO Official Receipt (OR) and Certificate of Registration (CR) (1 Certified true copies)			Supplier	
<input type="checkbox"/> Warranty Certificates (1 Original) (If applicable)			Supplier	
<input type="checkbox"/> Attendance sheet (1 original) (If applicable)			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier Deliver Procured Goods, Issue Delivery Receipts and Charge Invoice or Sales Invoice	1. Receive and validate Charge Invoice or Sales Invoice.	None	5 Minutes	GSO Staff General Services Office <i>Supply Officer III</i> General Services Office
None	1.1. Inspect the delivered goods if it is in accordance to the specification and exact quantity stated in the approved Purchase Order.	None	1 Hour	GSO Staff General Services Office <i>Technical Working Group</i>
None	1.2. Prepare the following Acceptance and Inspection Report (AIR), Request Issuance Slip (RIS), Acknowledgement Receipt of Equipment (ARE)/ Inventory Custodian Slip (ICS).	None	2 Hours	GSO Staff General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Approval of Acceptance and Inspection Report (AIR)	None	4 Hours	<i>Technical Working Group</i> <i>General Services Officer</i> General Services Office
None	1.4. Submit copies of Approved Acceptance and Inspection Report together with the related requirements to Commission on Audit and secure 2 copies with COA received stamp	None	15 Minutes	<i>GSO Staff</i> General Services Office
None	1.5. GSO personnel deliver and issue items to End User or to office concerned	None	1 Hour	<i>GSO Staffs</i> General Services Office
None	1.6. End-user receives item and approves Request Issuance Slip (RIS), Acknowledgement Receipt of Equipment (ARE)/ Inventory Custodian Slip (ICS)	None	10 Minutes	<i>End-User or Office-Concerned</i>
None	1.7. Review and compilation of additional requirements.	None	10 Minutes	<i>Supply Officer III</i> General Services Office
None	1.8. Prepare Disbursement Voucher.	None	10 Minutes	<i>GSO Staff</i> General Services Office
None	1.9. Review of Disbursement Voucher	None	10 Minutes	<i>Supply Officer III</i> General Services Office
None	1.10. Process Disbursement Voucher for End-user Approval.	None	30 Minutes	<i>GSO Staff</i> General Services Office
None	1.11. Forward End-user approved Disbursement Voucher together with the attached documents to Bids and Awards Committee.	None	5 Minutes	<i>GSO Staff</i> General Services Office
None	1.12. Receives and record voucher on the log book.	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.13. Compilation of related documents based on Checklist of requirements.	None	1 Hour	<i>BAC Staff</i> BAC, CMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.14. Forward Disbursement Voucher together with the attached documents to City Budget Office.	None	5 Minutes	<i>BAC Staff BAC, CMO</i>
None	1.15. Receive documents from the Bids and Awards Committee and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk City Budget Office</i>
None	1.16. Control Disbursement Voucher as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant City Budget Office</i>
None	1.17. Check documents and affix initial.	None	5 Minutes	<i>Budget Officer IV City Budget Office</i>
None	1.18. Certify Disbursement Voucher as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer City Budget Office</i>
None	1.19. Return certified Disbursement Voucher to releasing clerk.	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.20. Update transaction status of Disbursement Voucher as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.21. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.22. Receive and record documents from the City Budget Office.	None	5 Minutes	<i>Receiving Clerk City Accountant's Office</i>
None	1.23. Examine and evaluate the completeness and propriety of supporting documents	None	1 Hour	<i>Asst. City Accountant / Management and Audit Analyst I City Accountant's Office</i>
None	1.24. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Officer City Accountant's Office</i>
None	1.25. Post to Fund Control Ledgers and Prepare the Journal Entry	None	5 Minutes	<i>Supervising Administrative Officer City Accountant's Office</i>
None	1.26. Assign control number to Disbursement Voucher	None	5 Minutes	<i>Accounting Clerk City Accountant's Office</i>
None	1.27. Review and certify the Disbursement voucher and CAFOA, together with the approval of the journal entry	None	15 Minutes	<i>Asst./City Accountant City Accountant's Office</i>
None	1.28. Record and forward Disbursement Voucher to the City Mayor's Office for Approval.	None	5 Minutes	<i>Releasing Clerk City Accountant's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.29. Receive and record documents from the City Accountant's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	1.30. Review and approval of Disbursement Voucher	None	2 Hours	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.31. Forward documents to City Treasurers Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	1.32. Received documents from City Mayor's Office and record the said transaction in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.33. Certification of Disbursement Voucher	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.34. Forward Documents to Cashier for check preparation.	None	5 Minutes	<i>Cashier IV</i> City Treasurer's Office
None	1.35. Approval of Check by the City Treasurer	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.36. Forward Documents and check to City Mayor's Office.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.37. Receive and record documents and check from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	1.38. Approval of Check by the City Mayor or authorized representative.	None	2 Hours	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.39. Forward documents and approved check to City Accountant's Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	1.40. Receive and record documents and approved check from City Mayor's Office in the logbook.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.41. Prepare TAX Certificate and Accountant's Advice.	None	15 Minutes	<i>Accounting in-charge</i> City Accountant's Office
None	1.42. Approval of TAX Certificate and Accountant's Advice.	None	5 Minutes	<i>Asst./ City Accountant</i> City Accountant's Office
None	1.43. Forward the Accountants Advice to LandBank and secure 2 copies with received stamp.	None	5 Minutes	<i>Administrative Aide</i> City Accountant's Office
None	1.44. Record and forward documents to the City Treasurer's Office.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.45. Receive and record documents from City Accountant's Office in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
2. Present ID and Receive Check Payment	2. Ask for valid identification card of payee and validate.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
3. Issue Official Receipt, sign logbook and sign Disbursement Voucher	3. Ask for Official Receipt from Supplier and release check.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
TOTAL		None	2 Days, 2 Hours, 35 Minutes	



CITY ACCOUNTANT'S OFFICE,
CITY BUDGET OFFICE, &
CITY TREASURER'S OFFICE
Internal Services



5.5. Cash Advance for Local Travel

A cash advance is granted to employees who have an official travel in the Philippines. A cash advance shall be reported on and liquidated as soon as the purpose for which it was given has been served. No additional cash advance shall be allowed to any official or employee unless the previous cash advance given to him is first settled or a proper accounting thereof is made.

The specific rules and regulations on the granting, utilization and liquidation of cash advances are provided for under Commission on Audit (COA) Circular No. 97-002 dated February 10, 1997, as amended by COA Circular No. 2006-005 dated July 13, 2006.

Office or Division:	City Budget Office (CBO) City Accountant's Office (CAO) City Treasurer's Office (CTO) City Mayor's Office (CMO) or Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Officials and Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) (4 Original)		Employee's Office		
Disbursement Voucher (1 Original)		Employee's Office		
Office Order/Travel Order/Memorandum (1 Original)		Employee's Office		
Invitation/Communication Letter (1 Photocopy)		Host or Sponsoring Agency/Organization		
Approved Itinerary of Travel (Appendix A) (1 Original)		Employee's Office		
Such considered necessary in the auditorial review		Offices/Agencies/Individuals Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for cash advance and submit approved memorandum with invitation letter	1. Verify Memorandum with Invitation Letter and prepare CAFOA, Disbursement Voucher, and Itinerary of Travel (Appendix A)	None	15 Minutes	Administrative Staff Employee's Office
None	1.1. Verify CAFOA, Disbursement Voucher, Itinerary of Travel (Appendix A) and other pertinent documents	None	5 Minutes	Administrative Officer Employee's Office
None	1.2. Affix signature on the CAFOA, Disbursement Voucher, and Itinerary of Travel (Appendix A)	None	10 Minutes	Department Head Employee's Office
None	1.3. Forward the pertinent documents to the City Budget Office for the certification of existence of appropriations	None	15 Minutes	Processor/Messenger Employee's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Receive the documents and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office
None	1.5. Control CAFOA as to existence of appropriation and update records in the eBudget System. Forward controlled CAFOA to Budget Officer IV for checking and initial.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	1.6. Check and affix initial on the CAFOA and forward it with the attached pertinent documents to the City Budget Officer	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	1.7. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	1.8. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.9. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.10. Forward documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	1.11. Receive documents from the City Budget Office and forward it to the City Treasurer for certification	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.12. Certify CAFOA as to availability of Funds	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.13. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.14. Receive documents from the City Treasurer's Office and input transaction in the system then forward it for auditing	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.15. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	<i>Administrative Officer II</i> City Accountant's Office <i>Supervising Administrative Officer</i> City Accountant's Office
None	1.16. Post claim to individual ledgers	None	5 Minutes	<i>Administrative Officer II</i> City Accountant's Office
None	1.17. Post to Fund Control Ledgers and prepare the journal entry	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.18. Assign control number to CAFOA	None	4 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.19. Review and certify the disbursement voucher and approve the journal entry	None	3 Minutes	<i>City Accountant</i> City Accountant's Office
None	1.20. Forward disbursement voucher with pertinent documents to the CMO for approval	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.21. Receive documents and record the transaction in the logbook	None	5 Minutes	<i>Administrative Aide</i> City Mayor's Office
None	1.22. Affix signature on the disbursement voucher	None	5 Minutes	For 50,000 and below: <i>City Government Asst.</i> <i>Dept. Head I/HRMO</i> Above 50,000 and below 1 Million: <i>City Administrator</i>
None	1.23. Forward the said documents to the CTO	None	5 Minutes	<i>CMO Staff</i> City Mayor's Office
None	1.24. Receive documents and record the transaction in the logbook	None	5 Minutes	<i>CTO Staff</i> City Treasurer's Office
None	1.25. Forward to the City Treasurer for approval of release of payment	None	5 Minutes	<i>CTO Staff</i> City Treasurer's Office
None	1.26. Affix signature on the disbursement voucher for release of payment	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.27. Forward documents to the Cash Division for preparation of check	None	5 Minutes	<i>CTO Staff</i> City Treasurer's Office
None	1.28. Prepare check per approved disbursement voucher	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.29. Forward the check with the pertinent documents to the City Treasurer	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.30. Affix signature on the check	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.31. Forward the check with pertinent documents to the City Mayor's Office and ask the receiver to sign on the logbook upon receipt	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.32. Receive check with pertinent documents and sign on the logbook	None	5 Minutes	CMO Staff City Mayor's Office
None	1.33. Affix signature on the check	None	5 Minutes	For 50,000 and below: <i>City Government Asst.</i> <i>Dept. Head I/HRMO</i> Above 50,000 and below 1 Million: <i>City Administrator</i>
None	1.34. Forward to the City Accountant's Office for the preparation of Accountant's advice	None	5 Minutes	CMO Staff City Mayor's Office
None	1.35. Receive check and other pertinent documents and record the transaction in the logbook and forward to another Accounting staff for the preparation of Accountant's advice	None	5 Minutes	Accounting Staff City Accountant's Office
None	1.36. Prepare Accountant's advice	None	10 Minutes	Accounting Staff City Accountant's Office
None	1.37. Check and verify Accountant's advice then Forward Accountant's Advice to the City Accountant	None	10 Minutes	Supervising Administrative Officer City Accountant's Office
None	1.38. Affix signature on the Accountant's advice	None	5 Minutes	City Accountant City Accountant's Office
None	1.39. Submit the Accountant's advice to the Landbank of the Philippines and retain 2 copies with received stamp from Landbank of the Philippines	None	5 Minutes	Accounting Staff City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.40. Forward the Accountant's advice along with other pertinent documents to the CTO	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.41. Receive check and other pertinent documents for release	None	2 Minutes	<i>Administrative Aide II</i> City Treasurer's Office
2. Proceed to Window 6 of the Cashier's Division and inquire availability of check. If check is available, present Valid Identification Card.	2. If check is available, ask for valid identification card of payee and validate.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
3. Receive check and affix signature on the disbursement voucher acknowledging the receipt of check.	3. Release check and ask the employee to affix signature on the disbursement voucher acknowledging the receipt of check.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
TOTAL:		None	4 Hours, 13 Minutes	



5.6. Certification of Availability of Funds

This certificate is issued to various offices under the City Government of Gingoog and other National Government Agencies (NGAs) within the jurisdiction of the latter for requests of information regarding available funds allocated to their respective offices. This certificate is a requirement for requests for re-alignment/re-appropriation and for bidding purposes.

Office or Division:	City Accountant's Office City Treasurer's Office (CTO) City Mayor's Office (CMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department/Office of the City Government of Gingoog and NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1. Receive the letter request and forward it to the Financial Audit and Control Section.	None	5 Minutes	Accounting Staff City Accountant's Office
None	1.1. Prepare the certificate and forward it to the City Accountant.	None	10 Minutes	Supervising Administrative Officer City Accountant's Office
None	1.2. Sign the certificate of Availability of Funds	None	5 Minutes	City Accountant City Accountant's Office
None	1.3. Forward the Certificate to the CTO	None	5 Minutes	Accounting Staff City Accountant's Office
None	1.4. Receive the Certificate and deliver it to the City Treasurer for signatory	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.5. Affix Signature on the Certificate	None	5 Minutes	City Treasurer City Treasurer's Office
None	1.6. Forward the Certificate to the CMO	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.7. Receive the Certificate and forward it to the City Administrator	None	5 Minutes	Office of the City Administrator Staff
None	1.8. Affix signature on the Certificate on behalf of the City Mayor	None	5 Minutes	City Administrator Office of the City Administrator
None	1.9. Forward the Certificate back to the City Accountant's Office	None	5 Minutes	Office of the City Administrator Staff
2. Claim the certificate	2. Receive the Certificate from the Office of the City Administrator and release it to the client.	None	5 Minutes	Accounting Staff City Accountant's Office
TOTAL		None	1 Hour	



5.7. Certification of Net Take Home Pay

Certificate of Net Take Home Pay is a document that contains an employee's monthly total earnings, breakdown and total of monthly deductions and summary of net salary received during the month. This certificate is requested by government employees for loan application purposes.

Office or Division:	City Accountant's Office – Administrative and Support Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (1 Original)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make request by signing in the logbook.	1. Advise client to proceed to the City Treasurer's Office and pay the Certification fee	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
2. Proceed to the City Treasurer's Office and pay the Certification Fee	2. Receive payment and Issue <i>Official Receipt (OR)</i>	PHP 50.00	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. Present OR	3. Receive OR and generate the <i>Certificate of Net Take Home Pay</i> .	None	10 Minutes	<i>Administrative Aide II</i> City Accountant's Office
	3.1. Review and sign the <i>Certificate of Net Take Home Pay</i> .	None	5 Minutes	<i>City Accountant</i> City Accountant's Office
4. Claim the certificate.	4. Release the said certificate to the client.	None	5 Minutes	<i>Administrative Aide II</i> City Accountant's Office
TOTAL		PHP 50.00	30 Minutes	



5.8. Clearance from Money and Property Accountabilities

Clearance from Money and Property Accountabilities is issued to employees who will be transferring and retiring (terminal leave) and required for those who apply for vacation leave outside Philippines, maternity leave, rehabilitation leave, and gynecological leave.

Office or Division:	Respective Office/Department, City Treasurer's Office, City Accountant's Office, General Services Office, Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Employees of the City Government of Gingoog			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR) (1 Original)		City Treasurer's Office – Business Permits and License Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the <i>Clearance</i> form and submit to the immediate supervisor.	1. Provide a <i>Clearance</i> form and check if the employees have any accountabilities in the respective office. Then, endorse the said form to the Department Head.	None	5 Minutes	<i>Immediate Supervisor of the employee Client's Office</i>
None	1.1. Affix signature in the <i>Clearance</i> form.	None	5 Minutes	<i>Department Head Client's Office</i>
2. Receive the <i>Clearance</i> form.	2. Retrieve the <i>Clearance</i> form and advice client to pay the Certification fee.	None	2 Minutes	<i>Administrative Staff Client's Office</i>
3. Pay the required fee.	3. Receive payment and issue an Official Receipt	PHP 50.00	5 Minutes	<i>LRCO I City Treasurer's Office</i>
4. Attach OR on the <i>Clearance</i> form and submit it to the Admin. Officer of the City Treasurer's Office. If there is any, pay existing obligation as to real property tax, cashier division and business and license division. Present Official Receipt to the assigned officer for payment.	4. Check the validity of the OR and forward the <i>Clearance</i> form with attached OR to the concerned divisions or employees for verification as to employee's existing obligation due for settlement.	None	1 Minute	<i>Administrative Officer City Treasurer's Office</i>
	4.1. CASH DIVISION – The division chief checks any existing obligation of the requesting employee. If found none, the division chief signs the clearance. In case obligations exist, employee is required to settle the account. Upon presentation of official receipt, division chief signs the clearance.	None	5 Minutes	<i>Cashier IV City Treasurer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In case obligations exist, employee is required to settle the account.	4.2. LAND TAX DIVISION - The division chief checks any existing obligation of the requesting employee. If found none, the division chief signs the clearance. In case obligations exist, employee is required to settle the account. Upon presentation of official receipt, division chief signs the clearance.	None If any, unpaid taxes.	5 Minutes	<i>Local Revenue Collections Officer IV</i> City Treasurer's Office
In case obligations exist, employee is required to settle the account.	4.3. TREASURY AND OPERATIONS REVIEW DIVISION- The division chief checks any existing obligation of the requesting employee. If found none, the division chief signs the clearance. In case obligations exist, employee is required to settle the account. Upon presentation of official receipt, division chief signs the clearance.	None	5 Minutes	<i>Local Treasury Operations Officer IV</i> City Treasurer's Office
In case obligations exist, employee is required to settle the account.	4.4. If the client is a Revenue Collector, check any existing obligation of the requesting employee as to remittances and accountable forms requisition. If found none, sign the clearance. In case obligations exist, employee is required to settle the account. Upon presentation of official receipt, signs the clearance.	None	10 Minutes	<i>Local Treasury Operations Officer IV</i> City Treasurer's Office
None	4.5. After all division chiefs concerned certified the clearance, forward the Clearance to the City Treasurer for approval.	None	2 Minutes	<i>Administrative Aide</i> City Treasurer's Office
None	4.6. City Treasurer approve and sign the clearance based on the certification of the division chiefs.	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive the Clearance and sign the logbook to acknowledge receipt.	5. Retrieve the Clearance from the City Treasurer and release it to the requesting employee and ask the client to sign the logbook to acknowledge receipt of clearance	None	5 Minutes	Administrative Officer V City Treasurer's Office
6. Proceed to the City Accountant's Office and submit the Clearance form. If there are any existing obligations, comply with them.	6. Received the Clearance form and forward it to employee in-charge.	None	2 Minutes	Accounting Staff City Accountant's Office
	6.1. Check if the client is cleared as to bank loans and affix signature in the Clearance form upon verification.	None	5 Minutes	Administrative Aide II City Accountant's Office
	6.2. Check if the client is cleared as to Account and affix signature in the Clearance form upon verification.	None	5 Minutes	Supervising Administrative Officer City Accountant's Office
	6.3. Check if the client is cleared as to suspension and affix signature in the Clearance form upon verification.	None	5 Minutes	Asst. City Accountant City Accountant's Office
	6.4. Check the clearance and affix signature in the Clearance form upon confirmation.	None	5 Minutes	City Accountant City Accountant's Office
7. Receive the Clearance and sign the logbook to acknowledge receipt.	7. Retrieve the Clearance form from the City Accountant and release it to the requesting employee and ask the client to sign the logbook to acknowledge receipt of clearance	None	5 Minutes	Accounting Staff City Accountant's Office
8. Proceed to the City General Services Office and submit the Clearance form. If there are any existing obligations, comply with them.	8. Receive the Clearance form and forward it to the Supply Officer.	None	2 Minutes	Receiving Clerk General Services Office
	8.1. Check as to any existing obligations. If found none, affix initial on the Clearance and forward it to the City General Services Officer for signature. If there are existing obligations, inform the client immediately to comply with the existing obligations.	None	5 Minutes	Supply Officer General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	8.2. Check if the Clearance is certified by the Supply Officer then affix signature.	None	5 Minutes	<i>City General Services Officer</i> General Services Office
9. Receive the Clearance and sign the logbook to acknowledge receipt.	9. Retrieve the Clearance form from the City General Services Officer and release it to the requesting employee and ask the client to sign the logbook to acknowledge receipt of clearance.	None	5 Minutes	<i>Clerk</i> General Services Office
10. Proceed to the Office of the City Mayor for Certification	10. Receive the Clearance form, check for the completeness and forward it to the City Mayor for certification	None	2 Minutes	<i>CMO Staff</i> Office of the City Mayor
None	10.1. Check the clearance and affix signature on the Clearance upon verification.	None	5 Minutes	<i>City Mayor</i> Office of the City Mayor
11. Receive the Clearance and sign the logbook to acknowledge receipt.	11. Retrieve the accomplished Clearance form from the City Mayor and release it to the requesting employee and ask the client to sign the logbook to acknowledge receipt of Clearance.	None	5 Minutes	<i>Clerk</i> General Services Office
TOTAL		None	1 Hour, 41 Minutes	
TOTAL if the client is a Revenue Collector		None	1 Hour, 51 Minutes	



5.9. Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous, who have accumulated fifteen (15) Days of vacation leave credits shall be allowed to monetize a minimum of ten (10) Days: Provided, that at least five (5) Days is retained after monetization and provided further that a maximum of thirty (30) Days may be monetized in a given year; as specified in Section 22 of the Omnibus Rules on Leave.

Moreover, sick leave credits may be monetized if an employee has no available vacation leave credits, in accordance with the general rule under Section 23 of the Omnibus Rules on Leave, that vacation leave credits must be exhausted first before sick leave credits maybe used.

Office or Division:	City Mayor's Office (CMO) – Administrative and Records Section, City Budget Office, City Accountant's Office, City Treasurer's Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Current Employees of the City Government of Gingoog				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) (4 Original)			Client's Office		
Disbursement Voucher (1 Original)			Client's Office		
Approved Leave Application (2 Original)			City Mayor's Office		
Approved Letter Request (2 Original)			Client		
Additional Requirements depending on the purpose of monetization as stated in the Letter Request:					
If in case of health, medical and hospital needs - Clinical Abstract/medical procedures to be undertaken (1 Original)			Physician		
If in case of need for financial assistance brought about by calamities, typhoons, fire, etc. - Barangay Certification (1 Original)			Barangay		
If in case of educational needs - Statement of Account of the student (1 Original)			School/University of the student		
Such other document(s) peculiar to the transaction and considered necessary in the auditorial review (1 Original)			Offices/Agencies/Individuals Concerned		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request and additional requirements depending on the purpose of monetization		1. Receive and review the completeness of the requirements.	None	10 Minutes	Admin. Staff Employee's Office
					Admin. Officer Employee's Office
2. Check entries in the <i>Application of Leave Form</i> and affix signature upon verification		2. Generate <i>Application for Leave Form</i> , attached the letter request and other documents then hand it over to the client for verification	None	10 Minutes	Admin. Staff Employee's Office
					Admin. Officer Employee's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1. Receive the said form and endorse it to the Department Head for recommending approval	None	5 Minutes	<i>Admin. Staff Employee's Office</i>
None	2.2. Decide whether to Approve or Disapprove the Monetization based on the recommendation of the Administrative Officer	None	5 Minutes	<i>Department Head Client's Office</i>
None	2.3. Retrieve the approved <i>Application for Leave</i> form from the Department Head and endorse it to the Administrative and Records Section of the City Mayor's Office for review of the application and Certification of Leave Credits	None	15 Minutes	<i>Admin. Staff/Messenger Employee's Office</i>
None	2.4. Review and record leave application upon validation	None	5 Minutes	<i>Admin. Officer City Mayor's Office</i>
None	2.5. Certify Leave Credits and endorse the said form to the approving officer	None	3 Minutes	<i>Admin. Officer City Mayor's Office</i>
None	2.6. Approve leave application based on the certification of the Administrative Officer and affix signature on the <i>Application for Leave</i> form	None	5 Minutes	<i>CGADH/HRMO City Mayor's Office</i> <i>City Mayor City Mayor's Office</i>
None	2.7. Retrieve the approved leave application with pertinent documents from the approving officer then file a copy of the said approved leave application	None	3 Minutes	<i>Admin. Staff City Mayor's Office</i>
3. Receive the Approved or Disapproved <i>Application for Leave</i>	3. Release employee's copy of approved or disapproved <i>Application for Leave</i> Form to the client	None	2 Minutes	<i>Admin. Staff City Mayor's Office</i>
4. Submit the Approved <i>Application for Leave</i> to the respective office's admin. officer	4. Receive approved <i>Application for Leave</i> form with other pertinent documents and prepare CAFOA and <i>Disbursement Voucher</i> .	None	5 Minutes	<i>Administrative Officer Employee's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.1. Verify CAFOA, <i>Disbursement Voucher</i> and other pertinent documents	None	5 Minutes	Administrative Officer Employee's Office
None	4.2. Affix signature on the CAFOA and <i>Disbursement Voucher</i>	None	10 Minutes	Department Head Employee's Office
None	4.3. Forward the CAFOA and <i>Disbursement Voucher</i> and other pertinent documents to the City Budget Office for the certification of the existence of appropriations	None	15 Minutes	Processor/Messenger Employee's Office
None	4.4. Receive the CAFOA and <i>Disbursement Voucher</i> and other pertinent documents then record in the logbook, input transactions to eBudget System and assign control number.	None	5 Minutes	Receiving Clerk City Budget Office
None	4.5. Control CAFOA as to existence of appropriation and update records in the eBudget System. Forward controlled CAFOA to Budget Officer IV for checking and initial.	None	5 Minutes	Budgeting Assistant City Budget Office
None	4.6. Check and affix initial on the CAFOA and forward it with the attached pertinent documents to the City Budget Officer	None	5 Minutes	Budget Officer IV City Budget Office
None	4.7. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	City Budget Officer City Budget Office
None	4.8. Return certified CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to releasing clerk	None	5 Minutes	Administrative Aide City Budget Office
None	4.9. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	Administrative Aide City Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.10. Forward CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	4.11. Receive CAFOA, <i>Disbursement Voucher</i> and other pertinent documents from the City Budget Office and forward them to the City Treasurer for certification	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	4.12. Certify CAFOA as to availability of Funds	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	4.13. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	4.14. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents from the City Treasurer's Office and input transaction in the system then forward it for auditing	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	4.15. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	<i>Administrative Officer II</i> City Accountant's Office <i>Supervising Administrative Officer</i> City Accountant's Office
None	4.16. Post claim to individual ledgers	None	5 Minutes	<i>Administrative Officer II</i> City Accountant's Office
None	4.17. Post to Fund Control Ledgers and prepare the journal entry	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	4.18. Assign control number to CAFOA	None	4 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	4.19. Review and certify the disbursement voucher and approve the journal entry	None	3 Minutes	<i>City Accountant</i> City Accountant's Office
None	4.20. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the CMO for approval	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.21. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents and record the transaction in the logbook	None	5 Minutes	Administrative Aide City Mayor's Office
None	4.22. Affix signature on the disbursement voucher	None	5 Minutes	For 50,000 and below: City Government Asst. Dept. Head I/HRMO Above 50,000 and below 1 Million: City Administrator
None	4.23. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the CTO	None	5 Minutes	CMO Staff City Mayor's Office
None	4.24. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents and record the transaction in the logbook	None	5 Minutes	CTO Staff City Treasurer's Office
None	4.25. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Treasurer for approval of release of payment	None	5 Minutes	CTO Staff City Treasurer's Office
None	4.26. Affix signature on the disbursement voucher for release of payment	None	5 Minutes	City Treasurer City Treasurer's Office
None	4.27. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the Cash Division for preparation of check	None	5 Minutes	CTO Staff City Treasurer's Office
None	4.28. Prepare check per approved disbursement voucher	None	5 Minutes	Administrative Aide I City Treasurer's Office
None	4.29. Forward the check with the pertinent documents to the City Treasurer	None	5 Minutes	CTO Staff City Treasurer's Office
None	4.30. Affix signature on the check	None	5 Minutes	City Treasurer City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.31. Forward the check with pertinent documents to the City Mayor's Office and ask the receiver to sign on the logbook upon receipt	None	5 Minutes	CTO Staff City Treasurer's Office
None	4.32. Receive check with pertinent documents and sign on the logbook	None	5 Minutes	CMO Staff City Mayor's Office
None	4.33. Affix signature on the check	None	5 Minutes	For 50,000 and below: City Government Asst. Dept. Head I/HRMO Above 50,000 and below 1 Million: City Administrator
None	4.34. Forward to the City Accountant's Office for the preparation of Accountant's advice	None	5 Minutes	CMO Staff City Mayor's Office
None	4.35. Receive check with pertinent documents then record the transaction in the logbook and forward the check with pertinent documents to another Accounting staff for the preparation of Accountant's advice	None	5 Minutes	Accounting Staff City Accountant's Office
None	4.36. Prepare Accountant's advice	None	10 Minutes	Accounting Staff City Accountant's Office
None	4.37. Check and verify the Accountant's advice then forward Accountant's Advice to the City Accountant	None	10 Minutes	Supervising Administrative Officer City Accountant's Office
None	4.38. Affix signature on the Accountant's advice	None	5 Minutes	City Accountant City Accountant's Office
None	4.39. Submit the Accountant's advice to the Landbank of the Philippines and retain 2 copies with a received stamp from the Landbank of the Philippines	None	5 Minutes	Accounting Staff City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.40. Forward the Accountant's advice along with other pertinent documents to the City Treasurer's office	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	4.41. Receive check and other pertinent documents for release	None	2 Minutes	<i>Administrative Aide II</i> City Treasurer's Office
5. Proceed to Window 6 of the Cashier's Division and inquire availability of check. If check is available, present Valid Identification Card.	5. If check is available, ask for valid identification card of payee and validate.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
6. Receive the check and affix signature on the disbursement voucher acknowledging the receipt of the check.	6. Release the check and ask the employee to affix his/her signature on the disbursement voucher acknowledging the receipt of the check.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
TOTAL:		None	5 Hours, 6 Minutes	



5.10. Reimbursement of Expenses from Petty Cash Fund

A Petty Cash Fund is set up for operating expenses consisting of small payments for maintenance and operating expenses which cannot be paid conveniently by check or are required to be paid immediately.

Office or Division:	Client's Respective Department/Office, City Budget Office, City Accountant's Office – Financial Control and Reporting Division, City Treasurer's Office, City Mayor's Office				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	Employees of the City Government of Gingoog and National Agencies				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<input type="checkbox"/> Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) (4 Original)		Client's Respective Department/Office			
<input type="checkbox"/> Petty Cash Voucher (1 Original)		Client's Respective Department/Office			
<input type="checkbox"/> Sales Invoice/Official Receipt (OR) (1 Original) duly signed by at least 2 BAC-TWGs		Supplier			
<input type="checkbox"/> Certification of Emergency Purchase (1 Original)		Client's Respective Department/Office			
Additional Requirements for meals or other expenses that should undergo procurement process:					
<input type="checkbox"/> Justification Letter (1 Original)		Client's Respective Department/Office			
Additional Requirements for meals:					
<input type="checkbox"/> Attendance Sheet (1 Original)		Client's Respective Department/Office			
Additional Requirements for spare parts:					
<input type="checkbox"/> Waste Materials Report (1 Original)		General Services Office			
<input type="checkbox"/> Pre-inspection Report (1 Original)		City Engineer's Office – Motorpool Division			
<input type="checkbox"/> Post-repair Inspection Report (1 Original)		City Engineer's Office – Motorpool Division			
<input type="checkbox"/> Such other document(s) considered necessary in the auditorial review		Offices/Agencies/Individuals Concerned			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for payment of expenses and submit Sales Invoice or OR signed by 2 TWGs and other required documents as per type of transaction		1. Receive request and required documents. Verify Sales Invoice or Official Receipt (OR) and other pertinent documents required depending on the type of transaction.	None	5 Minutes	Administrative Staff Employee's Office
None		1.1. Prepare CAFOA and Petty Cash Voucher	None	10 Minutes	Administrative Staff Employee's Office
None		1.2. Verify CAFOA, Petty Cash Voucher, and other pertinent documents	None	5 Minutes	Administrative Officer Employee's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Affix signature on the CAFOA, Petty Cash Voucher	None	10 Minutes	<i>Department Head Employee's Office</i>
None	1.4. Forward the pertinent documents to the City Budget Office for the certification of existence of appropriations	None	15 Minutes	<i>Processor/Messenger Employee's Office</i>
None	1.5. Receive the documents and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk City Budget Office</i>
None	1.6. Control CAFOA as to existence of appropriation and update records in the eBudget System. Forward controlled CAFOA to Budget Officer IV for checking and initial.	None	5 Minutes	<i>Budgeting Assistant City Budget Office</i>
None	1.7. Check and affix initial on the CAFOA and forward it with the attached pertinent documents to the City Budget Officer	None	5 Minutes	<i>Budget Officer IV City Budget Office</i>
None	1.8. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer City Budget Office</i>
None	1.9. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.10. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.11. Forward documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.12. Receive documents from the City Budget Office and forward it to the City Treasurer for certification	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>
None	1.13. Certify CAFOA as to availability of Funds	None	5 Minutes	<i>City Treasurer City Treasurer's Office</i>
None	1.14. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide / City Treasurer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.15. Receive documents from the City Treasurer's Office and input transaction in the system then forward it for auditing	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.16. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	<i>Administrative Officer II</i> City Accountant's Office <i>Supervising Administrative Officer</i> City Accountant's Office
None	1.17. Post claim to individual ledgers	None	5 Minutes	<i>Administrative Officer II</i> City Accountant's Office
None	1.18. Post to Fund Control Ledgers	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.19. Assign control number to CAFOA	None	4 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.20. Review and approve the petty cash voucher	None	3 Minutes	<i>City Accountant</i> City Accountant's Office
None	1.21. Forward documents to the Cash Division for release of payment	None	5 Minutes	<i>CTO Staff</i> City Treasurer's Office
2. Receive payment and sign on the photocopy of the receipt.	2. Release payment per approved petty cash voucher and ask the client to sign on the photocopy of the receipt.	None	5 Minutes	<i>Cashier III</i> City Treasurer's Office
TOTAL		None	2 Hours, 22 Minutes	



5.11. Reimbursement of Travel Expenses

The officials and employees of the City Government of Gingoog and National Government Agencies may have their expenses from official travel be reimbursed.

Office or Division:	Client's Respective Department/Office, City Budget Office, City Accountant's Office, City Treasurer's Office, City Mayor's Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Officials and employees of the City Government of Gingoog and National Government Agencies.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) (4 Original)			Client's Respective Department/Office		
Disbursement Voucher (1 Original)			Client's Respective Department/Office		
Office Order/Travel Order/Memorandum (1 Original)			Client's Respective Department/Office		
Invitation/Communication Letter (1 Photocopy)			Host or Sponsoring Agency/Organization		
Duly Approved Itinerary of Travel (Appendix A) (2 Original)			Client's Respective Department/Office		
Certificate of Travel Completed (Appendix B) (2 Original)			Client's Respective Department/Office		
Certificate of Appearance/Attendance (1 Original, 1 Photocopy)			Host or Sponsoring Agency/Organization		
Paper/Electronic Place Ticket, Boat or Bus Ticket, Boarding Pass, Terminal Fee Official Receipt of Registration Fee (if any)			Official/Employee/Client		
Such other document(s) considered necessary in the auditorial review			Offices/Agencies/Individuals Concerned		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for payment of travel expenses and submit required documents		1. Receive request and required documents. Check required documents as to its validity and completeness.	None	5 Minutes	Administrative Staff Employee's Office
None		1.1. Prepare CAFOA and Disbursement Voucher. Attached required documents and forward to the administrative officer for verification.	None	10 Minutes	Administrative Staff Employee's Office
None		1.2. Verify CAFOA, Disbursement Voucher, and other pertinent documents and affix initial upon verification. Forward the said documents to the Department Head for approval.	None	5 Minutes	Administrative Officer Employee's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Affix signature on the CAFOA and <i>Disbursement Voucher</i> based on the certification of the Administrative Officer	None	10 Minutes	<i>Department Head Employee's Office</i>
None	1.4. Forward the CAFOA and <i>Disbursement Voucher</i> and other pertinent documents to the City Budget Office for the certification of the existence of appropriations	None	15 Minutes	<i>Processor/Messenger Employee's Office</i>
None	1.5. Receive the CAFOA and <i>Disbursement Voucher</i> and other pertinent documents then record in the logbook, input transactions to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk City Budget Office</i>
None	1.6. Control CAFOA as to existence of appropriation and update records in the eBudget System. Forward controlled CAFOA to Budget Officer IV for checking and initial.	None	5 Minutes	<i>Budgeting Assistant City Budget Office</i>
None	1.7. Check and affix initial on the CAFOA and forward it with the attached pertinent documents to the City Budget Officer	None	5 Minutes	<i>Budget Officer IV City Budget Office</i>
None	1.8. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer City Budget Office</i>
None	1.9. Return certified CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to releasing clerk	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.10. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.11. Forward CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide City Budget Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.12. Receive CAFOA, <i>Disbursement Voucher</i> and other pertinent documents from the City Budget Office and forward them to the City Treasurer for certification	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.13. Certify CAFOA as to availability of Funds	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.14. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.15. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents from the City Treasurer's Office and input transaction in the system then forward it for auditing	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.16. Examine and evaluate the completeness and propriety of supporting documents	None	15 Minutes	<i>Administrative Officer II</i> City Accountant's Office <i>Supervising Administrative Officer</i> City Accountant's Office
None	1.17. Post claim to individual ledgers	None	5 Minutes	<i>Administrative Officer II</i> City Accountant's Office
None	1.18. Post to Fund Control Ledgers and prepare the journal entry	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	1.19. Assign control number to CAFOA	None	4 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.20. Review and certify the disbursement voucher and approve the journal entry	None	3 Minutes	<i>City Accountant</i> City Accountant's Office
None	1.21. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the CMO for approval	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.22. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents and record the transaction in the logbook	None	5 Minutes	Administrative Aide City Mayor's Office
None	1.23. Affix signature on the disbursement voucher	None	5 Minutes	For 50,000 and below: City Government Asst. Dept. Head I/HRMO Above 50,000 and below 1 Million: City Administrator
None	1.24. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the CTO	None	5 Minutes	CMO Staff City Mayor's Office
None	1.25. Receive the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents and record the transaction in the logbook	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.26. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the City Treasurer for approval of release of payment	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.27. Affix signature on the disbursement voucher for release of payment	None	5 Minutes	City Treasurer City Treasurer's Office
None	1.28. Forward the said CAFOA, <i>Disbursement Voucher</i> and other pertinent documents to the Cash Division for preparation of check	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.29. Prepare check per approved disbursement voucher	None	5 Minutes	Administrative Aide I City Treasurer's Office
None	1.30. Forward the check with the pertinent documents to the City Treasurer	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.31. Affix signature on the check	None	5 Minutes	City Treasurer City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.32. Forward the check with pertinent documents to the City Mayor's Office and ask the receiver to sign on the logbook upon receipt	None	5 Minutes	CTO Staff City Treasurer's Office
None	1.33. Receive check with pertinent documents and sign on the logbook	None	5 Minutes	CMO Staff City Mayor's Office
None	1.34. Affix signature on the check	None	5 Minutes	For 50,000 and below: City Government Asst. Dept. Head I/HRMO Above 50,000 and below 1 Million: City Administrator
None	1.35. Forward to the City Accountant's Office for the preparation of Accountant's advice	None	5 Minutes	CMO Staff City Mayor's Office
None	1.36. Receive check with pertinent documents then record the transaction in the logbook and forward the check with pertinent documents to another Accounting staff for the preparation of Accountant's advice	None	5 Minutes	Accounting Staff City Accountant's Office
None	1.37. Prepare Accountant's advice	None	10 Minutes	Accounting Staff City Accountant's Office
None	1.38. Check and verify the Accountant's advice then forward Accountant's Advice to the City Accountant	None	10 Minutes	Supervising Administrative Officer City Accountant's Office
None	1.39. Affix signature on the Accountant's advice	None	5 Minutes	City Accountant City Accountant's Office
None	1.40. Submit the Accountant's advice to the Landbank of the Philippines and retain 2 copies with a received stamp from the Landbank of the Philippines	None	5 Minutes	Accounting Staff City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.41. Forward the Accountant's advice along with other pertinent documents to the City Treasurer's office	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	1.42. Receive check and other pertinent documents for release	None	2 Minutes	<i>Administrative Aide II</i> City Treasurer's Office
2. Proceed to Window 6 of the Cashier's Division and inquire the availability of the check. If the check is available, present Valid Identification Card.	2. If the check is available, ask for a valid identification card of the payee and validate.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
3. Receive the check and affix signature on the disbursement voucher acknowledging the receipt of the check.	3. Release the check and ask the employee to affix his/her signature on the disbursement voucher acknowledging the receipt of the check.	None	2 Minutes	<i>Cashier I</i> City Treasurer's Office <i>Supervising Administrative Officer</i> City Treasurer's Office
TOTAL		None	4 Hours, 13 Minutes	



CITY DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE

External Services



6.1. Conduct of Training (First Aid, Basic Life Support, Water Search and Rescue, Mountain Search and Rescue, High Angle and Rope Rescue, Drill, DRRM Orientation)

Any institution/agency/organization of Gingoog City may request for training, enhancement and capability building with regards to First Aid, Basic Life Support, Water Search and Rescue, Mountain Search and Rescue, High Angle and Rope Rescue, Drill, and DRRM Orientation.

Office or Division:	City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All institutions/agencies/organizations in Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Letter Request (1 Original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and discuss training program details	1. Receive letter request 1.1. Approve letter request 1.2. Discuss and arrange training program details such as logistics needs, training venue, and safety of participants. 1.3. Finalize details and approve conduct of the training.	None	5 Minutes	<i>CDRRMO Staff</i> <i>CDRRMO</i> <i>Local DRRM Officer</i> <i>City Disaster Risk Reduction And Management Office</i>
2. Assist/Attend training program	2. Conduct training program	None	<ul style="list-style-type: none"> • First Aid – 8 Hours, • Basic Life Support – 8 Hours • Water Search and Rescue – 8 Hours • Mountain Search and Rescue – 8 Hours • High Angle and Rope Rescue – 8 Hours • Drills – 4 Hours • DRRM Orientation- 8 Hours 	<i>DRRMO-Admin</i> <i>Local DRRM Officer</i> <i>City Disaster Risk Reduction And Management Office</i>
TOTAL:		None	5 Minutes + depending on the type of training program requested	



6.2 Emergency Response/Services (Trauma and Medical) and Other Related Emergency Services

Delivery of Emergency Response/Services is granted to all citizens of Gingoog City and general public who requested of this said service.

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Goverment			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Call via hotline numbers or radio		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call via the following hotline numbers or radio: <ul style="list-style-type: none">• MisOrTel: 115• Globe: 09663703366 / 09171445697• Smart: 09193983407• Radio Repeater: 147.250	1. Receive and Record Call 1.1. Dispatch responders	None	2 Minutes	24/7 CDDRMO-Operator City Disaster Risk Reduction and Management Office
2. Receive Emergency Response	2. Perform Emergency Response 2.1. If there is a need, transport patient to hospital	None	Depending on the location and situation	Responders City Disaster Risk Reduction and Management Office
TOTAL:		None	2 Minutes + Depending on the location and situation	



6.3. Transport Services / Use of Ambulance

Citizens of Gingoog City and Gingoog Bay Alliance may request the use of an Ambulance for transport services. These services include transport of patient/s from residence to hospital or vice versa, from hospital to referral hospital, and transport of cadaver, relief goods and for other official purposes.

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Goverment			
Who may avail:	All citizens of Gingoog and Gingoog Bay Alliance			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<input type="checkbox"/> Approved Request Letter (1 Original)	Respective Barangay			
For transport of patient from hospital to referral hospital:				
<input type="checkbox"/> Ambulance Transport Request Slip (1 Original)	Hospital of Confinement			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Disaster Risk Reduction and Management Office and present the approved transport request slip/letter	1. Receive and validate request and requirement 1.1. Approve request 1.2. Prepare Travel Order and Trip Ticket If transport of patient, verify with the hospital for confirmation to transport.	None	5 Minutes	CDRRMO Staff Local DRRMO IV/ CDRRMO City Disaster Risk Reduction and Management Office
2. Confirm transport	2.1. Once confirmed, conduct transport	None	Depending on the location	Driver Responder City Disaster Risk Reduction and Management Office
3. If transport of patient, provide Patient's data or answer queries	3. While en route, interview requesting party and record patient's data	None	5 Minutes	Responder City Disaster Risk Reduction and Management Office
TOTAL:		None	10 Minutes + Depending on the location	



CITY ECONOMIC ENTERPRISE DEPARTMENT

External Services



7.1. Slaughtering of Hogs and other Animals

This service is provided to the public who will deposit their hogs and other animals for slaughter for consumption.

Division:	Slaughterhouse Operation Division, City Economic Enterprise Dept. (CEED)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Residents of Gingoog City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Public and Private Consumption (Animals from within Gingoog City)		
Cattle, Carabao and Horse:		
1. Certificate of Ownership(1 original)	CEED Office	
2. Slaughter Permit(1 original)	CEED Office	
Additional Requirement if not the Original Owner: 3. Transfer of Ownership (1 original)	CEED Office	
Hogs:		
1. Slaughter Permit (1 original)	CEED Office	
2. Veterinary Health Certificate (1original)	Head Veterinarian of LGU where the animals/hogs came from	
Goat and Sheep:		
1. Slaughter Permit (1 original)	CEED Office	
For Public and Private Consumption (Animals from outside Gingoog City)		
Cattle, Carabao and Horse:		
1. Certificate of Ownership (1 original)	Municipal/City Economic Enterprise Office where the animal is from	
2. Slaughter Permit (1 original)	CEED Office	
Additional Requirement if not the Original Owner: 3. Transfer of Ownership (1 original)	CEED Office	
Hogs:		
1. Slaughter Permit (1 original)	CEED Office	
2. Shipping Permit (1 original)	Department of Agriculture - Bureau of Animal Industry	
3. Certification based on African Swine Fever (ASF) Philippines Zoning Status	Department of Agriculture, Regional Office	
4. Veterinary Health Certificate (1original)	Head Veterinarian of LGU where the animals/hogs came from	
Goat and Sheep:		
1. Slaughter Permit (1 original)	CEED Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and review required documents. 1.1. Assess payment and issue <i>Order of Payment</i>	None	20 Minutes	<i>Collector In charge</i> CEED Office <i>Slaughterhouse Master IV</i> CEED Office
2. Pay the required fees stated in the <i>Order of Payment</i>	2. Accept the payment and issue <i>Official Receipt</i> (O.R.)	<p>Cattle, Carabao, Horse: Slaughter Permit-PHP 65 Slaughter Fee - PHP 390 Live Stock Fund - PHP 15.60 Corral Fee - PHP 13 Ante Mortem- PHP 13 Post Mortem- PHP 65 Service Charge - PHP 15.60 Entrails Cleaning Fee - PHP 52 Dehairing Fee - <u>PHP 130</u> Total - PHP 759.20 Per head</p> <p>Hogs, Goat, Sheep: Slaughter Permit-PHP 26 Slaughter Fee -PHP 195 Live Stock Fund - PHP 5.20 Corral Fee - PHP 6.50 Ante Mortem- PHP 6.50 Post Mortem- PHP 26.00 Service Charge - PHP 5.20 Entrails Cleaning Fee - <u>PHP 26.00</u> Total - PHP 296.40 Per head</p>	2 Hours, 30 Minutes	<i>Collector In charge</i> CEED Office <i>Slaughterhouse Master IV</i> CEED Office
3. Bring animals to the City Coral and present the required documents.	3. Verify the required documents; receive animals, and record the name of owner, kind and number of animals to be deposited.	None	3 Hours	<i>Coral In-charge</i> Slaughterhouse
None	3.1. Keep watch on the deposited animals until it will be slaughtered	None	5 Hours	<i>Watchman</i> Slaughterhouse <i>Security Guard</i> Slaughterhouse



None	3.2. Slaughtering Operation	None	5 Hours (Start at 10 PM)	<i>Boiler Tender</i> Slaughterhouse <i>Butchers</i> Slaughterhouse <i>Slaughterhouse Master IV</i> Slaughterhouse
None	3.3. After slaughter, weigh and log the name of owner and corresponding number of kilos of carcass.	None	3 Hours	<i>Scaler</i> Slaughterhouse <i>Slaughterhouse Master IV</i> Slaughterhouse
4. Claim the carcass and acknowledge receipt	4. Release the carcass	None	1 Hour	<i>Security Guard</i> Slaughterhouse <i>Slaughterhouse Master</i> Slaughterhouse
TOTAL:		For Cattle, Carabao, Horse - PHP 759.20 Hogs, Goat, Sheep - PHP 296.40	2 Days 3 Hours, 50 Minutes	

Fees are based on City Ordinance No. 2017-317 (Section 109)



7.2. Market Entrance of Goods and Commodities

In accordance to 2017 Code of Economic Enterprise City Ordinance No. 2017-317, goods and commodities to be sold inside the Public Market has to be charged with market entrance fee.

Division:	Market Operations Division, CEED			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may Avail:	Wholesalers, Registered Stallholders/Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the goods and commodities. Then, receive Order of Payment.	1. Weigh the goods and commodities. Then, assess fees and issue Order of Payment.	None	20 Minutes + Depending on the quantity and type of goods and commodities.	Collector In-charge CEED Office
2. Pay the required fees and receive cash tickets.	2. Receive payment and issue cash tickets equivalent to the payment received.	See Table 7.2*	15 Minutes	Collector In-charge CEED Office
TOTAL:		See Table No. 7.2*	35 Minutes + Depending on the quantity of goods and commodities	

*Based on City Ordinance No. 2017-317 (Sec. 68)



Table 7.2. Market Entrance Fee

SECTION 68. MARKET ENTRANCE FEE. There shall be only one (1) market entrance for all goods and commodities to be sold inside the GCPM.

In addition to regular market fees, a market entrance fee at the rate provided hereunder shall be levied and collected from all vendors/stallholders and wholesalers bringing any commodity or merchandise to the GCPM, for sale to wit:

1. For rice, corn, sugar or similar commodities placed in sack,
per sack - Php 1.50
2. For mongo, beans, onions, garlic, ginger or similar commodities placed in sack,
per sack - Php 2.50
3. For fresh eggs, per tray - Php 0.50
4. For fruits placed in big baskets (bukag)/box,
per basket/box - Php 2.50
5. For vegetables placed in big basket/bukag,
per basket/bukag - Php 2.50
6. For dressed chicken, and other frozen products,
per kilo - Php 0.50
7. For dried and salted fish, per box/can - Php 1.50
8. Dressed Meat – Beef & Pork, per kilo - Php 1.50
9. For every kilo of fish, seafood and/or marine products brought into the vicinity of the public market by producers, distributors and wholesalers
 - a) Fresh Fish (Marine)
 1. First Class (Lapu-lapu, Tanguige, etc) - Php 1.50
 2. Crabs/Lobsters - Php 1.50
 3. Shrimps - Php 1.50
 4. Sea Shells - Php 1.00
 5. Second Class Fish - Php 1.00
 - b) Fresh Fish (Freshwater)
 1. First Class (Bangus, Tilapia, etc.) - Php 1.00
 2. all others - Php 0.50
10. For other products not enumerated above,
per kilo - Php 0.50
per box - Php 1.50

Payment of the entrance fee shall be payable in advance before any person can sell or offer for sale any commodities or goods within the GCPM and its premises.



7.3. CEED Certification to Stallholders/Vendors

This certification is issued to registered stallholders/vendors of the City Economic Enterprise Department (CEED) public market for whatever legal purpose it may serve.

Division:	CEED Administrative and Support Services Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may Avail:	Registered Stallholders/Vendors at the CEED			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit(1 photocopy)	Business Permit and Licensing Division, CMO			
2. Official Receipt (O.R.) (1 original)	CEED			
3. Market Clearance (1 original)	CEED			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the needed certification.	1. Interview the nature of concerns and services needed by the client and refer to the person in-charge of the particular operation. 1.1. Check if the client has no delinquencies and violations. 1.2. Assess the payable amount and inform the client.	None	20 Minutes	<i>Personnel In-charge in the Information Desk CEED Office</i> <i>Admin Officer CEED Office</i> <i>Area collector In-Charge CEED Office</i> <i>Area Supervisor CEED Office</i>
2. Pay the payable amount.	2. Accept the payment and issue O.R.	PHP 50.00* + delinquencies and violations, if any.	5 Minutes	<i>Collector In-Charge CEED Office</i>
3. Present O.R. to Admin. Division	3. Prepare the certification and countersign	None	5 Minutes	<i>Admin. Officer CEED Office</i>
	3.1. Forward the certification for review and signing.	None	2 Minutes	<i>Admin Clerk CEED Office</i>
	3.2. Check the certification and countersign	None	2 Minutes	<i>Supervising PURO CEED Office</i>
	3.3. Sign the certification	None	5 Minutes	<i>CEED Manager CEED Office</i>
None	3.4. Record the transaction in the logbook.	None	2 Minutes	<i>Admin Clerk CEED Office</i>
4. Sign in the logbook upon receipt of Certification.	4. Release the certification and retrieve the logbook.	None	2 Minutes	<i>Admin Clerk CEED Office</i>
TOTAL		PHP 50.00* + delinquencies and violations, if any.	43 Minutes	

*Based on City Ordinance No. 2015-279 Section 139 (Revenue Code of Gingoog City)



7.4. Market Clearance and Lease Contract Issuance

Market Clearance and Lease Contract is issued to all registered stallholders of the City Economic Enterprise Department (CEED) as a requirement in securing a Business Permit.

Division:	Administrative and Support Services Division (ASSD), CEED			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Stallholders of Public Market, Terminal, and Government Utilities operated by CEED			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. GMVSA Clearance (1 original)	Office of the Gingoog Market Vendors & Stallholder's Association (GMVSA)			
2. Residence Certificate (Current)(1 photocopy)	City Treasurer's Office (CTO)			
3. 2x2 ID Picture (1 pc.)	Photography Studio			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out <i>Application for Market Clearance and Lease Contract</i> form and submit the required documents stated in the checklist.	1. Receive and check the form and required documents. 1.1 Check if the client has no delinquencies and violations 1.2 Assess the required fee and inform the client	None	25 Minutes	Area Collector CEED Office Area Supervisor CEED Office
2. Pay the required fee.	2. Receive payment and issue <i>Official Receipt</i> . 2.1. Prepare and Issue the <i>Market Clearance</i> . Attach the <i>Official Receipt</i> . 2.2. Keep duplicate copy for record purposes and forward the <i>Market Clearance</i> and other pertinent documents to the Administrative and Support Services Division (ASSD) for the issuance of Lease Contract.	PHP 50*	18 Minutes	Area Collector CEED Office
None	2.3. ASSD receive and review the Market Clearance and other pertinent documents.	None	2 Minutes	ASSD Staff CEED Office Admin. Officer CEED Office
None	2.4. Prepare Lease Contract.	None	15 Minutes	ASSD Staff CEED Office
None	2.5. Route the Lease Contract and other pertinent documents for signature.	None	10 Minutes	Admin Clerk CEED Office
None	2.6. Check and countersign the Lease Contract and Clearance	None	5 Minutes	Admin. Officer IV, Area Supervisor CEED Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.7. Sign the Lease Contract and Clearance recommending approval to the City Mayor	None	5 Minutes	CEED Manager CEED Office
3. Accept clearance and Lease Contract and sign in the logbook upon receipt.	3. Retrieve the Lease Contract and Clearance from the Ceed Manager; record the said documents in the logbook; release it along with other pertinent documents and advice the client to proceed to the City Legal Office for review and approval of the City Mayor.	None	5 Minutes	Admin Clerk CEED Office
4. Proceed to the City Legal Office. Present Lease Contract and other pertinent documents. Also, answer inquiries.	4. Interview client and review Lease Contract and other pertinent documents. Upon validation, affix initial under the City Mayor. 4.1. Return the Lease Contract and other pertinent documents to the client and advice to proceed to the Office of the City Mayor for approval.	None	1 Hour (including travel time in going to City Legal Office)	City Legal Officer City Legal Office
5. Proceed to the Office of the City Mayor and submit Lease Contract and other pertinent documents.	5. Upon verification, approve Lease Contract by signing on it.	None	1 Day	City Mayor Office of the City Mayor
6. Accept clearance and Lease Contract and acknowledge Receipt of it. Proceed to the Ceed Office and submit a copy of the Lease Contract.	6. Release Lease Contract and other pertinent documents. 6.1. Receive the copy of the Lease Contract and file it.	None	3 Minutes	CMO Staff Office of the City Mayor
	TOTAL	PHP 50.00*	1 Day, 2 Hours, 31 Minutes	

*Based on City Ordinance No. 2015-279 Section 139 (Revenue Code of Gingoog City)



7.5. CEED ID to Stallholder, Stallholder's Helpers, Labors and Dispatchers

CEED ID is issued to Registered Stallholders and Stallholder's helpers, Labors of Gingoog City Public Market and Dispatchers of Public Terminals.

Division:	Administrative & Support Services , CEED			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Stallholders, Helpers, Labors and dispatchers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For Stallholders:				
1. Business Permit (1 photocopy)	Business Permit & Licensing Division, City Mayor's Office			
2. 2x2 ID Picture (2 pcs.)	Photography Studio			
For Stallholder's Helpers:				
1. Business Permit of the Stall where he/she is working (1 photocopy)	Stallholder where he/she is working			
2. Health Certificate (1 original)	City Health Office			
3. 2x2 ID Picture (2 pcs.)	Photography Studio			
For Labors and Dispatchers :				
1. Occupational Permit (1 photocopy)	Business Permit & Licensing Division, City Mayor's Office			
2. City Health Certificate(1 original)	City Health Office (CHO)			
3. 2x2 ID Picture (1 pc.)	Photography Studio			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents.	1. Check if the document is complete and instruct the client to pay the corresponding fee to area collector.	None	5 Minutes	<i>Admin Staff CEED Office</i>
2. Pay the required fee.	2. Accept payment and Issue Official Receipt	PHP 20	3 Minutes	<i>Area Collector CEED Office</i>
None	2.1. Prepare the ID and route it for signature	None	12 Minutes	<i>Admin Staff CEED Office</i>
None	2.2. Check ID and countersign for CEED Manager's signature	None	3 Minutes	<i>Admin Officer, Area Supervisor PURO CEED Office</i>
None	2.3. Sign the ID	None	10 Minutes	<i>CEED Manager CEED Office</i>
None	2.4. Retrieve the ID from the CEED Manager and record the transaction in the logbook.	None	5 Minutes	<i>Admin Staff CEED Office</i>
3. Receive the ID and sign on the logbook upon receipt	3. Release the ID and retrieve the logbook upon client's acknowledgement of receipt.	None	2 Minutes	<i>Demo 1 CEED Office Admin Officer CEED Office</i>
TOTAL :		PHP 20	40 Minutes	



7.6. Personal Undertaking (PU) Issuance for the use of Government Facilities

Personal Undertaking is issued to a group of individuals or to an individual who will rent Government Facilities for a specific activity. (Government Facilities refers to ASL Gym and Badiangon Training Center.)

Division:	Public Terminals & Utilities Operation Division , CEED			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<input type="checkbox"/> Letter Request approved from City Mayor's Office (CMO) (1 Original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter request	1. Receive approved letter request.	None	5 Minutes	<i>Admin Clerk CEED Office</i>
	1.1 Refer the document to the CEED Manager for Booking	None	10 Minutes	<i>Admin Asst. I CEED Office CEED Manager CEED Office</i>
	1.2. Upon booking, inform the facility area collector for payment of corresponding fee.	None	3 Minutes	<i>Admin Asst. I CEED Office</i>
	1.3 Inform client that the Cash bond for the facility to be rented should be deposited first at City Treasurer's Office (CTO) before the preparation of PU Form	None	2 Minutes	<i>Facility Collector In-Charge CEED Office</i>
	1.4 Assess Payment	None	5 Minutes	<i>Facility Collector – In-Charge CEED Office</i>
2. Deposit the Cash Bond of the Facility to be rented at Cashiers Office	2. Receive deposit for Cash Bond and issue Official Receipt (OR).	Cash Bond for: <ul style="list-style-type: none"> ASL Gym – Php 5,000.00 Badiangon Training Center (BTC) – Php 500.00 	1 Hour (including travel time in going to City Treasurer's Office)	<i>Cashier's Office City Treasurer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the payable amount for the facility to be rented and submit OR of the deposited bond	3. Accept the payment and issue the Official Receipt and receive OR of the deposited bond	<p>For Gym:</p> <ul style="list-style-type: none"> • Fund Raising Activities – PHP 8,000 • Public School Graduation and Commencement – PHP 3,000 • Private School Graduation and Commencement – PHP 3,500 • Convention/ Conference, etc. – PHP 6,500 • Cultural Exhibit – PHP 5,500 <p>Air Conditioned Conference Function Hall:</p> <ul style="list-style-type: none"> • 1st 4 Hours – PHP 3,500 • PHP 4,500 1st 8 Hours – PHP 3,500 • Non Air Condition Room: Overnight – PHP 1,000 <p>BTC Whole Training Center:</p> <ul style="list-style-type: none"> • 1st 4 Hour usage – PHP 4,500 • 1st 8 Hour usage – PHP 5,000 <p>(50% discount on local and national offices, if the purpose is for religious org., non-profit & socio civic organization.)</p>	15 Minutes	<i>Facility Collector In-charge</i> CEED Office
None	3.1 Prepare PU Form	None	10 Minutes	<i>Facility Collector In-charge</i> CEED Office
None	3.2 Route PU form for Signature	None	40 Minutes (including travel time in going to Mayor's Office)	<i>Facility Collector In charge</i> CEED Office
None	3.3. Signature for recommending approval	None	10 Minutes	<i>CEED Manager</i> CEED Office



None	3.4 Approve the PU Form	None	20 Minutes	<i>City Mayor Mayor's Office</i>
None	3.5 Release the PU Form to CEED facility collector	None	5 Minutes	<i>City Mayor's Staff Mayor's Office</i>
None	3.6. Receive the PU Form and back to CEED office, record the schedule for usage of public facility.	None	30 Minutes (including travel in going back to CEED Office)	<i>Facility Collector In charge CEED Office</i>
4. Receive two (2) copies of the documents and acknowledge receipt of it.	4. Release two (2) copies of approved Personal Undertaking Form to client and instruct the client to give one(1) copy of the PU to facility caretaker	None	5 Minutes	<i>Facility Collector In-charge CEED Office</i>
5. Submit one (1) copy of the approved Personal Undertaking Form to the Personnel In-charge of the public facility Retain one (1) copy to be presented to the facility on the Booking date.	5. Receive and record the approved Personal Undertaking Form and accommodate its booking.	None	5 Minutes	<i>Facility In-Charge CEED Office</i>
	TOTAL	Corresponding fee of facility to be rented. 50 % discount of the prescribed rates for all local and national government offices/agencies for all government functions only Likewise, 50% discount shall be granted if the use of gym is for the conduct of religious activities	3 Hours, 45 Minutes	

Fees are based on City Ordinance 2017-317, Section 140-142-143 (Code of Economic Enterprise)



7.7. Certificate of Registration and Transfer of Ownership of Large Animals

Certificate of Ownership is issued to an individual who will register his/her Large Animals ownership per certification issued by the Barangay Chairman and shall be the basis for Transfer of Ownership of Large Animals. While, **Certificate of Transfer of Ownership** is issued to the person who buys registered large animals.

Division:	Slaughterhouse Operations Division, CEED			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Certificate of Ownership (1 Original)	Any barangay or localities where the ownership of animals was registered			
2. Official Receipt (OR) (1 Original)	CEED Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Ownership or certification issued by Barangay Chairman that he/she is the real owner of the animal/s	1. Verify Certificate of ownership or certification issued by Brgy. Chairman declaring the ownership of the animal/s and their description such as age, color, sex and other marks such as cowlicks. 1.1 Assess the payable amount	None	20 Minutes	Slaughterhouse Collector In charge CEED Office Slaughterhouse Master CEED Office Market Supervisor CEED Office
2. Pay the payable amount	2. Accept the payment and issue Official Receipt. (O.R.) 2.1 Process the Certificate and release to client	Ownership - PHP 65 Transfer - PHP 65	35 Minutes	Slaughterhouse Collector In Charge CEED Office Market Supervisor CEED Office
3. Receive and acknowledge the receipt of certificate of ownership or Transfer	3. Retrieve the Duplicate copy of the Certificate on file	None	5 Minutes	Slaughterhouse Collector In-Charge CEED Office Market Supervisor CEED Office
TOTAL:		Ownership - PHP 65 Transfer - PHP 65	1 Hour	

Fees are based on City Ordinance No. 2017-317, Section 109 (Code of Economic Enterprise)



7.8. Application and Approval of Transfer of Right of Stall

Application and approval of Transfer of Right of Stall is granted only to a qualified individual

Division:	Administrative & Support Services Division , CEED			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Qualified Person such as: Children, Father, Mother, brother, sister of the stallholders excepts in laws.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the present stallholder:				
<input type="checkbox"/> Notarized Affidavit of Transfer of Right of Stall (to qualified recipient) (2 original)		Any Law Office		
<input type="checkbox"/> Clearance from CTO (1 Original)		City Treasurer's Office		
<input type="checkbox"/> Clearance from MVSA(1 Original)		Market Vendors and Stallholders Association (MVSA) Office		
<input type="checkbox"/> Clearance from CEED office (1 original)		City Economic Enterprise Dept.(CEED) office		
For the Recipient of Rights:				
<input type="checkbox"/> Resident Certificate (original)		City Treasurer's Office		
<input type="checkbox"/> 2x2 ID picture (2 pcs.)		Photography Studio		
<input type="checkbox"/> Official Receipt of Transfer Fee		City Economic Enterprise Dept.(CEED) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents and stall	1. Check the document and forward to Area Supervisor where the stall to be transferred is located for review and inspection	None	15 Minutes	Admin Officer CEED Office
	1.1 Check and inspect the stall and if valid for transfer return documents to Admin. officer to process the Transfer	None	15 Minutes	Area Supervisor CEED Office
	1.2 Received documents and prepare the Application for Transfer of Rights and asses payment and issue order of payment	None	10 Minutes	Admin Officer CEED Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the payable amount	2. Accept payment and Issue Official Receipt (O.R) and forward OR to Admin. Division	<p>Clearance fee - PHP 50.00 + Transfer Fee Transfer fee will depend on the location of stall being transferred per City Ordinance No. 2006-172</p> <p>Transfer of Rights Fee:</p> <ul style="list-style-type: none"> • West Bound Terminal - PHP 1,000.00 • East Bound Terminal - PHP 500.00 • Fish Section, Meat Misc. Painitan and Open Carenderia - PHP 500.00 • Fruit, Vegetable and Groceries Section - PHP 700.00 • Eatery Section - PHP 1,000.00 • Left and Right Wing Interior - PHP 1,000.00 • Left and Right Wing Perimeter and Frontage - PHP 700.00 • Block 1 and Block 11 - PHP 1,500.00 • Table within Old Main Bldg. – PHP 500.00 • Old Public Market Stalls - (TATAK) PHP 1,000.00 • Tourism Fruit and Flowers (now at Exterior Market Stalls 1 & 11 - PHP 500.00 	10 Minutes	Area Collector CEED Office
	2.1. Process the Application for Transfer of Rights and countersign	None	20 Minutes	Admin Officer CEED Office
	2.2. Approval of CEED Manager	None	5 Minutes	CEED Manager CEED Office
	2.3. Release copy to the applicant	None	2 Minutes	Admin Clerk CEED Office Admin Officer CEED Office
3. Receive copy and acknowledge receipt.	3. Record to the logbook of release document	None	3 Minutes	Admin Clerk CEED Office
TOTAL:		Clearance Fee – PHP 50.00 + Transfer Fee depending on what section the stall to be transferred is located	1 Hour, 20 Minutes	



7.9. Withdrawal of Bond

Bond deposited for the rent of public facilities is withdrawn after the activity booked by the renter is done, provided that there is no damage incurred by the facility renter after their use as certified by the personnel in-charge of the facility.

Division:	Administrative and Support Service Division (ASSD), CEED			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Renter of the CEED facilities.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Clearance of no damages from the facility -In –charge(1 Original)			In charge of the rented facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the Admin clerk.	1. Receive the required documents and prepare the voucher for the withdrawal of bond	None	10 Minutes	ASSD Staff CEED Office
	1.1 Approve the clearance of no damages of the facility rented	None	10 Minutes	CEED Manager CEED Office
	1.2. Release the voucher to the client	None	2 Minutes	ASSD Staff CEED Office
2. Receive the voucher and acknowledge receipt of it.	2. Retrieve the Logbook for released document.	None	2 Minutes	Admin. Clerk CEED Office Admin Officer CEED Office
3. Process the voucher to the City Treasurer's Office.	3. Facilitate the processing and release of Bond.	None	4 Hours	Cashier City Treasurer's Office (CTO)
4. Claim the Bond and acknowledge receipt.	4. Check the Logbook of release document	None	3 Minutes	Cashier CTO
TOTAL:		None	4 Hours, 27 Minutes	



CITY ENGINEER'S OFFICE
External Services



8.1. Building Permit Issuance

A **Building Permit** is a document issued by the Building Official to a person, firm or corporation, including government agencies who wish to erect, construct, alter, repair, move, convert or demolish any building or structure within Gingoog City. This is guided by Presidential Decree 1096 or the Building Code of the Philippines.

Office or Division:	City Engineer's Office (CEO) - Building & Industrial Safety Division (BISD), City Treasurer's Office, Bureau of Fire and Protection (BFP), City Planning and Development Office (CPDO) - Resettlement & Housing Development & Land Use Management Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	Individual, Business, and Government Agencies within Gingoog City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Zoning/Locational Clearance (1 original)	City Planning and Development Office (CPDO)
2. Accomplished Unified Application Form (5 original) - Signed by the building owner/applicant with Community Tax Certificate or Cedula - Signed and Sealed by the Architect/Civil Engineer in – charge of the construction	Building & Industrial Safety Division (BISD) - City Engineer's Office
3. Folder Long (2 pcs.)	Applicant
4. Lot ownership Documents	
a. Original/Transfer Certificate of Title (TCT) (1 certified true copy)	Register of Deeds
b. In case the applicant is not the registered lot owner: Duly notarized copy of the Contract of Lease, or Duly notarized copy of the Deed of Sale, or Duly notarized copy of the Deed of Donation, or Duly notarized copy of the Contract of Sale, or Authorized to use the land from the landowner.	Notary Public
c. Lot Plan & Relocation Survey Report (1 certified photocopy)	Licensed Geodetic Engineer
d. Latest Tax Declaration (1 photocopy)	City Assessor's Office
e. Vicinity Plan (1 photocopy)	City Assessor's Office
f. Updated Real Property Tax Clearance (2 original)	Land Tax Division, City Treasurer's Office
g. Updated Real Property Tax Receipt (1 photocopy)	Land Tax Division, City Treasurer's Office
5. Barangay Construction Clearance (1 original)	Barangay where the construction is located
6. Building Plans and Specifications prepared Signed and Sealed:	
a. Lot Survey Plans (5 original)	Licensed Geodetic Engineer
b. Architectural and Structural plans (5 original)	Licensed Architect or Civil Engineer
c. Plumbing or Sanitary Installation plans (5 original)	Master Plumber or Licensed Sanitary Engineer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
d. Electrical plans (5 original)	Licensed Electrical Engineer
e. If necessary, Mechanical plans/documents (5 original)	Professional Mechanical Engineer
f. If necessary, Electronics plans/documents (5 original)	Professional Electronics Engineer
g. Detailed bill of materials and cost estimates, signed and sealed, & notarized as declared by the owner (5 original) <ul style="list-style-type: none"> - Materials Specifications signed and sealed - Structural Design Cost Estimates/ Computation signed and sealed 	Licensed Architect or Civil Engineer
7. For Two (2) Storey and above concrete building: Structural Design Analysis (1 original)	Licensed Structural Engineer
8. For Three (3) storey and above concrete building: Soil Exploration/Test Report (1 original)	Licensed Civil Engineer
9. For structure along National Highway: Road-Right-Of-Way clearance (1 original)	Department of Public Works and Highways-MOFDEO
10. Fire Safety Evaluation Clearance (1 original)	Bureau of Fire Protection (BFP)
11. Official Receipt (Payment of Fees)	City Treasurer's Office
Additional Requirements if necessary:	
For Agricultural Land : DAR Clearance (1 original)	Department of Agrarian Reform (DAR)
For Irrigable Land: NIA Certification (1 original)	National Irrigation Administration (NIA)
For Industrial Projects: <ul style="list-style-type: none"> a. Equity Participating Agreement/Log Supply Contract (for sawmill) (1 original) b. Description of Industry/Feasibility Study/Engineer's Information Reports (1 original) c. Flow of Manufacturing Process, diagrams, charts (1 original) 	Applicant
For Rice & Corn Mills: Permit to Operate from NFA (1 original)	National Food Authority
For projects involving environmental concerns: Environment Compliance Certificate (ECC) Clearance (1 original)	Environment Management Bureau-Department of Environment & Natural Resources -10 (EMB-DENR-10)
For Special Projects (cellsites, poultry, etc.): Affidavit of non-objection from neighbors thru Barangay Resolution (Social Acceptability) (1 original)	Barangay
For Projects without Road Right of Way: Road Right of Way Waiver (1 original)	Notary Public
For Projects like water resorts, hydro plants and the like: Water Permit/Clearance (1 original)	National Water Resource Board (NWRB)
For Cockpit: Affidavit of non-objection from neighbors within 1 km radius (1 original)	Barangay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished <i>Application for Locational Clearance/ Certificate of Zoning</i> form and required documents to the City Planning and Development Office	1. Receive and review the <i>Application for Locational Clearance/ Certificate of Zoning</i> form and required documents 1.1. Conduct site inspection for assessment of fees 1.2. Issue <i>Order of Payment</i>	None	8 Hours	<i>Zoning Officer and Staff</i> City Planning and Development Office
2. Pay the required fees in the <i>Order of Payment</i> at the City Treasurer's Office	2. Receive payment and Issue <i>Official Receipt</i>	See Table 8.1.1	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. Return to CPDO to present the <i>Official Receipt</i> .	3. Receive the <i>Official Receipt</i> . 3.1. Prepare Zoning Inspection and evaluation report 3.2. Prepare <i>Locational Clearance/ Certificate of Zoning</i> 3.3. Route it for signature and approval 3.4. Issue <i>Locational Clearance/ Certificate of Zoning</i>	None	7 Hours, 10 Minutes	<i>Zoning Officer Project Evaluation Officer IV, Zoning Administrator</i> <i>City Planning and Development Coordinator</i> City Planning and Development Office
4. Claim <i>Locational Clearance/ Certificate of Zoning</i>	4. Release <i>Locational Clearance/ Certificate of Zoning</i>	None	5 Minutes	<i>Zoning Officer Releasing Clerk</i> City Planning and Development Office
5. Proceed to the City Engineer's Office. Fill out and submit accomplished <i>Unified Application</i> form together with ancillary permits/forms and other documentary requirements.	5. Provide <i>Unified Application</i> form and other forms depending on the type of building	None	5Minutes	<i>Engineering Assistant</i> City Engineer's Office
	5.1 Receive <i>Unified Application</i> form, other forms and required documents.	None	5 Minutes	<i>Engineering Assistant</i> City Engineer's Office
None	5.2 Record in the logbook the date and the documents that were received	None	5 Minutes	<i>Engineering Assistant</i> City Engineer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>5.3 Conduct technical evaluation of the submitted plans and documents</p> <p>Forward the submitted plans and documents to the evaluators</p> <p>Pre-evaluate if application forms have been duly accomplished and if requirements are complete and plans submitted are in accordance with the standards set by the National Building Code of the Philippines and Fire Code of the Philippines</p>	None	3 Days	<p><i>Engineer II (Geodetic Engineer)</i> City Engineer's Office</p> <p><i>Architect IV</i> City Engineer's Office</p> <p><i>Engineer III (Structural Officer)</i> City Engineer's Office</p> <p><i>Building Inspector I (Plumbing/Sanitary Inspector)</i> City Engineer's Office</p> <p><i>Engineer I (Electrical Officer)</i> City Engineer's Office</p> <p><i>Engineering Assistant (Electronics)</i> City Engineer's Office</p> <p><i>Engineer III (Mechanical Engineer)</i> City Engineer's Office</p> <p><i>Plan Evaluator</i> BFP</p>
None	5.4. Conduct site inspection and check status of construction (whether proposed or existing)	None	1 Day	<p><i>Inspectorate Team</i> City Engineer's Office</p> <p><i>Division Chief</i> City Engineer's Office</p>
None	5.5. Prepare and consolidate the inspection report and technical evaluation.	None	2 Days	<i>Inspectorate Team</i> City Engineer's Office
None	<p>5.6 Make assessment of payable fees</p> <p>If the report merits the approval of the application, facilitate/process the application at the same time notify the applicant of the <i>Order of Payment</i> thru call/text.</p> <p>Otherwise, notify the client thru call/text and issue a written notice of disapproval of the application.</p>	None	30 Minutes	<i>Engineering Assistant</i> City Engineer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Pay the required fees	6. Receive payment and issue an <i>Official Receipt</i> .	See Table 8.1.2	5 Minutes	DEMO I Cashier - CEO
None	6.1. Prepare endorsement to BFP.	None	5 Minutes	Eng'g. Asst. CEO
7. Receive endorsement and all required documents	7. Release endorsement, and all required documents	None	2 Minutes	Engineering Assistant City Engineer's Office
8. Proceed to BFP. Fill-out and submit the application form for FSEC/UAF	8. Received accomplished application form and required documents for FSEC/UAF.	None	10 Minutes	Customer Relations Officer (CRO) Bureau of Fire Protection
9. Proceed to FCA for Fire Code Fees (FCF) assessment	9. Assess the Fire Code Fees to be paid by the client and issue Order of Payment Slip (OPS)	None	10 Minutes	Fire Code Assessor (FCA) BFP
10. Pay the assessed FCF amount reflected in the OPS	10. Collect the payment and issue an Official Receipt (OR). And, inform the client that his/her requested document will be forwarded to the City Engineer's Office for the next step.	Application Fee - 200 One-Tenth of one per centum (0.1%) of the verified estimated value of the buildings but not more than Php 50,000 Formula: Verified Estimated Value x 0.001	10 Minutes	Fire Code Collecting Agent (FCCA)
None	10.1. Evaluate and issue Fire Safety Evaluation Clearance and other appropriate documents	None	Maximum of three (3) Days for the following type of building whose floor area does not exceed 1500 square meter mentioned below: 1. Single dwelling residential building not more than 3 storey 2. Commercial buildings not more than 2 storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non-hazardous Maximum of 7 Days for those buildings/establishments not mentioned above.	Plan Evaluator Chief, Fire Safety Enforcement Unit (CFSEU) City Fire Marshall BFP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>10.2. Forward <i>Fire Safety Evaluation Clearance</i> together with all the client's documents to the City Engineer's Office.</p> <p>Notify client that his/her Fire Safety Evaluation Clearance and other pertinent documents have been forwarded to the City Engineer's Office</p>	None	10 Minutes	Customer Relations Officer (CRO) Bureau of Fire Protection
None	10.3. Review received documents and approves the building permit.	None	1 Hour	<i>City Engineer (Building Official)</i> City Engineer's Office
None	10.4. Record the approved building permit in the Log book and assign Building Permit Number	None	10 Minutes	<i>Engineering Assistant</i> City Engineer's Office
11. Claim the Approved Building Permit and sign logbook for acknowledgment.	11. Release approved Building Permit.	None	5 Minutes	<i>Engineering Assistant</i> City Engineer's Office
TOTAL		See Table 8.1.1 & 8.1.2 for the scheduled of fees and BFP Order of Payment	8 Days, 2 Hours, 12 Minutes	

Issuance of Building Permit is covered under **Presidential Decree 1096** also known as **The National Building Code of the Philippines** and **Revised Implementing Rules and Regulations (RIRR)** of Republic Act 9514 "The Fire Code of the Philippines".



TABLE 8.1.1. ZONING SCHEDULE OF FEES

NAME OF FEE	Fee
1. ZONING / LOCATIONAL CLEARANCE	
A. Single residential structure attached or detached	
1. PHP100,000 and below	PHP 200
2. Over PHP 100,000 to PHP 200,000	PHP 400
3. Over PHP 200,000	500 +1/10 of 1% in excess of PHP 200,000
B. Apartment/Townhouses	
1. 500,000 and below	PHP 1,000
2. Over PHP 500,000 to PHP 2 Million	PHP 1,500
3. Over PHP 2 Million	PHP 2,500 + 1/10 of 1% of the cost in excess of PHP 2 Million regardless of the number of doors
C. Dormitories	
1. PHP 2 Million and below	PHP 2,000
2. Over PHP 2 Million	PHP2,500 +1/10 of 1% of cost in excess of PHP 2M regardless of the number of doors
D. Institutional	
Project cost of which is:	
1. Below PHP 2 Million	
2. Over PHP 2 Million	PHP2,000 + 1/10 of 1% of cost in excess of PHP 2 Million
E. Commercial, Industrial and Agro – Industrial Project Cost of which:	
1. Below PHP 100,000	PHP 1,000
2. Over PHP 100,000 – PHP 500,000	PHP 1,500
3. Over PHP 500,000 – PHP 1 Million	PHP 2,000
4. Over PHP 1Million – PHP 2 Million	PHP 3,000
5. Over PHP 2 Million	5,000 + 1/10 of 1 % of the cost in excess of PHP 2 Million
F. Special Uses/ Special Projects	
(Gasoline Station, Cell Sites, Slaughter House Treatment Plant, Etc.)	
1. Below PHP 2 Million	PHP 5,000
2. Over PHP 2 Million	5,000 + 1/10 of 1% of cost in excess of PHP 2 Million
G. Alteration / Expansion (affected areas / Cost only)	Same as Original application



TABLE 8.1.2. SCHEDULE OF FEES FOR ISSUANCE OF BUILDING PERMIT

PROJECT	COMMERCIAL BUILDING						
OWNER	SAMPLE						
LOCATION							
SUBJECT	BACK-UP COMPUTATION FOR BUILDING FEES						
A.) BUILDING CONSTRUCTION FEES:		Cost/unit (PHP)	Cost/KVA (PHP)	Cost/cu.m. (PHP)	Cost/Ln.m. (PHP)	Cost/sq.m. (PHP)	CORRESPONDING FEE
Bldg. Area	Sq.m.						PHP
B.) OTHER ACCESSORY FEES:							
1. Line and Grade	Ln.m.						
2. Excavation of Foundation (COLUMN & WALL)	Cu.m.						
3. Inspection and Verification Fee							200.00
C.) ELECTRICAL INSTALLATION FEES							
1. Total Connected Load	KVA		27.57				
2. Residential Meter		60.00					
3. Residential Wiring		36.00					
4. Pole/Attachment Location Plan		30.00					
D.) PLUMBING FEES							
1. Installation Fee	Units	24.00					
2. Water Meter	Unit	8.00					
3. Construction of Septic Tank	Cu.m.						
4. Septic Tank	Unit						
E.) BUILDING INSPECTION FEE	10% of total Electrical Inspection Fees						
F.) BUILDING OCCUPANCY							
G.) PENALTIES/ SURCHARGES (0%)							
	TOTAL ASSESSMENT FEE						PHP



Table 8.1.2. SCHEDULE OF FEES FOR ISSUANCE OF BUILDING PERMIT (continuation)

6. Building Fees

6.1 Bases of Assessment

- 6.1.1 Character of occupancy or use of building/structure
- 6.1.2 Cost of construction
- 6.1.3 Floor area
- 6.1.4 Height

6.3 Construction/ additional/ renovation/ alteration of buildings/ structures under Groups and Sub-Division shall be assessed as follows:

Area in sq.m.	Fee per sq.m.
6.3.3.1 Up to 500	PHP 23.00
6.3.3.2 Above 500 to 600	22.00
6.3.3.3 Above 600 to 700	20.50
6.3.3.4 Above 700 to 800	19.50
6.3.3.5 Above 800 to 900	18.00
6.3.3.6 Above 900 to 1,000	17.00
6.3.3.7 Above 1,000 to 1,500	16.00
6.3.3.8 Above 1,500 to 2,000	15.00
6.3.3.9 Above 2,000 to 3,000	14.00
6.3.3.10 Above 3,000	12.00

6.5 Mechanical Fees:

6.5.1 Refrigeration, Air Conditioning and Mechanical Ventillation:

6.5.1.3 Packaged/Centralized Air Conditioning System: Up to 100 tons, per to	-----	PHP 90.00
6.5.1.4 Every ton or fraction thereof above 100 tons	-----	40.00
6.5.1.5 Window type air conditioners, per unit	-----	60.00

6.6 Plumbing Fees:

6.6.5 Construction of septic vault, application in all Groups

6.6.5.1 Up to five (5) cu.m. of digestion chamber	-----	PHP 24.00
6.6.5.2 Every cu.m.of fraction thereof in excess of five (5) cu.m.	-----	7.00

6.7 Electronic Fees:

6.7.3 Automated teller machines, ticketing,Vending and other types of electronic dispensing machines, Telephones booths, pay phones, coin changers, location or Direction-finding systems, navigational equipment used for Land, aeronautical or maritime applications, photography and Reproduction machines, x-ray, scanners, ultrasound and other Apparatus/ equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoor or outdoors	-----	PHP 10.00/unit
6.7.5 Panels/outlets for security and alarm system (including Watchman system, burglar alarms, intrusion detection Systems, lighting controls, monitoring and surveillance System, sensors, detectors, parking management System, barrier controls, signal lights, etc.) electronics Fire alarm (including early-detection systems, smoke Detectors, etc.), sound-reinforcement/background, music/paging/conference system and the like, CATV/CCTV/MATV and off-air television, Electronically-controlled conveyance systems and Similar types of electronic or electronically-controlled Installations whether a user terminal is connected	-----	PHP 2.40/termination

6.9 Accessory Fees:

6.9.1 Establishment of line and Grade, all sides fronting or abutting streets, Rivers and creeks, first ten (10) m.	-----	PHP 24.00
6.9.1.1 Every m of fraction in thereof in excess of ten (10) m.	-----	PHP 2.40

6.10 Certificates of Use of Occupancy:

6.10.1.1 Costing up to P 150,000.00	-----	PHP 200.00
6.10.1.2 Costing more than P 150,000.00 up to P 400,000.00	-----	400.00
6.10.1.3 Costing more than P 400,000.00 up to P 850,000.00	-----	800.00
6.10.1.4 Costing more than P 850,000.00 up to P 1,200,000.00	-----	1,000.00
6.10.1.5 Every million or portion thereof in excess of P 1,200,000.00	-----	1,000.00



Table 8.1.3. BFP Sample Order of Payment

Regional Office 10 Misamis Oriental Provincial Office Gingoog City Fire Station Brgy. 23, Gingoog City Tel. No. (08842) 7339 / Hotline No. 160/112 CP # 09060325566 ORDER OF PAYMENT			
OPS No. BFP			Date:
NAME OF ESTABLISHMENT/PROJECT:			
LOCATION:			
Owner/Name of Representative:			
FIRE SAFETY CLEARANCE APPLYING FOR:			
<input type="checkbox"/> Fire Safety Evaluation Clearance (FSEC) <input type="checkbox"/> Fire Safety Inspection Certificate (FSIC) <input type="checkbox"/> Others: (Indicate)			
APPLICABLE FEES (Fill-up)			
NATURE OF PAYMENT	ACCOUNT CODE	BASIS OF COMPUTATION	TOTAL
Fire Code Construction Tax (0.1% of the verified estimated value of the buildings or structures to be erected)	628 - BFP - 01		-
Fire Code Realty Tax (0.01% of the assessed value of the buildings or structures)	628 - BFP - 02		-
Fire Code Premium Tax (2% of the gross sales of companies, persons or agents licensed to sell insurances)	628 - BFP - 03		-
Fire Code Sales Tax (2% of gross sales of companies, persons or agents selling firefighting appliances or devices)	628 - BFP - 04		-
Fire Code Proceeds Tax (2% of the service fees received from insurance adjustment companies)	628 - BFP - 05		-
15% Fire Safety Inspection Fee (10% of all fees charged by the local government or by the other government agencies concerned) but in no case shall be lower than Five Hundred Pesos (PhP500.00)	628 - BFP - 06		-
Storage Clearance (Refer to schedule of fees)	628 - BFP - 07		-
<ul style="list-style-type: none"> • Calcium carbide • Pyroxylin • Matches • Nitrate etc. • Shredded combustible • Tar, resin etc. • Flammable liquids having flashpoints of 6.67 degree centigrade • Flammable liquids having flashpoints of above -6.67 degree centigrade • Liquids having flashpoints of 22.8 degree centigrade and below 93.3 degree centigrade • Combustible liquids with flashpoint greater than 93.3 degree centigrade • LPG for bulk storage • LPG other bulk storage • Flammable gases 			
Conveyance Clearance (Refer to schedule of fees)	628 - BFP - 08		-
Installation Clearance (Refer to schedule of fees provided)	628 - BFP - 09		-
Fire Code Administrative Fines	628 - BFP - 10		-
Other Clearance Fee	628 - BFP - 11		-
<ul style="list-style-type: none"> • Fire Works Display • Fumigation/Fogging • Fire Drill • Hotworks • Fire Incident Clearance • Certified true copy of FSIC/FSEC/other clearances 	<ul style="list-style-type: none"> *Filing Fee for FSEC *Protest Fee *Appeal Fee *Soundstage and Approved Production Facilities and Locations" *Electrical Installation 		
TOTAL AMOUNT OF FIRE CODE FEES			-
TOTAL AMOUNT (IN WORDS):	No Pesos and No Centavos		
Breakdown:			
Twenty per cent (20 %) LGU share to be remitted to BFP Account	Amount: _____ -		
Eighty per cent (80 %) BFP share – BFP Account No. D2531	Amount: _____ -		



8.2. Occupancy Permit Issuance

An **Occupancy Permit** is a document issued by the Building Official that serves as a proof that the building/structure built complies with the provisions of the National Building Code of the Philippines and **Revised Implementing Rules and Regulations (RIRR) of Republic Act 9514 “The Fire Code of the Philippines”** and found suitable for occupation.

Office or Division:	Building & Industrial Safety Division (BISD) - City Engineer's Office, City Treasurer's Office, Bureau of Fire Protection			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Individual, Business, and Government Agencies within Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<input type="checkbox"/> Accomplished Certificate of Completion (duly notarized and signed & sealed by involved professionals) (4 original)	CEO - BISD			
<input type="checkbox"/> Certificate of Completion (2 original)	CEO - BISD			
<input type="checkbox"/> Fire Safety Inspection Certificate (1 photocopy)	Bureau of Fire Protection(BFP)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and accomplish Unified Application Form for Certificate of Occupancy (2 original) and Certificate of Completion form (4 original) and submit it to BISD	1. Provide Unified Application Form for Certificate of Occupancy and Certificate of Completion form 1.1 Prepare an Endorsement Letter to BFP re Completion of Construction and attach an accomplished Unified Application Form for Certificate of Occupancy and Certificate of Completion. 1.2 File a copy of Unified Application Form for Certificate of Occupancy (3 original) and Certificate of Completion (1 original)	None	15 Minutes	<i>Engineering Assistant City Engineer's Office</i>
2. Receive Endorsement Letter re Completion of Construction with attached accomplished Unified Application Form for Certificate of Occupancy and Certificate of Completion.	2. Release Endorsement Letter re Completion of Construction with attached accomplished Unified Application Form for Certificate of Occupancy and Certificate of Completion.	None	15 Minutes	<i>Engineering Assistant City Engineer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1. Conduct inspection of the Building	None	1 Day	Inspectorate Team City Engineer's Office
3. If not OK as to inspection, provide As Built Plan.	3. If not OK as to inspection, inform the client to provide As Built Plan.	None	5 Minutes	Engineering Assistant City Engineer's Office
4. Fill-out and submit the application form for FSIC/UAF	4. Receive and record the application documents	None	10 Minutes	Customer Relations Officer BFP
5. Proceed to FCA for Fire Code Fees (FCF) Assessment	5. Assess the Fire Code Fees to be paid by the client and issue Order of Payment Slip (OPS)	None	10 Minutes	Fire code Assessor (FCA) BFP
6. Pay the assessed FCF amount reflected in the OPS	6. Collect FCF and issue Official Receipt (OR) Inform the client that the requested document will be forwarded to BISD upon completion.	15% of all fees charged by the Local Government Unit (LGU) but no case shall be lower than 500	10 Minutes	Fire Code Collecting Agent (FCCA) BFP
	6.1. Conduct inspection and issue appropriate documents	None	Maximum of three (3) Days for the following type of building whose floor area not exceed 1500 square meter mentioned below: 1. Single dwelling residential building not more than 3 storey 2. Commercial buildings not more than 2 storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non-hazardous Maximum of 7 Days for those buildings/establishments not mentioned above.	Fire Safety Inspector BFP Chief, Fire Safety Enforcement Unit (FSEU) BFP City Fire Marshall BFP
	6.2. Forward Fire Safety Inspection Certificate and other pertinent documents to CEO-BISD.	None	5 Minutes	Bureau of Fire Protection (BFP)



	<p>6.3. Receive FSIC and other pertinent documents</p> <p>If OK as to inspection:</p> <p>6.3.1. Prepare Certificate of Occupancy.</p> <p>6.3.2. Process approval of the Certificate of Occupancy.</p>	None	1 Day	<i>Inspectorate Team City Engineer's Office Engineering Assistant City Engineer's Office</i> <i>Division Chief City Engineer's Office</i>
7. Claim the Approved Certificate of Occupancy	7. Record, assign number and issue/release Certificate of Occupancy	None	10 Minutes	<i>Engineering Assistant City Engineer's Office</i>
	TOTAL	15% of all fees charged by the Local Government Unit (LGU) but no case shall be lower than 500	2 Days, 1 Hour, 20 Minutes + Maximum of three (3) Days for the following type of building whose floor are not exceed 1500 square meter mentioned below: 5. Single dwelling residential building not more than 3 storey 6. Commercial buildings not more than 2 storey 7. Renovation to a mall with issued building permit 8. Warehouse storing non-hazardous Maximum of 7 Days for those buildings/establishments not mentioned above.	

Issuance of Occupancy Permit is covered under **Presidential Decree 1096** also known as **The National Building Code of the Philippines**.



8.3. Temporary Electrical Service Connection Permit Issuance

This permit is issued to an applicant who has approved building permit and wish to have a temporary electrical connection for construction purposes only.

Office or Division:	City Engineer's Office - Building & Industrial Safety Division (BISD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail?	Individual, Business, and Government Agencies within Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Temporary Electrical Service Connection Form. (3 original)				Building and Industrial Safety Division (BISD)
2. Location Plan signed and sealed. (1 original)				Licensed Electrical Engineer
3. Bill of Materials of Electrical signed and sealed (1 original)				Licensed Electrical Engineer
4. Approved Building Permit (1 photocopy)				BISD
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and accomplish permit for Temporary Electrical Service Connection form and submit it to BISD along with the other requirements.	1. Provide permit for Temporary Electrical Service Connection form.	None	5 Minutes	<i>Engineering Assistant Division Chief City Engineer's Office</i>
	1.1. Receive and assess the submitted form and requirements.	None	20 Minutes	<i>Inspectorate Team Division Chief City Engineer's Office</i>
None	1.2. Log transaction in the logbook and assign control number on the form.	None	10 Minutes	<i>Assessment Officer Division Chief City Engineer's Office</i>
None	1.3. Forward the form to the Electrical Inspector.	None	5 Minutes	<i>Assessment Officer City Engineer's Office</i>
None	1.4. Inspect site and make report.	None	4 Hours	<i>Inspectorate Team City Engineer's Office</i>
None	1.5. Assess Fees and issue Order of Payment	None	15 Minutes	<i>Assessment Officer Division Chief City Engineer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount stated in the Order of Payment slip.	2. Accept payment and inform client that the Official Receipt (OR) will be attached to the Temporary Electrical Service Connection form 2.1. Generate Official Receipt (OR) and attach OR in the Temporary Electrical Service Connection form	See Table 1.3	3 Minutes	DEMO I Cashier City Engineer's Office
None	2.2. Approve permit for Temporary Electrical Service Connection	None	10 Minutes	Engineering Assistant Division Chief City Engineer's Office
3. Claim the Approved permit for Temporary Electrical Service Connection.	3. Release permit for Temporary Electrical Service Connection	None	10 Minutes	Engineering Assistant Division Chief City Engineer's Office
	TOTAL:	See Table 8.3	5 Hours, 18 Minutes	

Issuance of Certificate for Temporary Electrical Service Connection is covered under Presidential Decree 1096 otherwise known as The National Building Code of the Philippines.

Table 8.3: Table of Fees (*Temporary Electrical Service Connection*)

Load	Residential	Commercial
13.2 A	PHP 466.40	PHP 539.00
22 A	PHP 660.00	PHP 732.60



8.4. Securing Road-Right-Of-Way Certification for Lot Titling

Certification for lot titling is a document issued by the City Engineer that serves as a proof that the lot does not affect the Road-Right-Of-Way and future infrastructure projects.

Office or Division:	City Engineer's Office - Survey Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Any Individual residing at Gingoog City Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Clearance/Certification (1 photocopy)		Regional Trial Court of Misamis Oriental		
2. Bureau of Land Form No. 400-V-40A (1 photocopy)		Department of Environment and Natural Resources		
3. Bureau of Land No. 700-2A (1 photocopy)		Department of Environment and Natural Resources		
4. Tax Declaration (1 photocopy)		City Assessor's Office		
5. Barangay Clearance (1 photocopy)		Barangay		
6. Official Receipt (1 original)		City Treasurer's Office		
7. Zoning Certification (1 photocopy)		City Planning and Development Office (CPDO)		
8. Community Environment and Natural Resources Office (CENRO) B500(A) Certification(1 photocopy)		City Environmental and Natural Resources Office (CENRMO)		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements.		None	5 Minutes	<i>Special Agent I (Road Right of Way) Survey Division Chief City Engineer's Office</i>
None		None	1 Day	<i>Special Agent I (Road Right of Way) Survey Division Chief City Engineer's Office</i>
None		None	5 Minutes	<i>Special Agent I (Road Right of Way) Survey Division Chief City Engineer's Office</i>
2. Proceed to CTO for payment of Certification Fee		PHP 50.00	3 Minutes	<i>Cashier, City Treasurer's Office</i>
None		None	10 Minutes	<i>Special Agent I (Road Right of Way) Survey Division Chief City Engineer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3 Approve Certification	None	30 Minutes	<i>Engineer III City Engineer City Engineer's Office</i>
3. Receive/claim certification	3.1 Issue/release certification	None	5 Minutes	<i>Special Agent I (Road Right of Way) Survey Division Chief City Engineer's Office</i>
TOTAL:		PHP 50.00	1 Day, 58 Minutes	

8.5. Program of Works (POW) and Detailed Engineering Design (DED) for Barangay Projects

This document is the primary requirement for Barangay Project Implementation. It contains the project name, location, estimates, and the needed workers to complete the project, the project duration, the mode of implementation and the funding source.

Office or Division:	City Engineer's Office - Planning, Designing, Programming Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials of 79 Barangays of Gingoog City			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Approved Barangay Resolution for the desired project (1 photocopy)				Barangay Government
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Resolution of Proposed Project.	1. Receive the Barangay Resolution and hand it to the City Engineer for proper instruction.	None	10 Minutes	<i>Officer of the Day Admin. Officer City Engineer's Office</i>
None	1.1. The City Engineer will forward the Resolution for Preparation of Program of Work (POW) to Planning, Designing, Programming Division			<i>City Engineer City Engineer's Office</i>
None	1.2. The Chief of Planning Division will assign the Barangay Resolution to the Programmer who is in charge of the said Barangay	None	5 Minutes	<i>Concerned Programmer Chief of Planning Division City Engineer's Office</i>
None	1.3. The Programmer/ Designer will schedule the Inspection according to first come first served basis. Prepares immediately the Detailed Engineering Drawing (DED) and Program of Work (POW)	None	5 Days/ project	<i>Concerned Programmer/ Planning Division Chief City Engineer's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. The Programmer/ Designer submit the prepared POW with DED for checking/ review to the division chief.	None	30 Minutes	<i>Programmer/ Planning Division Chief City Engineer's Office</i>
None	1.5. If no revision, the chief will instruct the clerk for printing.	None	15 Minutes	<i>Clerk/ Planning Division Chief City Engineer's Office</i>
None	1.6. Otherwise, revision shall be done by the programmer/ designer immediately	None	1 Hour	<i>Programmer/ Planning Division Chief City Engineer's Office</i>
None	1.7. The POW/ DED will be processed for signature and approval by the Department Head and the Assistant Department Head	None	1 Hour	<i>Messenger, Planning Division Chief Asst. City Engineer City Engineer City Engineer's Office</i>
2. Sign POW and receive/claim the DED/POW	2. Issue/release DED and POW.	None	5 Minutes	<i>Clerk/ Planning Division Chief City Engineer's Office</i>
	2.1 Ask the client to sign POW to acknowledge receipt of the said documents	None	5 Minutes	<i>Clerk/ Planning Division Chief City Engineer's Office</i>
TOTAL:		None	5 Days, 3 Hours, 10 Minutes	Per project



8.6. Repair and Maintenance of Light & Heavy Vehicle

The Motorpool division of the City Engineer's Office is in charge for the repair of all light and heavy vehicles owned by the Local Government Unit and other National Gov't. Agencies.

Office or Division:	Motorpool Division, City Engineer's Office (CEO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local offices and National Agencies with office in Gingoog City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order form (1 original)		Motorpool Division, City Engineer's Office		
2. Vehicle		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Job Order Form	1. Provide Job Order Form.	None	5 Minutes	<i>AdMinute Aide II</i> CEO - Motorpool Div. <i>Shop Foreman</i> CEO - Motorpool Div. <i>Division Chief</i> CEO - Motorpool Div.
	1.1 Receive accomplished Job Order Form and approved it.	None	5 Minutes	
	1.2 Assign mechanic to inspect/assess the unit/vehicle	None	5 Minutes	
2. Have the unit checked by the mechanical technician.	2. Inspect/asses the unit/vehicle	None	3 Hours	<i>Mechanic</i> CEO - Motorpool Div. <i>Shop Foreman</i> CEO - Motorpool Div. <i>Engineer IV</i> CEO - Motorpool Div.
	2.1. Indicate necessary parts needed for repair or replacement, advise client to purchase spare parts.	None	30 Minutes	
3. Leave the unit/vehicle	3. Repair unit/vehicle and advise when the unit will be ready for retrieval.	None	Minor Repair - 2 Days Major Repair - 5 Days	<i>Mechanic</i> CEO - Motorpool Div. <i>Shop Foreman</i> CEO - Motorpool Div.
4. Conduct test drive and retrieve vehicle unit	4. Conduct test drive with the driver assigned and the mechanic who handle the Job Order	None	2 Hours	<i>Mechanic</i> CEO - Motorpool Div. <i>Shop Foreman</i> CEO - Motorpool Div.
Total for Minor Repairs		None	2 Days, 5 Hours, 45 Minutes	
Total for Major Repairs		None	5 Days, 5 Hours, 45 Minutes	



CITY HEALTH OFFICE
External Services



9.1. Animal Bite Treatment Center (ABTC)

This is a special unit for the Rabies Animal Prevention Control Program accredited under the Department of Health.

Office or Division:	City Health Office (CHO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Individual Treatment Record (ITR)	City Health Office			
2. Referral Slip	Hospitals/Clinics and Barangay Health Station for Referral Form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from BHS/RHM or other facilities to Out Patient Desk on duty.	1. Receive referral slip and prepare Individual Treatment Record (ITR) 1.1. Conduct lecture/health education to bite patients and refer client to Doctor's on duty.	None None	5 Minutes 20 Minutes	<i>Nurse/Midwife/BHW Out Patient Desk on Duty City Health Office</i> <i>Rabies Coordinator City Health Office</i>
2. Proceed to see a Doctor.	2. Examine and consult patient and does prescription.	None	10 Minutes	<i>Medical Officers City Health Office</i>
3. Obtain follow-up schedule.	3. Administer anti-rabies vaccine. Give medication if needed and inform patient on their dates of succeeding vaccination.	Counter parting scheme for vaccine	10 Minutes	<i>Rabies Coordinator City Health Office</i>
If Indigent patient Present referral slip from BHS/RHM or other facilities. If vaccine is already available, the client will then receive appropriate services.	3.1. Make referral to CSWD for vaccine procurement financial assistance.	None	2 Minutes	<i>Rabies Coordinator City Health Office</i>
TOTAL:		Counter parting scheme for vaccine	47 Minutes	



9.2. Dental Service

Preventive and curative services for children, adolescent, pregnant and senior citizen.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (ITR)	City Health Office			
2. Referral Form	Barangay Health Station (BHS)			
3. Official receipt (OR) for tooth extraction	City Health Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number and proceed to dental clinic when called, for consultation. After Initial Assessment the client will pay to the cashier for specific dental procedures.	1. Give priority number. 1.1 Prepare ITR.	None	5 Minutes	Dental Aide City Health Office
	1.2 Dentist evaluates the patient. 1.3 Dentist advises or recommends procedure to be performed. 1.4 Refer patient to specialized field of dentistry if needed.	None	10 Minutes	Dentists City Health Office
	1.5 If extraction is needed, patient is referred to midwife in – charge of revenue collection for payment.	PHP 100.00 (free during Halad Pangalagad)	5 Minutes	Revenue Collector City Health Office
2. After payment is done, the client will then go back to Dental Clinic and present OR for tooth extraction.	2. Dentist performs tooth extraction procedures. 2.1 Dentist prescribes medicines and advises the patient to proceed to pharmacy for their medicines.	None	20 Minutes for normal cases 1 Hour for other cases	Dentists City Health Office
3. Proceed to Pharmacy to claim the prescribed medicines.	3. Assess OR and prescription slip then dispense medicine.	None	5 Minutes	Pharmacists City Health Office
TOTAL:		None	45 Minutes	
Special Services for various target groups				
4. For pregnant mothers, adolescent, senior citizens. Proceed to Dental Clinic for consultation, when ITR is already prepared.	4. Dental Aide/RHM prepares ITR.	None	5 Minutes	Dental Aide City Health Office
	4.1. Perform oral examination.	None	10 Minutes	Dentists City Health Office
	4.2. Provide recommendation and counseling.	None	10 Minutes	
	4.3. Orient client to basic oral health care education for pregnant mothers.	None	5 Minutes	
TOTAL:		None	30 Minutes	



9.3. Death Registration/Certificate and Burial/Transfer Permit Issuance

It is a requirement for every entombment within the city that the Death Certificate and Burial Permit will be issued as required by law under Presidential Decree 856 or the Code of Sanitation and Republic Act No. 3753 or the Law on Registry of Civil Status.

Section 6 of RA 3753 states the following:

No human body shall be buried unless the proper death certificate has been presented and recorded in the office of the local civil registrar. The physician who attended the deceased or, in his default the health officer concerned, or in default of the latter, any member of the family of the deceased or any person having knowledge of the death, shall report the same to the local health authorities, who shall issue a death certificate and shall order the same to be recorded in the office of the local civil registrar. The death certificate, which shall be issued by the attending physician of the deceased or, in his default, by the proper health officer, shall contain the following data be furnished by the person reporting the death; (a) date and place of death; (b) full name, (c) age, (d) sex, (e) occupation or profession, (f) residence; (g) status as regards marriage, (h) nationality of the deceased, and (i) probable cause of death.

During epidemics, bodies may be buried provided the proper death certificates have been secured, which shall be registered not later than five Days after the burial of the body.

Office or Division	City Health Office (CHO), Local Civil Registry Office (LCRO), City Economic Enterprise Department (CEED)	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government To Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Burial Permit (1 original)	CHO – Sanitation Section	
If died at hospital: Duly Accomplished Certificate of Death MF 103, (4 original)	Hospital	
If died at home: Certification from the Barangay Captain/authorized official (1 original) Duly filled out Death guide (1 original) Valid ID of Informant (1 photocopy)	Barangay Hall CHO Informant	
Additional requirement if died by accident or similar causes: Police Report/Accident's Report (1 photocopy)	Philippine National Police	
ADDITIONAL REQUIREMENTS FOR DELAYED DEATH REGISTRATION (Beyond 30 Days after death)		
If more than 3 years from death, PSA Copy No Record of Death (1 original, 1 photocopy)	Philippine Statistics Authority (PSA)	
LCR Copy No Record of Death (1 original, 1 photocopy)	LCRO	
Sworn Affidavit of two disinterested persons attesting to the facts and circumstances of death (3 originals)	Public Attorney's Office (PAO), Notary Public	
Valid ID of Two Disinterested persons (1 photocopy)	Applicant	
Official Receipt of Payment (1 original)	City Health Office (CHO)	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUIREMENTS FOR BURIAL PERMIT				
Partially Accomplished Certificate of Death (MF-103) signed by the doctor and if necessary, embalmer (1 photocopy)			CHO	
REQUIREMENTS FOR PERMIT TO BURY AT GINGOOG PUBLIC CEMETERY				
Burial Permit (1 original, 1 photocopy)			CHO – Sanitation Section	
Fully Accomplished Certificate of Death (MF-103) (1 photocopy)			LCR	
ADDITIONAL REQUIREMENTS IF INDIGENT				
Certificate of Indigency (1 original)			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Death at Hospital: Submit duly accomplished Certificate of Death (4 originals) and other required documents if necessary. For Death at Home: Fill-out Death Guide form and submit other required documents if necessary.	1. Receive and review duly accomplished Certificate of Death and other required documents if necessary. 1.1. Receive the filled-out death guide form for Doctor's assessment re cause of death.	None None	5 Minutes 10 Minutes	<i>Medical Doctor, CHO</i> <i>Medical Doctor, CHO</i>
2. Pay the required fees stated in the requirement guide attached in the form. *Make sure to secure Official Receipt that will be issued upon payment.	2. Accept the payment and Issue the Official Receipt.	Death Form PHP 50.00 Burial Permit PHP 50.00 Transfer of Cadaver PHP 100.00	5 Minutes	<i>Cashier, CHO</i>
As the case maybe, secure the signature of the embalmer. 3. Proceed to the CHO – Administrative Section for the preparation of the Certificate of Death. Submit required documents. Check the Certificate of Death as to data, spelling and details.	3. Prepare and print the Certificate of Death, present to client for verification. a. After verification of data in the Certificate of Death, route the certificate for signature.	None	10 Minutes	<i>Administrative Aide, CHO-Administrative Section</i>
4. Receive the partially completed Certificate of Death.	4. Release the signed Certificate of Death.	None	15 Minutes	<i>Administrative Aide, CHO-Administrative Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the CHO-Sanitation Section for the issuance of burial/transfer permit. Present Official Receipt, partially accomplished Certificate of Death and other required documents if necessary.	5. Sanitation Inspector will interview the client and assess the documents. 5.1. Prepare the Burial/Transfer Permit. 5.2. Route the Burial/Transfer Permit for signature.	None	10 Minutes	<i>Sanitation Inspection personnel in-Charge and or Chief, Sanitation Inspector City Health Office</i>
6. Client receives the Burial/Transfer Permit along with the Certificate of Death.	6. Release Certificate of Death and Burial/Transfer Permit. 6.1. Instruct the client to proceed to the LCR for the completion of registration of Death.	None	5 Minutes	<i>Sanitation Inspection personnel in-Charge City Health Office</i>
None	6.2. Photocopy of death certificate and certification of the barangay official (if death is at home) are retained in the office for filling.	None	5 Minutes	<i>Sanitation Inspection personnel in-Charge City Health Office</i>
7. Proceed to the LCR Office and submit the Certificate of Death and other required documents for the registration of death.	7. Review and assess the Certificate of Death and other required documents. If delayed registration, ask the client to pay PhP 50.00 for Certificate of No Record.	None	5 Minutes	<i>Administrative Aide Registration Officers Local Civil Registry Office (LCRO)</i>
If delayed registration, 7.1. Pay PhP 50.00 for Certificate of No Record. Secure Official Receipt afterward.	7.1. Receive payment and issue Official Receipt (OR).	If delayed registration: No Record – PhP 50.00	5 Minutes	<i>Registration Officer // Local Civil Registry Office (LCRO)</i>
7.2. Present Official Receipt and request for Certificate of No Record.	7.2. Check OR and prepare Certificate of No Record then route it for review and signatory	None	10 Minutes	<i>Administrative Aide Registration Officers Local Civil Registry Office</i>
None	7.2.1. Review and sign the Certificate of No Record	None	5 Minutes	<i>Registration Officers City Civil Registrar Local Civil Registry Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.3 Receive Certificate of No Record and sign on the logbook to acknowledge receipt of the Certificate.	7.3. Release Certificate of No Record and entry the transaction in the logbook then ask the client to sign on the logbook to acknowledge receipt.	None	5 Minutes	<i>Administrative Aide Local Civil Registry Office</i>
7.4. Submit Certificate of No Record and other required documents for the registration of death.	7.4. Receive the documents and review. 7.5. Log and Record the information of the deceased person. 7.6. Register death. Assigned Registry Number. 7.7. Route the Certificate of Death for signature.	None	5 Minutes	<i>Administrative Aide Registration Officers City Civil Registrar Local Civil Registry Office</i>
8. Receive Certificate of Death and acknowledge receipt by signing on the logbook. Note: For Delayed Registration, Certificate of Death will be released after 10 Days posting period	8. Release Certificate of Death 8.1. Entry transaction in the logbook and ask the client to sign on it for acknowledgment.	None	5 Minutes	<i>LCRO Staff Local Civil Registry Office</i>
None	8.2. Retain 3 copies of Certificate of Death for filing and submission to PSA.	None	5 Minutes	<i>LCRO Staff Local Civil Registry Office</i>
If the client will have the deceased person to be buried at Gingoog Public Cemetery: 9. Submit required documents.	9. Receive the required documents and assess the required fees. 9.1. Issue Order of Payment.	None	5 Minutes	<i>Collector In-Charge City Economic Enterprise Department (CEED)</i>
10. Pay the required fees stated in the Order of Payment.	10. Accept payment and issue Official Receipt. 10.3. Prepare Permit to Bury and attach the Official Receipt then forward it for signature.	Permit Fee – PHP 75.00 Burial Fee – PHP 125.00 *Interment Fees: Direct Soil Ground Interment Plot-PHP 693.00 Note: Indigents will only pay Permit & Burial Fee	5 Minutes	<i>Collector In-charge CEED Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Receive the Permit to Bury with attached Official Receipt.	11. Sign Permit to Bury then release it along with the attached Official Receipt. 11.3. Instruct client to proceed to the Gingoog Public Cemetery and present the permit to the caretaker.	None	5 Minutes	Supervising PURO Ceed Office
12. Proceed to the Gingoog Public Cemetery and present the permit to the caretaker.	12. Received the Permit to Bury and guide the client to the burial ground site.	None	20 Minutes	Cemetery Caretaker
TOTAL		PHP 200	1 Hour, 25 Minutes	
TOTAL IF DELAYED REGISTRATION		PHP 250	1 Hour, 50 Minutes	
TOTAL IF DECEASED PERSON IS TO BE BURIED AT GINGOOG PUBLIC CEMETERY		PHP 400 If Direct Soil Ground Interment Plot = PHP 1,093 If Delayed Registration + PHP 50 Note: Indigents will only pay Permit & Burial Fee	2 Hours, 25 Minutes	



9.4 Diabetes Screening

Diabetic screening performed to all diabetic symptomatic patients.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (ITR)		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CHO for Screening 2 Hours after breakfast then proceed to Outpatient staff for ITR preparation (Cut-off time 10 AM)	1. Prepare ITR for new TB patients. Barangay Health Workers (BHW) will get vital signs needed for proper assessments.	None	10 Minutes	Nurse/Midwife/BHW Out Patient Desk on Duty City Health Office
2. Proceed to Laboratory for collection of blood sample. 2.1. For clients identified as diabetes suspects, they are advised to come back on the following Day for the Fasting Blood Sugar (FBS) Test after 8-10 Hours of fasting. 2.2. Client with FBS Examination results will proceed to Medical Officer on duty for Clinical Diagnosis.	2. Clarify on proper identification of a client; collection of blood will be conducted. 2.1. Conduct Diabetes Screening. Instructions will be provided if there is elevation in result.	None	5 Minutes Waiting time for the result 15 Minutes	Medical Technologists City Health Office
3. Client with FBS examination result will proceed to Medical Officer on duty for clinical diagnosis and then pharmacy to claim prescribed medicines.	3. Render actual consultation, issue clinical findings/ impressions and prescriptions, and give brief counseling/health education. 3.1 Issue prescribed medicines to clients and reiterate proper dosage and timing.	None	20 Minutes 5 Minutes	Medical Officers Pharmacists City Health Office
TOTAL:		None	55 Minutes	



9.5. Expanded Program on Immunization

Immunization for 0-12 months old children for vaccine preventable diseases.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Newborn/Infants)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record (ITR)		Barangay Health Station		
Expanded Program on Immunization (EPI) Card		Out Patient Desk at City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take the newborn/infants, 0-12 months old for vaccination to the center.	1. Prepare ITR and EPI card.	None	10 Minutes weekly	Nurse/Midwife on duty Nurse IV/Program Coordinator City Health Office
2. Present the EPI Card and wait to be served.	2. Conduct weighing and plotting of EPI card.	None	10 Minutes	Nurse/Midwife on duty Nurse IV/Program Coordinator City Health Office
3. Receive the card when immunization is done. End of transaction	3. Complete EPI card. Administer Immunization of appropriate vaccine to consider the age of the child. 3.1 Update EPI card and provide counseling and brief health education and release the patient.	None	5 Minutes	Nurse/Midwife on duty Nurse IV/Program Coordinator City Health Office
TOTAL:		None	35 Minutes	



9.6. Family Planning Service

This service is given to couples who want to practice family planning and accept any birth spacing method.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Couples/MWRA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Service Record		Barangay Health Station (BHS)/ City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide necessary information to the nurse/midwife in-charge during interview.	1. Prepare Family Planning (FP) service record <ul style="list-style-type: none"> ▪ Include Pelvic Examination ▪ Vital Signs 	None	5 Minutes	<i>BHS Midwife assigned Midwife Nurse I/Program Coordinator City Health Office</i>
2. Listen and participate in the counseling process.	2. Introduce FP methods in Cafeteria style <ul style="list-style-type: none"> ▪ Pill Dispensing ▪ Condom Dispensing ▪ Administer Depot-Medroxy Progesterone Acetate (DMPA) Injection. 	None	20 Minutes	<i>BHS Midwife assigned Midwife City Health Office</i>
End of transaction	2.1 Conduct Health Education on Natural Family Planning and release patient with proper notation.	None	5 Minutes	
TOTAL:		None	30 Minutes	



9.7. Health Card/Health Certificate Issuance

Issuance of Health Card/Health Certificate for employment and other purposes.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Official Receipt for sputum exam and Stool Exam	Laboratory for Stool Exam and Direct Sputum Smear Microscopy Result			
For Food establishment workers: Certificate of Food Handlers Class	Food Handlers Certificate can be obtained after participating in the Food Handlers Class every Monday at City Health Office.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the issuance of Health Card/Health Certificate.	1. Receive payment for Health certificate/health card and issue receipt.	PHP 50.00	2 Minutes	<i>Revenue Collector City Health Office</i>
2. Present the receipt and copies of laboratory results and Food Handlers Class Certificate to the Sanitation Section personnel in charge for issuances.	2. Interview the client and assess the document, if everything is complied, the personnel shall then prepare the issuance of Health Certificate/Health Certificate.	None	15 Minutes	<i>SI personal in-Charge Chief, Sanitation Inspector City Health Office</i>
3. Receive Health Card / Health Certificate	3. Record the transaction in logbook and release Health Card/Health Certificate.	None	2 Minutes	<i>SI personal in-Charge Chief, Sanitation Inspector City Health Office</i>
End of transaction				
TOTAL:		PHP 50.00	19 Minutes	



9.8. Laboratory Service: Hematology/Clinical Microscopy/ Parasitology

Laboratory work that goes into the study of blood, parasites and evaluate body fluids.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Card		1. City Health Office – Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request and pay the requested laboratory test.	1. Receive laboratory request and payment.	CBC – PHP 120.00 Urinalysis – PHP 50.00 Fecalysis – PHP 50.00	5 Minutes	Revenue Collector City Health Office
2. Present the receipt and laboratory request for extraction/ collection of sample.	2. Perform phlebotomy, receive urine/stool specimen and process the examination. Instruct the client to wait for the result.	None	50 Minutes	Medical Technologists City Health Office
3. Receive laboratory results.	3. Record and release the laboratory results.	None	5 Minutes	Laboratory Aide City Health Office
End of transaction		TOTAL: CBC – PHP 120.00 Urinalysis – PHP 50.00 Fecalysis – PHP 50.00	1 Hour	



9.9. Laboratory Service: Bacteriology (For Gram Staining and Acute Flaccid Paralysis)

Screening stools and other sources for foodborne disease pathogens.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Card		1. City Health Office – Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request and pay the requested laboratory test.	1. Receives laboratory request, assess and receives payment.	DSSM – FREE GeneXpert – FREE Gram staining – PHP 80.00	10 Minutes	Revenue Collector City Health Office
2. Present the receipt and laboratory request for extraction/ collection of sample.	2. Perform phlebotomy, collects sputum/urine/stool specimen and process the examination. Instruct the client to wait for the result.	None	4 Hour	Medical Technologists City Health Office
3. Client receives laboratory results.	3. Record and release the laboratory results.	None	5 Minutes	Laboratory Aide City Health Office
End of transaction				
TOTAL:		DSSM – FREE GeneXpert – FREE Gram staining – PHP 80.00	4 Hours, 15 Minutes	



9.10. Laboratory Service: Blood Chemistry

Test that measures the amount of certain chemicals in a sample of blood.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information Card		City Health Office - Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request and pay the requested laboratory test.	1. Receive laboratory request and payment.	See Table No. 9.10	5 Minutes	Revenue Collector City Health Office
2. Present the receipt and laboratory request for extraction/collection of sample.	2. Conduct extraction/collection of samples and process the examination. Instruct the client to wait for the result.	None	4 Hours	Medical Technologists City Health Office
3. Client receives laboratory results.	3. Record and release the laboratory results.	None	5 Minutes	Laboratory Aide City Health Office
End of transaction		TOTAL	See Table No. 9.10	4 Hours, 10 Minutes



Table No. 9.10 – Laboratory Fees

LABORATORY PROCEDURE	FEES
Cholesterol (Total)	PHP 100.00
LDL Direct Chole	PHP 150.00
Triglycerides	PHP 100.00
Lipid Profile	PHP 450.00
Blood Uric Acid	PHP 120.00
Serum Creatinine	PHP 120.00
Blood Urea Nitrogen	PHP 120.00
Sgpt/Alt	PHP 120.00
Sgot/Ast	PHP 120.00
ALP	PHP 120.00
Total Protein	PHP 120.00
Albumin	PHP 150.00
TPAG	PHP 150.00
Total Bilirubin	PHP 300.00
Direct Bilirubin	PHP 150.00
Tb/Db	PHP 300.00
Serum Sodium	PHP 150.00
Serum Potassium	PHP 150.00
Fasting Blood Sugar	PHP 100.00
HgbA1c	PHP 450.00
75 Gms Ogtt	PHP 500.00
100 Gms Ogtt	PHP 550.00
TSH	PHP 450.00
T3	PHP 350.00
T4	PHP 350.00
FT3	PHP 450.00
FT4	PHP 450.00
C- Reactive Protein	PHP 190.00
Troponin I	PHP 370.00
NT Pro-brain Natriuretic Peptide (NT pro-BNP)	PHP 700.00
D-DIMER	PHP 300.00
CK-MB	PHP 300.00
Myoglobin (MYO)	PHP 300.00
Alpha -Fetoprotein (AFP)	PHP 300.00
Prostate Specific Antigen (PSA)	PHP 300.00
Free Prostate Specific Antigen (Fpsa)	PHP 350.00
CEA 125	PHP 350.00
Luteinizing Hormone (LH)	PHP 350.00
Follicular Stimulating Hormone (FSH)	PHP 400.00
Progesterone	PHP 350.00
Prolactin (PRL) Microalbumin	PHP 300.00



9.11. Laboratory Service: Serology/Immunology (Blood Typing, HBsAg, HIV and Syphilis)

Blood test to detect the presence of antibodies against a microorganism.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Card		City Health Office – Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request and pay the requested laboratory test.	1. Receives laboratory request and payment.	Blood Typing - PHP 80.00 HBsAg - PHP150.00 Syphilis - PHP150.00 HIV-Free	5 Minutes	<i>Revenue Collector City Health Office</i>
2. Present the receipt and laboratory request for extraction/ collection of sample.	2. MedTech conduct extraction/ collection of samples and process the examination. Instruct the client to wait for the result.	None	1 Hour	<i>Medical Technologists City Health Office</i>
3. Client receives laboratory results. End of transaction	3. Record and release the laboratory results.	None	5 Minutes	<i>Laboratory Aide City Health Office</i>
TOTAL:		Blood Typing - PHP 80.00 HBsAg - PHP150.00 Syphilis - PHP150.00 HIV-Free	1 Hour, 10 Minutes	



9.12. Maternity and Child Care Services (City Family Health Center)

Maternal and child health services to pregnant mothers and newborns.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prenatal Record	Barangay Health Station/City Family Health Center			
2. Official Receipt	City Health Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Pregnant women (Anti Partum): 1. Proceed to out-patient Desk for filling up Prenatal Form.	1. MOD assist NOD for taking initial vital signs (Look for UTZ, Laboratories, Brgy. Prenatal Record); OR	None	5 Minutes	<i>Midwife/Nurse on Duty (note: per shifting schedule)</i> City Family Health Center
2. Pay prenatal fee to CHO and submit the OR to NOD/MOD for prenatal Record.	2. Issue payment receipt (CHO) and MOD/NOD Record the OR No.	PHP 150.00 (100 for OB and 50 for LGU)	5 Minutes	<i>Revenue Collector</i> City Health Office
3. Participate in OB Orientation and proceed to Pre-natal room for Check-up. End of transaction	3. NOD and MOD will facilitate and assist OB-gyne for Orientation and OB-gyne will conduct proper prenatal procedure.	None	33 Minutes	<i>Midwife/Nurse on Duty (note: per shifting schedule)</i> City Family Health Center <i>OB-Gyne:</i> City Family Health Center
TOTAL		PHP 150.00	43 Minutes	



Continuation: Maternity and Child Care Services

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Pregnant Women, Women about to Give Birth, Newborn Babies)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Brgy. Prenatal Record	City Family Health Center			
2. Patient Chart				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Women about to give Birth (Intrapartum)	1. Search for prenatal record/UTZ and Laboratories, and then proceed to BP, weight, fundal height and cervical dilatation	None	8 Minutes	Midwife/Nurse on Duty <i>(note: per shifting schedule)</i> City Family Health Center
1. Proceed to Admitting Area/Nurse Station For record purpose and vital signs taking	2. A. For patient not fully dilated/in-active labor, admit to labor.	None	7 Hours	Midwife/Nurse on Duty <i>(note: per shifting schedule)</i> City Family Health Center
B. For fully dilated active labor, proceed to delivery Room.	B. NOD/MOD prepares Instrument, assist Patient giving birth, do postpartum care, essential newborn care, inject HEPA B Vaccine, Vit.K and asses for any abnormalities of the baby. Facilitate Essential Newborn Screening Test (after 24 Hours after birth).	None	5 Minutes	Midwife/Nurse on Duty <i>(note: per shifting schedule)</i> City Family Health Center
3. Rooming-in Patient with Baby	3. Assist patient.	None	2 Minutes	Midwife/Nurse on Duty <i>(note: per shifting schedule)</i> City Family Health Center
TOTAL		None	7 Hours, 15 Minutes	



Continuation: Maternity and Child Care Services

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (Pregnant Women, Women about to Give Birth, Newborn Babies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificates or Client Steps		City Family Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After Delivery (Post-partum) 24° after Birth 1. Secure, Fill-out and submit original birth Certificate form, client satisfaction survey to encoder.	1. Assist patient / watcher properly to fill in the draft birth cert form and encode original birth certificate Form from LCR	None	10 Minutes	<i>IT/Encoder</i> City Family Health Center
2. Proceed to PHIC (Phil health Office together with the register Birth Cert. For MDR. (Note: if patient is not Phil Health advice to enroll on POS - for strict compliance of no balance no billing policy).	2. Issue a billing statement and gate pass	None	10 Minutes	<i>Head Nurse</i> City Family Health Center
3. Client Submit prerequisite for Discharge such as photocopy of MDR and Birth Certificate of the Baby. (<i>If confined at private room excess room rate shall be paid at CHO</i>). End of transaction	3. Issue a Clearance Certificate/ I.E patient And Baby's cord clamp <ul style="list-style-type: none"> ● Officer in charge will issue payment receipt (CHO) and MOD/NOD Record the OR No ● Assist postpartum complication ● Counseling for proper parenting Family Planning ● Advice for follow up checkup. 		15 Minutes	<i>Head Nurse</i> City Family Health Center <i>Revenue Collector</i> City Health Office <i>Head Nurse</i> City Family Health Center <i>Midwife</i> City Family Health Center <i>Head Nurse</i> City Family Health Center
TOTAL		None	35 Minutes	



9.13. Medical Certificate Issuance

Certification issued per request for various purposes such as for employment and medical clearances requirements.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Results for clients that are advised/required to take laboratory test.		City Health Office Laboratory or to any licensed medical laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for Medical certificate.	1. Receive payment and issue official receipt (OR).	PHP 50.00	2 Minutes	Revenue Collector City Health Office
2. Present OR to Certificate issuance in-charge at the admin section and wait for the processing of Medical certificate (Note: for employment purposes may require laboratory examination it depends on the establishment/ company applied for)	2. Prepare Medical certificate and record.	None	10 Minutes	Admin. Staff In-charge City Health Office
3. Hand carry Medical Certificate for Medical Officer's signatory.	3. Provide medical assessment/ recommendations to clients with health problems, signs and release medical certificate.	None	10 Minutes	Medical Officers City Health Office
4. Receive medical certificate	4. Release medical certificate		2 Minutes	Admin. Staff In-charge City Health Office
TOTAL:		PHP 50.00	24 Minutes	



9.14. Newborn Screening (NBS)

Screening performed to newborn to determine health conditions that are apparent during birth.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (New Born Baby)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Newborn Screening Kit (Filter Cards)		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Out Patient Desk for ITR filling.	1. Prepare Individual Treatment Record (ITR).	None	5 Minutes	Nurse/Midwife/BHW Out Patient Desk on Duty City Health Office
2. Pay for NBS Kit at CHO-Cashier.	2. Receive payment and issue receipt.	PHP 1,750	5 Minutes	Revenue Collector City Health Office
3. Prepare the baby for blood collection and can return home after the blood collection. End of transaction	3. Perform blood collection sample.	None	30 Minutes	Medical Technologist City Health Office jjhghhfgg
	3.1 Send specimen to Newborn Screening Center-Davao via LBC and inform the parents as soon as the result is available. (Result will be available after more or less 1 week after sending)	None	1 week	Newborn Screening In-charge City Health Office
TOTAL:		PHP 1,750	1 Week, 40 Minutes	



9.15. Out Patient Consultation (General Consultation)

Medical consultation given to all clients with health problems.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form (1 Original Copy)	Barangay Health Station from where the patient resides			
2. Individual Treatment Record (1 Original)	City Health Office Out-Patient			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook from the office front liner.	1. Provide a logbook and refer to the concerned Section.	None	2 Minutes	<i>Public Assistance & Complaints Desk Officer (PACD) City Health Office</i>
2. Proceed to Outpatient Desk (OPD) for Individual Treatment Record (ITR) preparation.	2. Prepare Individual Treatment Record (ITR) and assess for prioritization of service based on infection control measures of the facility. 2.1 Advise the client to report to Medical Officer on duty for consultation.	None None	15 Minutes	<i>Nurse/Midwife/BHW Out-Patient Desk on Duty City Health Office</i>
3. Proceed to the Doctor on duty for consultation and treatment.	3. Render actual consultation and issue clinical findings/impressions, laboratory requests, and prescribed medicines. (Clients with Laboratory requests are advised to proceed to Laboratory and medicine dispensing at the pharmacy)	None	15 Minutes	<i>Medical Officers City Health Office</i>
TOTAL:		None	32 Minutes	



9.16. Out Patient TB Consultation

Consultation service given to all TB symptomatic clients.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All (TB symptomatic)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Individual Treatment Record (ITR) (1 Original)			City Health Office	
National Tuberculosis Program (NTP) Client Contract (2 Original)			City Health Office	
National Tuberculosis Program (NTP) Treatment Card			City Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral from BHS, Public and private hospitals for walk-in TB Symptomatic, then proceed to Outpatient Desk and secure ITR	1. Prepare ITR for new TB patients. Patient's personal data and vital signs duration of cough and symptoms observe triaging.	None	15 Minutes	<i>Nurse/Midwife/BHW Out Patient Desk on Duty City Health Office</i>
2. Proceed to the Doctor on duty for consultation. For Patients with Laboratory results on Hand.	2. Render consultation and issue clinical findings and impressions. 2.1 Issue sputum exam for Gene-X request for laboratory. 2.2 Provide additional assessment and issue prescription from the Doctor.	None	15 Minutes	<i>Medical Officers City Health Office</i>
3. Proceed to DOTS Room and present the result to attending physician when laboratory result is available. End of transaction	3. Facilitate the initial TB treatment if needed. For client with other lung disease, the nurse will instruct the client to claim their medication at the pharmacy.	None	15 Minutes	<i>Nurse Program Coordinator City Health Office</i>
TOTAL:		None	45 Minutes	



9.17. Pharmacy Services:

Dispense drugs, medicines as per prescription to clients.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's prescription (Rx)		City Health Office or in Public or Private Hospitals/Clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Doctor's prescription.	1. Receive doctor's prescription (Rx), then dispense prescribed drugs and medicines and fill the prescription with the available drugs and medicines.	None	10 Minutes	Pharmacists City Health Office
For Certified Indigent: Assistance to Individuals during Crisis Situation (AICS) - 2. Present original Doctor's prescription (Rx), certificate of indigency and certification form for medical/ laboratory assistance coming from CSWD. End of transaction	2. Receive doctor's prescription (Rx) and dispense prescribed and available drugs and medicines. 2.1 Certify/list down the medicines/ laboratory requests that are not available.	None	5 Minutes 5 Minutes	Pharmacists City Health Office
TOTAL:		None	20 Minutes	



9.18. PHILHEALTH LGU Sponsored Health Insurance

Health Insurance Program of the Local Government of Gingoog for indigent families.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PHILHEALTH Form/ Certification Form		1. City Health Office – Philhealth Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indigent families enrolled by the LGU under sponsorship program.	1. Facilitates, validates enrolled families under LGU-SP.	None	5 Minutes	<i>Admin. Assistant PhilHealth Coordinator City Health Office</i>
2. For LGU-SP beneficiary	2. Locates record and generate report of member. When the client is identified as member, the provider will then issue certification of membership and instructs the client to present the certification to Local PhilHealth Insurance Office for the release of MDR.	None	5 Minutes	<i>Admin. Assistant PhilHealth Coordinator City Health Office</i>
3. For Pregnant women without PhilHealth	3. Accommodates the client and inform them that PhilHealth enumeration is already finalized but they can be included in the list as a replacement of members who are no longer eligible in the sponsorship program.	None	5 Minutes	<i>Admin. Assistant PhilHealth Coordinator City Health Office</i>
End of transaction		TOTAL:	None	15 Minutes



9.19. Pre-natal Service

This is a special unit for the Rabies Animal Prevention Control Program accredited under the Department of Health.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Pre-Natal Record	Barangay Health Station (BHS)			
2. Nanay and Baby Book				
3. Birth Plan and Pregnancy Tracking Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the BHS on the scheduled Day of consultation.	1. Prepare pertinent records 1.1 Prepare Individual Pre-natal Record, Nanay and Baby Book, and Birth Plan and Pregnancy Tracking 1.2 Conduct Vital Signs taking (Blood Pressure, Weight, Height, Temperature) 1.3 Conduct interview and consultation.	None	15 Minutes	<i>Rural Health Midwife/NDP/RHMPP in-charge at the Barangay Health Station</i>
2. For Pregnant women on her 2 nd trimester of Pregnancy and receives Vitamin supplementation.	2. Determine fetal heart rate, fundal height and position of baby. 2.1 Administer TD (Tetanus Diphtheria Injection) 2.2 Issue Ferrous sulfate with Folic Acid;210 tablets during the whole course of pregnancy. 2.3 Issue Calcium Carbonate 500 mg;1 tablet 3x a Day for 120 Days starting 20 weeks age of gestation, 360 tablets for the whole course of pregnancy.	None	15 Minutes	<i>Rural Health Midwife/NDP/RHMPP in-charge Barangay Health Station</i>
3. Referral of clients.	3. Advice client to have laboratory examinations: Complete Blood Count, Urinalysis and Hepatitis Screening at any accredited laboratory. 3.1 Aside from the regular Pre-Natal Check-up at Barangay Health Station, the client is advised also to take Pre-natal Check-up at chosen Birthing Facility of Hospital.	Counter parting scheme for vaccine	5 Minutes	<i>Rural Health Midwife/NDP/RHMPP in-charge Barangay Health Station</i>



End of transaction	<p>3.2 Advise client for schedule of next pre-natal visit. Inform them also that they should follow the ideal frequency of visit for each trimester.</p> <p>1st Trimester at least once 2nd Trimester at least once 3rd Trimester at least twice</p>			
	TOTAL:	None	35 Minutes	

9.20. Sexually Transmitted Infection (STI) Screening

STI Screening for symptomatic person and individuals with risky behavior.
Personal information is strictly confidential.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral (for those patient coming from Barangay or other health facility)	1. Barangay Health Station or Other Health Facility			
2. Individual Treatment Record (ITR)	2. City Health Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to STI facility for clients with symptoms.	1. Prepare patient's ITR then advise client to proceed to a Medical Officer for medical assessment.	None	10 Minutes	<i>Nurse/Midwife/BHW Out Patient Desk on Duty City Health Office</i>
2. Proceed to Medical Officer on duty for clinical impression and further diagnosis.	2. Render consultation and issue clinical findings and impressions. 2.1 Issue laboratory request (smearing) if necessary and voluntary counseling and testing. 2.2 Provide additional assessment and issue prescription.	None	15 Minutes	<i>Medical Officers City Health Office</i>
3. Proceed to attending Medical Officer when laboratory result is already available.	3. Render actual consultation and issue clinical findings/ impressions. Provide also counseling/brief health education to clients and issue prescriptions. Advise clients to proceed to pharmacy for drug and medicine dispensing.	None	15 Minutes	<i>Medical Officers City Health Office</i>
TOTAL		None	40 Minutes	



9.21. Sanitary Permit Issuance

As part of its commitment to maintain environmental protection and safety, the City Health Office developed standard and measures for all Business Establishments to assure cleanliness and safety for the General Public by the issuance of the appropriate Sanitary Permit.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt for sputum exam and Stool Exam		1. CHO-Laboratory for Stool Exam and Direct Sputum Smear Microscopy Result		
2. Result of operator and personnel. Pre-inspection record of establishment (If no pre-inspection record, client will make a request for inspection and issuance of Sanitary Permit will be differed.)		2. CHO Sanitation Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the issuance of Sanitary Permit.	1. Receive payment for Sanitary permit and issue receipt.	PHP 50.00	2 Minutes	Revenue Collector City Health Office
2. Present the receipt and copies of laboratory results (sputum exam, stool exam, food handler's class certification, and establishment sanitary inspection) to the Sanitation Section personnel in charge for issuances.	2. Interview the client and assess the document, if everything is complied, the personnel shall then prepare the issuance of sanitary permit.	None	15 Minutes	SI personal in-Charge Chief, Sanitation Inspector City Health Office
3. Receive the sanitary permit	3. Record the transaction in the logbook and release the sanitary permit.	None	2 Minutes	SI personnel in-Charge Chief, Sanitation Inspector City Health Office
End of transaction				
TOTAL		PHP 50.00	19 Minutes	



CITY PLANNING AND DEVELOPMENT OFFICE
External Services



10.1. Preparation of Project Study (Project Proposal)

This service is to assist schools, barangays, government offices/agencies, NGOs with their project proposal preparation. Project Proponent/Client may express their request by sending a letter of request stating the title and the purpose of the project proposal.

Office/Division:	Planning Programming and Statistics Division, City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Schools, Barangays, Government Offices/Agencies, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request stating the title and the purpose of the project proposal.(1 original)		Proponent/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive/ record letter request	None	5 Minutes	<i>Clerk I</i> City Planning and Development Office
	1.1. Interview proponent to acquire a full understanding of the proposed project proposal	None	40 Minutes	<i>Project Dev't. Officer III</i> <i>Project Dev't. Officer II</i> City Planning and Development Office
	1.2. Gather needed data and prepare project study	None	2 Days, 4 Hours	<i>CPDC, Planning Officer III</i> City Planning and Development Office
2. Receive Project Proposal	2. Record and release the approved project proposal	None	2 Minutes	<i>Clerk I</i> City Planning and Development Office
Total		None	2 Days, 4 Hours, 47 Minutes	



10.2. Preparation of Project Study (Project Feasibility Study)

This service is to assist Schools, Barangays, Government Offices/Agencies, NGOs with their project proposal preparation. The proponent/client may express their request by sending a letter of request stating the title and the purpose of the project feasibility study.

Office/Division:	Planning Programming and Statistics Division-City Planning and Development Office (CPDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Schools, Barangays, Government Offices/Agencies, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request stating the title and the purpose of the project feasibility study. (1 original)		Proponent/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive/ record letter request	None	5 Minutes	Clerk I City Planning and Development Office
	1.1. Interview proponent to acquire a full understanding of the proposed project proposal	None	40 Minutes	Project Dev't. Officer III City Planning and Development Office
	1.2. Gather data needed and prepare project study	None	6 Working Days	Project Dev't. Officer II Asst. CPDC, Planning Officer III City Planning and Development Office
2. Receive Project Feasibility Study	2. Record and release the approved project proposal	None	2 Minutes	Clerk I City Planning and Development Office
Total		None	6 Days, 47 Minutes	



10.3. Issuance of Certificate of Zoning Classification

Real property owners of titled lots may secure a certificate of zoning classification for various purposes that such may serve them.

Office/Division	Resettlement & Housing Development & Land Use Management Division, City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Any person or entity who intends to secure a certificate of zoning classification for purposes of knowing the classification of their lot whether it is Residential, Commercial, Institutional Building, and other structures regardless of size and cost. Lot owners, Government or Private Corporation, Subdivision Developers			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form (1 original)	City Planning and Development Office			
2. Vicinity Map (1photocopy))	City Assessor's Office			
3. Sketch Plan (1 photocopy)	City Assessor's Office			
4. Certificate of Title (1 photocopy)	Register of Deeds			
5. Tax Declaration (1 photocopy)	City Assessor			
6. Tax Clearance(current) (1 original)	City Treasurer Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the CPDO Resettlement & Housing Development & Land Use Management Division, fill out the request form and submit all requirements.	1. Receive the applicant's request form and log all transaction with complete requirements. 1.1. Evaluate the submitted documents as to its completeness	None None	5 Minutes 10 Minutes	Receiving Clerk City Planning and Development Office Zoning Officer / Clerk City Planning and Development Office
2. Get the Order of Payment	2. Issue Order of Payment	None	5 Minutes	Zoning Officer / Clerk CPDO
3. Pay the required fees at City Treasurer's Office	3. Receive payment and issue Official Receipt (OR)	PHP 170	10 Minutes	Cashier City Treasurer's Office
4. Return to CPDO and present the Official Receipt	4. Receive the copy of the receipt and issue the claim stub.	None	10 Minutes	Zoning Officer City Planning and Development Office
	4.1. Prepare and generate Zoning Certification	None	2 Hours	Zoning Officer City Planning and Development Office
	4.2. Route for signature and approval	None	4 Hours	Zoning Officer PEO IV, Asst. CPDC, Zoning Administrator City Planning and Development Office
5. Claim the approved Certificate of Zoning Classification.	5. Release Certificate of Zoning Classification.	None	10 Minutes	Zoning Officer / Clerk City Planning and Development Office
Total		PHP 170	6 Hours, 40 Minutes	



10.4. Issuance of Preliminary Subdivision Development Plan (PSDP) approval

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects.

Office /Division	City Planning and Development Office (CPDO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government	
Who may avail:	Any person or entity who plans to construct a residential, commercial, institutional building, and other structures regardless of size and cost. <ul style="list-style-type: none"> • Lot owners • Government or Private Corporation • Subdivision Developers 	
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE	
Duly filled-out & notarized application form (3 original)	CPDO	
Certificate of Title (1 photocopy)	Register of Deeds	
Latest Tax Declaration (1 photocopy)	City Assessor	
Tax Clearance (current) (1 original)	City Treasurer	
If there is no Certificate of Title:		
Technical Description/lot data & Lot Status Certification	Department of Environment and Natural Resources (DENR)	
Deed of Sale in the name of the applicant (1 original)	Applicant	
Deed of Donation in favor of the applicant (1 original)	Applicant	
Contract of Lease (1 original)	Applicant	
Notarized Authorization to use the land from the owner or Authority to Construct (1 original)	Notary Public	
If the applicant is a corporation, attach the following:		
SEC Registration (1photocopy but applicant is advised to bring the original copy)	Security & Exchange Commission (SEC)	
Articles of Incorporation (1photocopy but applicant is advised to bring the original copy)	Corporation	
Constitution and By-Laws (1photocopy but applicant is advised to bring the original copy)	Corporation	
DTI Registration (1photocopy but applicant is advised to bring the original copy)	Department of Trade and Industry (DTI)	
Barangay Resolution Recommending the Project Development & Barangay Construction Clearance for the Bldg. construction (1 original)	Barangay	
Geohazard Identification Report (G.I.R)	Mines & Geosciences Bureau (MGB) - DENR	
CDRRMO Clearance / Recommendation	City Disaster Risk Reduction Management Office (CDRRMO)	
PHILVOCS Certification	Philippine Institute Of Volcanology And Seismology - DOST	



CHECKLIST OR REQUIREMENTS		WHERE TO SECURE			
Environmental Compliance Certificate(ECC)		EMB - DENR			
DAR Conversion Clearance / DAR Certification that the land is not covered by CARP or Certificate of Non-Coverage and Certificate of Non-Tenancy if applicable		DAR			
Vicinity map and location Plan indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale. (1set original)		City Assessor's Office / Geodetic Engineer			
Topographic plan (1 original)		Geodetic Engineer			
Survey plan of the lot based on the TCT signed and sealed by a licensed Geodetic Engineer (3 original)		Geodetic Engineer			
Site development plan (schematic plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to the existing conditions and duly signed and sealed by a licensed Architect/Engineer (3 original)		Geodetic Engineer / Architect / Civil Engineer			
Right to use or Road Right of Way Certification from DPWH/CEO or Deed of Sale of Right-of-Way for access road and other utilities if applicable (1 original)		Department of Public Works & Highways / City Engineer Office / Landowner			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with complete requirements.		1. Receive and examine the submitted requirements	None	5 Minutes	Zoning Officer/ Receiving Clerk City Planning and Development Office
		1.1. Conduct site inspection.	None	1 Day	Zoning Officer/ Personnel City Planning and Development Office
2. Get advice for payment of PSDP and Inspection Fee.		2. Issue Order of Payment	None	10 Minutes	Zoning Officer City Planning and Development Office
3. Proceed to the City Treasurer's Office to pay the required fees		3. Issue Official Receipt	See Table 10.4	20 Minutes	Cashier City Treasurer's Office
4. Return to CPDO to present Official Receipt		4. Receive the copy of Official Receipt and issue claim stub	None	10 Minutes	Zoning Officer City Planning and Development Office
		4.1. Conduct Site Inspection and Prepare the Evaluation Report & recommendation to the Sangguniang Panlungsod(SP) for the Approval	None	4 Hours	Zoning Officer City Planning and Development Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>4.2. Route for signature and endorsement of City Mayor to SP</p> <p>If Project is non-conforming as to zone. Application endorse to LZBAA</p>	None	3 Days	<p>Zoning Officer, PDO IV, Asst. CPDC, Zoning Administrator City Planning and Development Office</p> <p>City Mayor City Mayor's Office</p> <p>LZBAA</p>
	4.3. Endorse and submit to Sangguniang Panlungsod for legislation and approval	None	2 Hours	<p>Zoning Officer, PDO IV, Asst. CPDC, Zoning Administrator City Planning and Development Office</p>
	4.4. Wait for the approval of PSDP	None	14 Days	Sangguniang Panlungsod
5. Claim approved Preliminary Subdivision Development Plan.	6. Release documents approved by the Sangguniang Panlungsod	None	5 Minutes	<p>Zoning Officer/ Personnel City Planning and Development Office</p>
Total		See Table 10.4	18 Days, 6 Hours, 50 Minutes	



Table 10.4 ZONING SCHEDULE OF FEES

II SUBDIVISION AND CONDOMINIUM PROJECTS (Under P.D. 957)	
A. Approval of Subdivision Plan (Including Townhouses	
1. Preliminary Approval and Locational Clearance (PALC) / Preliminary Subdivision Development Plan (PSDP)	PHP 250/ha. or a fraction thereof PHP 1,000/ha. regardless of density
• Inspection Fee	
2. Final Approval & Development Permit	PHP 2,000/ha. regardless of density PHP 2/sq. m.
• Additional Fee on Floor Area of houses and building sold with lot	
• Inspection Fee	PHP 1,000/ha. regardless of density
(Not applicable for projects already inspected for PALC application)	
3. Alteration of Plan (affected areas only)	Same as final approval &Dev't Permit

NAME OF FEE	FEE
B. Approval of Condominium Project	
Final Approval and Development Permit	
1. Processing Fee	
1. Land Area	PHP 5/sq.m.
2. No of Floors	PHP 200/ floor
3. Building Areas	PHP 4/sq.m.
4. Inspection Fee	PHP 12/sq.m. of GFA
2. Alteration of Plan (affected areas only)	Same as Final Approval &Dev't Permit
C. PROJECTS UNDER BP 220	
A. Subdivision	
1. Preliminary Approval and Locational Clearance	
a. Socialized Housing	PHP 75/ha.
b. Economic Housing	PHP 150/ha.
• Inspection Fee	
a. Socialized Housing	PHP 200/ha.
b. Economic Housing	PHP 500/ha
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	PHP 500/ha.
b. Economic Housing	PHP 1,000/ha.
• Inspection Fee	
a. Socialized Housing	PHP 200/ha.
b. Economic Housing	PHP 500/sq.m
(Projects already inspected for PALC application may not be charged inspection Fee)	
3. Alteration of Plan (affected areas only)	Same Final Approval &Dev't Permit



10.5. Issuance of Subdivision Development Permit

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects.

Office/Division	Resettlement & Housing Development & Land Use Management Division, City Planning and Development Office (CPDO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government
Who may avail:	Subdivision Owners Subdivision Developers Local Government Units
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
Duly accomplished and notarized DP Application Form (3 original)	City Planning and Development Office / Notary Public
All requirements for Preliminary Subdivision Development Plan (PSDP)	Applicant
Subdivision Development Plan (3 original)	Civil Engineer
Civil and Sanitary Works Design (3 original)	Civil Engineer
Water System Layout and Details (3 original)	Civil Engineer
Certified true copy of DAR Conversion Order (if applicable) (1 original)	Department of Agrarian Reform (DAR)
Project Description or Project Proposal (3 original)	Civil Engineer / En.P.
Plan specifications, bill of materials and cost estimates(3 original)	Civil Engineer
Application for permit to drill from the National Water Resources Board (NWRB) if applicable (1 original)	National Water Resources Board (NWRB)
Traffic impact assessment for projects covering 30 hectares and above(1 original)	Department of Public Works & Highways / Civil Engineer / En.P.
List of Names & PRC ID & PTR of duly licensed professionals who signed the plans(1 photocopy)	
Order of Payment for Subdivision Development Permit (1 original)	City Planning and Development Office
Order Of Payment for Inspection Fee (1 original)	City Planning and Development Office
For Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following:	
Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. (1 original)	Department of Public Works & Highways / City Engineer Office
Lot numbers, lines and areas, and block numbers (1 original)	Geodetic Engineer
Site data such as the number of residential and saleable lots, typical lot size, parks and playgrounds, and open spaces. (1 original)	Geodetic Engineer / Civil Engineer / En.P. / Applicant
Civil and Sanitary Works Design (Engineering plans/construction drawings)(3 original)	Sanitary & Civil Engineer
Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer.(3 original)	Civil Engineer
Profile derived from existing topographic map signed and sealed by a licensed geodetic engineer showing the vertical control, designed grade, curve elements(3 original)	Geodetic Engineer



CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs, gutters, sidewalks, shoulders, benching, and others.(3 original)		Civil Engineer		
Details of roadway and miscellaneous structure such as curb and gutter (barrier, mountable and drop), slope protection wall and retaining wall(3 original)		Civil Engineer		
Storm drainage and sanitary sewer system duly signed and sealed by a licensed Sanitary Engineer or Civil Engineer.(3 original)		Sanitary/Civil Engineer		
Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line.(3 original)		Sanitary/Civil Engineer		
Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.(3 original)		Sanitary/Civil Engineer		
Site grading plan with finished contour lines superimposed on the existing ground the limits of earth work embankment slopes, cut slopes, surface drainage, drainage outfalls, and others. (3 original)		Sanitary/Civil Engineer		
Water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. (3 original)		Sanitary/Civil Engineer		
Power Distribution layout and details, duly signed and sealed by a licensed professional electrical engineer.(3 original)		Electrical Engineer		
Tree Planting Scheme		Civil Engineer / Architect		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with complete requirements.	1. Receive and examine the submitted requirements for completeness.	None	15 Minutes	Receiving Clerk City Planning and Development Office
	1.1. Forward to Zoning Officer for examination and evaluation	None	2 Hours	Receiving Clerk City Planning and Development Office
	1.2. Conduct site ocular inspection	None	1 Day	Zoning Officer City Planning and Development Office
	1.3. Prepare site inspection report and evaluation and recommendation for SP approval	None	1 Day	Zoning Officer City Planning and Development Office
	1.4. Route for review and signature Note: If there are observed deficiencies the Zoning Officer will issue a notice of deficiency for compliance	None	1 Day	Zoning Officer, PDO IV, Asst. CPDC, Zoning Administrator City Planning and Development Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Comply and submit the deficiency as required (if applicable)	2. Receive and examine	None	10 Minutes	<i>Receiving Clerk City Planning and Development Office</i>
	2.1. Prepare endorsement of Subdivision Development Permit	None	2 Hours	<i>Zoning Officer City Planning and Development Office</i>
	2.2. Route for signature	None	2 Days	<i>Zoning Officer, PDO IV, Asst. CPDCZoning Administrator City Planning and Development Office Legal, City Admin, Mayor City Mayor's Office</i>
	2.3. Wait for the approval of Simple Subdivision Plan	None	14 Days	<i>Sangguniang Panlungsod Members Sangguniang Panlungsod</i>
3. Claim approved Subdivision Development Permit.	3. Release the Development Permit.	None	5 Minutes	<i>Zoning Officer/ Personnel City Planning and Development Office</i>
TOTAL:		None	19 Days, 4 Hours, 30 Minutes	



10.6. Issuance of Alteration of Approved Subdivision Plan

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects and related activities. Previously approved subdivision plans may apply for alteration whenever it is deemed fit.

Office/Division	Resettlement & Housing Development & Land Use Management Division, City Planning and Development Office (CPDO)				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government				
Who may avail:	Subdivision Owners Subdivision Developers Local Government Units				
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE			
Duly accomplished and notarized Application Form (2 original)		City Planning and Development Office			
Plan showing the proposed alteration (4 original)		Geodetic Engineer			
Letter stating the proposed or reason for the proposed alteration or conversion(1 original)		Geodetic Engineer			
Sworn Statement that the affected lots or units for alteration have not been sold (1 original)		Geodetic Engineer			
Written conformity of the duly organized homeowners association or in the absence thereof, majority of the lot/units buyers, if applicable(1 original)		Landowner			
Title(s)(1Certified true copy) and tax Declaration (1 original) of the affected lots/units if applicable		Landowner			
Tax clearance (current) (1 original)		City Treasurer's Office			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with complete requirements.	1. Receive and examine the submitted requirements for completeness		None	15 Minutes	<i>Receiving Clerk City Planning and Development Office</i>
	1.1. Forward to Zoning Officer for examination and evaluation		None	10 Minutes	<i>Receiving Clerk City Planning and Development Office</i>
	1.2. Conduct site ocular inspection		None	1 Day	<i>Zoning Officer City Planning and Development Office</i>
	1.3. Prepare site inspection report and evaluation and recommendation for Sangguniang Panlungsod approval		None	1 Day	<i>Zoning Officer City Planning and Development Office</i>
	1.4. Route for review and signature Note: If there are observed deficiencies, the Zoning Officer will issue a notice of deficiency for compliance		None	1 Day	<i>Zoning Officer, PDO IV, Asst. CPDC, Zoning Administrator City Planning and Development Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Comply and submit the deficiency as required (if applicable)	2. Receive and examine	None	10 Minutes	<i>Receiving Clerk City Planning and Development Office</i>
	2.1. Prepare endorsement of revised Subdivision Plan	None	2 Hours	<i>Zoning Officer City Planning and Development Office</i>
	2.2. Route for signature	None	2 Days	<i>Zoning Officer, PDO IV, Asst. CPDCZoning Administrator City Planning and Development Office Legal, City Admin, Mayor City Mayor's Office</i>
	2.3. Endorse to Sangguniang Panlungsod and wait for the approval of the revised Subdivision Plan	None	14 Days	<i>Sangguniang Panlungsod Members Sangguniang Panlungsod</i>
3. Claim the approved application of the revised Subdivision Plan.	3. Release the revised Subdivision Plan approved by the Sangguniang Panlungsod.	None	5 Minutes	<i>Zoning Officer/ Personnel City Planning and Development Office</i>
TOTAL		None	19 Days, 2 Hours, 40 Minutes	



10.7. Issuance of Project Monitoring and Evaluation Report/s

Project monitoring report issued and released to a requesting party after the conduct of project inspection and preparation of its corresponding project report.

Office /Division:	Resettlement & Housing Development & Land Use Management Division, City Planning and Development Office(C PDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Citizens (Private & Public Entity)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for inspection			Client	
Approved Plans/Programs(1photocopy)			City Engineer's Office/Contractor	
Specification Variation order & Project Proposal(1 photocopy)			City Engineer's Office/Contractor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for inspection	1. Receive/ record letter request and forward CPDC for official delegation	None	5 Minutes	Clerk I City Planning and Development Office
	1.1. Prepare letter of Schedule of Inspection	None	5 Minutes	CPDO Secretariat
	1.2. Disseminate Inspection Schedule letter to all CPMEC members	None	6 Hours	CPDO Secretariat, Monitoring Section
	1.3. Conduct field evaluation and monitoring together with representatives from the implementing agencies.	None	6 Hours	CPMEC Technical Working Group CPDO, Department of Interior & Local Government & Non-Government Organization
	1.4. Prepare findings and recommendations and process CPMEC O-2 (Physical and Financial Stats and PMC 1-3 (for projects encountering problems in implementations)	None	2 Hours	CPMEC Secretariat City Planning and Development Office
	1.5. Formulate CPMEC Report (O-2) with related Geo-tagged printed photos attached	None	2 Hours	Project Evaluation Officer IV
	1.6. Disseminate formulated PMC O-2 forms with related attachments for signature of CPMEC members and CPDC	None	8 Hours	CPDO Secretariat, Monitoring Section
2. Receive and acknowledge CPMEC Report	1.7. Record the duly signed reports	None	3 Minutes	Clerk I CPDO
	2. Released the duly signed reports	None	2 Minutes	Clerk I City Planning and Development Office
	Total	None	24 Hours, 15 Minutes	



10.8. Housing Relocation Assistance

This service is to assist the citizens, groups, Homeowner's Association (HOA), barangays for families who are displaced or evicted from their current home. The individual citizen will fill out an application form and submit the required supporting documents.

Office or Division:	Resettlement & Housing Development & Land Use Management Division, City Planning and Development Office (CPDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2CA - Government to Community Association, G2G - Government to Government			
Who may avail:	Qualified Individual/Group, Homeowners Association, Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out application form with affixed ID picture(1 original)	City Planning and Development Office			
Any Valid ID (1 photocopy)	Applicant			
Barangay Certification stating status of residency(1 original)	Barangay			
Marriage Contract (if married)(1 photocopy)	Applicant or PSA or Civil Registrar			
Notice of eviction or court order if applicable(1 original)	Lot owner or Government Agency			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the frontline desk	1. Interview the client to generate needed information or background and other related concerns	None	5 Minutes	<i>Housing Staff City Planning and Development Office</i>
2. Choose among the given possible options	2. Give an overview of all the existing resettlements; provide advice and possible options to the client. (By Substitution to the waived or default unit/lot; New unit/lot on the reserved area if available or New unit/lot by acquisition and dev't.)	None	20 Minutes	<i>Housing Staff City Planning and Development Office DEMO I City Planning and Development Office</i>
	2.1. Give/release application form and checklist of requirements then advice to fill out the forms at home and discuss with the family members for final decision	None	10 Minutes	<i>Housing Staff City Planning and Development Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the Filled-out application form & the required documents	<p>3. Receive/ Review the Filled-out application form & the supporting documents</p> <p>3.1. Conduct Background Investigation / Site Investigation and prepare a report If the Choice is Substitution proceed to Item 3.3 If the Choice is New unit/lot if Available proceed to Item 4 If lot acquisition and new devt. Proceed to new project process and fund sourcing</p> <p>3.2. Determine, verify and examine available lot in coordination to the Community Association</p> <p>3.3. Coordinate to the Community Association for the substitution process. If the choice is under Localized Community Mortgage Program, coordinate with Social Housing Finance Corporation</p> <p>3.4. Request the Community Association to prepare a statement of account from the Social Housing Finance Corporation</p>	None	5 Minutes	<i>Housing Staff / Clerk-1</i> City Planning and Development Office <i>Housing Staff/Demo-I/Architect-I</i> City Planning and Development Office <i>Housing Staff/ Demo-I/Architect-I</i> City Planning and Development Office <i>Housing Staff/ Demo-I/ Project Officer III</i> City Planning and Development Office <i>Housing Staff</i> City Planning and Development Office
4. Attend the orientation	4. Orient on the Policies, Rules and regulation and payment scheme then explain the payables based on the statement of Acquisition Cost prepared	None	1 Day	<i>Housing Staff/Project Dev't Officer III</i> City Planning and Development Office <i>Community Association, Social Housing Finance Corporation, National Housing Authority, PAG-IBIG Fund, or any Shelter agency partner if applicable</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.1. Prepare undertaking, Loan Mortgage Agreement (LMA) or Lease Purchase Agreement (LPA)</p> <p>Note: The applicant will agree the payable due for the lot payment through amortization and due for the Community Association</p>	None	5 Hours	<i>Housing Staff</i> City Planning and Development Office <i>Project Development Officer III</i> City Planning and Development Office Community Association, Social Housing Finance Corporation or any Shelter agency partner if applicable Community Association, Social Housing Finance Corporation, National Housing Authority, PAG-IBIG Fund, Government Service Insurance System (GSIS)
5. Signing of contract, Promissory Note, Undertaking and other documents	5. Hand in the documents to present address for signing	None	4 Hours	<i>Housing Staff</i> City Planning and Development Office
6. Notary for documents need for notarial if applicable	6. Assist for the notarial 6.1. Record and release the copy of contract, undertaking, Promissory Note and other documents	None None	3 Hours 5 Minutes	<i>Housing Staff</i> City Planning and Development Office <i>Housing Staff</i> City Planning and Development Office
7. Processing of substitution approval	7. Process the substitution approval to Social Housing Finance Corporation and Housing Land Use Regulatory Board	None	Processing time will depend on the concern agency	Social Housing Finance Corporation and Housing Land Use Regulatory Board Social Housing Finance Corporation and Housing Land Use Regulatory Board



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.1. Facilitate the processing of Titling and their component requirements to other gov't agencies (optional)	None	Processing time will depend on the concern agency	Register of Deeds, Bureau of Internal Revenue, City Assessor's Office, City Treasurer's Office, Dept. Of Agrarian, Notary Public, Social Housing Finance Corporation, Department of Human Settlement and Urban Development, or any Shelter agency partner if applicable PAG-IBIG Fund, and Government Service Insurance System
8. Receive the copy of contract, undertaking, Promissory Note and other documents	8. Released the copy of contract, undertaking, Promissory Note and other documents	None	5 Minutes	<i>Housing Staff</i> City Planning and Development Office
9. Occupancy	9. Assist the beneficiary for the occupancy	None	1 Day	<i>Housing Staff</i> City Planning and Development Office
Total		None	8 Days, 2 Hours, 20 Minutes	



10.9. Request for Thematic Maps in Gingoog City

This service is to assist schools, barangays, government offices/agencies, NGOs, and private institutions with their request in acquiring thematic maps. Clients may express their request by filling up the request letter form (*Form A*) for Thematic Maps in Gingoog City.

Office or Division:	Planning Programming and Statistics Division - City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Schools, Barangays, Government Offices/Agencies, NGOs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Proponent/Client	
Duly accomplished Request for Thematic Maps Form (<i>Form A</i>).			Proponent/Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Form A with the attached Request Letter	1. Receives the duly accomplished Form A and evaluates its completeness and if it is in order.	None	2 Minutes	Clerk I City Planning and Development Office
	1.1. If the evaluated form is in order, the office clerk records the pertinent details upon receipt such as date, time, and from which office or personnel the request came from. If the evaluated form is NOT in order, the staff returns Form A to the client and explains/notifies the needed revision(s).	None	3 Minutes	Clerk I City Planning and Development Office
None	1.2. The office clerk forwards the complete and evaluated request to the City Planning and Development Coordinator (CPDC) for his/her action.	None	1 Minutes	Clerk I City Planning and Development Office
None	1.3. The CPDC assigns the geomapping expert, Administrative Assistant V (DEMO III) to provide/ generate the requested thematic map.	None	5 Minutes	City Planning and Development Coordinator City Planning and Development Office
None	1.4. The geomapping expert, Administrative Assistant V (DEMO III) generates the requested thematic map.	None	50 Minutes	Admin. Assistant V (DEMO III) City Planning and Development Office
2. Receive the requested Thematic Map	2. Records and releases the requested Thematic Map.	None	2 Minutes	Clerk I City Planning and Development Office
TOTAL		None	1 Hour, 3 Minutes	



10.10. Request for City Statistical Data in Gingoog City

This service is to assist schools, barangays, government offices/agencies, NGOs, and private institutions with their request in acquiring thematic maps. Clients may express their request by filling up the request letter form (*Form A*) for Thematic Maps in Gingoog City.

Office/ Division:	Planning Programming and Statistics Division, City Planning and Development Office (CPDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Schools, Barangays, Government Offices/Agencies, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Proponent/Client		
Duly accomplished Request for Thematic Maps Form (<i>Form A</i>).		Proponent/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Form A with the attached Request Letter	1. Receives the duly accomplished Form A and evaluates its completeness and if it is in order. 1.1. If the evaluated form is in order, the office clerk records the pertinent details upon receipt such as date, time, and from which office or personnel the request came from. If the evaluated form is NOT in order, the staff returns Form A to the client and explains/notifies the needed revision(s).	None	2 Minutes	<i>Clerk I</i> City Planning and Development Office
None	1.2. The office clerk forwards the complete and evaluated request to the City Planning and Development Coordinator (CPDC) for his/her action.	None	3 Minutes	<i>Clerk I</i> City Planning and Development Office
None	1.3. The CPDC assigns the geomapping expert, Administrative Assistant V (DEMO III) to provide/generate the requested thematic map.	None	1 Minutes	<i>City Planning and Development Coordinator</i> City Planning and Development Office
None	1.4. The geomapping expert, Administrative Assistant V (DEMO III) generates the requested thematic map.	None	5 Minutes	<i>Admin. Assistant V (DEMO III)</i> City Planning and Development Office
2. Receives the requested Thematic Map	2. Records and releases the requested Thematic Map.	None	50 Minutes	<i>Clerk I</i> City Planning and Development Office
Total		None	1 Hour, 3 Minutes	



CITY SOCIAL WELFARE AND DEVELOPMENT
OFFICE
External Services



11.1 Assistance to Individuals in Crisis Situation (AICS)

AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families suffering from unexpected life event or crisis. Legal Basis: Sangguniang Panlungsod (SP) Resolution No. 2019-257, SP Resolution No. 2019-258, SP Resolution No. 2021-142, and SP Resolution No. 2021-240.

Below are the services under AICS, the emergency assistance program of the City Social Welfare and Development Office (CSWDO).

TYPE	PARTICULARS	AMOUNT OF ASSISTANCE		FREQUENCY OF AVAILMENT
		MINIMUM	MAXIMUM	
Transportation Assistance	Land Travel	Actual cost based on ticket quotation		Once every Three (3) Months
	Sea Travel			
	Air Travel			
Medical Assistance	Hospital bill/ other medical expenses	1,000	150,000	Once every Two (2) Months
	Medicines (out-patient)	Actual amount	10,000	
	Laboratory Procedures (out-patient)	Actual amount	10,000	
Burial Assistance	Funeral Expenses	5,000	25,000	The availment of one service shall exclude the availment of other assistance of the same category
	Transfer of Cadaver	5,000	25,000	
	Casualties during disaster/calamity		10,000 per casualty	
	Other Incidental and Interment Expenses, as valid claims in addition to burial assistance and at the discretion of the local chief executive, a maximum amount of ₱ 10,000 cash assistance may be granted but the aggregate amount should not exceed the maximum amount of ₱ 25,000, as specified under SP. Res. No. 2019-257.			
Educational Assistance (Maximum of 3 children per family)	Elementary Students	500	1,000	Twice every school year
	High School Students	1,000	1,500	
	College Students	2,000	5,000	Once every Semester (varies per region)
Food Assistance	Food Subsidy for individuals/families	1,000	3,000	"as needed"
Cash Assistance	Other Needs	1,000	10,000	Once every two (2) Months for maximum of one year
Emergency Shelter Assistance	Provision of assistance to victims of calamities or fire and whose houses were damaged.	Partially damage 10,000	Total damaged 30,000	Once in a year
Assistance to bereaved families	Provision of cash assistance to families of deceased Senior Citizens and Persons with Disabilities	2,000	2,000	One shot assistance

Office/ Division:	City Social Welfare and Development (CSWD) Office, City Mayor's Office (CMO), City Budget Office (CBO), City Accountant's Office (CAO), City Treasurer's Office (CTO), City Health Office (CHO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Indigent residents who are in need of assistance in Gingoog City



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card (ID) of claimant	Government Agencies
Accomplished Financial Assistance Form (1 original)	City Mayor's Office (CMO)
Certificate of Eligibility (1 original)	CSWDO
Additional Requirements	
For Transportation Assistance:	
Police Blotter or Police Certification (for victims of pick pockets, illegal recruitment, etc.) (1 original)	Police Station
Medical Certificate / Death Certificate (if applicable) (1 original)	Hospital/Local Civil Registry
Court Order/Subpoena (if applicable) (1 original)	Notary Public
Justification of the Social Worker (1 original)	CSWD
Barangay Certificate of Indigency (if applicable) (1 original)	Barangay Hall
For Medical Assistance:	
Barangay Certificate of Indigency (1 original)	Barangay Hall
If payment for hospital bill - <ul style="list-style-type: none"> • Hospital Bill or Statement of Account (1 original) • Medical Certificate or Medical Abstract (1 original) 	Hospital Medical Doctor/Hospital
If for medicines - <ul style="list-style-type: none"> • Doctor's Medical Prescription with date of issuance, complete name and signature with license number of the attending Physician (1 original) • Certificate of Non-Availability of Medicines (1 original) 	Medical Doctor/Attending Physician City Health Office (CHO) – Pharmacy
If for laboratory procedures - <ul style="list-style-type: none"> • Laboratory requests with date of issuance, complete name and signature with license number of the attending Physician (1 original) • Medical Certificate (1 original) • Certificate of Non-Availability of Laboratory Procedures (1 original) 	Medical Doctor/Attending Physician Medical Doctor/ Attending Physician City Health Office (CHO)
For Burial Assistance:	
Barangay Certificate of Indigency (1 original)	Barangay Hall
Death Certificate (1 photocopy) or in the absence of death certificate - Certification (1 photocopy)	Local Civil Registry Tribal Chieftain (for IPs) or Imam (for Muslim) or Doctor or authorized medical practitioner
Funeral Contract (1 original) (except for Muslim and IPs performing customary practices)	Funeral home/parlor or mortuary
For transfer of cadaver - <ul style="list-style-type: none"> • Transfer Permit (except for Muslim and IPs) if applicable (1 photocopy) 	City Health Office
For Food Assistance:	
Barangay Certificate of Residency/Indigency (1 original)	Barangay Hall



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Educational Assistance:				
Barangay Certificate of Residency/Indigency (1 original)		Barangay Hall		
Enrolment Assessment Form or Certificate of Enrolment (1 original)		School		
Validated School ID of the student beneficiary (1 original)		School		
Statement of Accounts (1 original)		School		
For Emergency Shelter Assistance:				
Barangay Certificate of Residency/Indigency (1 original)		Barangay Hall		
Certification (1 original)		City Disaster and Risk Reduction Management Office (CDRRMO)		
Picture of Damaged House (2 views, 2 3R's)		Requesting Party (taken from the damage house)		
For fire victims, Certification (1 original)		Bureau of Fire Protection		
For Bereaved Families of Senior Citizen and PWD:				
Barangay Certificate of Residency/Indigency (1 original)		Barangay Hall		
Death Certificate (1 photocopy) or in the absence of death certificate - Certification (1 photocopy)		Local Civil Registry Tribal Chieftain (for IPs) or Imam (for Muslim) or Doctor or authorized medical practitioner		
Valid Identification Card of the deceased Senior Citizen/PWD (1 original)		CSWDO		
For Cash Assistance for other support services:				
If repatriated or deported OFW – • Passport (1 photocopy) • Travel Documents (1 photocopy) • Certification from OWWA or any proof of repatriation (1 original)		Department of Foreign Affairs Overseas Workers Welfare Administration		
If victims of On-Line Sexual Exploitation of children, victims of abuse and Violence Against Women and Children – • Police Blotter (1 original) • Certification (1 original)		Police CSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request AICS and submit required documents depending on the assistance requested	1. Receive assistance request and verify required documents to ensure completeness and correctness of the documentary requirements; and, conduct Initial Interview. If requirements are complete and verified, endorse the client to the assigned social worker to determine appropriate assistance	None	15 Minutes	Public Assistance and Complaint Officer CIU, CSWD Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If assistance for medicines and laboratory procedures, proceed to the City Health Office and present <i>Doctor's Medical Prescription/ Laboratory Request</i> then secure Certificate of Non-Availability of Medicines and/or Laboratory Procedures form (if applicable).	1.1 Provide medicines available that are stated in the Doctor's Medical Prescription 1.2 If the medicines and Laboratory Request are not available, accomplish <i>Certificate of Non-Availability of Medicines and/or Laboratory Procedures</i> form then advise client to proceed to the CSWDO afterward	None	10 Minutes	<i>Pharmacy Clerk</i> City Health Office <i>Pharmacist</i> City Health Office
2. Fill-out Financial Assistance Form and respond in the interview	2. Interview client and accomplish Financial Assistance Form	None	10 Minutes	<i>Social Welfare Officer</i> CIU, CSWD Office
None	2.1. Prepare General Intake Sheet (GIS), Certificate of Eligibility, Certificate of Appropriation, Funds, and Obligation of Allotment (CAFOA) and Disbursement Voucher	None	10 Minutes	<i>Administrative Assistant</i> CIU, CSWD Office
None	2.2. Prepare Case Summary	None	10 Minutes	<i>Social Welfare Officer</i> CIU, CSWD Office
None	2.3. Route the documents for signatory	None	5 Minutes	<i>Administrative Assistant</i> CIU, CSWD Office
None	2.4. Keep the original file of GIS and Case Summary	None	5 Minutes	<i>Social Welfare Officer</i> CIU, CSWD Office
None	2.5. Forward CAFOA, Voucher, Certificate of Eligibility, Accomplished Financial Assistance Form and other pertinent documentary requirements to the City Budget Office	None	5 Minutes	<i>Administrative Assistant</i> CIU, CSWD Office
None	2.6. Receive the documents and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk</i> City Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.7. Control CAFOA as to existence of appropriation and update records in the eBudget System. Forward controlled CAFOA to Budget Officer IV for checking and initial.	None	5 Minutes	<i>Budgeting Assistant</i> City Budget Office
None	2.8. Check and affix initial on the CAFOA and forward it with the attached pertinent documents to the City Budget Officer	None	5 Minutes	<i>Budget Officer IV</i> City Budget Office
None	2.9. Certify CAFOA as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer</i> City Budget Office
None	2.10. Return certified CAFOA to releasing clerk	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.11. Update transaction status of CAFOA as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.12. Forward documents to the City Treasurer's Office	None	5 Minutes	<i>Administrative Aide</i> City Budget Office
None	2.13. Receive documents from the City Budget Office and forward it to the City Treasurer for certification	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.14. Certify CAFOA as to availability of Funds	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	2.15. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	2.16. Receive documents from the City Treasurer's Office and input transaction in the system then forward it for auditing	None	5 Minutes	<i>Accounting Staff</i> City Accountant's Office
None	2.17. Examine and evaluate the completeness and propriety of supporting documents	None	5 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	2.18. Post claim to individual ledgers	None	2 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	2.19. Post to Fund Control Ledgers and prepare the journal entry	None	2 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.20. Assign control number to <i>Obligation Request</i>	None	2 Minutes	<i>Supervising Administrative Officer</i> City Accountant's Office
None	2.21. Certify the <i>disbursement voucher</i> and approve the journal entry	None	2 Minutes	<i>City Accountant</i> City Accountant's Office
3. Claim the disbursement voucher and sign the releasing logbook.	3. Record the disbursement voucher in the logbook and release it. Instruct the client to present the disbursement voucher to the cashier at the City Treasurer's Office.	None	2 Minutes	<i>Administrative Officer V</i> City Accountant's Office
4. Proceed to the Cashier Division of the City Treasurer's Office and present to the disbursing officer the approved voucher for financial assistance	4. Check validity of voucher and complete signatures of authorized officials.	None	2 Minutes	<i>Administrative Officer III / Supervising Administrative Officer</i> City Treasurer's Office
5. Present valid Identification Card and receive claim, acknowledge receipt of payment by affixing signature in the payment received portion in the disbursement voucher	5. Check the validity of the Identification Card presented and disburse the amount reflected in the voucher.	None	2 Minutes	<i>Administrative Officer III / Supervising Administrative Officer</i> City Treasurer's Office
TOTAL		None	2 Hours, 24 Minutes	



11.2. Provision of Food for Work

Provide food for work to the community as part of mitigating activities.

Office/ Division:	CSWDO - Crisis Intervention Unit (CIU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Volunteer group who are residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter indicating the purpose and number of participants of the activity (2 copies, original)			Barangay Hall where the group resides	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request Food for Work	1. Assess client's needs	None	15 Minutes	<i>Public Assistance and Complaint Officer</i> CSWDO - Crisis Intervention Unit (CIU)
	1.1 Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO - Crisis Intervention Unit (CIU)
2. Submit required documents	2. Review of required Documents: Request letter from the barangay indicating the purpose and the number of participants intended for a Day of work	None	5 Minutes	<i>Assistant Department Head</i> CSWDO - Crisis Intervention Unit (CIU)
	2.1 Prepare Distribution List and Food Packs	None	2 Minutes	<i>Admin Assist. V</i> CSWDO - Crisis Intervention Unit (CIU)
3. Receive Food Packs and the Distribution List	3. Issue Distribution list and releasing of Food.	None	1 Minute	<i>Admin Assist. V</i> CSWDO - Crisis Intervention Unit (CIU)
	3.1. Release of Food for Work	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO - Crisis Intervention Unit (CIU)
TOTAL		None	25 Minutes	



11.3. Membership of Senior Citizen(SC)

This is to provide membership to senior citizen's (60 years old and above) in order to avail services and benefits.

Office/ Division:	Sr. Citizens (SC) Welfare, City Social Welfare and Development (CSWD) Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Residents of Gingoog City who are 60 yrs old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from Barangay Senior Citizen President(1 original)	Barangay Hall – Office of the Senior Citizen President			
Registration form (1original with 1x1 recent picture)	Senior Citizen (SC) Center – Focal Person			
Any valid Identification (I.D) card (1 original and photocopy)	Government Agencies			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request membership	1. Assess client's needs	None	3 Minutes	<i>Public Assistance and Complaint Officer</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
	1.1 Endorse client to the social worker	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
2. Fill out registration form and submission of required documents	2. Assist client in filling-out registration form	None	20 Minutes	<i>Admin Aide II</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
	2.1. Review required documents: Certification from Barangay President, Registration Form, Valid I.D.	None	5 Minutes	<i>Social Welfare Officer I</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
3. Receive I.D. and Booklets	3. Release I.D. and purchase booklet for medicines & goods	None	1 Minute	<i>Admin Aide II</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
TOTAL		None	30 Minutes	



11.4. Physical Restoration of Senior Citizen

Provide medical tools and materials to Senior Citizens disabilities.

Office/ Division:	CSWDO - Senior Citizen (SC) Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Indigent Senior Citizen with disability and a resident of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the SC President (1 original)		Brgy. Hall (SC Secretary)		
Prescription from the Doctor or attending physician (1 original)		Hospital or Clinic		
Membership Identification (I.D.) cards (1 photocopy)		SC Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Assistance for Physical Restoration	1. Assess client's needs	None	3 Minutes	<i>Public Assistance and Complaint Officer CSWDO – Office of Senior Citizens Affairs (OSCA)</i>
	1.1. Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer CSWDO – Office of Senior Citizens Affairs (OSCA)</i>
2. Submit required documents	2. Review of required documents: Certification from the SC President , Doctor's Prescription, Membership I.D	None	15 Minutes	<i>Social Welfare Officer III CSWDO – Office of Senior Citizens Affairs (OSCA)</i>
None	2.1. Prepare Certification on Appropriation, Funds and Obligation of Allotment (CAFOA), Certificate of Eligibility and Voucher	None	8 Minutes	<i>Admin Aide II CSWDO – Office of Senior Citizens Affairs (OSCA)</i>
None	2.2. Issue and release of Obligation request and voucher and forward to CBO	None	1 Minute	<i>Admin Aide II CSWDO – Office of Senior Citizens Affairs (OSCA)</i>
None	2.3 Forward to City Budget Office	None	15 Minutes	<i>Budget Officer City Budget Office</i>
None	2.4 Forward to City Treasurer's Office for availability of funds	None	10 Minutes	<i>CTO Officer City Treasurer's Office</i>
None	2.5 forward to City Accountant's Office for auditing	None	25 Minutes	<i>City Accountant Officer City Accountant Office</i>
None	2.6 Forward to City Mayor's Office for signature of the City Mayor	None	20 Minutes	<i>City Mayor / Authorized Personnel City Mayor's Office</i>
None	2.7 Forward to City Treasurer's Office for release	None	15 Minutes	<i>City Treasurer Officer City Treasurer's Office</i>
3. Receive Assistance for APR	3. Release assistance for APR	None	10 Minutes	<i>Cashier City Treasurer's Office</i>
TOTAL		None	2 Hours, 3 Minutes	



11.5. Social Pension

Enclose qualified Senior Citizens' to Social Pension.

Office/ Division:	CSWDO – Office of Senior Citizens Affairs (OSCA)			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Indigent and qualified Senior Citizen of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency Certification		Barangay Hall (SC Secretary)		
Senior Citizen Identification (I.D.) cards (1 photocopy)		SC Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Inclusion to Social Pension	1. Assess client's need	None	3 Minutes	<i>Public Assistance and Complaint Officer</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
	1.1 Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
2. Submit required documents	2. Review of required documents: Barangay Indigency and SC I.D cards	None	15 Minutes	<i>Social Welfare Officer III Admin Aide II</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
None	2.1 Conduct Validation regarding the identity and status of the member	None	1 Hour	<i>Social Welfare Officer III Admin Aide II</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
None	2.2 Inclusion of Senior Citizen to Social Pension Payroll	None	8 Minutes	<i>Social Welfare Officer III Admin Aide II</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
None	2.3 Prepare vouchers and payrolls and forward to CBO	None	10 Minutes	<i>Admin Aide II, Processor</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
None	2.4 Forwarded to City Budget Office	None	15 Minutes	<i>Budget Officer</i> City Budget Office
None	2.5 Forwarded to City Treasurer's Office for availability of funds	None	15 Minutes	<i>City Treasurer Officer</i> City Treasurer's Office
None	2.6 Forwarded to City Accountant's Office for auditing	None	25 Minutes	<i>CAO Officer</i> City Accountant's Office
None	2.7 Forward to CMO for signature	None	15 Minutes	<i>City Mayor/Authorized Personnel</i> City Mayor's Office
None	2.8 Forward to City Treasurer's Office for release	None	15 Minutes	<i>Cashier</i> City Treasurer's Office
	2.9 Inform clients for possible release of pension depending on the schedule	None	1 Day	<i>Senior Citizen Section Staff</i> CSWDO – Office of Senior Citizens Affairs (OSCA)



3. Receive Social Pension every quarter of the year	3. Release Social Pension quarterly	None	5 Minutes	CTO Officer Social Welfare Officer III Admin Aide II CSWDO – Office of Senior Citizens Affairs (OSCA)
TOTAL		None	1 Day, 3 Hours, 7 Minutes	

11.6. Membership of Person's With Disability (PWD)

This services allows PWD's in membership to organization and the rights of it.

Office/ Division:	Persons With Disability (PWD) , City Social Welfare and Development (CSWD) Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Person With Disability and a resident of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay certification indicating the actual residency (1 original)			Barangay hall where the client resides	
Medical Certificate from the Attending Physician (1 original)			City Health Office (CHO)	
Registration Form (1 Original – with 1x1 recent picture)			PWD Center – Focal Person	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Membership in Organization	1. Assess client needs	None	10 Minutes	<i>Public Assistance and Complaint Officer</i> CSWDO – Office of Senior Citizens Affairs (OSCA)
	1.1 Endorse client to the focal person	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO - PDAO
2. Submit required documents	2. Review of required documents: Barangay Certification, Medical Certificate	None	10 Minutes	<i>Social Welfare Officer III</i> CSWDO - PDAO
3. Fill out registration form	3. Provide registration form	None	3 Minutes	<i>Admin Aide II</i> CSWDO - PDAO
4. Receive Identification (I.D) Card, booklets for medicines and goods	4. Release of Identification (I.D) card, purchase booklets for medicines and goods	None	1 Minute	<i>Admin Aide II</i> CSWDO - PDAO
TOTAL		None	25 Minutes	



11.7. Physical Restoration for Person's With Disability (PWDs)

Provide Medical tools and Materials to qualified and indigent PWD members.

Office/ Division:	City Social Welfare and Development Office (CSWDO) – Person with Disability Affairs Office (PDAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Indigent PWD members of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Indigency (1 original)	Barangay Hall			
Prescription from the Doctor or attending Physician (1 original)	Hospital/Clinic			
Member's Identification (I.D.) card (1 photocopy)	PWD Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Assistance for Physical Restoration	1. Assess client's needs	None	10 Minutes	<i>Public Assistance and Complaint Officer CSWDO - PDAO</i>
	1.1 Endorse client to the focal person	None	1 Minute	<i>Public Assistance and Complaint Officer CSWDO - PDAO</i>
2. Submit required documents	2. Review of required documents: Barangay Indigency, Doctor's prescription, Member's I.D.	None	10 Minutes	<i>Social Welfare Officer III CSWDO - PDAO</i>
None	2.1 Prepare Certificate on Appropriation, Funds and Obligation of Allotment (CAFOA), Certificate of Eligibility and Voucher and forward to CBO	None	5 Minutes	<i>Admin Aide II CSWDO - PDAO</i>
None	2.2 Forward to CBO	None	15 Minutes	<i>Budget Officer City Budget Office</i>
None	2.3 Forward to City Treasurer's Office for availability of funds	None	10 Minutes	<i>CTO Officer City Treasurer's Office</i>
None	2.4 Forward to City Accountant's Office for auditing	None	25 Minutes	<i>CAO Officer City Accountant's Office</i>
None	2.5 Forward to CMO for signature	None	20 Minutes	<i>City Mayor/ Authorized Personnel Mayor's Office</i>
None	2.6 Forward to CTO for release	None	15 Minutes	<i>CTO Officer City Treasurer's Office</i>
3. Receive assistance for APR	3. Release assistance for APR	None	10 Minutes	<i>Cashier City Treasurer's Office</i>
TOTAL		None	2 Hours, 1 Minute	



11.8. Custodial Protection to Abused and Maltreated Clients/Children

Provide protective custody and social services to children who are abused and maltreated.

Office/ Division:	Child Welfare Section, CSWD			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Indigent and abused children who are residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (Family Head indicated – 1 original)		Barangay Hall where the client resides		
Birth Certificate (1 photocopy)		Local Civil Registrar (LCR)		
School Records form 137-A, 138-A (1 original)		Schools Registrar		
Parental Consent (1 original)		Parents of the Victim		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Custodial Protection	1. Assess client's needs	None	1 Minute	<i>Public Assistance and Complaint Officer CSWD Center</i>
	1.1 Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer CSWD Center</i>
2. Submit required documents	2. Review of required documents: Barangay Indigency, Birth Certificate, School Records, Parental Consent	None	15 Minutes	<i>Social Welfare Officer I Child Welfare Section</i>
3. Receive custodial protection	3. Provide custodial protection	None	5 Minutes	<i>Social Welfare Officer I Child Welfare Section</i>
TOTAL		None	22 Minutes	



11.9. Inclusion to Day Care Services

Allows 3 – 4 years old children to undergo preschool activity.

Office/ Division:	CSWDO - Day Care Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	3 – 4 years old children who are residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Registration (1 original)		Local Civil Registrar (LCR) city hall compound		
Intake Forms (filled out by parents)		Child Development Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inclusion to Day Care Service	1. Assess Children's needs	None	1 Minute	Administrative Officer V ECCD Focal Person Child and Youth Welfare Section
2. Fill out the Intake Form	2. Provide Intake Form	None	30 Minutes	Population Program Officer I NCDC Focal Person
3. Receive Services	3. Allow the client to avail the services	None	1 Minute	Population Program Officer I NCDC Focal Person
TOTAL		None	32 Minutes	



11.10. Referral Services

Provide temporary shelter to children who are abused and maltreated

Office/ Division:	Child Welfare Section, City Social Welfare and Development (CSWD) Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Abused and maltreated children who are residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 original) optional		Barangay Hall where the clients resides		
Parent's Consent (1 original)		From the Parents of the child		
School Records (1 original)		School Registrar		
Medical Records (1 original)		Hospital		
Social Case Study Report (1 original)		Handling Social Worker		
Police Blotter (1 original)		Philippine National Police (front Desk)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Temporary Protective Shelter	1. Assess client's needs	None	1 Minute	<i>Public Assistance and Complaint Officer CSWD Center</i>
	1.1 Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer CSWD Center</i>
2. Submit required documents	2. Review of required documents: Barangay Indigency (optional), Parents Consent, School Records, Medical Records, Social Case Study, Police Blotter	None	15 Minutes	<i>Social Welfare Officer / Child Welfare Section</i>
None	2.2 Prepare Social Case study report	None	1 Day	<i>Social Welfare Officer / Child Welfare Section</i>
3. Proceed to the temporary shelter	3. Conduct client to the institution for temporary shelter	None	1 Day	<i>Social Welfare Officer / Child Welfare Section</i>
TOTAL		None	2 Days, 17 Minutes	



11.11. Safekeeping and Protective Custody to Abused women and children

Provide Social Protection to abused women and children.

Office/ Division:	CSWDO – Child, Youth and Women’s Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Abused Women and Children who needs assistance and custody and a residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification stating the residency (1 original)		Barangay Hall where the clients reside		
Philippine National Police (PNP) Referral for Medico Legal (1 original)		Philippine National Police (PNP)station (women’s welfare desk)		
Medico Legal Certificate (1 original)		Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request Custodial Protection	1. Interview and Assess client	None	5 Minutes	<i>Public Assistance and Complaint Officer</i> CSWDO – Child, Youth and Women’s Welfare Section
	1.1. Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer</i> CSWDO – Child, Youth and Women’s Welfare Section
2. Submit required documents	2. Review of Documents; Barangay Certification, Medico legal	None	10 Minutes	<i>Social Welfare Officer II</i> CSWDO – Child, Youth and Women’s Welfare Section
	2.1. Referral to the PNP, Hospital for medico legal	None	2 Minutes	<i>Social Welfare Officer II</i> CSWDO – Child, Youth and Women’s Welfare Section
	2.2. Issue protection order to the client based on the order from the Barangay	None	5 Minutes	<i>Social Welfare Officer II</i> CSWDO – Child, Youth and Women’s Welfare Section
	2.3. Prepare temporary shelter and domestic needs	None	5 Minutes	<i>Administrative Aide III</i> CSWDO – Child, Youth and Women’s Welfare Section
3. Proceed to temporary shelter and receive domestic needs	3. Release of domestic needs and avail temporary shelter	None	1 Minute	<i>All Staff</i> CSWDO – Child, Youth and Women’s Welfare Section
	3.1 Counselling of the victim	None	45 Minutes	<i>Social Welfare Officer II</i> CSWDO – Child, Youth and Women’s Welfare Section
TOTAL		None	1 Hour, 14 Minutes	



11.12. Custodial Protection and Reaffirmation of Children In Conflict with Law (CICL)

Provide Homelife Services, Social Intervention and protective custody to Children In Conflict with Law.

Office/ Division:	Balay Pangandoy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Children who are In Conflict with Law even outside the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order (1 original)		City Court Gingoog City		
Subpoena (1 original)		Philippine National Police – Investigation Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Protective Custody to Children in Conflict of the Law	1. Assess the client's needs	None	2 Minutes	<i>Public Assistance and Complaint Officer Balay Pangandoy Center</i>
	1.1 Endorse client to the social worker	None	1 Minute	<i>Public Assistance and Complaint Officer Balay Pangandoy Center</i>
2. Submit required documents	2. Review required documents: Court Order, Subpoena and Barangay Certification	None	15 Minutes	<i>Social Welfare Officer III Balay Pangandoy Center Head Balay Pangandoy Center</i>
	2.1 Conduct family conference	None	40 Minutes	<i>Social Welfare Officer III Balay Pangandoy Center Head Balay Pangandoy Center</i>
3. Request domestic needs	3. Provides domestic needs and home life services	None	Depends on the recovery program and assessment	<i>Admin Assist. II Balay Pangandoy Center</i>
	3.1 Counseling, A Day With The client	None	40 Minutes	<i>Social Welfare Officer III Balay Pangandoy Center Head Balay Pangandoy Center</i>
	3.2 Escort client to the schedule of case hearings	None	1 Hour	<i>Social Welfare Officer III Balay Pangandoy Center Head Balay Pangandoy Center</i>
TOTAL		None	2 Hours, 38 Minutes	



11.13. Membership of Solo Parents Association

This service allows Solo Parents to membership in organization and avail their privileges.

Office/ Division:	Family Welfare Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Identified Solo Parent and a resident of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certificate stating the actual residency (1 original)	Barangay Hall			
Affidavit/Sworn Statement for custody of children (1 original)	City Court Gingoog City			
Income Tax Return of the client (1 original and photocopy)	Bureau of Internal Revenue (BIR)			
Documents/Evidences that applicant is a solo parent such as, Death Cert of the deceased, Court proceedings, (1 original)	Local Civil Registrar (LCR), City court			
Birth Certificate of children who are minors. (1 original)	Local Civil Registrar (LCR)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Membership in Organization	1. Assess client's needs	None	3 Minutes	<i>Public Assistance and Complaint Officer</i> Family Welfare Section
	1.1 Endorse client to the Social Worker	None	1 Minute	<i>Public Assistance and Complaint Officer</i> Family Welfare Section
2. Submit required documents	2. Review required documents: Barangay Certificate, Affidavit/Sworn statement, Income tax return, Birth/Death Certificate and court proceeding. Application form with I.D picture	None	10 Minutes	<i>Social Welfare Officer I</i> Family Welfare Section
None	2.1 Provide Membership Form	None	2 Minutes	<i>All Staff</i> Family Welfare Section
None	2.2. Conduct family case conference and monitor court proceedings	None	10 Days	<i>Social Welfare Officer I</i> Family Welfare Section
3. Receive Membership Identification (I.D) Card	3. Issue Membership I.D	None	3 Minutes	<i>All Staff</i> Family Welfare Section
TOTAL		None	10 Days, 19 Minutes	



11.14. Pre Marriage Counselling To- Be- Married Couples

Provide counselling services to- be- married couples as a prerequisite for obtaining a marriage license.

Office/ Division:	Population Development Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	To-be-married couple who needs counseling and are residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Pre-Marriage Counseling	1. Interview and assess client's needs	None	5 Minutes	<i>Admin Assist. V PopDev Section</i>
2. Fill out marriage form and attendance to PMC seminar	2. Provide Marriage Inventory Form	₱500 foreigner	25 Minutes	<i>Social Welfare Officer III PopDev Section</i>
		₱100 local		
	2.1 Schedule Pre-Marriage Counseling (PMC) Seminar	None	1 Minute	<i>Admin Assist. IV PopDev Section</i>
	2.2. Conduct Pre Marriage Seminar	None	4 Hours	<i>Social Welfare Officer I PopDev Section</i>
	2.3 Prepare Certificate as pre-requisite to LCR	None	5 Minutes	<i>Admin Assist. IV PopDev Section</i>
3. Receive Certificate then proceed to Local Civil Registrar	3. Release Certificate	None	1 Minute	<i>Admin Assist. IV PopDev Section</i>
TOTAL		None	4 Hours, 37 Minutes	



CITY VETERINARIAN'S OFFICE
External Services



12.1. Animal Dispersal Application

Breeder animals are provided to interested animal raisers, subject to the availability of stock, which are payable as follows: one offspring for every cattle, carabao, sheep and goat; two female piglets for every pig and 20% of the cost of dispersed chicken pursuant to City Ordinance 2006-163.

Office/Division:	Animal Improvement Division, City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For pig dispersal applicants: Pig pens		Requesting Party		
For ruminants dispersal applicants: Grazing area is required		Requesting Party		
For chicken dispersal applicants: Chicken house and enough range area		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Animal Dispersal Application Form	1. Interview client if he/she is a suitable animal raiser/breeder	None	15 Minutes	<i>Agriculturist II</i> City Veterinary Office
	1.1. Provide client with Animal Dispersal Application Form and give instructions on how to fill out the form	None	10 Minutes	<i>Agriculturist II</i> <i>Supervising Agriculturist</i> City Veterinary Office
2. Proceed to the Barangay for certification of residency and submit the accomplished form to the animal dispersal in-charge	2. Inspect area of client and certify if the applicant and his/her area is suitable for animal raising. Inform client that he/she will be notified when the animal will be dispersed.	None	30 Minutes	<i>Agriculturist II</i> <i>Supervising Agriculturist</i> <i>City Veterinarian</i> City Veterinary Office
None	2.1. Forward the accomplished Animal Dispersal Application Form to the Office of the City Vice Mayor for recommending approval	None	1 Day	<i>Messenger I</i> City Veterinary Office
None	2.2. Forward the said form to the City Mayor for approval	None	1 Day	<i>Messenger I</i> City Veterinary Office
None	2.3. Retrieve the said approved form	None	2 Minutes	<i>Messenger I</i> City Veterinary Office
None	2.4. Inform the client when he/she can receive the animal or when the animal will be dispersed	None	5 Minutes	<i>Agriculturist II</i> <i>Supervising Agriculturist</i> City Veterinary Office
None	2.5. Secure the animal.	None	Upon availability of the animal to be dispersed	<i>Agriculturist II</i> <i>Supervising Agriculturist</i> City Veterinary Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. For chicken dispersal applicant: Pay the 20% of the cost of dispersed chicken	3. Compute the 20% of the cost of dispersed chicken and issue a payment order slip	None	30 Minutes	Agriculturist II Supervising Agriculturist City Veterinary Office
4. Receive the requested animal	4. Disperse the requested animal to the client	None	2 Hours	Agriculturist II Supervising Agriculturist City Veterinary Office
TOTAL		None	2 Days, 3 Hours, 32 Minutes + Time to secure the animal	

12.2. Artificial Insemination Service (Cattle and Carabao)

This is a breeding service for cattle and carabao using semen of high quality bulls and carabulls produced by the National Artificial Breeding Center.

Office/Division:	Animal Improvement Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Request Form			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an artificial insemination service	1. Inquire the client when the animal was detected to be “in heat”. If within 16-18 Hours upon detection of “in heat”, prepare the materials for artificial insemination	None	10 Minutes	Agriculturist II (A.I. Technician) Supervising, Agriculturist City Veterinary Office
2. Fabricate a make-shift animal chute to restrain the animal	2. Check the animal if “in heat” or pregnant. 2.1. If “in heat”, inseminate the animal. 2.2. If not “in heat”, inject estrous synchronizing hormone. Coach client how to detect “standing heat” within 3 Days 2.3. Remind client to observe for the possible return of “heat” after 18-21 Days and to request for insemination service.	None	30 Minutes	Agriculturist II, Supervising Agriculturist City Veterinary Office
TOTAL		None	40 Minutes	



12.3. Artificial Insemination Service (Hog)

Breeding service for pigs using semen of high quality boar.

Office/Division:	Animal Improvement Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Request Form			City Veterinary Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for artificial insemination service	1. Inquire the client when the animal was detected to be "in heat" 1.1 If within 3 Days upon detection of "in heat", prepare the materials for artificial insemination	None	10 Minutes	<i>Agriculturist II Supervising Agriculturist</i> City Veterinary Office
2. Present the animal	2. Check the animal if "in heat" or pregnant. 1.1. If "in heat", inseminate the animal. 1.2. If not "in heat", remind client to observe for possible return of "heat" after 18-21 Days and to request for insemination service.	None	30 Minutes	<i>Agriculturist II Supervising Agriculturist</i> City Veterinary Office
TOTAL		None	40 Minutes	



12.4. Technical Assistance: Seminar on Animal Production and Animal Health

Technical assistance service may be in the form of seminar on animal production, animal health and public health.

Office/Division:	Animal Improvement Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Organization or group of residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter (1 original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for seminar	1. Approve request for seminar 1.1. Arrange and record schedule of seminar.	None	5 Minutes	<i>Supervising Agriculturist, City Veterinarian City Veterinary Office</i>
2. Participate in seminar	2. Conduct the seminar in accordance to schedule	None	3 Hours	<i>Commodity Focal Person, Supervising Agriculturist City Veterinary Office</i>
TOTAL		None	3 Hours, 5 Minutes	



12.5. Technical Assistance: One-On-One Coaching

One-on-one coaching conducted by technicians for farmers with specific technical concerns.

Office/Division:	Animal Improvement Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance	1. Assess request and refer client to Commodity Focal Person.	None	5 Minutes	<i>Supervising Agriculturist, City Veterinarian City Veterinary Office</i>
2. Interact with the Commodity Focal Person	2. Coach the client	None	30 Minutes	<i>Commodity Focal Person, Supervising Agriculturist City Veterinary Office</i>
TOTAL		None	35 Minutes	



12.6. Castration of Animals

Performed by technicians on male animals to prevent expression of breeding behavior. This will prevent the development of unpleasant odor in pork. It will also make dogs less aggressive.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for castration service	1. Interview client	None	2 Minutes	<i>Livestock Inspector, City Veterinarian</i> City Veterinary Office
2. Arrange schedule	2. Arrange schedule 2.1. Instruct the client on pre-castration preparations.	None	5 Minutes	<i>Livestock Inspector, City Veterinarian</i> City Veterinary Office
3. Procure the prescribed medicine	3. Write the prescription for medicine to purchase	None	3 Minutes	<i>City Veterinarian</i> City Veterinary Office
4. Restrain the animal	4. For cats and dogs, administer pre-castration medication	None	30 Minutes	<i>Livestock Inspector, City Veterinarian</i> City Veterinary Office
	4.1. Castrate the animal	None	30 Minutes	
	4.2. Administer recommended amount of antibiotic	None	5 Minutes	
	4.3. Instruct the client on post-castration care	None	10 Minutes	
TOTAL		None	1 Hour, 25 Minutes	



12.7. Consultation Service

This service provided by veterinarians to determine the veterinary services needed by clients to restore, maintain or attain the optimum health and productivity of animals being raised.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide clinical data of animal	1. Make tentative clinical diagnosis	None	15 Minutes	<i>Veterinarian I, Veterinarian IV City Veterinary Office</i>
2. Procure the prescribed supplies/drugs	2. Write prescription if necessary or direct Livestock Inspector to administer drugs if the item is in the inventory	None	5 Minutes	<i>Veterinarian I, Livestock Inspector, Veterinarian IV City Veterinary Office</i>
TOTAL		None	20 Minutes	



12.8. Deworming/Treatment/Vaccination (Home Service)

To prevent animal diseases, services are provided by the City Veterinary Office like vaccination against specific diseases and provision of vitamin-mineral supplementation. Deworming of animal is also done to control internal parasites. This service also includes treatment of sick animals. In this variant, services are delivered to the home of client.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for the service and arrange schedule for home service delivery. Provide data pertaining to the animal If the drug needed is not in the inventory, procure the needed drug</p>	<p>1. Receive request and arrange schedule 2. Record the client and service requested in the Service Request Board and arrange schedule 2.1. Provide drug if the item is in the inventory and if not, write a prescription. 2.2. Proceed to the client's house per schedule</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p> <p>15 Minutes</p> <p>1 Day</p>	<p><i>Livestock Inspector, Veterinarian IV</i> City Veterinary Office</p> <p><i>Livestock Inspector, Veterinarian IV</i> City Veterinary Office</p> <p><i>Livestock Inspector, Veterinarian IV</i> City Veterinary Office</p>
<p>2. Restrain the animal as instructed by the Livestock Inspector and sign the supplies liquidation report if drug administered is in the inventory</p>	<p>3. Administer the right amount of needed drug if drug administered is in the inventory 3.1. Fill out the Supplies Liquidation Report</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Livestock Inspector, Veterinarian IV</i> City Veterinary Office</p>
TOTAL		None	1 Day, 30 Minutes	



12.9. Deworming/Treatment/Vaccination Service (Walk-In)

To prevent animal diseases, services are provided by City Veterinarian like vaccination against specific diseases and provision of vitamin-mineral supplementation. Deworming of animal is also done to control internal parasites. The service also includes treatment of sick animals.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
None	None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the service and provide data pertaining to the animal. If the medicine is not available in the inventory, procure the needed medicine.	1. Interview client and check the animal 1.1. Provide and release the needed medicine. If the drug is not in the inventory, write prescription.	None None	5 Minutes 5 Minutes	Livestock Inspector, Veterinarian IV City Veterinary Office Livestock Inspector, Veterinarian IV City Veterinary Office
2. If owner brought the animal, restrain the animal	2. If owner brought the animal, administer the drug to the animal. If the client did not bring the animal, dispense the drug.	None	5 Minutes	Livestock Inspector, Veterinarian IV City Veterinary Office
3. If the drug administered is from the inventory, sign the Supplies Liquidation Report.	3. If the drug is taken from the inventory, fill out the Supplies Liquidation Report If the client did not bring the animal, give instructions on how to administer the drug.	None	5 Minutes	Livestock Inspector, Veterinarian IV City Veterinary Office
		TOTAL	None	20 Minutes



12.10. Examination of Laboratory Samples

A service for animal raisers to determine the presence of internal parasites in their animals. The result of which is the basis in determining the additional veterinary services needed by the client.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the samples for laboratory examination	1. Receive the sample. Get the name and address of client	None	1 Minute	<i>Laboratory Technician City Veterinary Office</i>
2. Wait for the result	2. Examine the samples	None	15 Minutes	<i>Laboratory Technician, Veterinarian IV City Veterinary Office</i>
	2.1. Write result in the Laboratory Examination Result Logbook	None	2 Minutes	
3. Receive the Laboratory Examination Result Slip	3. Inform the client with the findings of the examination. If necessary, refer the client to the veterinarian or livestock inspector on duty	None	1 Minutes	<i>Laboratory Technician, Veterinarian IV City Veterinary Office</i>
TOTAL		None	19 Minutes	



12.11. Issuance of Rabies Vaccination Certificate

A Rabies Vaccination Certificate is issued to clients to ascertain the status of rabies vaccination of their dogs and Cats. The document is required for the issuance of Animal Transport Permit by the Veterinary Quarantine Service and as supporting document for financial assistance for animal bite victims.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the issuance of rabies vaccination certificate and provide data of the dog or cat.	1. Interview Client regarding the biting incident and details of the animals. 1.1. Electronically search the name of the dog owner from Dog Registry and Rabies Vaccination Information System. If the dog is vaccinated, print the Certification If the name of the owner is not found, but the owner insists that the dog is vaccinated, make manual search from raw file and print the appropriate certification.	None	30 Minutes	<i>DEMO I</i> <i>Admin. Asst. II</i> City Veterinary Office
	1.2. Affix signature on the certification	None	2 Minutes	<i>City Veterinarian</i> City Veterinary Office
2. Accept the certification	2. Release the certification and record the transaction on the logbook.	None	2 Minutes	<i>DEMO I</i> City Veterinary Office
TOTAL		None	34 Minutes	



12.12. Issuance of Veterinary Health Certificate

A Veterinary Health Certificate is issued to clients who intend to transport healthy animals from Gingoog City to other localities. The document is a prerequisite for the issuance of an Animal Transport Permit by the Veterinary Quarantine Service.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For chicken/dog/cat: Animal Vaccination Certificate.			City Veterinary Office	
2. For large animal: Certificate of Ownership.			City Veterinary Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the issuance of a Veterinary Health Certificate and present the required documents	1. Interview the client regarding the details of the animal, owner, and location of farm. 1.1. Examine the documents. 1.2. Animal Inspection conducted by the Veterinarian or Animal Livestock Inspector	None	15 Minutes	Veterinarian IV Livestock Inspector City Veterinary Office
2. Pay the certification fee	2. If valid, issue a Payment Order Slip and instruct the client to pay the amount at the Treasurer's Office.	None	2 Minutes	Veterinarian IV City Veterinary Office
	2.1. Accept payment and issue Official Receipt.	PHP 50	5 Minutes	Cashier City Treasurer's Office
3. Present the Official Receipt and provide necessary data	3. Fill out and sign the Animal Veterinary Health Certificate	None	1 Minute	Veterinarian IV City Veterinary Office
4. Receive the Veterinary Health Certificate and sign on the logbook to acknowledge the receipt of the said certificate.	4. Check O.R. and mark it "Issued" specifying the current date and affix signature	None	1 Minute	Veterinarian IV City Veterinary Office
	4.1. Log in the transaction Logbook and release the certification	None	1 Minute	Veterinarian IV City Veterinary Office
TOTAL		PHP 50	25 Minutes	



12.13. Redemption of Impounded Animals

Owners whose dogs are caught in public places and impounded at the City Pound may redeem the animals after payment of corresponding penalty.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
None	None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for release of impounded animal	1. Interview the client 1.1 Verify the animal from the Records of Impounded Animals Logbook 1.2 Issue Billing Slip and instruct client to pay the amount at the City Treasurer's Office	None None	3 Minutes 5 Minutes	<i>Animal Keeper I / Veterinarian IV</i> City Veterinary Office <i>Animal Keeper I / Veterinarian IV</i> City Veterinary Office <i>Cashier</i>
2. Pay the penalty fee and bring Official Receipt to the City Veterinary Office	2. Accept the payment and issue Official Receipt	PHP 500 PHP 10 x # of the Days the dog was impounded	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. Present the receipt to the In-charge	3. Record the name and address of the owner and O.R. number in the Records of Impounded Animals Logbook. 3.1. Contact the City Pound In-charge regarding the payment for the redemption of the animal	None	2 Minutes	<i>Animal Keeper I</i> City Veterinary Office
4. Present official receipt to the caretaker of the City Pound.	4. Record the name and address of the owner and O.R. number in the Records of Impounded Animals Logbook.	None	5 Minutes	<i>Animal Keeper I / City Pound In-charge</i> City Veterinary Office
5. Sign logbook and receive the animals	5. Let the client sign the logbook and release the animal to the client	None	5 Minutes	<i>Animal Keeper I / City Pound In-charge</i> City Veterinary Office
TOTAL		PHP 500 PHP 10 x # of Days the dog was impounded	25 Minutes	



12.14. Technical and Pesticide Assistance for Fly Control

Poultry raisers may avail of the pesticide assistance provided by the local government to help them in the control of flies.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for pesticide assistance	1. Verify name of client in the list of poultry raisers	None	1 Minute	<i>Pest Control Worker I Veterinarian IV City Veterinary Office</i>
2. Sign the Supplies Liquidation Report and accept the chemicals	2. Remind client of proper dung disposal, frequency of dung removal and methods of fly control.	None	10 Minutes	<i>Pest Control Worker I Veterinarian IV City Veterinary Office</i>
	2.1. Instruct the client on safe use of pesticide	None	10 Minutes	<i>Pest Control Worker I Veterinarian IV City Veterinary Office</i>
	2.2. Fill out Supplies Liquidation Report and release the chemicals to the client	None	5 Minutes	<i>Pest Control Worker I Veterinarian IV City Veterinary Office</i>
TOTAL		None	26 Minutes	



12.15. Vaccination of Dogs (Home Service)

Vaccination is provided for dogs to protect them against rabies infection. In this variant, service is performed in the home of client.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None	None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service and arrange a schedule of vaccination with a technician. If the vaccine is not in the inventory, accept the prescription slip and procure the prescribed vaccine.	1. Take note of the schedule and refer to a veterinarian if necessary 1.1. If vaccine is not available in the inventory, write prescription for needed the needed vaccine.	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
2. Restrain the dog as directed by the technician	2. Proceed to the house of the client, assess the health of the animal and prepare then administer the vaccine	None	3 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
3. Provide data of dog and owner.	3. Enter data of the owner and the dog in the Rabies Vaccination Report.	None	3 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
4. Affix signature on the Rabies Vaccination Report.	4. Let the client affix his signature on the said report.	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
5. Accept the vaccination card.	5. Accomplish the vaccination card and issue it to the client.	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
TOTAL		None	14 Minutes	



12.16. Vaccination of Dogs (Walk-In)

Vaccination is provided for dogs to protect them against rabies infection. In this variant, service is performed in the home of client.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None	None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service and arrange a schedule of vaccination with a technician. If the vaccine is not in the inventory, accept the prescription slip and procure the prescribed vaccine.	1. Refer to a veterinarian if necessary 1.1. If vaccine is not available in the inventory, write prescription for needed the needed vaccine.	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
2. Restrain the dog as directed by the technician	2. Assess the health of the animal and prepare then administer the vaccine	None	3 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
3. Provide data of dog and owner.	3. Enter data of the owner and the dog in the Rabies Vaccination Report.	None	3 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
4. Affix signature on the Rabies Vaccination Report.	4. Let the client affix his signature on the said report	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
5. Accept the vaccination card.	5. Accomplish the vaccination card and issue it to the client.	None	2 Minutes	<i>Livestock Inspector Veterinarian IV City Veterinary Office</i>
TOTAL		None	14 Minutes	



12.17. Voluntary Surrender Of Dog

Dogs which are sick and could not be treated anymore, very old or very vicious and already a threat to public safety can be surrendered to the City Veterinary Office.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrange for the impounding of dog provide requested data.	1. Record the name and address of client.	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
2. Sign the Voluntary Surrender Form.	2. Prepare the Voluntary Surrender Form and Request the client to affix signature on the Form.	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
	2.1. Set the schedule of impounding activity	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
3. Present the animal	3. Secure animal for impounding.	None	30 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
TOTAL		None	45 Minutes	

Note: The owner shall provide the food for the impounded animal.



12.18. Voluntary Impounding Of Dog

Owners of dogs which bit human beings may be temporarily impounded at the City Pound for a 14-Day observation period.

Office/Division:	Animal Health and Regulatory Division, City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Residents of Gingoog City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Ownership			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrange for the impounding of dog. Provide requested data.	1. Record the name and address of client	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
2. Sign the Voluntary Surrender Form.	2. Prepare the Voluntary Surrender Form and Request the client to affix signature on the Form.	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
	2.1. Set the schedule of impounding activity	None	5 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
3. Present the animal	3. Secure animal for impounding.	None	30 Minutes	<i>City Pound In-charge Veterinarian IV City Veterinary Office</i>
		TOTAL	None	45 Minutes



LOCAL CIVIL REGISTRY OFFICE
External Services



13.1. Batch Requests Entry System (BREQS) AT PSA

Facilitating the request of copies of Security Papers at PSA through Batch Requests Entry System (BREQS).

Office or Division	Local Civil Registry Office (LCRO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	The document owner, direct member/s of the family and authorized representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Valid Identification (ID) of owner (1 original, 1 photocopy)	Applicant			
Authorization Letter with valid ID (1 original)	Authorized Representative			
Accomplished Request Form (1 original)	LCRO			
Official Receipt of payment (1 original)	LCRO			
For indigent, Certificate of Indigency 1 original)	City Social Welfare and Development (CSWD)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	<i>Admin. Aide I</i> LCRO
2. Request and accomplish PSA Security Paper (SECPA) form *Make sure to secure the Order of Payment that will be issued	2. Require Valid ID and/or Authorization Letter and provide client with forms to accomplish 2.1 Issue the Order of payment	None	5 Minutes	<i>Registration Officer III</i> LCRO
3. Pay the required fees to the assigned LCR personnel and accept Official Receipt	3. Accept the payment and issue Official Receipt	Service Fee PHP 50.00	5 Minutes	<i>Registration Officer II</i> LCRO
3.1 Give payment for SECPA to person responsible	3.1 Accept the payment for SECPA and issue the claim slip	Birth, Marriage and Death Certificate – PHP 155.00 each (Pay to PSA) Certificate of No Marriage (CENOMAR) – PHP210.00 (Pay to PSA)	5 Minutes	<i>Registration Officer III</i> LCRO
None	3.2 Encode the request through BREQS	None	10 Minutes	<i>Registration Officer III</i> LCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.3 Submit BREQS request and payments to PSA Regional Office	None	1 Day	Registration Officer III LCRO
4. Claim SECPA when notified through text message.	4. Notify client thru text message 4.1. Release SECPA request to client	None	5 Minutes	Registration Officer III LCRO
TOTAL:		PHP 415.00 Service Fee is FREE with CSWD Certificate of Indigency	1 Day, 34 Minutes	

13.2. Birth Registration

Receiving and preparing of all timely (within 30 Days) and delayed registration of birth including out-of-town registrations.

Office or Division	Local Civil Registry Office (LCRO)	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	Parents, Guardians, Attendant-at-birth, Barangay Secretaries, Concerned Person;	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Timely Registration (within 30 Days from Birth)</i>		
If born at home, Duly accomplished Birth Guide (1 original)	LCRO	
If born at home, Certification from Barangay Chairman (1 original)	Barangay Captain or his authorized official representative	
If born at hospital, Duly Accomplished Certificate of Live Birth (COLB) (MF-102) (4 originals)	Hospital/Clinic	
Duly Accomplished Muslim/IP Form attachment for Muslim/Indigenous People (3 original)	LCRO	
Marriage Certificate of Parents (1 photocopy)	Applicant, Philippine Statistics Authority (PSA), LCRO	
Informant's Valid ID (1 photocopy)	Applicant	
Official Receipt of payment (1 original)	LCRO	
For Indigent, Certificate of Indigency (1 original)	City Social Welfare and Development	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Not Married Parents (Illegitimate Child):		
Personal Appearance of Parents to sign the Acknowledgment of the child at the back of COLB		LCRO
Affidavit to Use the Surname of the Father executed by Mother for children born under the effectivity of R.A. 9255 (3 original)		Public Attorney's Office (PAO), Notary Public
Valid IDs of Parents (1 photocopy)		Applicant
Additional Documents for Delayed Registration		
PSA Certificate of No record of birth (1 original, 2 photocopies)		PSA
LCR Certificate of No Record of Birth (1 original, 2 photocopies)		LCRO
If born at home, Barangay Certification (1 original, 2 photocopies)		Barangay Chairman's Office
Sworn Affidavit of Two Disinterested Persons (1 original, 2 photocopies)		PAO, Notary Public
Any two (2) of the following documentary evidence which may show the name of the child, date and place of birth and name of the mother (and name of the father if the child has been acknowledged) Baptismal Certificate (2 photocopies) School records (2 photocopies) Insurance policy (2 photocopies) Medical records (2 photocopies) Voter's certification (2 photocopies)		Church, any religious organization School attended Insurance Office Hospital/Clinic Commission on Elections (COMELEC)
Official Receipt of Payments (1 original)		LCRO
Other Documents that reflect Place of Birth (2 photocopies)		
Out-Of-Town Registration for Delayed Registration		
Same requirements as stated above, whichever is applicable, plus mailing services to receiving LCRO		LCRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	Admin. Aide I LCRO
2. If born at home, accomplish the registration guide and attach the required supporting documents If born at hospital, submit duly accomplished Certificate of Live Birth (COLB) with attach required supporting documents *Make sure to secure the Order of Payment that will be issued	2. Receive and scrutinize the accomplished registration guide with supporting documents Receive the duly accomplished COLB from hospital by affixing signature at the receive portion of the certificate 2.1 Issue the Order of Payment	None	5 Minutes 5 Minutes 2 Minutes	Administrative Aide III (Clerk I) LCRO Administrative Aide III (Clerk I) LCRO Administrative Aide III (Clerk I) LCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fees to the assigned LCR personnel and receive O.R.	3. Accept the payment and Issue the Official Receipt	Birth Form - PHP50.00 LCR No Record - PHP80.00 Registration of Legal Instruments -PHP300.00	5 Minutes	Registration Officer II LCRO
3.1 Give O.R. to person responsible	3.1 Accept the Official Receipt and prepare the COLB if born at home	None	10 Minutes	Administrative Aide III (Clerk I) LCRO
4. Check as to correctness of data entered and sign the COLB	4. Finalize and print the COLB	None	10 Minutes	Administrative Aide III (Clerk I) LCRO
4.1 Receive the registered Certificate of Live Birth and acknowledge receipt by signing in the logbook	4.1 Register COLB by affixing signature 4.2 Assign Registry Number and record in the Book of register of Birth. Release the COLB. Request client to acknowledge receipt by signing in the logbook.	None None None	5 Minutes 10 Minutes 11 Days	City Civil Registrar, Asst City Civil Registrar, Registration Officer LCRO Administrative Aide III (Clerk I) LCRO Administrative Aide III (Clerk I) LCRO
For Delayed registration, receive the Certificate of Live Birth after the 10-Day posting mandatory period. For Out-of-town, mail to LCRO, (place of birth) after 10-Day posting				
TOTAL:		PHP 430.00 For those with CSWD Certificate of Indigency - FREE	11 Days, 54 Minutes	

Pursuant to Republic Act No. 3753, the Civil Registry Law



13.3. Copy Issuance, Authentication and Certification of Civil Registry Documents

Issue True Copy Certification from Book of Registry, Certified True Machine Copy of Civil Registry Documents from the Original and Certificate of No Record

Office or Division	Local Civil Registry Office (LCRO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Concerned person and direct member/s of the family; Authorized Person			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Valid ID (1 photocopy)	Applicant, Authorized Person			
Filled out research guide (1 original)	LCRO			
Official Receipt of payment (1 original)	LCRO			
If Indigent, Certificate of Indigency (1 original)	City Social Welfare and Development (CSWD)			
If not the document owner, Authorization Letter (1 original)	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	Admin. Aide I LCRO
2. Request and fill-out research guide for true copy and/or Certified copy from the original for authentication	2. Provide client with research guide, require valid ID and/or authorization letter. 2.1. Research in the Book of Registry for true copy/transcription of record and/or the Archives for certified photocopy for authentication 2.2. Issue the Order of payment	None None None	5 Minutes 30 Minutes 2 Minutes	Admin. Assistant I LCRO Admin. Assistant I LCRO Admin. Assistant I LCRO
3. Pay the required fees to the assigned LCR Personnel and receive Official Receipt (O.R.)	3. Accept the payment & issue O.R.	True Copy- PHP 80.00 Certified photocopy PHP 50.00 Research Fee PHP 50.00 Certificate of No Record PHP 80.00	5 Minutes	Registration Officer II, LCR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Give O.R. to person responsible	<p>3.1 Prepare and print the true copy/transcription of record from registry book and/or photocopy of the original, attach the O.R.</p> <p>3.2 Route the true copy/transcription of record from registry book and/or photocopy of the original for verification and approval</p>	None	10 Minutes	<i>Admin. Assistant I LCRO</i>
4. Receive the requested Certificate and acknowledge receipt by signing in the logbook	4. Record the transaction in the logbook and release the Certificate. Request client to acknowledge receipt by signing in the logbook	None	5 Minutes	<i>Admin. Assistant I LCRO</i>
TOTAL:		PHP 180.00	1 Hour, 14 Minutes	
		For those with CSWD Certificate of Indigency - FREE		



13.4. Correction of Clerical or Typographical Error and Annotation in the Civil Registry Document

RA 9048 - An act authorizing the City or Municipal Civil Registrar or the Consul General to correct a clerical or typographical error (CCE) in an entry and/or Change of First Name (CFN) or nickname in the civil register without need of a judicial order.

RA 10172- An act further authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical errors in the Day and month in the date of birth or sex of a person appearing in the civil register without need of a judicial order

Acceptance of Migrant Petition (MP) is applicable to person who is already residing in this city but his/her vital event was registered to another place in the Philippines except for correction of entry in Sex in the Certificate of Live Birth.

Once the Affirmed is received from the Office of the Civil Registrar General (OCRG) at the PSA, a request for annotation is necessary to complete the correction process.

Office or Division	Local Civil Registry Office (LCRO)	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	The document owner, the petitioner (direct member/s of the family or authorized representative)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Civil Registry Document to be corrected (3 photocopies)	Both PSA and LCRO	
Baptismal Certificate and other documents issued by religious authorities.	Church / Parish	
In case where the petitioner/document owner has no baptismal certificate or similar documents, an affidavit attesting to the facts shall be submitted. (1 original, 3 photocopies)	Notary Public	
Valid ID (3 photocopies)	Petitioner/ Document Owner	
Clearance or a certification that the owner of the document has no pending administrative, civil or criminal case, or no criminal record, which shall be obtained from the following: 1 Employer, if employed; 2 National Bureau of Investigation and 3 Philippine National Police	Employer National Bureau of Investigation Philippine National Police	
If document owner is a minor (under 18 years old), such clearances shall be complied with only if required by the C/MCR		
If not employed, an Affidavit of Non-employment shall be submitted (1 original, 3 photocopies)	Notary Public	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If CFN, Earliest school record or If CCE Sex and Day and Month of Birth in the COLB, Earliest school documents (Elementary Record)	School's Registrar Office
In case where the petitioner/document owner never entered school, an affidavit attesting to the facts shall be submitted. (1 original, 3 photocopies)	Notary Public
Medical Certification issued by an accredited government physician (1 original) If correction of SEX, Medical Record and Certification issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant C/MCR shall issue a certification of authenticity of the medical certification issued by the accredited government physician (3 original)	City Health Office (CHO) City Health Office (CHO) LCRO
If CFN and CCE of Sex and Day and Month of Birth, Proof of Publication, copy of the newspaper clipping of the published petition and Affidavit of publication from the publisher (3 original)	Publisher
Affidavit of Discrepancy/ Explanation (3 photocopies)	Notary Public
Other documents which the petitioner or the city or municipal civil registrar or the consul general may consider relevant and necessary for the approval of the petition (3 photocopies)	Petitioner
Notice of Posting, Certificate of Posting and Record Sheet	LCRO
For annotation, Approved Petition for CCE/ CFN (1 original, 2 photocopies)	Philippine Statistics Authority (PSA)
Certificate of Finality (3 original)	LCRO
Annotated Civil Registry Document (3 original)	LCRO
Unannotated Civil Registry Document (3 original)	LCRO
Valid ID of applicant and representative (3 photocopies)	Applicant/Representative
Official Receipt of Payments (1 original)	LCRO
For indigent, Certificate of Indigency (1 original)	City Social Welfare and Development (CSWD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	Admin. Aide I LCRO
2. Submit copies of the required documents to support the petition	2. Receive and examine the Petition and its supporting documents as to completeness and sufficiency	None	5 Minutes	Asst Registration Officer LCRO
2.1 Receive the printed petition form and have it subscribed	2.1 Prepare and print the petition in the form of an affidavit	None	15 Minutes	Notary Public
2.2 Make sure to secure the Order of Payment that will be issued	2.2 Issue the order of Payment and receive the Official Receipt (OR)	None	5 Minutes	Asst Registration Officer LCRO
2.3 Pay the required fees to the assigned LCR Personnel	2.3 Accept the payment & issue OR	Filing Fee RA 9048 PHP 1000.00 Filing Fee RA 10172 PHP 3000.00 Service Fee Migrant Petition PHP 500.00 Annotated Civil Registry Document PHP 80.00 Un-annotated Civil Registry Document PHP 80.00 Certification of Finality PHP 50.00 Certified true copy from the original PHP 50.00 per page	5 Minutes	Registration Officer II LCRO



<p>2.3 Attach the O.R. to the subscribed petition and give to person responsible</p>	<p>2.3 Receive the subscribed petition and record the receipt of the petition in the logbook, prepare the Notice of Posting</p> <p>2.4 Post the petition in a conspicuous place provided for that purpose for ten (10) working Days after the petition and its supporting documents sufficient in form and substance</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>10 Days</p>	<p>Asst Registration Officer LCRO</p> <p>Asst Registration Officer LCRO</p>
<p>3. If CFN and CCE of Sex and Day and Month of Birth, have the petition published in a newspaper of general circulation at least once a week for two consecutive weeks</p>	<p>3. Accept the proof of Publication, from the publisher, the copy of the newspaper clipping of the published petition and Affidavit of publication. Prepare and print the Certificate of Posting and Record Sheet</p> <p>3.1. Act on the petition and shall render a decision not later than five (5) working Days after the completion of the posting and/or publication requirement;</p>	<p>None</p> <p>None</p>	<p>14 Days, 10 Minutes</p> <p>5 Days</p>	<p>Asst Registration Officer LCRO</p> <p>City Civil Registrar LCRO</p>
<p>If Migrant petition, mail the petition with its supporting documents to the LCRO wherein the affected registry document was registered</p>	<p>If Migrant Petition, order to indorse the petition to the LCRO wherein the affected civil registry document was registered</p> <p>3.2 Transmit a copy of the decision together with the records of the proceedings to the Office of the Civil Registrar General (OCRG) within five (5) working Days from the date of the decision.</p>	<p>Courier Delivery Fee will apply</p> <p>Courier Delivery Fee will apply</p>	<p>15 Minutes</p>	<p>Asst Registration Officer LCRO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure Copy of the corrected/Annotated Civil Registry document at PSA	4. Once the granted petition is received from the CRG (Within 3 months), prepare and print the Request for Annotation in the civil registry document, attach copies of the approved petition, Certificate of Finality, Annotated and Un-annotated Civil Registry Document 4.1 Approve the request by affixing signature 4.2 Indorse the request to PSA Document Division Services (LCR Desk) for entry to the PSA Civil Registry System (CRS) database	None None Courier Delivery Fee will apply	15 Minutes 15 Minutes 15 Minutes	Asst. Registration Officer LCRO City Civil Registrar LCRO Asst Registration Officer LCRO
TOTAL:		May vary depending on the nature of petition For those with CSWD Certificate of Indigency - FREE	29 Days, 117 Minutes	



13.5. Death Registration

Receiving timely and delayed (beyond 30 Days after death) registration of death

A Certificate of Death (COD) is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death.

Office or Division	Local Civil Registry Office (LCRO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	Direct members of the family; Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Death (MF-102) (3 original)		CHO		
Burial/Cremation Permit, Transfer Permit (1 original)		CHO		
Affidavit of explanation if informant is not from the direct family (1original)		Notary Public		
Incident Record Form (1 photocopy)		PNP		
Additional Requirements for Delayed Registration:				
PSA Copy No Record of Death (1 original)		Philippine Statistics Authority (PSA)		
LCR Copy No Record of Death (1 original, 2 photocopies)		LCRO		
If died at home, Barangay Captain Certification (1 original)		Barangay		
Sworn Affidavit of two disinterested persons attesting to the facts and circumstances of death (3 original)		Public Attorney's Office (PAO), Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	Admin. Aide / LCRO
2. Submit duly accomplished Certificate of Death	2. Receive and scrutinize the COD and other required documents 2.1 Enter the Burial/ Cremation of Transfer Permit Number (Item 24a/24b) and signed the Receive portion in the COD	None	5 Minutes	Administrative Aide, LCRO
		None	10 Minutes	Administrative Aide, LCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the registered COD and acknowledge receipt by signing in the logbook. If Delayed registration, receive the COD after the 10-Day posting mandatory period.	3. Register the COD by affixing Signature 3.1. Record the COD in the Book of Register of Death by assigning a Registry Number 3.2. Release the COD. Request client to acknowledge receipt by signing in the logbook.	None	10 Minutes	<i>City Civil Registrar, Asst. City Civil Registrar LCRO</i>
		None	10 Minutes	<i>Administrative Aide, LCRO</i>
		None	5 Minutes	<i>Administrative Aide, LCRO</i>
TOTAL		None	42 Minutes	

Pursuant to Republic Act No. 3753, the Civil Registry Law

13.6. Electronic Endorsement and Request for Clear Copy of Civil Registry Document

Electronic Endorsement (EE) is applicable to cases when record being requested is not available in the PSA Civil Registry System (CRS) database and a negative certification was issued but available in the LCRO Registry Book and/or Archive. And for clients who want to expedite the entry of their newly registered registry document to PSA CRS Database.

Requests for clear copy is applicable to birth, marriage or death certificates which resulted to records which are blurred and/or have unreadable entries in the PSA Civil Registry System (CRS) database.

Office or Division:	Local Civil Registry Office (LCRO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	The document owner, direct member/s of the family and authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
No Record/ Negative Certification of Civil Registry Document (1 original, 2 photocopies)	PSA	
Civil Registry Document to be cleared (3 photocopies)	Both PSA and LCRO	
Certified photocopy of the original record filed at the Archives and/or Registry Book	LCRO	
Certified transcription of record from the Registry Book	LCRO	
Certified photocopy of the Page of the Registry Book where vital event is entered	LCRO	
Valid ID (1 photocopy)	The document owner, direct member/s of the family and authorized representative	
Authorization Letter (1 original)	Applicant	
Official Receipt of payment (1 original)	LCRO	
For Indigent, Certificate of Indigency (1 original)	City Social Welfare and Development (CSWD)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out	None	2 Minutes	Admin. Aide I LCRO
2. Request for endorsement of the record/s and submit copies of the required documents. *Make sure to secure the Order of Payment that will be issued	2. Receive and evaluate the documents submitted. 2.1 Issue the order of Payment	None None	10 Minutes 5 Minutes	Registration Officer III LCRO Registration Officer III LCRO
3. Pay the required fees to assigned LCR Personnel	3. Accept the payment based on the Order of payment 3.1. Prepare the request for EE or Clear copy, attach the Official Receipt 3.2. Approve by affixing signature	Annotated Copy PHP 80.00 Certified True Copy from the original – PHP50.00 Electronic Endorsement Fee – PHP50.00 Mailing Fee – PHP 110.00 None None	5 Minutes 15 Minutes 10 Minutes	Registration Officer II LCR Registration Officer III LCRO City Civil Registrar LCRO
4. Receive client's copy of the request to PSA with proof of mailing and acknowledge receipt by signing in the logbook. *Follow-up at PSA Regional Office	4. Endorse the Civil Registry Document via courier to PSA Regional Office	Courier Delivery Fee will apply	15 Minutes	Registration Officer, Admin. Officer, LCRO
TOTAL:		PHP 290.00 For those with CSWD Certificate of Indigency - FREE	1 Hour, 2 Minutes	



13.7. Registration of Application for Marriage License

Prepare and register application of marriage license as one of the formal requisites for marriage. Marriage License is valid for 120 Days.

Marriages that are exempted from Marriage License are those that will be solemnized in accordance with Executive Order No. 209 and P.D. 1083 or Code of Muslim Personal Laws.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	The Contracting parties (Groom and Bride)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Live Birth (1 Original, 2 Photocopies)			PSA, LCRO	
Certificate of No Marriage (CENOMAR) (1 Original, 2 Photocopies)			Philippine Statistics Authority (PSA)	
CSWD-Population Section Pre-Marriage Counseling Certificate (1 Original, 2 Photocopies)			City Social Welfare and Development (CSWD)	
Duly Accomplished MF-90 Application of Marriage License (4 Original)			LCRO	
Official Receipt (1 Original)			LCRO	
Valid Identification Card (ID) (1 Original, 2 Photocopies) If No valid ID: Community Tax Certificate of Groom and Bride (1 Original, 2 Photocopies) Barangay Certification (1 Original, 2 Photocopies)			Government Agency/ Company City Treasurer's Office (CTO) Barangay	
Additional Requirements:				
If applicant is 18-21 years old, Parental Consent (2 Originals)			LCRO	
If applicant is 22-25 years old, Parental Advice (2 Originals)			LCRO	
If widow/widower, Death Certificate of deceased spouse (1 Original, 2 photocopies)			PSA, LCRO	
If previously married, Judicial Order of Absolute Divorce, Annulment, Presumptive Death or Declaration of Nullity of previous Marriage (1 Original, 2 Photocopies)			Court	
If foreigner, Certificate of Legal Capacity (1 Original, 2 Photocopies) or Affidavit of Legal Capacity (1 Original, 2 Photocopies)			Embassy Notary Public/Attorney/Lawyer	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Sign in the Client's Log Book in the client's desk		1. Give the Logbook to the client	None	2 Minutes
2. Submit required documents		2. Interview and scrutinize submitted requirements	None	5 Minutes
2.1 Receive the order of payment		2.1 Issue Order of Payment	None	5 Minutes
PERSON RESPONSIBLE				
				Desk Officer Admin. Aide
				Registration Officer II, LCRO
				Registration Officer II, LCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fees to the assigned LCR Personnel	3. Accept the payment and issue the Official Receipt	Application Fee (Local) – PHP 300.00 Application Fee (Foreigner) – PHP 400.00 Marriage License Fee – PHP 100.00 Marriage Application Form -PHP 50.00	5 Minutes	Registration Officer II, LCRO
3.1 Submit O.R. to in-charge and fill-in Marriage License Application form	3.1 Prepare and print the MF-90 Application of Marriage License (sworn application)	None	10 Minutes	Registration Officer II, LCRO
3.2 Check the printed MF-90 Application of Marriage License (sworn application) as to correctness of data entered and affix signature	3.2 Post the application in a conspicuous place provided for that purpose for ten (10) consecutive Days	None	10 Days	Registration Officer II, LCRO
	3.3 Sign the MF-90 Application of Marriage License (sworn application)	None	10 Minutes	City Civil Registrar LCRO
	3.4 Register the Marriage License in the Registry Book for Marriage License	None	10 Minutes	Registration Officer II, LCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the Marriage License and acknowledge receipt by signing in the logbook	4. Record the transaction in the logbook 4.1 Release the Marriage License a Day after posting. 4.2 Request client to acknowledge receipt by signing in the logbook.	None None None	5 Minutes 1 Day 5 Minutes	Registration Officer II, LCRO
TOTAL:		PHP 850.00	11 Days, 57 Minutes	

Pursuant to Republic Act No. 3753, the Civil Registry Law

13.8. Registration of Marriage

Marriage Certificate is a document that shows social union or a legal contract between people that creates kinship.

In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) Days following the solemnization of marriage while in marriages exempt from license requirement, the prescribed period is thirty (30) Days, at the place where the marriage was solemnized

Office or Division:	Local Civil Registry Office (LCRO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Husband and Wife, Authorized Person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Certificate of Marriage (COM) Form No. 97 (4 originals)	Church/Religious Authorities, Court	
Valid ID of husband and wife (1 photocopy)	Government Agency	
For Delayed Registration: - PSA Negative- No Record of Marriage - LCR No Record of Marriage - Certificate of No Marriage (CENOMAR) Spouses - Affidavit of Two (2) Disinterested Persons stating the exact place and date of marriage, the facts of circumstances surrounding the marriage and the reason or cause of the delay - Certification from the Solemnizing Officer - Documentary evidence of the performance or existence of the marriage (old COM) - Valid ID	PSA LCRO PSA Notary Public Solemnizing Officer Spouse/ Authorized person	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book in the client's desk	1. Give the Logbook to the client	None	2 Minutes	<i>Desk Officer Admin. Aide</i>
2. Submit duly accomplished Certificate of Marriage (COM) (Form No. 97) and signed by the couple and by all in attendance.	2. Acknowledged Receipt by signing the COM (Form No. 97)	None	5 Minutes	<i>Registration Officer II LCRO</i>
3. If delayed registration, attached required supporting documents	3. If delayed, Receive and scrutinize supporting documents and issue order of payments	None	10 Minutes	<i>Registration Officer II LCRO</i>
3.1 Pay the required fees to assigned LCR Personnel and receive O.R.	3.1 Accept the payment based on the Order of payment and issue O.R.	Certificate of Marriage Form PHP 50.00 Certificate of No Record PHP 80.00	5 Minutes	<i>Registration Officer II LCRO</i>
3.2 Give O.R to in-charge	3.2 Prepare and print the COM containing the important details of the marriage attach the Official Receipt, Certificate of No Record and other supporting documents 3.2 Proceed to the Posting of the application for ten (10) Days	None	15 Minutes	<i>Registration Officer II LCRO</i>
		None	10 Days	<i>Registration Officer II LCRO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the Certificate and acknowledge receipt by signing in the logbook	4. Evaluate all documents and approve registration by affixing signature 4.1 Assign Registry Number and record in the Book of register of Marriage 4.2 Record the transaction in the logbook and release the Certificate. Request client to acknowledge receipt by signing in the logbook	None None	1 Day 10 Minutes	<i>City Civil Registrar, Asst City Civil Registrar LCRO</i> <i>Registration Officer II LCRO</i>
TOTAL:		PHP 130.00	11 Days (for delayed), 47 Minutes timely	



13.9. Registration of Court Decree and Legal Instrument (CDLI) and request for Annotation/Amendment of Civil Registry Documents

The successful petitioner shall have the decree/order registered in the LCRO where the court is functioning after the decree/order becomes final and request for the proper annotation in the document and in the applicable registry book at the LCRO where an event affected was originally registered.

Acceptance of request for Legitimation by subsequent marriage between parents, Authority to Use Surname of the Father and Acknowledgment of Paternity and Supplemental Report to supply entries or information in the civil registry document which are inadvertently omitted when the document was registered; and request for the proper annotations in the civil registry document

Out-of-town is accepted/applicable to vital events registered outside this City

Office or Division	Local Civil Registry Office (LCRO)	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	Concern Person/s, Authorized Person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Court Decree/Order: Certified true machine copy of the Court Order (1 original, 2 photocopies) Certified true machine copy of Certificate of Finality (1 original, 2 photocopies) Civil Registry Document to be annotated/ amended (1 original, 2 photocopies) Certificate of Registration from the C/MCR of the place where the Regional Trial Court which rendered the order is located (3 original) Valid ID of applicant (3 photocopies)	Court Court Applicant, PSA, LCRO LCRO Applicant	
For Legitimation: PSA copy of birth certificate of child (3 photocopies) LCR copy if birth is blurred (3 photocopies) Marriage Certificate of Parents (3 photocopies) Mother Advisory on Marriage (Form No.5) (3 photocopies) Father Advisory on Marriage (Form No.5) (3 photocopies) Valid IDs of Mother and Father (3 photocopies) Joint Affidavit of Legitimation (1 original, 2 photocopies) Affidavit of Acknowledgment (1 original, 2 photocopies) Supplemental Affidavit of Minority if mother or father minor when the child was conceived (1 original, 2 photocopies)	PSA LCR PSA PSA PSA Applicant Notary Public Notary Public Notary Public	
For Authority to Use Surname of the Father (AUSF): Certificate of Live Birth of the Child (3 photocopies) LCR copy if birth is blurred Affidavit of Acknowledgment (1 original, 2 photocopies) Authority to Use Surname of the Father (1 original, 2 photocopies) Valid IDs of Mother and Father (3 photocopies)	PSA LCR Notary Public Notary Public Applicant	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For Supplemental Report: Civil Registry Document with omitted entries Affidavit of Supplemental Report Medical Record for Sex Documents that may be considered relevant and necessary for its approval (3 photocopies)		PSA, LCRO Notary Public Hospital/Clinic Applicant			
Official Receipt of payment		LCRO			
For Indigent, Certificate of Indigency (1 original)		CSWD			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book at the front desk	1. Provide the Logbook for the client to fill out		None	2 Minutes	Admin. Aide I LCRO
2. Submit the required documents	2. Receive and scrutinize the required documents 2.1 Issue the Order of payment		None	5 Minutes	Registration Officer III LCRO
3. Pay the required fees at the assigned LCRO Personnel and receive O.R.	3. Accept the payment &Issue the Official Receipt (O.R.)	Certified true copy: Annotated & Unannotated - PHP 160 Registration Annulment - PHP1,000.00 Registration Adoption (Local) - PHP500.00 Registration Adoption (Foreign) - PHP1,000.00 Cancellation of Birth -PHP300.00 Certification Fee - PHP50.00 x No. of pages Registration of Legal Instrument PHP300.00 Legitimation Fee - PHP100.00		5 Minutes	Registration Officer II LCR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Give O.R. to person responsible If out-of-town, receive the registered Court Decree/Order or Legal Instrument with Certificate of Registration, and certified true copy of supporting documents and shall forward to the LCRO where an event affected was originally registered to make the proper annotation in the document and in the applicable registry book	3.1 Receive O.R. and register Court Decree or Legal Instrument in the Registry Book, issue Certificate of Registration and certify supporting documents If out-of-town, give client the registered Court Decree/Order or Legal Instrument with Certificate of Registration, and certified true copy of supporting documents 3.2 Prepare the request for Annotation/Amendment for adoption, attach the Official Receipt 3.3 Affix signature as approval	None	15 Minutes	Registration Officer III LCRO
4. Secure copy of Annotated/Amended Civil Registry Document	4. Send the request to the office of the Civil Registrar-General via courier	Courier Fee	15 Minutes	Registration Officer III LCRO
TOTAL:		May vary depending on the nature of CDLI For those with CSWD Certificate of Indigency - FREE	69 Minutes	



GENERAL SERVICES OFFICE
External Services



14.1. Payment of Goods

The payment of LGU procured goods will be done under Republic Act 9184 of the Government Procurement Reform Act.

Office or Division:	City Accountants Office Bids and Awards Committee City Treasurer's Office City Mayor's Office City Budget Office City General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Charge Invoice or Sales Invoice	Supplier			
<input type="checkbox"/> Approved Purchase Order	Bids and Awards Committee			
<input type="checkbox"/> For Motor Vehicles- LTO Official Receipt (OR) and Certificate of Registration (CR) (1 Certified true copies)	Supplier			
<input type="checkbox"/> Warranty Certificates (1 Original) (If applicable)	Supplier			
<input type="checkbox"/> Attendance sheet (1 original) (If applicable)	Supplier			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier Deliver Procured Goods, Issue Delivery Receipts and Charge Invoice or Sales Invoice	1. Receive and validate Charge Invoice or Sales Invoice.	None	5 Minutes	GSO Staff General Services Office <i>Supply Officer III</i> General Services Office
None	1.46. Inspect the delivered goods if it is in accordance to the specification and exact quantity stated in the approved Purchase Order.	None	1 Hour	GSO Staff General Services Office <i>Technical Working Group</i>
None	1.47. Prepare the following Acceptance and Inspection Report (AIR), Request Issuance Slip (RIS), Acknowledgement Receipt of Equipment (ARE)/ Inventory Custodian Slip (ICS).	None	2 Hours	GSO Staff General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.48. Approval of Acceptance and Inspection Report (AIR)	None	4 Hours	<i>Technical Working Group</i> <i>General Services Officer</i> General Services Office
None	1.49. Submit copies of Approved Acceptance and Inspection Report together with the related requirements to Commission on Audit and secure 2 copies with COA received stamp	None	15 Minutes	<i>GSO Staff</i> General Services Office
None	1.50. GSO personnel deliver and issue items to End User or to office concerned	None	1 Hour	<i>GSO Staffs</i> General Services Office
None	1.51. End-user receives item and approves Request Issuance Slip (RIS), Acknowledgement Receipt of Equipment (ARE)/ Inventory Custodian Slip (ICS)	None	10 Minutes	<i>End-User or Office-Concerned</i>
None	1.52. Review and compilation of additional requirements.	None	10 Minutes	<i>Supply Officer III</i> General Services Office
None	1.53. Prepare Disbursement Voucher.	None	10 Minutes	<i>GSO Staff</i> General Services Office
None	1.54. Review of Disbursement Voucher	None	10 Minutes	<i>Supply Officer III</i> General Services Office
None	1.55. Process Disbursement Voucher for End-user Approval.	None	30 Minutes	<i>GSO Staff</i> General Services Office
None	1.56. Forward End-user approved Disbursement Voucher together with the attached documents to Bids and Awards Committee.	None	5 Minutes	<i>GSO Staff</i> General Services Office
None	1.57. Receives and record voucher on the log book.	None	5 Minutes	<i>Receiving Clerk</i> BAC, CMO
None	1.58. Compilation of related documents based on Checklist of requirements.	None	1 Hour	<i>BAC Staff</i> BAC, CMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.59. Forward Disbursement Voucher together with the attached documents to City Budget Office.	None	5 Minutes	<i>BAC Staff BAC, CMO</i>
None	1.60. Receive documents from the Bids and Awards Committee and record in the logbook, input transaction to eBudget System and assign control number.	None	5 Minutes	<i>Receiving Clerk City Budget Office</i>
None	1.61. Control Disbursement Voucher as to existence of appropriation and update records in the eBudget System.	None	5 Minutes	<i>Budgeting Assistant City Budget Office</i>
None	1.62. Check documents and affix initial.	None	5 Minutes	<i>Budget Officer IV City Budget Office</i>
None	1.63. Certify Disbursement Voucher as to the existence of appropriation.	None	5 Minutes	<i>City Budget Officer City Budget Office</i>
None	1.64. Return certified Disbursement Voucher to releasing clerk.	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.65. Update transaction status of Disbursement Voucher as "out" in the eBudget System	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.66. Forward documents to the City Accountant's Office	None	5 Minutes	<i>Administrative Aide City Budget Office</i>
None	1.67. Receive and record documents from the City Budget Office.	None	5 Minutes	<i>Receiving Clerk City Accountant's Office</i>
None	1.68. Examine and evaluate the completeness and propriety of supporting documents	None	1 Hour	<i>Asst. City Accountant / Management and Audit Analyst I City Accountant's Office</i>
None	1.69. Post claim to individual ledger	None	5 Minutes	<i>Supervising Administrative Officer City Accountant's Office</i>
None	1.70. Post to Fund Control Ledgers and Prepare the Journal Entry	None	5 Minutes	<i>Supervising Administrative Officer City Accountant's Office</i>
None	1.71. Assign control number to Disbursement Voucher	None	5 Minutes	<i>Accounting Clerk City Accountant's Office</i>
None	1.72. Review and certify the Disbursement voucher and CAFOA, together with the approval of the journal entry	None	15 Minutes	<i>Asst./City Accountant City Accountant's Office</i>
None	1.73. Record and forward Disbursement Voucher to the City Mayor's Office for Approval.	None	5 Minutes	<i>Releasing Clerk City Accountant's Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.74. Receive and record documents from the City Accountant's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	1.75. Review and approval of Disbursement Voucher	None	2 Hours	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.76. Forward documents to City Treasurers Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	1.77. Received documents from City Mayor's Office and record the said transaction in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.78. Certification of Disbursement Voucher	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.79. Forward Documents to Cashier for check preparation.	None	5 Minutes	<i>Cashier IV</i> City Treasurer's Office
None	1.80. Approval of Check by the City Treasurer	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
None	1.81. Forward Documents and check to City Mayor's Office.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
None	1.82. Receive and record documents and check from the City Treasurer's Office.	None	5 Minutes	<i>Receiving Clerk</i> Office of the City Administrator <i>Receiving Clerk</i> Office of the City Mayor
None	1.83. Approval of Check by the City Mayor or authorized representative.	None	2 Hours	<i>City Administrator</i> Office of the City Administrator <i>City Mayor</i> Office of the City Mayor
None	1.84. Forward documents and approved check to City Accountant's Office.	None	5 Minutes	<i>Releasing Clerk</i> Office of the City Administrator <i>Releasing Clerk</i> Office of the City Mayor
None	1.85. Receive and record documents and approved check from City Mayor's Office in the logbook.	None	5 Minutes	<i>Receiving Clerk</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.86. Prepare TAX Certificate and Accountant's Advice.	None	15 Minutes	<i>Accounting in-charge</i> City Accountant's Office
None	1.87. Approval of TAX Certificate and Accountant's Advice.	None	5 Minutes	<i>Asst./ City Accountant</i> City Accountant's Office
None	1.88. Forward the Accountants Advice to LandBank and secure 2 copies with received stamp.	None	5 Minutes	<i>Administrative Aide</i> City Accountant's Office
None	1.89. Record and forward documents to the City Treasurer's Office.	None	5 Minutes	<i>Releasing Clerk</i> City Accountant's Office
None	1.90. Receive and record documents from City Accountant's Office in the logbook.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
2. Present ID and Receive Check Payment	2. Ask for valid identification card of payee and validate.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
3. Issue Official Receipt, sign logbook and sign Disbursement Voucher	3. Ask for Official Receipt from Supplier and release check.	None	5 Minutes	<i>Administrative Aide I</i> City Treasurer's Office
TOTAL		None	2 Days, 2 Hours, 35 Minutes	



**CITY ENVIRONMENT & NATURAL
RESOURCES MANAGEMENT OFFICE**
External Services



15.1. Quarry Permit and Issuance of Locational Clearance for Quarry Permit

A Quarry Permit can be secured by any interested persons since Gingoog City is abundant with sand and gravel of good quality which is used for construction. There are also circumstances that rivers need to be dredged for the water to flow continuously.

Office or Division:	City Environment and Natural Resources Management Office (CENRMO), Sangguniang Panlungsod (SP), City Planning and Development Office (CPDO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any persons interested to apply for quarry operation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent to the City Mayor (1 original)	Client/Requesting Party
Letter of Intent to the Provincial Governor	Client/Requesting Party
Structural Certification (1 original)	Department of Public Works and Highway
Certification of the Road Right of Way (1 original)	City Engineer's Office
Community Acceptance/ Social Acceptability (1 original)	Barangay where the area is applied for operation
Barangay Resolution of No Objection of the application (1 original)	Barangay where the area is applied for operation
Zoning Certification (1 original)	City Planning and Development Office
Lot Title (1 Certified True Copy)	Register of Deeds
Tax Declaration (1 photocopy)	City Assessor's Office
Sketch Plan (1 original)	City Assessor's Office
Real Property Tax Clearance (1 original)	City Treasurer's Office
Environmental Compliance Certificate (1 original)	DENR – Environmental Management Bureau
MGB Report (1 original)	Mines and Geosciences Bureau (MGB)
SP Resolution, No Objection of the application (1 original)	Sangguniang Panlungsod
Locational Clearance (1 original)	City Planning and Development Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for quarry permit	<p>1. Receive the required documents and prepare a Memorandum for area survey and validation</p> <p>1.1. Conduct Area survey and validation</p> <p>1.2. Prepare report that has transpired from the field</p> <p>1.3. Endorse the report and other pertinent documents to the Office of the City Mayor for recommendation</p> <p>1.4. The Office of the City Mayor sends a letter request to the Sangguniang Panlungsod for a resolution interposing no objection for the issuance of a quarry permit.</p>	None	<p>1 Day (depending on the distance of the quarry location)</p> <p>1 Day</p>	<p>CENRMO Staff CENRMO <i>Supervising Environmental Management Specialist</i> CENRMO</p> <p>CMO Staff CMO</p> <p><i>City Mayor</i> CMO</p>
None	<p>1.5. Receive the letter request along with other pertinent documents for agenda for the next regular session of the SP</p> <p>1.6. Conduct session; Refer to the Committee on the Environment for further study and recommendation to the city council.</p> <p>1.7. Conduct committee meeting</p> <p>1.8. Submit committee report and recommendation to the city council.</p> <p>1.9. Conduct session; Adoption of the committee report containing the recommendation of the committee</p> <p>Issuance of the resolution of no objection or objection to the approval for the issuance of quarry permit.</p>	None	<p>14 Days</p> <p>4 Days</p>	SP Secretariat City Council Sangguniang Panlungsod
2. Receive the <i>Resolution of No Objection or Objection of the Quarry Application</i>	2. The SP shall furnish copies of the resolution of no objection to the Office of the Provincial Governor, Provincial Environment and Natural Resources Office, PDO, applicant and other concerned offices. However, should there be an objection, a resolution of objection specifying the reasons for objection to the Office of the City Mayor, CENRMO, PDO and applicant.	None	30 Minutes thru postal office	SP Secretariat City Council Sangguniang Panlungsod



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the CPDO. Fill-out Application for Locational Clearance form and submit required documents.	3. Receive accomplished Application for Locational Clearance form and review required documents. 3.1. Conduct site inspection. 3.2. Prepare evaluation report and assess payment. 3.3. Issue Order of Payment	None	1 Day	Land Use Management Section Staff CPDO Zoning Officer CPDO
4. Pay the required fees indicated in the Order of Payment	4. Receive payment and issue official receipt.	Below PHP 2 Million: PHP 5,000 Over PHP 2 Million: PHP 5,000 + 1/10 of 1% of the cost in excess of PHP 2 Million	10 Minutes	Cashier CTO
5. Submit the Official Receipt (OR) at the CPDO	5. Receive OR and prepare Locational Clearance 5.1. Route Locational Clearance for initials and signatory. 5.2. Scan locational clearance including the pertinent documents. 5.3. Notify client for the release of the clearance 5.4. Release Locational Clearance and return pertinent documents	None	2 Days	Land Use Management Section Staff CPDO Zoning Officer CPDO CPDC
6. Claim the Locational Clearance and pertinent document from the CPDO then proceed to the CENRMO for submission	6. Check the required documents if complete 6.1. Forward all the required documents to the Office of the City Mayor for recommendation and endorsement to Provincial Environment and Natural Resources Office (PENRO) Misamis Oriental and Office of the Provincial Governor.	None	30 Minutes	CENRMO Staff CENRMO CENRMO
TOTAL		Below PHP 2 Million: PHP 5,000 Over PHP 2 Million: PHP 5,000 + 1/10 of 1% of the cost in excess of PHP 2 Million	23 Days, 1 Hour	



15.2. Collection of Segregated Waste including Extraordinary Garbage and Special Wastes

Gingoog City is implementing the mandate of RA 9003, especially on Waste Disposal Management. The following service specification is for collection of extra ordinary garbage only. There is a regular collection for ordinary waste as scheduled and no fees to be paid.

Office or Division:	Environment and Natural Resources Division(ENRD), City Mayor's Office (CMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents and business operators in the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Letter Request (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the <i>Letter Request</i> to the office or make request through phone	1. Receive the letter, SMS or call 1.1. Estimate the volume of wastes to be collected 1.2. Inform the client about the volume of waste estimated and the amount to be paid	None 6 Hours	20 Minutes 5 Minutes	<i>ENRD Staff</i> CMO-ENRD <i>Metro Aide II</i> CMO-ENRD <i>Supervising Environmental Management Specialist</i> CMO-ENRD
2. Pay the required fees at the CTO by showing the <i>Order of Payment</i> . *Secure Official Receipt (OR) that will be issued upon payment.	2. Receive payment based on the <i>Order of Payment</i> 2.1. Issue <i>Official Receipt (OR)</i>	For extra ordinary garbage – PHP 100 per cubic meter For Special Waste – Free/None	5 Minutes	<i>Cashier</i> City Treasurer's Office
3. After paying the required fees at the City Treasurer's Office, go back to ENRU and present Official Receipt then wait for the garbage to be collected	3. Check <i>Official Receipt</i> 3.1. Schedule collection of the extraordinary garbage within 2 days upon receipt of the OR 3.2. Collect the extraordinary garbage	None	(Within) 2 Days	<i>ENRD Staff/ Metro Aide II</i> CMO-ENRD <i>Supervising Environmental Management Specialist</i> CMO-ENRD
TOTAL:		For extra ordinary garbage – PHP 100 per cubic meter For Special Waste – Free/None	2 days, 6 Hours, 25 Minutes	



CITY INVESTMENT PROMOTIONS OFFICE
External Services



16.1. Business Name Registration Assistance

Provide assistance to all entrepreneurs for new business name registration and renewal. The required fees are in accordance to Republic Act No. 10644 or the Go Negosyo Act of 2014.

Office or Division:	City Investment Promotion Office (CIPO), City Treasurer's Office (CTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All business establishments and new enterprises.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification card of the applicant and provide pertinent information.	1. Encode the client's information in the Business Name Registration System Website. 1.1. Advise clients on establishment of effective dominant business names and business name descriptors. 1.2. Provide <i>Order of Payment</i> slip and advise client to pay the required fees online except for the Certification Fee which shall be paid at the City Treasurer's Office	None	5 Minutes	DEMO I CIPO
2. Pay the required fees online except for the Certification Fee which shall be paid at the City Treasurer's Office	2. Assist client for the online payment of the Business Coverage and Online Documentary Stamp which will be received by the Department of Trade and Industry (DTI)	Business Coverage: Barangay- 200.00 City- 500.00 Regional- 1,000.00 National- 2,000.00 Plus Online Documentary Stamp- 30.00 (Payment shall be made online thru PayMaya, GCash, Debit and Credit Cards)	5 Minutes	DEMO I CIPO Business and Cooperative Development Division Personnel



3. Pay the Certification Fee at the City Treasurer's Office	3. Received payment of the Certification Fee and Issue Official Receipt (OR)	Certification Fee - 50.00	5 Minutes	Cashier CTO
4. Present OR and receive Business Name Registration Certificate.	4. Download and print the Business Name Registration Certificate. 4.1. Issue Business Name Registration Certificate 4.2. File a copy of the Business Name Registration Certificate	None	5 Minutes	DEMO I CIPO
TOTAL		None	20 Minutes	

17.2. Business Advisory for Product Development, Promotion and Financing

Assist the needs of a client and answer their queries related to business such as product development, product promotion and financing facilitation.

Office or Division:	City Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Operators/Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls, emails or visits the office for inquiries about economic and investment activities or services. For walk-in visitor, register at the logbook.	1. Interview and assess client's needs 1.1. Provide appropriate business learning interventions and/or recommend financing inputs 1.2. Provide learning materials and guide clients on product development and innovation. 1.3. Provide feedback form	None	30 Minutes	Supervising Administrative Officer CIPO Supervising Cooperatives Development Specialist CIPO
2. Receive learning materials and accomplish feedback form.	2. Receive and compile accomplished feedback form.	None	5 Minutes	DEMO I CIPO
TOTAL		None	35 Minutes	



CITY TOURISM OFFICE
External Services



17.1. Tourism Information Assistance

Provide clients with the information and assistance they need. This is also in accordance to Republic Act 9593, The Tourism Act of 2009.

Office or Division:	City Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls, emails or visits the office for inquires about tourism services. 1.1. For walk-in visitor, Register at the logbook	1. Answer the queries of the client and provide details of the services offered. 1.1 Inform the client about the tourist destinations, accommodation, restaurants and other tourism related services. 1.2 Provide information materials	None None None	10 Minutes 10 Minutes 20 Minutes	Admin Aide III Supervising Tourism Operation Officer City Tourism Officer Tourism Office Personnel City Tourism Officer Tourism Office Personnel City Tourism Officer
TOTAL		None	40 Minutes	



17.2. Tour Guide Assistance

The City of Gingoog welcomes visitors and guests. And, the City Tourism Office provides tour guides as well as sees visitors and guests off upon departure.

Office or Division:	City Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name, address and purpose of visit.	1. Welcome client and provide logbook for registration. 1.1 Provide flyers/brochures. (as requested). 1.2. Confer with client regarding desired itinerary including, type of tour and length of stay. 1.3. Arrange domestic transportation, accommodation and other tourism related services. 1.4. Assign Tour Guide 1.5. Conduct guided tour	None None None None None None	3 Minutes 1 Minute 10 Minutes 30 Minutes 2 Minutes Depending on the Itinerary	Admin Aide III Supervising Tourism Operation officer City Tourism Officer Admin Aide III City Tourism Officer Admin Aide III Tour Guide/s
2. Fill out the feedback form for comments and suggestions.	2. Provide Feedback Form. 2.1. Accept accomplished feedback form and see guests off upon departure.	None None	1 Minute 1 Minute	Administrative, Events and Services Section Personnel
TOTAL		NONE	48 Minutes	



CITY INTERNAL AUDIT SERVICES
DEPARTMENT
External Services



18.1. Response to Complaints (8888)

Office or Division:	City Internal Audit Services Department			
Classification:	Simple to Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> 8888 Complaint		ARTA/8888		
<input type="checkbox"/> Evidence to support compliance		ARTA/8888		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the complaint via 8888 thru mail or email or thru DILG	1. Receive the complaint.	None	2 Minutes	<i>Receiving Clerk</i>
None	1.1. Review and recommend to what department it should be addressed to be answered	None	5 Minutes	<i>Internal Audit Service Officer</i>
None	1.2. Prepare the transmittal letter (endorsement letter) with attachment (photocopy of 8888 complaint letter) and transmit to the concerned department. Retain original copy for filing.	None	15 Minutes	<i>CIASD Staff</i>
None	1.3. A First Endorsement email should be sent immediately to DILG Regional Office X, as well.	None	2 Minutes	<i>CIASD Staff</i>
None	1.4. Monitor compliance within 72 Hours	None	2 Minutes	<i>CIASD Staff</i>
None	1.5. Send reply and address the complaint.	None	1 Day 7 Hours, 24 Minutes	<i>Concerned Agency or Person</i>
2. Receive the reply from the concerned agency/office	2. Submit respective department's reply to DILG Regional Office X via email as well as postal mail to both DILG Regional Office X and to complainant, if the address is known.	None	10 Minutes	<i>CIASD Staff</i>
TOTAL:		None	2 Days	

Paragraph d, Section 10 of Executive Order No. 6: **“Section 10. Administrative Sanctions.** Without prejudice to the appropriate criminal liability, failure on the part of the government agency or employee to timely respond to the public’s concerns received through the 8888 Citizens Complaint Center, or any other violation of the provision of this Order, shall be ground for administrative sanctions under existing laws and regulations.”



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk (PACD) located at the ground floor of the City Hall. Contact Info: (088-42) 7888 or Igugingoog@gmail.com
How feedbacks are processed	Every Friday, the Public Information Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) Days from the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number:(088-42) 7888
How to file a complaint	Answer the Client Feedback/Complaint Form and drop it at the designated drop box at the PACD located at the ground floor of the City Hall. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence For inquiries and follow-ups, clients may contact the following telephone number:(088-42) 7888
How complaints are processed	The Complaints Officer opens the complaints box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number:(088-42) 7888
Contact Information of ARTA, PCC, CCB	ARTA: (02) 8478-5091 • (02) 8478-5093 • (02) 8478-5099 complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565(SMS)



VII. List of Offices

OFFICE	ADDRESS	CONTACT NO.
City Mayor's Office	Ground Floor, City Hall, F.Dugenio St., Brgy. 22-A	0955-884-6018
Sangguniang Panlungsod	City Hall Compound, Motoomull-F.Dugenio Sts., Brgy. 22-A	0917-549-1447
City Disaster Risk Reduction and Mngt. Office	Condeza-Rodriguez Sts., Brgy.15	0917-144-5697
City Tourism Office	City Hall Compound, F.Dugenio St., Brgy. 22-A	(088) 328-0799
City Environment and Natural Resources Management Office	City Hall Compound, F.Dugenio St., Brgy. 22-A	(088) 861-1054
City Accountant's Office	Ground Floor, City Hall, F.Dugenio St., Brgy. 22-A	0945-709-5486
City Agriculturist's Office	Motorpool Compound, Motoomull St., Brgy. 22-A	0926-817-4023
City Assessor's Office	City Hall Compound, F.Dugenio St., Brgy. 22-A	(088) 328-2237
City Budget's Office	2 nd Floor, City Hall, F.Dugenio St., Brgy. 22-A	0917-301-1137
City Economic Enterprise Department	Gingoog City Public Market, Doña Graciana St.	(088) 861-0736
City Engineer's Office	Motorpool Compound, Motoomull St., Brgy. 22-A	0995-238-9591
City Internal Audit Service Department	2 nd Floor, City Hall, F.Dugenio St., Brgy. 22-A	0926-548-6239
City Health Office	Rizal St., Brgy. 15	(088) 861-0567
City Planning and Development Office	2 nd Floor, City Hall, F.Dugenio St., Brgy. 22-A	0905-923-3233
City Prosecutor's Office	Hall of Justice, F. Dugenio St.	(088) 328-1007
City Social Welfare and Development Office	City Hall Compound, F.Dugenio St., Brgy. 22-A	0955-457-5180
City Treasurer's Office	Ground Floor, City Hall, F.Dugenio St., Brgy. 22-A	0955-184-4141
City Veterinarian's Office	City Hall Compound, F.Dugenio St., Brgy. 22-A	(088) 856-2489
Local Civil Registrar's Office	City Hall Compound, F. Dugenio St., Brgy. 22-A	0997-834-7606
City Investment Promotion Office	City Hall Compound, F. Dugenio St., Brgy. 22-A	(088) 856-9778
General Services Office	Motorpool Compound, Motoomull St., Brgy. 22-A	(088) 861-2766
Gingoog City Community College	Motoomull St., Brgy. 22-A	(088) 327-1022