

CITY GOVERNMENT OF SAN PABLO



Citizen's Charter

2024 (1st Edition)



City Government of San Pablo

CITIZEN'S CHARTER

2024 (1st Edition)



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Introduction

Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes further redefines public service. This law gears towards removal of red tape thru the elimination of complicated procedures in the government agencies provision of public service. RA 9485 provided a basis for our constituents to demand integrity, accountability, proper management of public affairs and public property and the establishment of effective practices like the adoption of simplified systems and procedures. Eleven (11) years after RA 9485, Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 was signed into law by President Rodrigo R. Duterte. The new act **aims to streamline the current systems and procedures of government services**. As the framers of the law would say, it is the re-engineering of government.

It is but important for every citizen to know the salient features of EODB. They will serve as an effective guide in transacting with different government agencies and instrumentalities. Some of the features are:

1. The Coverage - Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 applies to all government offices and agencies including local government units (LGUs), government-owned and/or controlled corporations (GOCCs), and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and nonbusiness related transactions.
2. Purpose of the Law - It aims to establish efficient service delivery, prevent graft and corruption, reduce red tape, and expedite business and non-business transactions in government. The Act also provides for rules, tools, and mechanisms designed to improve frontline service efficiency and ensure customer satisfaction.
3. The New Citizen's/Service Charter – The service information should have a comprehensive and uniform checklist of requirements; procedure to avail of the service; person/s responsible for each step; maximum time to complete the process; document/s to be presented by the customer, amount of fees to be paid, if necessary; and procedure for filing complaints.
4. Zero Contact Transaction - Except during preliminary assessment of the request and evaluation of the sufficiency of submitted requirements, no government officer or employee shall have any contact with a customer. Examples of which are physical interaction and phone conversations.
5. 3-7-20 Days Processing Time – The assigned officers or employees shall follow specific processing times for client transactions. *a. 3 Days for Simple Transactions b. 7 Days for Complex Transactions c. 20 days or Highly Technical Application*
6. Grant of Automatic Extension - An application or request shall be automatically extended if a government office or agency fails to act on it, until or until such time a decision or resolution is rendered.
7. The Anti-Red Tape Authority (ARTA) - To ensure the attainment of the objectives of the EODB EGSD Act of 2018, the Authority was established, in coordination with the Civil Service Commission (CSC) and the Ease of Doing Business and Anti-Red Tape Advisory Council, it shall conduct an information dissemination campaign in all LGUs and national government agencies (NGAs) to inform them of the EODB EGSD Act amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007.
8. Anti-Red Tape Unit in the CSC - The CSC shall maintain an anti-red tape unit in its central and all its regional offices, utilize Report Card Survey (RCS) findings for purposive and integrated government-wide human resource systems and programs toward efficient delivery of government service as contemplated in the Act; and receive, review, hear, and decide on complaints on erring government employees and officials and non-compliance with the provisions of the EODB EGSD Act of 2018.
9. Violations and People Liable - Any person who performs or causes the performance of the following acts shall be liable: *a. Refusal to accept request and/or application with complete requirements without due cause; b. Imposition of additional requirements other than those listed in the Citizen's Charter; c. Imposition of additional costs not reflected in the Citizen's Charter; d. Failure to give the applicant or requesting party a written notice on the disapproval of an application/request; e. Failure to render government services within the prescribed processing time on any application without due cause; f. Failure to attend to applicants who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break; g. Failure or refusal to issue official receipts; and h. Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.*

As enumerated above, the new Citizen/Service Charter is the listing of service information of each agency. Based on the JMC 2019 – 001 or IRR of EODB, a Citizen' Charter Handbook shall be created by each Agency that will serve as the benchmark of its clients in availing services within the bureaucracy, thus this Citizen' Charter Handbook Edition: 2022, *1st Edition of the City Government of San Pablo* was created.



Republic of the Philippines
City Government of San Pablo
City Hall Compound, San Pablo City

CITY MAYOR'S OFFICE



MESSAGE

My administration rises to the challenge of initiating meaningful change in governance as we commit to fortify the culture of accountability among all officials and employees of the City Government of San Pablo.

In compliance to Republic Act No. 9485 or the Anti-Red Tape Act of 2007, as amended by Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the City Government continuously updates its Citizens Charter that serves as an effective tool in delivering high quality, internationally standardized and transparent government services to its clientele and stakeholders.

As an LGU that has been twice-awarded with the National Seal of Good Local Governance, San Pablo City shall continue to innovate in delivering its mandate. In line with this, we also welcome feedbacks and suggestions that will inspire us to improve on our services, programs, and all dedicated activities.

As your Local Chief Executive, I encourage everyone to uphold the values enshrined in our Citizens Charter.

A handwritten signature in black ink, appearing to read "Vicente B. Amante, PhD".

VICENTE B. AMANTE, PhD
City Mayor





Republic of the Philippines
OFFICE OF THE VICE MAYOR
CITY OF SAN PABLO



MESSAGE



The City Government of San Pablo Citizen's Charter upholds the city's competence, efficiency and effectiveness of the processes in the implementation of quality services rendered to its constituents, stakeholders and customers.

The updating of the citizen's charter is one way of competing with the global milestone and benchmark for quality services that our city is esteemed to achieve.

With competent, dedicated and united employees and leaders, together we can all give our excellent services to our stakeholders and constituents at all times for the benefits of each San Pabloños.


Hon. Justin G. Colago
Vice Mayor



I. QUALITY POLICY

We, the City Government of San Pablo, the City of Seven Lakes – Premier Tourist Destination, Commerce, Light Industrial and Education hub in CALABARZON, committed to good governance and sustainable development for the delivery of quality services that will satisfy our customers, constituents and all interested stakeholders to the best of our abilities and resources.

We commit ourselves to continually improve and make all the processes easier in the management system at all times for the attainment of the ultimate goal of the government.

II. VISION

San Pablo, the City of Seven Lakes – Premier Center for Health, Education, Social Services, Tourism, Agriculture, Commerce and Technology with empowered citizenry living in a gender-responsive, resilient, safe and friendly environment under a dynamic and transparent leadership.

III. MISSION

To implement the City's gender-responsive development programs through sustainable and efficient delivery of public service in partnership with the private sector.

IV. SERVICE PLEDGE

We, the officials and employees of the City Government of San Pablo commit to:

- Assist every client and visitors with utmost courtesy and smile.
- Monitor our own ranks to ensure that services are delivered efficiently.
- Adequate care shall be accorded to Senior Citizens, pregnant women, children and Persons with Special Needs that comes our door.
- Nurture each day as a gift of opportunity to serve others.
- Trustworthiness shall be the essence of our service standards.
- Ensure happy clients by addressing service delays with explanations.

To all this we pledge and commit, keeping in mind that we are at all times accountable to the people that we serve.



OUR 15-POINT SERVICE STANDARD FOR CLIENTS

1. When we go to work, we will come in complete uniform and display our identification cards.
2. We will greet our clients with a sincere smile.
3. When you enter our office premises, we will introduce ourselves to you so that you can address us back in an appropriate manner.
4. We will attend our clients' inquiries within three (3) minutes.
5. Appropriate action will immediately follow your queries and you will be referred accordingly.
6. We will make you comfortable inside our facilities while you wait for your service request.
7. Express/special lanes are provided for Senior Citizens, pregnant women and People With Disabilities.
8. We will teach the clients, needed requirements that can expedite their service request.
9. We will promptly return your denied request and explain to you the reason for such, which in turn will allow us to reprocess it.
10. Our service stations will be properly labeled that will include our organizational chart and service flow chart.
11. Directional signs will be displayed conspicuously as guide so that you can establish familiarity with our work place.
12. Public Assistance Complaints Desk (PACD) is at your service in strategic locations.
13. An information and hotline service is available 24/7 for anyone who has queries.
14. No noon-break policy is followed and we are to serve beyond office hours if needed.
15. A satisfied client is our happiness in the government service.



REDRESS AND FEEDBACK MECHANISM

We, at the City Government of San Pablo, as public servants, have pledged to perform our duties and responsibilities with utmost honesty, respect, diligence and courtesy. It is our desire to provide client service with outmost standards, from the moment you come into our office until you have secured your needs.

If, at any time during the course of your business transactions, you feel that you have not been served accordingly, please feel free to take the necessary course of actions as follows:

- 1) Approach the Officer-in-Charge at the Public Assistance Complaints Desk (PACD) situated at the lobby of the One Stop Processing Center or at the 2nd Floor Lobby of the New Governance Building for verbal complaints/queries.
- 2) File a written formal complaint addressed to:

**The City Human Resource Management Officer
Office of the City Human Resource Management Office
HR Building, City Hall Cmpd. Trese Martirez St. San Pablo City 4000**

or drop the complaint in the Complaint/Survey Drop Box located at the One Stop Processing Center or in any various offices in the city.

- 3) Accomplish the Client Feedback Form to be given to you by employees in each office from which you transacted business.
- 4) Accomplish the Evaluation Form and write down your comments and suggestions aimed at improving further our services.

In the course of our duty, some areas may be needing improvement, and we intend on a continuing basis to give better quality service. In connection with these, you are encouraged to put in your comments, suggestions, and remarks aimed at improving policies and guidelines, service procedures, knowledge, skills and attitudes of our employees.

The Evaluation Form will help us monitor the performance of each employee within the agency. Kindly drop the accomplished form at the Survey Drop Box located in the lobby/entrance of each office.

Do trust us that every comment/complaint/evaluation will be confidential in nature. But in the event that you decide to leave a contact number or name and address, expect an immediate response from the office concerned within 5-10 days of receipt of complaints/comments, depending on the gravity of offense or misconduct in the course of duty of our employees/officials.

Lastly, if we had served you well; a commendation or papuri for our employees will be appreciated as this will serve as an inspiration to each Lingkod Bayan to continually perform our duties to the highest level of standards.

It is an honor on our part to be of service to you, and THANK YOU for always helping us improve the quality of our services.



INSTITUTED MEASURES TO IMPELEMENT THE ANTI-RED TAPE LAW

- I. Public Assistance Complaints Desk (PACD) were set up at the following accessible places:
 1. One Stop Processing Center
 2. Lobby Area 2nd Floor, New Governance Bldg.
 3. Lobby Area, 2nd Floor, San Pablo City Shopping Mall and Public Market
 4. Lobby Area, Ground Floor, Old Capitol Bldg. (near entrance of City Treasurer Office)
 5. Lobby Area, Ground Floor, CCR Building
- II. Complaint/s and Feedback shall be submitted as soon as they are received by the Complaint Officer to the City Government Disciplinary Committee (CGDC) for investigation and study of the complaint.
- III. CGDC shall recommend an appropriate action and be indorsed to the Office of the City Mayor for the ORDER and implementation of the decision.
- IV. Action taken by the City Mayor shall be given or furnished to the complainant/s and the Civil Service Commission. The same shall also be forwarded to the Office of the Ombudsman if necessary or as mandated under the law.

The COMPLAINT SHEET and ACTION FORM available at the Public Assistance Complaints Desk (PACD) shall be accomplished in triplicate copies.

- V. For your complaints, suggestions or recommendation you may also send it to the following:

8888 Citizens' Complaint Center

Address: J. P. Laurel St. San Miguel, Manila

Email Address: 8888complaint@op.gov.ph

Telephone No.: Dial 8888

For admin concern: 8249-8310

CSC Contact Center ng Bayan (CCB)

Mobile Short Message System: 0908-8816565

Email: email@contactcenterngbayan.gov.ph

Website: www.contactcenterngbayan.gov.ph

Facebook: <https://www.facebook.com/civilservicegovph>

CSC Hotline: 8932-0111

Contact Information of ARTA

PLDT 1-ARTA (12782)

(02) 8246-7940

SMART 0920-925-3078

0998-856-8338

Email: complaints@arta.gov.ph

Email: info@arta.gov.ph



Republic of the Philippines
CITY GOVERNMENT OF SAN PABLO
QUALITY MANAGEMENT SYSTEM OFFICE

Client Feedback Form

Name of Client/Pangalan ng kliyente(Optional) _____
E-mail Address: _____
Contact No:(Optional) _____
Transaction Date/Petsa ng Transaksyon: _____ Time/Oras: _____
Name of Employee/Pangalan ng Empleyado (Optional) _____
Service Availed/Serbisyong Natanggap: _____

Please put an (X) to your answer./Mangyaring lagyan po ng ekis (X) ang inyong sagot.

Quality of Service/Kalidad ng Serbisyo	
Courteousness/ Pagiging Magalang	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor
Promptness/Bilis ng Serbisyo	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor
Knowledge and Ability/Kaalaman at kakayahan sa Pagbibigay Serdisyos	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor
Facilities/Mga Kagamitan sa Pagtanggap	
Comfort/ Kaginhawahan	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor
Cleanliness/ Kalinisan	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor
Sufficiency/Sapat (Pasilidad/ Kagamitan)	(5) Excellent (4) Very Satisfactory (3) Satisfactory (2) Unsatisfactory (1) Poor

Other Comments, Inputs and Suggestions/Iba pang Kuru-kuro:

Important Reminder: The contents shall be kept confidential and shall be for internal use/evaluation only. Mahalagang Paalala: Ang nilalaman ng kasulatang ito ay pananatilihing lihim o gagamitin lamang ng kinauukulan sa pagsukat o pagtimbang ng serbisyon natanggap.



Republic of the Philippines
CITY GOVERNMENT OF SAN PABLO
San Pablo City

COMPLAINT/ COMMENT SHEET

Date:

Control No.

Complaint/Comment: (Please use separate sheet if space provided is inadequate)

Signature over Printed Name of the Complainant

Address of the Complainant

Contact Number(s)

Against:	Date Received: _____ Time Received: _____	Received by Complaint Officer: _____ Signature over Printed Name _____ Office	REMARKS
Name of Employee/s _____ Office			

SOCIAL DEVELOPMENT SECTOR

1) Issuance of Sanitary Permit for Food and Non-Food Establishments

Pursuant to The Code on Sanitation of the Philippines (P.D. 856 Chapter III, Section 14a) and Revised Revenue Code of the City of San Pablo (Local Ordinance No. 2012-40)



Office or Division	City Health Office
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Owner, Manager, or Operator of any business establishments.
CHECKLIST OF REQUIREMENTS	
1. A duly accomplished Unified Clearance Form.	BPLO, One Stop Processing Center
2. Barangay Business Permit	Barangay Hall
3. For those applying for renewal of Sanitary Permit, previously issued Mayor's Permit	
4. Additional Requirements: a. Drugstore/ Pharmacy Distributor – License to Operate From BFAD b. Clinical Laboratories – License to Operate from BFAD	Bureau of Food and Drugs
c. Funeral Parlor 1. Embalmer's Certificate 2. Memorandum of Agreement for Funeral Parlors without embalming facilities.	Department of Health
d. Massage Parlor/ Spa – Massage therapist certificate	Department of Health TESDA
e. Poso Negro Excavator – Clearance from LLDA, ECC or CNC from DENR	Department of Environment and Natural Resources
f. Poultry/Piggery 1. Barangay Clearance 2. Zoning Certificate 3. CENRO Clearance	Barangay Hall Zoning Division, One Stop Processing Center CENRO, One Stop Processing Center
g. Memorial Park/Cemetery – DOH Initial/Operational Clearances	Department of Health IV-A

h.Water Refilling Station 1. Operational Permit from DOH IV-A 1a. Plans and specification of refilling station 1b. Result of complete water analysis 1c. HACCP 1d. Engineering report 1e. Certificate of training of owner/operator 1g. Health certificate of personnel 1h. Water Safety Plan 1i. Certificate of Potability		Department of Health IV-A Licensed Private Sanitary Engineer DOH accredited Water Testing Laboratory Licensed Private Sanitary Engineer UP College of Public Health City Health Office Licensed Private Sanitary Engineer City Health Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at window no. 1 or 2	1. Receive and evaluate the required documents.	None		2 minutes	<i>Sanitation Inspector II - City Health Office</i>
a. for new applicants, submit the accomplished Unified Clearance Form and Barangay Business Permit to the Sanitation Inspector for evaluation. b. For those applying for renewal of Sanitary Permit, present previously issued Mayor's Permit and Barangay Business Permit.	1.1. Process the request and issue the Sanitary Permit *Payment for Sanitary Permit integrated in the Business Permit	58.00	Local Ordinance 2012-40	3 minutes	<i>Sanitation Inspector II - City Health Office</i>
TOTAL		58.00		5 minutes	

2) Issuance of Health Certification for Workers of Business Establishments

Pursuant to The Code on Sanitation of the Philippines (P.D. 856 Chapter III, Section 15) and Revised Revenue Code of the City of San Pablo (Local Ordinance No. 2012-40)



Office or Division	City Health Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Workers of food and non-food business establishments					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. For food establishments, valid fecalysis result (basic requirements for all food handlers) and in addition any of the following as may be required by individual food establishments: valid results of hematology, urinalysis, chest x-ray, drug test.			DOH accredited diagnostic laboratory			
2.1 x 1 identification picture						
3. Community Tax Certificate for the current year			One Stop Processing Center			
4. Identification Card						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip and submit requirements for checking and review at window no. 1 or 2		1. Receive the required documents and check for completeness 1.1 Record client's vital signs	None		2 minutes	Nursing Attendant I - City Health Office

	1.2 Start the clerical processing of the request *If the applicant is a food handler who have not yet attended a Food Handler Orientation, he will be given a schedule to attend and health certificate (Yellow) will be released after the orientation.	None		3 minutes	Sanitation Inspector II - City Health Office
	1.3 Evaluate laboratory results	None		5 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
2. Wait for your name to be called, then pay the required fee	2. Receive payment, issue official receipt and release Health Certificate (yellow for food handlers and green for non-food handlers)	50.00	Local Ordinance 2012-40	3 minutes	Administrative Aide IV - City Health Office
TOTAL		50.00		13 minutes	

3) Issuance of Medical Certificates for Employment, On-the-job-training, Loans, Scholarships, School Entrants

As required by employers, schools and financial institutions. Fees collected is pursuant to Revised Revenue Code of the City of San Pablo (Local Ordinance No. 2012-40)



Office or Division	City Health Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Applicants for employment, on-the-job-training, loans, scholarships, school entrants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card		
2. Specific laboratory exam results as follows: 2.1. For Local Employment: Basic: Complete Blood Count, Urinalysis, Chest X-ray, Fecalysis 2.2. For government employee: Complete Blood Count, Urinalysis, Blood typing, Neuropsychiatric exam whenever necessary to plantilla item 2.3. For On-the-Job-Training: Food establishment: chest x-ray and fecalysis Non-food establishment: chest x-ray 2.4. For scholarship/school entrants: Chest x-ray whenever necessary 2.5. For loans: Urinalysis		Any DOH accredited laboratory facility

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for checking and review at window no. 1 or 2	1. Receive the required documents and check for completeness 1.1 Record the client's general data and vital signs	None		3 minutes	Nursing Attendant I - City Health Office

2. Proceed to window no. 3 for interview, physical examination and evaluation of laboratory results.	2. Conduct physical examination, evaluation, and interview. If found to be unfit client may follow Medical Officer's further instruction or treatment and after which, may reapply and go back to step #1	None		5 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
3. Wait for your name to be called, then pay the required fee	3. Receive payment, issue official receipt and release Medical Certificate	50.00	Local Ordinance 2012-40	2 minutes	Administrative Aide IV - City Health Office
TOTAL		50.00		10 minutes	

4) Issuance of Medical Certificate for Tricycle Drivers (Tricycle Franchise)

Pursuant to Local Ordinance No. 2011-01 (The 2011 Revised Comprehensive Traffic Code of the City of San Pablo, and Creating a Comprehensive and Integrated Traffic Management System/Traffic Assessment Plan in the City of San Pablo)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Tricycle Drivers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Driver's License			Land Transportation Office		
2. Unified Clearance			One Stop Processing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill out and submit request form at window no. 1 or 2.	1. Receive the complete requirements then take and record client's vital signs 1.1 Record client's information and control number 1.2 Evaluate client's vital signs If found to be unfit client may follow Medical Officer's further instruction or treatment and after which, may reapply and go back to step #1	None		7 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office, Nursing Attendant I - City Health Office, Sanitation Inspector II - City Health Office
2. Wait for your name to be called	2. Release signed Unified Clearance Form	None		2 minutes	Sanitation Inspector II - City Health Office
	TOTAL	0.00		9 minutes	



5) Issuance of Medical Certificate for Leave of Absence

As required by private employers and pursuant to CSC MC No. 41, s. 1998

Office or Division	City Health Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Government Employees and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Consultation within the first three days of illness	City Health Office
2. Laboratory test result (if available)	DOH Accredited Diagnostic laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at window no. 1 or 2 and present requirement	1. Receive requirement, retrieve medical record, then take and record client's vital signs	None		3 minutes	Nursing Attendant I - City Health Office

2. Proceed to window no. 3 for interview and assessment	2. Conduct interview and assessment then issue medical certificate *For Government Employees, GSIS Form No. 41 will be used and for General Public the General Medical Certificate Form will be used.	None		5 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
3. Wait for your name to be called, then pay the required fee	3. Receive payment, issue official receipt and release Medical Certificate	50.00	Local Ordinance 2012-40	2 minutes	Administrative Aide IV - City Health Office
TOTAL		50.00		10 minutes	

6) Issuance of Medical Certificates for Persons with Disabilities (PWDs)

Pursuant to National Council on Disability Affairs Administrative Order No. 001, s. 2008



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Persons with Disabilities and/or their relatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Philippine Registry Form for Persons with Disabilities Form			Office of the Social and Welfare Development		
2. Certification from a Specialist if the disability is uncertain (e.g. Psychiatrist for Psychosocial Disability)			Licensed Specialist		
3. Proof of the disability if client is unable to report for physical examination and assessment					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
1. Present the form issued by OSWD and fill out request form at window no. 1 or 2		1. Record the client's general data and vital signs	None		3 minutes
2. Proceed to window no. 3 for interview, physical examination and assessment		2. Conduct interview, physical examination and assessment then issue Medical Certificate	None		5 minutes

3. Wait for your name to be called	3. Record, place dry seal and release the Certificate	None		2 minutes	Administrative Aide IV - City Health Office
	TOTAL	0.00		10 minutes	



7) Issuance of Health Certification for Entertainers of Entertainment Establishments

Pursuant to The Code on Sanitation of the Philippines (P.D. 856 Chapter XI, Section 57.b.1.) and Local Ordinance No. 2006-35 (Codified as of March 30, 2011), Section 7.e

Office or Division	City Health Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Entertainers and Entertainment Establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance	Barangay Hall
2. Community Tax Certificate for the current year	One Stop Processing Center
3. Valid laboratory exam results: (within 2 weeks) urinalysis, fecalysis, sputum exam and (within a year) chest x-ray	Any DOH Accredited Laboratory Facility
4. Two pieces 1 x 1 and two pieces 2 x 2 ID pictures	
5. Dental Clearance (for new applicants only)	City Health Office - Extension
6. Authenticated Birth Certificate (for applicants whose age-range cannot be determined)	Philippine Statistics Authority

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

1. Present requirements and fill out request form at window no. 1 or 2	1. Record the client's general data and vital signs 1.1 Check and review the submitted requirements, if complete, start the clerical processing of Health Certificate and White Card 1.2 Evaluate laboratory results *If cleared, the schedule of smear is given, otherwise, client needs to comply with additional requirements or complete deficiencies and re-apply.	None		11 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office, Nursing Attendant I - City Health Office, Sanitation Inspector II - City Health Office</i>
2. Wait for your name to be called, then pay the required fees	2. Receive payment, issue official receipt and release Health Certificate (pink)	200.00	Local Ordinance 2012-40	2 minutes	<i>Administrative Aide IV - City Health Office</i>
TOTAL		200.00		13 minutes	

8) Regular Follow-up and Physical Examination of Entertainers of Entertainment Establishments

Pursuant to Local Ordinance No. 2006-35 (Codified as of March 30, 2011), Section 11.g



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Entertainers of Entertainment Establishments				

2. Proceed to examination area	2. Conduct physical examination and smear procedure Note: Examination results are released the following Monday after the smear procedure	None		10 minutes	Midwife III - City Health Office
3. On Monday after the smear procedure, attend post-examination counseling session at table no. 1	3. Conduct post-examination session on STI and HIV, give final instructions on follow-up and issue medicines if applicable	None		5 minutes	Midwife III - City Health Office
TOTAL		0.00		30 minutes	



9) Human Immunodeficiency Virus (HIV) Counseling and Testing

Pursuant to Republic Act 8504 (The Philippine AIDS Prevention and Control Act of 1998) and DOH Administrative Order No. 2017-0019 (Policies and Guidelines in the Conduct of Human Immunodeficiency Virus (HIV) Testing Services (HTS) in Health Facilities

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Personal appearance of client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Register at cubicle no. 1, after interview and extraction proceed to the waiting area	1. Perform initial client interview, record vital signs, identify patient code (to ensure confidentiality) and conduct pre HIV test counseling *Before blood extraction client will be ask to sign a consent form to conduct the HIV test 1.1 Perform blood extraction for Rapid HIV Diagnostic test and forward result to HIV counselor	None		45 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office, Medical Technologist III - City Health Office, Medical Technologist II - City Health Office, Midwife III - City Health Office</i>
2. Wait for your code to be called and proceed to cubicle no. 3 (counseling room)	2. Release test result and conduct post HIV test counseling and health education *If result is reactive, specimen will be sent for confirmatory testing, client will be referred to HIV Physician for further evaluation and management **If non-reactive will be advised to go home or come back if within window period	None		15 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office, Midwife III - City Health Office</i>
FOR HIV REACTIVE CLIENT 3. Proceed to cubicle no. 2 (consultation room) for case evaluation and management	3. Conduct interview, physical examination, health education with emphasis on importance of adherence to treatment, advise to undergo baseline laboratory tests then prescribe prophylactic medicines and antiretroviral therapy (ART).	None		30 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office</i>

4. Proceed to cubicle no. 3 for issuance of prescribed medicines and filling out of forms	4. Issue prescribed medicines, give instructions on drug intake, prepare required forms, provide health education and give reminder on of follow-up schedule	None		1 hour	Midwife III - City Health Office
		TOTAL	0.00		2 hours 30 minutes

10) Consultation and Treatment of other Sexually Transmitted infections (STI)

Pursuant to Republic Act 8504 (The Philippine AIDS Prevention and Control Act of 1998) and Local Ordinance No. 2006-35 (Codified as of March 30, 2011)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal appearance of client with symptoms of Sexually Transmitted Infection (STI)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at table no. 1, after interview proceed to the waiting area	1. Conduct initial client interview and record vital signs *Before performing the examination, minors will be asked to sign a consent form or consent from the accompanying parent/guardian	None		10 minutes	Midwife III - City Health Office

2. Wait for your name to be called and proceed to the examination room	2. Perform examination, genital smear and specimen collection *Collected specimen will be forwarded to Medical Technologist 2.1 Examine the collected specimen	None		55 minutes	<i>Medical Technologist III - City Health Office, Medical Technologist II - City Health Office, Midwife III - City Health Office</i>
3. Wait for your turn to be called and proceed to table no. 1	3. Release result and conduct health education *If result is positive for STI or negative but symptomatic, client will be referred to the STI, HIV & AIDS Physician	None		10 minutes	<i>Midwife III - City Health Office</i>
FOR STI POSITIVE OR NEGATIVE BUT SYMPTOMATIC CLIENTS 4. Proceed to consultation room for case evaluation and management	4. Conduct interview, physical examination, health education, treatment and issue prescription	None		10 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office</i>
5. Return to table no. 1 for issuance of prescribed medicines	5. Issue prescribed medicines, give instructions on drug intake, and schedule	None		10 minutes	<i>Midwife III - City Health Office</i>
TOTAL		0.00		1 hour 35 minutes	

11) Issuance of Medical Certificates for BJMP Detention

Pursuant to PNP Operational Procedures, March 2010, Section 10 (Medical Examination of Arrested Person/Suspect)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Suspects under PNP Custody				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. PNP request for Physical Examination			Philippine National Police		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at window no. 1 or 2.	1. Record the client's general data and vital signs	None		3 minutes	Nursing Attendant I - City Health Office
2. Proceed to window no. 3 and submit PNP request and record to the Medical Officer	2. Conduct physical examination and process Medical Certificate *The anatomical sketch and PNP request will then be forwarded to the Administrative Division of the City Health Office for recording and safekeeping	None		5 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office

3. Wait for your name to be called	3. Release the Medical Certificate after placing dry seal	None		1 minute	Administrative Aide IV - City Health Office
	TOTAL	0.00		9 minutes	

12) Online Counseling and Screening of Drug Dependents on Probationary Status

As requested by Regional or Municipal Trial Courts and pursuant to DDB Board Regulation No. 2, Series of 2006



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Drug Dependent Individuals on Probationary Status				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Court order	Regional Trial Court/Municipal Trial Court				
2. Confirmed schedule for online counseling and screening	City Health Office				
3. Latest drug test result	DOH accredited laboratory facility				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at window no. 1 or 2, then confirm schedule for online counseling and screening	1. Check requirements and give client's schedule for online counseling and screening	None		3 minutes	Midwife II - City Health Office

2. On given schedule, attend the online counseling and screening	2. Conduct online psychosocial assessment and Alcohol, Smoking and Substance Involvement Screening Test (ASSIST) *Upon assessment, low to moderate risk drug dependents will be issued certificate to be forwarded to the requesting Court. If high risk, clients will be referred to a Dangerous Drug Board accredited Physician for Drug Dependency Examination then for referral to a drug rehabilitation facility. ** A copy of the Assessment Certification will be forwarded to the requesting court.	None		30 minutes	Midwife II - City Health Office
TOTAL		0.00		33 minutes	

13) Referral of Drug Dependents for Community Based Rehabilitation Program (CBDRP) or Drug Rehabilitation Facility



Pursuant to DDB Board Regulation No. 2, Series of 2006

Office or Division	City Health Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Drug Dependent Individuals for referral to CBDRP or Drug Rehabilitation Facility

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Referral letter from Barangay Chairman or City Social Welfare and Development Officer (CSWDO) or Private Employer		Office of the Barangay Chairman or City Social Welfare and Development Office or Private Company
2. Latest drug test result		DOH accredited diagnostic laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at window no. 1 or 2, then confirm schedule for face to face counseling and Alcohol, Smoking and Substance Involvement Screening Test (ASSIST)	1. Validate referral letter and give client's schedule for face to face counseling and ASSIST	None		3 minutes	Midwife II - City Health Office

2. On given schedule, attend face to face counseling and ASSIST.	2. Conduct face to face counseling and ASSIST *Upon assessment, low risk drug dependents will be given brief general intervention; moderate risk drug dependents will be enrolled to CBDRP; and high risk drug dependents will be referred to a Dangerous Drug Board accredited Physician for Drug Dependency Examination then for referral to a drug rehabilitation facility. ** A copy of the Assessment Certification will be furnished to the requesting party.	None		30 minutes	Midwife II - City Health Office
	TOTAL	0.00		33 minutes	

14) Certification and Physical Examination for Gender

Pursuant to Philippine Statistics Authority Administrative Order No. 1, Series of 2012, Rules and Regulations
Governing the Implementation of Republic Act. No. 10172



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Minors need to be accompanied by parent or guardian					
2. Requirement slip from Local Civil Registrar's Office			Local Civil Registrar's Office		
3. Identification Card					
4. Letter of Consent					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
1. Present requirement slip from LCR and letter of consent at window no. 1 or 2		1. Check and review documents presented	None		2 minutes
2. Proceed to window no. 3 for interview and physical examination		2. Conduct interview and physical examination then issue certification	None		5 minutes

3. Wait for your name to be called and pay the required fee	3. Issue official receipt then record, place dry seal, and release certificate	50.00		3 minutes	Administrative Aide IV - City Health Office
	TOTAL	50.00		10 minutes	



15) Certification and Physical Examination for Physical Injuries

As requested by Philippine National Police or Office of City Social Welfare and Development Officer and pursuant to Revised PNP Operational Procedures 2013 (Rule 33. Investigation of Violence Against Women and their Children (VAWC) and other Cases of Child Abuse)

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. OSWD or PNP request for physical examination Minors need to be accompanied by parent/guardian			OSWD or PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSWD/PNP request at window no. 1 or 2	1. Check the requirement and record client's vital signs	None		3 minutes	Nursing Attendant I - City Health Office

2. Proceed to window no. 3 for physical examination	2. Conduct physical examination, manage/treat injuries and issue certification *A referral slip is issued in case the client needs to be evaluated in another health facility. Proceed to the indicated health facility accordingly.	None		5 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
3. Wait for your name to be called	3. Record, place dry seal and release the Certificate *Client will be asked to photocopy the certification (4 copies). For recordkeeping, original copy will be retained at CHO-Main *Client will be asked to photocopy the certification (4 copies). For recordkeeping, original copy will be retained at CHO-Main.	None		5 minutes	Assistant Statistician - City Health Office
TOTAL	0.00			13 minutes	



16) Certification and Physical Examination for Sexual Abuse

As requested by Philippine National Police or Office of City Social Welfare and Development Officer and pursuant to Revised PNP Operational Procedures 2013 (Rule 33. Investigation of Violence Against Women and their Children (VAWC) and other Cases of Child Abuse)

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Alleged Sexual Abuse Victim				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. OSWD or PNP request for physical examination. Minors need to be accompanied by parent/guardian	OSWD or PNP				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR MINORS (BELOW 18 YEARS OLD) 1. Proceed to City Health Extension Office in Brgy. San Jose, San Pablo City and present request for physical examination	1. Review presented document and record client's general data and vital signs 1.1 Conduct interview and physical examination 1.2 Issue certification	None		1 hour 30 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office

2. Proceed to City Health Office-Main and present the Certification at window no. 1 or 2	2. Record, place dry seal and release the certificate *Client will be asked to photocopy the certification (13 copies). For recordkeeping, original copy will be retained at CHO-Main	None		10 minutes	<i>Assistant Statistician - City Health Office</i>
B. FOR ALLEGED VICTIMS 18 YEARS OLD AND ABOVE 1. Proceed to City Health Extension Office in Brgy. San Jose, San Pablo City and present request for physical examination	1. Review presented document and record client's general data and vital signs 1.1 Conduct interview and physical examination 1.2 Issue certification	None		30 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office</i>
2. Proceed to City Health Office-Main and present the Certification at window no. 1 or 2	2. Record, place dry seal and release the certificate *Client will be asked to photocopy the certification (13 copies). For recordkeeping, original copy will be retained at CHO-Main	None		10 minutes	<i>Assistant Statistician - City Health Office</i>
TOTAL		0.00		2 hours 20 minutes	

17) Issuance to Permit to Construct or Burial Sketch in City Cemetery (M. Leonor St.)

Pursuant to Local Ordinance No. 55 s. 1992



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Applicant or his representative must have knowledge of ownership and exact location of proposed burial site.			City Cemetery (M. Leonor St.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Permit to Construct or Burial Sketch at the front desk	1. Conduct interview and review record of burial site 1.1 Survey and inspect proposed burial site 1.2 Issue Permit to Construct or Burial Sketch *The permit issued is subject to the approval of the City Mayor	None		15 minutes	<i>Special Operations Officer III - City Health Office</i>
TOTAL		0.00		15 minutes	

18) Issuance of Burial Authorization for Burial Permit (Indigent) In Himlayang San Pableña (Brgy. Del Remedio)

Pursuant to Local Ordinance No. 29 s. 1993



Office or Division	City Health Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Applicant must have knowledge of personal data of deceased and information on interment such as funeral service, date and time.						
2. Written request or Certification of Indigency for exemption from payment of digging fee due to indigency issued by the Barangay Chairman (residence of the deceased).			Barangay Hall			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request/certification of indigency of the Barangay Chairman for digging fee exemption at window no. 1 or 2		1. Verify the required document and provide endorsement letter signed by the City Health Officer	None		5 minutes	Administrative Aide IV - City Health Office

2. Proceed to One Stop Processing Center (Window No. 6), present the request and endorsement letters for approval of the City Mayor or his representative	2. Agency Actions c/o CMO	None			Supervising Administrative Officer - City Mayor's Office - Records and Administrative Division
3. Return to window no. 1 or 2 at CHO-Main and submit the approved request	3. Release Burial Authorization	None		3 minutes	Administrative Aide IV - City Health Office
	TOTAL	0.00		8 minutes	



19) Issuance of Death Certificate for Deaths without Medical Attendance (i.e. Died without an Attending Physician)

Pursuant to The Code on Sanitation of the Philippines (P.D. 856, Chapter XXI. Disposal of Dead Persons, Section 4. Burial Requirements) and Medical Certification of Death, DOH Death Registration: Legal Mandates, Rules and Procedures

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Applicant, preferably a next-of-kin or close relative, must have knowledge of the personal data of the deceased as well as the circumstances leading to the death.			City Health Office		
2. Certification of Licensed Embalmer at the back of Death Certificate Form			Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip for Certification of Death at window no. 1 or 2	1. Conduct an initial interview and check for the certification of the licensed embalmer at the back of the Death Certificate Form	None		2 minutes	Nursing Attendant I - City Health Office

2. Proceed to window no. 3	2. Conduct interview as to the circumstances of death to be noted on the request slip *Immediate burial will be advised if the deceased had history of COVID-19 related signs and symptoms 2.1. The Medical Officer will forward the Death Certificate to the Administrative Division for clerical processing	None		8 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
3. Wait for your name to be called	3. Release the Death Certificate	None		1 minute	Nursing Attendant I - City Health Office
	TOTAL	0.00		11 minutes	

20) Issuance of Death Certificate for Deaths with Medical Attendance (i.e. Died with Attending Physician)

Pursuant to The Code on Sanitation of the Philippines (P.D. 856, Chapter XXI. Disposal of Dead Persons, Section 4. Burial Requirements) and Medical Certification of Death, DOH Death Registration: Legal Mandates, Rules and Procedures



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. An accomplished Death Certificate form duly signed by the attending physician.			Accredited Hospital where the Physician is affiliated		
2. Certification of Licensed Embalmer at the back of Death Certificate Form			Funeral Parlor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip for Certification of Death at window no. 1 or 2.	1. Check for the certification of a licensed embalmer at the back of the Death Certificate Form	None		2 minutes	Nursing Attendant I - City Health Office

2. Wait for your name to be called, then proceed to window no. 3	2. Review, sign and release the Death Certificate	None		2 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
		TOTAL	0.00		4 minutes

21) Issuance of Exhumation Permit

Pursuant to The Code on Sanitation of the Philippines (P.D. 856, Chapter XXI. Disposal of Dead Persons, Section 5. Disinterment or Exhumation Requirements)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Burial Sketch if buried at City Cemetery			City Cemetery (P. Aglipay St.)		
2. Copy of Death Certificate Note: Period of burial should not be less than 3 years for non-communicable diseases caused of death, and not less than 5 years for communicable diseases caused of death.			Local Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Burial Sketch and copy of Death Certificate at window no. 1 or 2 for verification and assessment	1. Verify and assess documents submitted *Once verified, client will be directed to pay exhumation fees at the Local Civil Registrar's Office (ABC Bldg. City Hall Compound)	None		3 minutes	<i>Sanitation Inspector II - City Health Office</i>

2. Go back to window no. 1 or 2 at City Health Office and present the official receipt, then wait for your name to be called	2. Process request and issue Exhumation Permit	None		5 minutes	<i>Sanitation Inspector II - City Health Office</i>
	TOTAL	0.00		8 minutes	



22) Postmortem Medicolegal Examination

Pursuant to The Code on Sanitation of the Philippines (P.D. 856, Chapter XXI. Disposal of Dead Persons, Section 13. Autopsy and Dissection of Remains)

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. PNP request for postmortem examination			PNP		
2. Informant who have knowledge of the personal data of the deceased and of the alleged circumstances of death					
3. Death Certificate Form			LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Funeral service provider or victim's family or concerned authority informs the City Health Officer or his designated Medical Officer of need for postmortem medico legal services.	1. Conduct post mortem medico legal examination assisted by an embalmer	None		30 minutes	Assistant City Health Officer - CGADH I - City Health Office

PNP request for medico legal examination is received by the Medical Officer at the City Health Office during office hours and proceeds to the Funeral Home.	*The responding Medical Officer prepares and submits Postmortem Examination Report to CHO Administrative Division	None		30 minutes	<i>Assistant City Health Officer - CGADH I - City Health Office</i>
2. Informant proceeds to window no. 1 or 2 of the City Health Office the next working day after the postmortem examination	2. Prepare and accomplish Death Certificate form and release for embalmer's signature *Client will be directed to proceed to LCR for registration of death certificate after the signature of embalmer.	None		20 minutes	<i>Assistant Statistician - City Health Office</i>
3. Go back to window no. 1 or 2, give copies of registered death certificate and accomplish request form addressed to the City Health Officer for certified photocopy of Postmortem Examination Report	3. Provide the PNP Station with copies of the registered Death Certificate and Postmortem Examination Report and process the request for certification *On approval of the City Health Officer, client will be asked to photocopy the Postmortem Examination Report. For recordkeeping, original copy will be retained at CHO-Main.	None		10 minutes	<i>Assistant Statistician - City Health Office</i>
4. Wait for your name to be called, then pay the required fee	4. Issue official receipt and release the Certified Photocopy of Postmortem Examination Report	50.00	Local Ordinance 2012-40	2 minutes	<i>Administrative Aide I - City Health Office</i>
TOTAL		50.00		1 hour 32 minutes	

23) Consultation and Treatment (Primary Health Care)

Pursuant to Section 16 of Republic Act. No. 7160 and Section 15, Article II of 1987 Constitution



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Personal appearance of the client					
Laboratory test results (if available)	DOH accredited diagnostic laboratory				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front desk, if new client, provide data for registration. If returning client, provide data necessary for the retrieval of previous record	1. Record client's general data and vital signs then fill out Individual Treatment Record (ITR)	None		10 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office

2. Proceed to consultation area	2. Conduct consultation, evaluation, diagnosis and treatment *If prescribed medication is available, client will be given medicines and instruction on its intake	None		20 minutes	Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office
3. Proceed to Medicine Dispensing area	3. Dispense medicines and give instruction on drug intake	None		5 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office
TOTAL		0.00		35 minutes	

24) Family Planning (FP) Services

Pursuant to Republic Act. No. 10354 (The Responsible Parenthood and Reproductive Health Act of 2012)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All women of reproductive age (15-49 years old)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal appearance of the client					
Any Family Planning record (if available)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front desk, if new client, provide data for registration. If returning client, provide data necessary for the retrieval of previous record	1. Record client's general data and vital signs, conduct interview and assessment then fill out Individual Treatment Record (ITR) and Family Planning Form 1	None		10 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office

2. Proceed to counseling area then choose the preferred family planning method	2. Conduct counseling on different family planning methods available 2.1 If client suits to the method of choice, provide health teaching, give reminder on next check-up schedule and/or supply of FP commodities, otherwise, counsel the client for other options	None		20 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office
	TOTAL	0.00		30 minutes	

25) Child's Immunization (National Immunization Program)

Pursuant to Republic Act. No. 10152 (Mandatory Infants and Children Health Immunization Act of 2011)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Children 0-15 months old (well baby)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal appearance of client (well-baby)					
Baby book/Immunization record (if available)			Rural Health Units/Barangay Health Stations/Private clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front desk, if new client, provide data for registration. If returning client, provide data necessary for the retrieval of previous record	1. Conduct physical assessment, record client's general data, weight and other vital signs, conduct parent/guardian interview then fill out Individual Treatment Record (ITR) and Immunization Card	None		10 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office

2. Proceed to vaccination area	2. Administer appropriate vaccine, update client's record, provide health teaching, remind on follow-up schedule, give instructions on prescribed medicines if any, then return the updated immunization card to parent/guardian	None		20 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office
TOTAL	0.00			30 minutes	

26) Prenatal and Postnatal Consultation

Pursuant to Section 12, Article II of the 1987 Philippine Constitution



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Pregnant and Postpartum Women				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal appearance of client					
Mother-Baby Book (if available)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front desk, if new client, provide data for registration. If returning client, present the issued Mother-Baby Book or provide data necessary for the retrieval of previous record	1. Record client's general data and vital signs, conduct interview then fill out Individual Treatment Record (ITR) and Mother-Baby Book. If returning client, retrieve and update record	None		10 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office

2. Wait for your name to be called then proceed to examination/ counseling area	2. For Pre Natal: Examine patient (fetal heart tone, fundic height, etc), provide health education including discussion of Birth Plan, if applicable administer tetanus toxoid vaccine and give ferrous sulfate, then advise client of next visit. For Post Natal: Examine patient, provide counseling on Breast Feeding and Family Planning, give ferrous sulfate and Vitamin A, then advise client of next visit	None		20 minutes	<i>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</i>
TOTAL	0.00			30 minutes	

27) Access to Medicines for Hypertension under Philippine Package of Essential Noncommunicable Disease Interventions (Phil PEN)



Pursuant to DOH Administrative Order No. 2011-0003 (National Policy on Strengthening the Prevention and Control of Chronic Lifestyle Related Non Communicable Diseases)

Office or Division	City Health Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Personal appearance of client (20 years old and above)								
Laboratory test result (if available)			DOH accredited diagnostic laboratory					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

<p>1. For new clients with no prior consultation or prescription, register at the front desk for personal data and vital signs taking and recording. Or, if new client but had prior consultation from private physician and/or with prescription, present prescription and provide personal data, then proceed to step no.2 for screening and enrollment</p>	<p>1. Conduct interview, record client's general data and vital signs, provide teaching on healthy lifestyle modification then advise to monitor BP for 5 days</p>	<p>None</p>		<p>5 minutes</p>	<p>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</p>
<p>2. Proceed to front desk after 5 days of consistently high BP (>140/90)</p>	<p>2. Conduct screening, accomplish Risk Assessment Form (Phil Pen Protocol), enroll client to HPN Registry and refer to Medical Officer</p>	<p>None</p>		<p>15 minutes</p>	<p>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</p>
<p>3. Proceed to consultation area</p>	<p>3. Conduct interview, provide consultation, case evaluation and management, issue prescription and advise to return for follow-up after 3 months if without any complaint or adverse reaction. Note: Schedule of follow-up Medical Officer - every 3 months Nurse/Midwife - every month for the issuance of maintenance medicines</p>	<p>None</p>		<p>20 minutes</p>	<p>Assistant City Health Officer - CGADH I - City Health Office, Medical Officer IV - City Health Office</p>

4. Proceed to Medicine Dispensing area	4. Give instruction on drug intake and schedule of follow-up then promote healthy lifestyle modification	None		5 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office
	TOTAL	0.00		45 minutes	

28) Access to Medicines for Diabetes Mellitus under Philippine Package of Essential Noncommunicable Disease Interventions (Phil PEN)



Pursuant to DOH Administrative Order No. 2011-0003 (National Policy on Strengthening the Prevention and Control of Chronic Lifestyle Related Non Communicable Diseases)

Office or Division	City Health Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Personal appearance of client (20 years old and above)								
Laboratory test result (if available)			DOH accredited diagnostic laboratory					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

<p>1. For new clients, register at the front desk for personal data and vital signs taking and recording. Or, if new client but had prior consultation from private physician and/or with prescription, present prescription and provide personal data</p>	<p>1. Conduct interview, record client's general data and vital signs 1.1. If patient does not exhibit any Diabetes Mellitus signs and symptoms provide teaching on healthy lifestyle modification. Otherwise, if patient has history, signs and symptoms related to DM, conduct random blood sugar (RBS) test, if result is >130, provide teaching on healthy lifestyle modification then refer to Medical Officer</p>	<p>None</p>		<p>10 minutes</p>	<p>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</p>
<p>2. Proceed to consultation area</p>	<p>2. Conduct interview, provide consultation, case evaluation and management, issue prescription and advise to return for follow-up after 3 months if without any adverse reaction. Note: Schedule of follow-up Medical Officer - every 3 months Nurse/Midwife - every month for the issuance of maintenance medicines</p>	<p>None</p>		<p>20 minutes</p>	<p>Assistant City Health Officer - CGADH I - City Health Office</p>
<p>3. Return to front desk</p>	<p>3. Conduct screening, accomplish Risk Assessment Form (Phil Pen Protocol), enroll client to DM Registry</p>	<p>None</p>		<p>10 minutes</p>	<p>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</p>

4. Proceed to Medicine Dispensing area	4. Give instruction on drug intake and schedule of follow-up then promote healthy lifestyle modification	None		5 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office
	TOTAL	0.00		45 minutes	

29) Researches and Securing Information

Pursuant to Executive Order No. 02, s. 2016 (Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Written letter of request					
2. Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request at window no. 1 or 2	1. Receive the written request and forward to the concerned division	None		5 minutes	Nursing Attendant I - City Health Office

	1.1 Verify if data are available	None		10 minutes	Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer V - City Health Office
2. If data needs to be photocopied, sign logbook for record purposes	2. Present logbook to the client, ask for his/her Identification Card and give the document to be photocopied	None		2 minutes	Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer V - City Health Office
3. Return the document and retrieve the ID card	3. Return the ID card and secure the document	None		2 minutes	Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer V - City Health Office
TOTAL		0.00		19 minutes	

30) Complaint Management

Pursuant to Republic Act No. 9485 (Anti Red Tape Act of 2007)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Written letter of complaint with supporting documents if any					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/file written complaint together with supporting documents (if any) for preliminary evaluation	1. Receive the written complaint and forward to the Administrative Division for recording. *The Administrative Division will forward the complaint to the City Health Officer and to the concerned division	None		5 minutes	Nursing Attendant I - City Health Office

	1.1 Concerned personnel will discuss the complaint with the client. *Client will be advised to wait for feedback as investigation will be initiated	None		10 minutes	<i>Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer III - City Health Office</i>
	1.2 Conduct inspection/investigation of the complaint and institute remedial measures whenever necessary	None		4 hours	<i>Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer III - City Health Office</i>
	1.3 Prepare report and endorse to proper/higher authorities whenever necessary	None		2 hours	<i>Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer III - City Health Office</i>
2. Receive feedback	2. Provide feedback of actions taken	None		30 minutes	<i>Nurse IV - City Health Office, Sanitation Inspector III - City Health Office, Administrative Officer III - City Health Office</i>
TOTAL		0.00		6 hours 45 minutes	

31) Issuance of COVID-19 Vaccination Certificate (National Digital Vaccination Certificate)

Pursuant to DILG Department Memorandum No. 2021-095 based on R.A. 11525 (An Act Establishing the Coronavirus Disease 2019 (COVID-19) Vaccination Program Expediting the Vaccine Procurement and Administration Process, Providing Funds therefor, and for other purposes)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Vaccination Card					
2. Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk and present the requirements	1. Receive the requirements for validation and checking	None		5 minutes	<i>Administrative Officer III - City Health Office</i>
2. Wait for your name to be called	2. Print then release the Certificate.	None		3 minutes	<i>Administrative Officer III - City Health Office</i>
		TOTAL	0.00		8 minutes

32) Issuance of LGU COVID-19 Vaccination Certificate

Pursuant to DILG Department Memorandum No. 2021-095 based on R.A. 11525 (An Act Establishing the Coronavirus Disease 2019 (COVID-19) Vaccination Program Expediting the Vaccine Procurement and Administration Process, Providing Funds therefor, and for other purposes)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Vaccination Card					
Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk and present the requirements	1. Receive the requirements for validation and checking	None		5 minutes	Administrative Officer III - City Health Office
2. Wait for your name to be called	2. Prepare then issue the Certificate *Client will be advised to proceed to CHO Main for signature of authorized official and payment	None		7 minutes	Administrative Officer III - City Health Office

3. Proceed to CHO Main, present the certificate and pay the required fee	3. Have the certificate signed by authorized official, issue official receipt, place dry seal and release the certificate	50.00	Local Ordinance 2012-40	3 minutes	Administrative Aide IV - City Health Office, Special Operations Officer III - City Health Office
	TOTAL	50.00		15 minutes	



33) Replacement of Lost COVID-19 Vaccination Card

Pursuant to DILG Department Memorandum No. 2021-095 based on R.A. 11525 (An Act Establishing the Coronavirus Disease 2019 (COVID-19) Vaccination Program Expediting the Vaccine Procurement and Administration Process, Providing Funds therefor, and for other purposes)

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Affidavit of Loss					
2. Photocopy of Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk and submit the requirements	1. Receive the requirements for validation and checking of all information pertaining to the details of the vaccination then prepare the new vaccination card *Client will be advised to proceed to CHO Main for signature of authorized official	None		10 minutes	Administrative Officer III - City Health Office

2. Proceed to CHO Main and present the card	2. Have the newly issued vaccination card signed by authorized official then release the card	None		2 minutes	Administrative Aide IV - City Health Office
	TOTAL	0.00		12 minutes	



34) Issuance of Medical Clearance Certificate for COVID-19 Positive Clients

Pursuant to DILG Department Memorandum No. 2021-095 based on R.A. 11525 (An act establishing the coronavirus disease 2019 (covid-19) vaccination program expediting the vaccine procurement and administration process, providing funds therefor, and for other purposes)

Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement at window no. 1 or 2, fill out the request slip then proceed to the waiting area	1. Receive the requirement and request slip then conduct client interview. The request will be forwarded to the Administrative Division for verification of quarantine period and clerical processing, then to the Medical Officer for issuance of certificate	None		8 minutes	Nursing Attendant I - City Health Office

2. Wait for your name to be called	2. Release the certificate	None		2 minutes	Nursing Attendant I - City Health Office
	TOTAL	0.00		10 minutes	

35) Anti-Rabies Vaccination

Pursuant to Anti-Rabies Act of 2007 (Republic Act 9482)



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Identification Card					
2. Two pieces Insulin syringe ½ cc 29G x ½					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW PATIENTS 1. Sign up on the patient's list at table no. 1, submit requirements for checking then proceed to the waiting area	1. Receive requirements and fill out patient's information on the interview sheet	None		5 minutes	Administrative Aide I - City Health Office

2. Wait for your name to be called and proceed to table no. 2 for assessment	2. Assess and categorize patient, issue Post-Exposure Prophylaxis (PEP) treatment card and give instruction on follow-up schedule, handling of the biting animal and proper management of wounds	None		10 minutes	<i>Medical Officer IV - City Health Office</i>
3. Proceed to table no. 3 and present the PEP treatment card and syringe	3. Prepare and administer anti-rabies vaccine, give reminder on follow-up schedule and return the PEP treatment card to the patient. 3.1 If patient is classified as Category 3, administer Equine Rabies Immunoglobulin (ERIG) vaccine	None		15 minutes	<i>Nurse III - City Health Office, Nursing Attendant I - City Health Office</i>
FOR FOLLOW-UP PATIENTS 1. Sign up on the patient's list at table no. 1, submit PEP treatment card and syringe, then proceed to the waiting area	1. Receive the PEP treatment card and syringe, then verify patient's follow-up schedule	None		5 minutes	<i>Administrative Aide I - City Health Office</i>
2. Wait for your name to be called and proceed to table no. 3	2. Prepare and administer anti-rabies vaccine, give reminder on follow-up schedule and return the PEP treatment card to the patient	None		10 minutes	<i>Nurse III - City Health Office, Nursing Attendant I - City Health Office</i>
TOTAL		0.00		45 minutes	

36) Referral of TB Suspects (under the National Tuberculosis Program)

Pursuant to Republic Act No. 10767 or Comprehensive Tuberculosis Elimination Plan Act of 2016



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	TB Suspects				

2. Wait for your name to be called and proceed to counseling area for interview	2. Conduct client interview and health education then evaluate the case. *If client is presumptive, request for Gene Xpert test, if result is positive refer to RHU for HIV testing and initial treatment; if negative, refer to CHO TB Physician. **Once client is enrolled at RHU, client will be referred back to BHS for continuation of treatment	None		30 minutes	<i>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</i>
TOTAL	0.00			33 minutes	

37) Enrolment of Confirmed TB Cases (under the National Tuberculosis Program)

Pursuant to Republic Act No. 10767 or Comprehensive Tuberculosis Elimination Plan Act of 2016



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	TB Suspects				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Chest X-ray result (if available)			Any DOH accredited diagnostic facility		
2. Referral letter if consulted a private physician			Private physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at front desk and submit requirements (if available)	1. Receive requirements and record client's general data and vital signs	None		3 minutes	Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office

2. Wait for your name to be called and proceed to counseling area for interview and assessment	2. Enroll client, conduct interview, health education, and PICT (Provider Initiated Counseling & Treatment) PICT is used for HIV screening, if result is positive, client will be referred to Social Hygiene Clinic. If result is negative, initial treatment will be provided which includes issuance of medicines, drug intake instruction and schedule of follow up at BHS	None		30 minutes	<i>Nurse III - City Health Office, Midwife III - City Health Office, Midwife II - City Health Office</i>
TOTAL		0.00		33 minutes	

38) Assessment and Enrolment of TB Suspects (under the National Tuberculosis Program)

Pursuant to Republic Act No. 10767 or Comprehensive Tuberculosis Elimination Plan Act of 2016



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	TB Suspects				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Chest X-ray result			Any DOH accredited diagnostic facility		
2. Gene Xpert result			San Pablo City General Hospital		
3. NTP Referral Form from RHU and referral letter if consulted a private physician			CHO Rural Health Units, private physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Patient's Data Form at table no. 1 and submit requirement	1. Receive requirements and record client's general data and vital signs	None		3 minutes	Nurse III - City Health Office, Nursing Attendant I - City Health Office

2. Wait for your name to be called and proceed to table no. 2 for interview	2. Conduct client interview, physical examination and health education. 2.1 Record client information, fill out the Return Slip portion of NTP Referral Form, give instruction on taking TB medicines and advise to follow-up at referring RHU	None		17 minutes	<i>Medical Officer IV - City Health Office</i>
TOTAL	0.00			20 minutes	

39) Dental Consultation and Treatment

Pursuant to Section 16 of Republic Act. No. 7160 and Section 15, Article II of 1987 Constitution



Office or Division	City Health Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal appearance of the client *Clients must not have any COVID-19 related signs and symptoms					
*RHU patients referred for oral examination and other dental procedures are catered at Bagong Pook Dental Clinic on schedule: District IA-Monday; District III-Tuesday; District IV-Thursday; District IB & V-Friday					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the front desk	1. Record client's general data and vital signs	None		2 minutes	Dental Aide - City Health Office

2. Wait for your name to be called and proceed to the examination room	2. Conduct client interview, oral examination and health education. 2.1 If tooth extraction is needed and patient is clear of any medical issue, extraction procedure will be done, otherwise patient will be advised to take medication and return on scheduled date. 2.2 Dental Clearance/ Certificate will be issued upon request *Clients will be advised to proceed to CHO Main for recording, dry seal and payment	None		1 hour 5 minutes	<i>Dentist IV - City Health Office, Dentist III - City Health Office, Dentist I - City Health Office</i>
3. Proceed to CHO Main, present the issued Dental Clearance/Certificate then wait for your name to be called and pay the required fee	. Issue official receipt then record, place dry seal, and release certificate	50.00	Local Ordinance 2012-40	2 minutes	<i>Administrative Aide IV - City Health Office</i>
	TOTAL	50.00		1 hour 9 minutes	



1) OPD CONSULTATION

An Outpatient appointment is a consultation with a healthcare practitioner discussing a patient's health concerns.

An Outpatient appointment will be a face-to-face meeting to gain a better understanding of the symptoms, the course of treatment and some requested diagnostics to fully determine a condition.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Laboratory Results (if any)			(1) Laboratory Department		
(2) Xray Results			(2) Radiology Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Interviews data & performs vital signs	None		5 minutes	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital
(2) Answer's questions related to treatment	Obtains patient's information and documents	None		5 minutes	Nurse I - San Pablo City General Hospital

(3) Gives information on last visit	Retrieves past records (if any)	None		5 minutes	<i>Nursing Attendant I - San Pablo City General Hospital</i>
(4) Cooperates and waits patiently	Assess, examines, evaluates and provides the necessary immediate treatment / intervention / management.	None		15 minutes	<i>Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital</i>

	Requests diagnostics such as laboratory and/or xray procedures (if needed) and instructs to come back with result.	None		1 hour	<i>Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital</i>
	If cleared, sends home after home medications and follow up instructions.	None		5 minutes	<i>Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital</i>
	TOTAL	0.00		1 hour 35 minutes	



2) OB / PRENATAL / GYNE CONSULTATION

This process covers the consultation of pregnant women and women concerning gynecological issues with the OB-Gyne on Duty.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Interviews & performs vital signs.	None		5 minutes	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital

(2) Answers questions related to treatment	Obtains patient's history, performs fetal heart rate taking (if any).	None		5 minutes	<i>Nurse I - San Pablo City General Hospital, Midwife III - San Pablo City General Hospital, Midwife II - San Pablo City General Hospital</i>
(3) Gives information on last visit	Retrieves past records (if any)	None		3 minutes	<i>Nurse I - San Pablo City General Hospital, Midwife III - San Pablo City General Hospital, Midwife II - San Pablo City General Hospital</i>
(4) Cooperates and waits patiently	Assess, examines, evaluates and provides the necessary immediate treatment / intervention / management.	None		10 minutes	<i>Medical Officer IV - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital</i>

(5) Settles bill	If cleared, sends home after home medications and follow up instructions.	None	Ordinance No.110 s.2021	5 minutes	Nurse I - San Pablo City General Hospital, Midwife III - San Pablo City General Hospital, Midwife II - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital
	TOTAL	0.00		28 minutes	



3) DENTAL CONSULT AND TREATMENT

This process covers patient requiring dental consultation / assessment/ evaluation and treatment.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
None	None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Interviews data & performs vital signs	None		2 minutes	Nursing Attendant I - San Pablo City General Hospital
(2) Answer's questions related to treatment	Obtains patient's information and documents	None		2 minutes	Nursing Attendant I - San Pablo City General Hospital
(3) Gives information on last visit	Retrieves past records (if any)	None		1 minute	Nursing Attendant I - San Pablo City General Hospital

(4) Cooperates and waits patiently	Assess, examines, evaluates and provides the necessary immediate treatment / intervention / management.	None		10 minutes	<i>Dentist II - San Pablo City General Hospital</i>
(5) Settles Charges	Prepares charge slip, according to supplies used. If cleared, sends home after home medications and follow up instructions.	None	Ordinance No.110 s.2021	5 minutes	<i>Nursing Attendant I - San Pablo City General Hospital</i>
TOTAL		0.00		20 minutes	



4) ONLINE OPD CONSULT (TELE-MED)

Telemedicine is the practice of caring for patients remotely wherein our general physicians and consultants and the patient are not physically present with each other while doing the consultation. Modern technology has enabled doctors to consult patients by using online platforms. This only is applicable for newborn and admitted newborn that were advised to follow up after one week

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Confirmation message regarding appointment schedule			OPD Telemed Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Access the facebook page and follow steps to secure an appointment	Confirms thru sending confirmation message	None		10 minutes	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital

(2) Waits for the call	Tele-consult service starts thru calling the patient	None		1 hour	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital
(3) Answers the questions related to consultation	Assess and advises the patients for the intervention needed	None		15 minutes	Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital
--	Documents the consultation proper	None		5 minutes	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital

	Encodes the consultation	None		5 minutes	Nurse I - San Pablo City General Hospital, Nursing Attendant I - San Pablo City General Hospital
	TOTAL	0.00		1 hour 35 minutes	



5) TRIAGE

Triage is the sorting of patients according to the urgency of their need for care. It is also the sorting of allocation of treatment to screen all patients that will be seeking consult. The Triage Nurse will determine the patient who can be allowed to enter the Emergency Room, and if with respiratory symptoms or other Covid 19 related symptoms, the patient will be checked in the triage area.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks consult	Interview, vital signs taking and assesses patients. Renders immediate nursing intervention needed.	None		5 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

(2) Patiently waits	Refers to Resident on Duty	None		5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(3) Answers doctor's questions related to treatment	Examines patient and makes orders	None		10 minutes	<i>Medical Officer II - San Pablo City General Hospital</i>
(4) Patiently waits	Carries out doctor's orders for treatment	None		15 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(5) Consents and cooperates	Informs the patient and makes laboratory and/or diagnostic requests, administers medications and renders other requested procedure. Charge slip for depends on the request as per doctor's orders.	None		30 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital, Radiologic Technologist I - San Pablo City General Hospital, Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital</i>

(6a) Enters ER	For patient with respiratory related symptoms, may be permitted to enter ER for continuity of care.	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(6b) Stays inside the Triage Area	If with respiratory related symptoms, continues treatment in the triage area.	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(7) Cooperates to the doctor	Reassess patients for response to treatment given.	None		10 minutes	<i>Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital</i>
(8) Consents for treatment	If for admission, refers to admitting for available bed in the holding area. (refer to admission process) If without available room and/or complicated cases, informs patient for the need to transfer to other institution.	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(9) Settles charges	If for discharge, prepares discharges orders and home medications. Instructs relative to settle charges.	None	Ordinance No.110 s.2021	5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>

(10) Presents the clearance.	Sends home.	None		1 minute	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital
	TOTAL	0.00		1 hour 30 minutes	



6) ER CONSULTATION

The Emergency Room is responsible for rendering initial and emergency and out-patient service (diagnostic and consultation) to those with cardiac and other related conditions. It also provides emergency care for cases that cannot be admitted to the Center before rendering them to other facilities; and whenever necessary, coordinates medico-legal cases with proper agency.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Vaccination Status			(1) c/o Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Places comfortably on ER bed. Assess patient's condition and takes vital signs	None		5 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

(2) Answer's questions related to treatment	Obtains patient's information and documents	None		5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(3) Gives information on last visit	Retrieves past records (if any)	None		5 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
(4) Cooperates and waits patiently	Assess, examines, evaluates and provides the necessary immediate treatment / intervention / management.	None		5 minutes	<i>Medical Officer II - San Pablo City General Hospital</i>
--	Executes needed treatment and updates resident on duty for responses to treatment.	None		15 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	Re-assessment after treatment.	None		10 minutes	<i>Medical Officer II - San Pablo City General Hospital</i>
	If cleared, sends home with home medications and follow up instructions. Advised for admission, if not cleared	None		5 minutes	<i>Medical Officer II - San Pablo City General Hospital</i>
(5) Settles bill and presents clearance.	Sends home	None		1 minute	<i>Nurse I - San Pablo City General Hospital</i>
TOTAL		0.00		51 minutes	



7) ADMISSION OF THE SICK PATIENT

Admission is the process wherein a patient has to stay inside the hospital to receive treatment and/or care as per doctor's order over a period of time intended for treatment. People are admitted to a hospital when they have a serious or life-threatening problem. They also may be admitted for less serious disorders that cannot be adequately treated in another place (such as at home or in an outpatient center).

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Admitting Orders			(1) Emergency Room – Resident Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Assess patient's condition and takes vital signs	None		5 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

(2) Answers questions related to treatment	Obtains patient's information and documents	None		3 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital
(3) Gives information on last visit	Retrieves past records (if any)	None		5 minutes	Administrative Aide I - San Pablo City General Hospital
(4) Cooperates with the doctor doing check up	Assess, examines, evaluates and provides the necessary immediate treatment. Finalizes admission order.	None		5 minutes	Administrative Aide I - San Pablo City General Hospital, Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital

(5) Receives immediate treatment	Inform the receiving department for incoming admission. Carries out doctor's order	None		15 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(6) Patient/Relative answer's personal information for encoding	Obtains personal data, secures consent, and encodes in the system for admission records	None		3 minutes	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
(7) Cooperate while being transported	Transports patient to the room choice.	None		5 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
(8) Stays to room of choice	Endorses to the receiving ward station for continuity of care	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
TOTAL		0.00		44 minutes	



8) MINOR SURGERY -Outpatient

Minor surgery is minimally invasive operative procedure in which only skin or mucus membranes and connective tissue is resected. Small incisions are made. They do not involve assisted breathing or anesthesia. The risk of infection is greatly reduced, and the patient's recovery time is much shorter. There are also surgical procedures that are superficial, only affecting the outermost portions of the body.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Doctor's Order			(1) Emergency Room – Resident Doctor (2) OPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks treatment	Assess patient's condition and takes vital signs. Takes the patient's information, arranges retrieval of patient's medical records and prepares the client for minor surgery	None		5 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

--	Performs the surgery. Prepares the documents and discharge orders.	None		10 minutes	<i>Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital</i>
	Carries the order, makes home medications instructions.	None		10 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	Issues a charge slip. Charges depends on the medical supplies, tests and medicines used.	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(2) Settles bill	Home medications instruction and clearance given.	None	Ordinance No.110 s.2021	5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>

(3) Presents clearance.	Sends home.	None		1 minute	Security Guard I - San Pablo City General Hospital, Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital
	TOTAL	0.00		34 minutes	



9) ADMISSION OF PATIENTS FOR SURGERY

General surgery services means professional services necessarily and directly performed by a surgeon in the treatment of an injury or illness requiring cutting; suturing; diagnostic and therapeutic endoscopic procedures; debridement of wounds including burns; surgical management or reduction of fractures and dislocations; orthopedic casting; manipulation of joints under general anesthesia. It provide diagnosis; pre-operative, operative and post-operative management of general surgery patients, covering procedures of the alimentary tract, abdomen and the organs inside it, pelvis, breast, skin, soft tissue and endocrine system.

Office or Division	San Pablo City General Hospital					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Doctor's Admitting Orders			(1) OPD/ER Department			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents the Doctor's Admitting Order Sheet		Verifies the admitting orders, refers to the resident on duty and informs the attending surgeon.	None		3 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

(2) Cooperates to the doctor	Assess patient, accomplish documentations and rewrites the admitting orders unto the Doctor's Order Sheet.	None		10 minutes	<i>Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital</i>
(3) Gives consent.	Secures necessary consent forms and informs Surgical Department for schedule. Refer to the steps same as for the admission of the sick	None		5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
TOTAL		0.00		18 minutes	



10) RADIOLOGIC SERVICE - Inpatient

Diagnostic radiology is the undertaking a range of imaging procedures to obtain images of the inside of the body then carefully interprets these images to diagnose illness and injury. The San Pablo City General Hospital offers xray and ultrasound services as of the moment.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Brings Request	Assists patient thru xray department	None		2 minutes	<i>Administrative Aide VI - San Pablo City General Hospital, Radiologic Technologist I - San Pablo City General Hospital</i>

(2) Cooperates accordingly	Verifies request and prepares the area.	None		2 minutes	<i>Radiologic Technologist I - San Pablo City General Hospital</i>
	Positions patient depending on the request and performs the procedure.	None		5 minutes	<i>Radiologic Technologist I - San Pablo City General Hospital</i>
	Accomplishes the documentation and encodes charges to the system.	None		2 minutes	<i>Radiologic Technologist I - San Pablo City General Hospital</i>
	Assists the patient back to the Emergency Room or Room assigned Charges reflects on the final bill	None	Ordinance No.110 s.2021	5 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
TOTAL		0.00		16 minutes	



11) RADIOLOGIC SERVICE - Outpatient

Diagnostic radiology is the undertaking a range of imaging procedures to obtain images of the inside of the body then carefully interprets these images to diagnose illness and injury. The San Pablo City General Hospital offers xray and ultrasound services as of the moment.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Brings Request	Verifies request, accomplishes the documentation and instructs charges	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Radiologic Technologist I - San Pablo City General Hospital</i>

(2) Settles the bill	Accomplishes the charge slip according to the type of examination to be performed	None		2 minutes	<i>Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
(3) Presents the receipt	Prepares the equipment	None	Ordinance no.110 s.2021	2 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Radiologic Technologist I - San Pablo City General Hospital</i>
(4) Cooperates accordingly	Positions patient depending on the request and performs the procedure. Instructs the releasing of results and sends patient home.	None		7 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Radiologic Technologist I - San Pablo City General Hospital</i>
TOTAL		0.00		13 minutes	



12) LABORATORY SERVICES - Inpatient

Laboratory tests check a sample of your blood, urine, feces, sputum or body tissues and then analyzes the test samples to see if your results fall within the normal range. The tests use a range because what is normal differs from person to person and physicians compares your results to results from previous tests as a part of the treatment process. Also, laboratory tests are often part of a routine checkup to look for changes in your health. The results of the laboratory tests will help the physicians to diagnose medical conditions, plan or evaluate treatments, and monitor diseases.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Laboratory Request			(1) OPD/ER/Triage Department/Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Nurse on Duty informs the lab Request	Receives request and/or specimen.	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
(2) Cooperates accordingly	Verifies the request and proceeds to assigned room to perform phlebotomy for laboratory testing.	None		10 minutes	<i>Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
(3) Waits accordingly	Runs specimen in appropriate machine. Encodes and/or types the results. Encodes charges to the system. Verifies and signs the result	None		10 minutes	<i>Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
--	Forwards results to nurse station. Charges will transcribe in the final bill upon discharge	None	Ordinance No.110 s.2021	3 minutes	<i>Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
TOTAL		0.00		25 minutes	

13) LABORATORY SERVICES - Outpatient

Laboratory tests check a sample of your blood, urine, feces, sputum or body tissues and then analyzes the test samples to see if your results fall within the normal range. The tests use a range because what is normal differs from person to person and physicians compares your results to results from previous tests as a part of the treatment process. Also, laboratory tests are often part of a routine checkup to look for changes in your health. The results of the laboratory tests will help the physicians to diagnose medical conditions, plan or evaluate treatments, and monitor diseases.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
(1) Laboratory Request		(1) OPD/ER/Triage Department			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Brings Request	Receives request and/or specimen and interviews the patient.	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital</i>
(2) Cooperates accordingly	Verifies the request and performs phlebotomy for laboratory testing. Accomplishes documentation and charge slip.	None		3 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital</i>
(3) Settles the bill	Runs the specimen in appropriate machine. Instructs the release of the results .	None	Ordinance No.110 s.2021	3 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>

(4) Waits accordingly	Encodes and/or types the results. Verifies and signs the result	None		5 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
(5) Presents the receipt.	Releases the result and sends home. Releasing time depends on the test done.	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital, Medical Technologist I - San Pablo City General Hospital, Laboratory Technician II - San Pablo City General Hospital</i>
	TOTAL	0.00		15 minutes	



14) DISPENSING OF MEDICINES - Inpatient

The Pharmacy Department is responsible for the procurement, storage, dispensing, preparation, distribution and inventory of medications to optimize drug-therapy management of inpatients and outpatients. The practice of the Department also includes promotion of medication safety and efficacy in the hospital at all times through monitoring and assessment services completed by legally qualified and professionally competent pharmacists.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Prescription			(1) OPD/ER/Triage Department/Wards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Nurse on duty presents prescription	Verifies prescription and prepares the medicines.	None		5 minutes	Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital

(2) Nurse on duty collects the medicines	Dispenses the medicines and encodes charges in the system (Charges will transcribe in the final bill upon discharge)	None	Ordinance No.110 s.2021	2 minutes	<i>Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital</i>
	TOTAL	0.00		7 minutes	



15) DISPENSING OF MEDICINES- Outpatient

The Pharmacy Department is responsible for the procurement, storage, dispensing, preparation, distribution and inventory of medications to optimize drug-therapy management of inpatients and outpatients. The practice of the Department also includes promotion of medication safety and efficacy in the hospital at all times through monitoring and assessment services completed by legally qualified and professionally competent pharmacists.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Prescription			(1) OPD/ER/Triage Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents prescription	Verifies prescription and prepares the medicines.	None		2 minutes	Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital

(2) Settles the bill	Prepares charge slip and instructs to settle the bill	None	Ordinance No.110 s.2021	5 minutes	<i>Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital</i>
(3) Presents the receipt	Dispenses the medicines and do health teaching.	None		2 minutes	<i>Pharmacist II - San Pablo City General Hospital, Pharmacist I - San Pablo City General Hospital</i>
TOTAL		0.00		9 minutes	



16) PROVISION OF DIET COUNSELING

The Nutrition and Dietetics Department offers Diet Counseling to patients, dialysis patients as well as personnel who need Nutrition Intervention and Computation of caloric requirement. Sharing of ideas, beliefs, attitudes and understanding about food.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Inpatients, Dialysis Patients & Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Physician's Order, if any			(1) Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents referral / Nurse's refers inpatients thru phone call / Dialysis patients are with scheduled counseling	Receives referral	None		2 minutes	Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital

--	Performs Nutritional Assessment based on the anthropometric data and medical diagnosis, interview patients on food intake / preference	None		10 minutes	<i>Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital</i>
	Computes for patient's body mass index (BMI) determine Nutritional status and calculate recommended energy intake.	None		5 minutes	<i>Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital</i>
	Prepares meal plan	None		10 minutes	<i>Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital</i>
	Nutrition counseling for intervention / provision of IEC materials	None		20 minutes	<i>Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital</i>
TOTAL		0.00		47 minutes	



17) FOOD PREPARATION AND MEAL DISTRIBUTION

The Dietary Department prepares nutritious meals according to the patient's diet orders prescribed by the physician. Prescribed diet, like medication, is important to patient's recovery. A Registered Dietitian (RD) performs nutritional assessments and provides appropriate interventions and recommendations, also provide diet instruction and drug-food interaction education to the patients.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Inpatients				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Physician's prescribed diet	(1) Doctor's Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Patiently waits	Collection of diet list from the nurse's station	None		15 minutes	Administrative Aide III - San Pablo City General Hospital

--	Prepares food (thawing, washing, weighing, slicing, cutting)	None		30 minutes	<i>Administrative Aide III - San Pablo City General Hospital, Cook II - San Pablo City General Hospital, Cook I - San Pablo City General Hospital</i>
	Cooks therapeutic and full diet meals according to planned menus.	None		1 hour	<i>Cook II - San Pablo City General Hospital, Cook I - San Pablo City General Hospital</i>
	Assembles food.	None		20 minutes	<i>Administrative Aide III - San Pablo City General Hospital, Nutritionist-Dietician II - San Pablo City General Hospital, Nutritionist-Dietician I - San Pablo City General Hospital, Cook I - San Pablo City General Hospital</i>
(2) Receives delivered food	Distributes food to each room according to the patient's name and diet	None		15 minutes	<i>Administrative Aide III - San Pablo City General Hospital</i>
(3) Consumes food	Collects stainless trays from patient's rooms	None		20 minutes	<i>Administrative Aide III - San Pablo City General Hospital</i>
TOTAL		0.00		2 hours 40 minutes	

18) HEMODIALYSIS



Hemodialysis is a procedure where a dialysis machine and a special filter called an artificial kidney, or a dialyzer, are used to clean your blood. Nephrologist refers patients to Vascular Doctor to make an access, or entrance, into your blood vessels. Hemodialysis treatment is done 3 times per week for about 4 hours per session.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Doctor's Order			(1) Dialysis Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks Treatment.	Records name, date and time of arrival.	None		3 minutes	Administrative Aide I - San Pablo City General Hospital - Dialysis

	Checks if patient is positive or negative to hepatitis profile. Positive to Hep B and C patients are separated and strictly designated to positive machine. Likewise, negative to hepatitis are designated negative machines.	None		2 minutes	Nurse I - San Pablo City General Hospital - Dialysis
	Checks, assess and evaluates patients for treatment.	None		5 minutes	Medical Specialist III - San Pablo City General Hospital - Dialysis
	Determines dialysis prescription, checks initial vital signs and pre-HD weight of the patient.	None		10 minutes	Nurse I - San Pablo City General Hospital - Dialysis
	Assess vascular access for patency and performs initiation efficiently.	None		15 minutes	Nurse I - San Pablo City General Hospital - Dialysis
	Performs the dialysis treatment as ordered.	None		4 hours	Nurse I - San Pablo City General Hospital - Dialysis
	Checks post dialysis vital signs and weight and documents treatment.	None		5 minutes	Nurse I - San Pablo City General Hospital - Dialysis
	Re-evaluate patient post treatment and orders for discharge	None		5 minutes	Medical Specialist III - San Pablo City General Hospital - Dialysis, Medical Specialist I - San Pablo City General Hospital - Dialysis

	Collects official receipts of HD treatment fee and issues clearance.	None		5 minutes	<i>Nurse I - San Pablo City General Hospital - Dialysis, Administrative Aide /V - San Pablo City General Hospital - Dialysis, Administrative Aide I - San Pablo City General Hospital - Dialysis</i>
(2) Settles bill	Prepares charges depending on medicines and supplies used for hemodialysis fee based on dialysis prescription	None	Ordinance No. 110 s.2021	5 minutes	<i>Nurse I - San Pablo City General Hospital - Dialysis</i>
(3) Presents clearance.	Sends home.	None		1 minute	<i>Security Guard I - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital - Dialysis</i>
TOTAL		0.00		4 hours 56 minutes	

19) DISPENSING OF MEDICAL SUPPLIES

The Central Sterile Supply Department is responsible for preparing and dispensing medical/ surgical supplies and equipment so that they are sterile and ready for use in patient care.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Request Slip			(1) OPD/ER/Triage Department/Wards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents requests	Receives and check for the availability of requested supply and notifies the area for any unavailability.	None		2 minutes	<i>Administrative Aide I</i> - San Pablo City General Hospital, <i>Nursing Attendant II</i> - San Pablo City General Hospital

(2) Patiently waits	Instructs to wait while preparing the available requested supplies.	None		10 minutes	Administrative Aide I - San Pablo City General Hospital, Nursing Attendant II - San Pablo City General Hospital
(3) Logs on the receiving logbook	Issues requested supplies. Checks and validates the quantity of supplies issued on the supply logbook.	None		5 minutes	Administrative Aide I - San Pablo City General Hospital, Nursing Attendant II - San Pablo City General Hospital
(4) Receives supply	Records issued supplies on supply logbook and encoded to iHomis	None		1 minute	Administrative Aide I - San Pablo City General Hospital, Nursing Attendant II - San Pablo City General Hospital
TOTAL		0.00		18 minutes	



20) PATIENT ON MAY GO HOME

The hospital will discharge patients when they are no longer needing to receive inpatient care and can either go home or, a hospital will discharge patients to send to another type of facility. Discharge cut - off time is at 12:00 noon. A fractional discharge cut - off time is at 12:00 noon. A fractional amount shall be charged to the account if discharged after the cut-off time.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Inpatients				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) May go home order	(1) Nurse's Station				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Cooperates with the doctor while doing assessment	After re-assessment for response on treatment, orders may go home. Secures discharged orders.	None		1 minute	<i>Medical Officer IV - San Pablo City General Hospital, Medical Officer III - San Pablo City General Hospital, Medical Officer II - San Pablo City General Hospital, Medical Specialist III - San Pablo City General Hospital, Medical Specialist II - San Pablo City General Hospital, Medical Specialist I - San Pablo City General Hospital</i>
--	Informs other attending physicians, if any.	None		1 minute	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	Returns other remaining supplies and medicines not use.	None		3 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	Submits patient's chart to billing department.	None		1 minute	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>

	Transports patient to the exit point.	None		5 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
	Tags as discharge on the system	None		5 minutes	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
(2) Patiently waits	Prepares home meds instruction forms.	None		2 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(3) Receives the chart	Processes billing.	None		1 minute	<i>Administrative Assistant II - San Pablo City General Hospital, Nursing Attendant II - San Pablo City General Hospital</i>
(4) Settles the bill	Issues official receipt	None	Ordinance No.110 s.2021	5 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital</i>

(5) Submits the clearance	Secures signatures to the clearance form.	None		2 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Security Guard I - San Pablo City General Hospital, Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(6) Sent home	Updates admitting section and dietary department of the room vacancy.	None		1 minute	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	TOTAL	0.00		27 minutes	



21) ISSUANCE OF HOSPITAL BILL

The hospital bill is the accumulated total of the bill charges depending on the type of accommodation, length of stay, diagnosis and treatment, type of operation and procedures ordered by your doctor upon admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room and anesthesia, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Inpatients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Patient's Chart			(1) Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Informs that patient is ready to go home as per doctor's advise	Receives patient's record / chart from the nurses	None		2 minutes	Administrative Assistant II - San Pablo City General Hospital
--	Checks and verifies patient's records billing charges and accumulated charges on the system.	None		5 minutes	Administrative Assistant II - San Pablo City General Hospital

	Prepares the hospital bill (statement of account) of patient for discharge	None		5 minutes	<i>Administrative Assistant II - San Pablo City General Hospital</i>
	Release statement of account to patient / patient's relative.	None	Ordinance No.110 s.2021	3 minutes	<i>Administrative Assistant II - San Pablo City General Hospital</i>
(2) Proceeds to the billing department	Informs the relative the bill is ready for release	None		2 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
TOTAL		0.00		17 minutes	



22) GRANTING OF FINANCIAL ASSISTANCE (INDIGENCE) AND SENIOR CITIZENS DISCOUNT

The Social Welfare and Benefits Section of the San Pablo City General Hospital provides aid to those needing financial assistance, either inpatients or outpatients. They may be enrolled in the DOH program, the MAIP or in the San Pablo City-LGU Indigency Program. They will be interviewed and assessed by the assigned Social Welfare Officer prior to granting assistance.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Charge Slip / Hospital Bill	(1) Triage Department (2) ER Department (3) Laboratory Department (4) Radiology Department (5) Pharmacy Department				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents charge slip / hospital bill	Verifies the bill.	None		2 minutes	<i>Social Welfare Assistant - San Pablo City General Hospital</i>

--	Interviews patient or patient's immediate relative and provide the appropriate discount for endorsement to cashier	None		5 minutes	<i>Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital</i>
(2) Presents approved discounted or no balance charge slip / hospital bill	Documents and receives copy.	None	Ordinance No.110 s.2021	3 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
TOTAL	0.00			10 minutes	

23) PROCESSING OF PHILHEALTH BENEFITS

This process covers the assistance of assigned Benefits Officer for the processing and completion of documents for filing Philhealth claims.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Claim Form 1&2			(1) Philhealth Benefits Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks assistance	Assist and advises list of requirements for registration and/or updating of record for benefit availment	None		5 minutes	Administrative Aide III - San Pablo City General Hospital
(2) Cooperates and answers all questions related to confinement	Issues PHIC forms 1 and 2 with list of other required documents	None		10 minutes	Administrative Aide III - San Pablo City General Hospital

--	Receives, checks and reviews accuracy of data accomplished in PHIC form 1&2 and completeness of other required documents	None		5 minutes	Administrative Aide III - San Pablo City General Hospital
	TOTAL	0.00		20 minutes	



24) GRANTING OF FINANCIAL ASSISTANCE UNDER MALASAKIT OFFICE

The Malasakit Center brings together the offices of the Department of Social Welfare and Development, Department of Health, Philippine Health Insurance Corporation, and Philippine Charity Sweepstakes Office under one roof to ease access to government financial and medical assistance, particularly to poor and indigent patients. The one-stop-shop aims to reduce a hospital bill to the lowest amount possible by covering various patient services and expenses, pursuant to Republic Act No. 11463 or the Malasakit Centers Act of 2019.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Diagnostic Request	(1) Attending Physician / OPD Department				
(2) Charge Slip / Hospital Bill	(2) Billing Department				
(3) Medical Certificate	(3) Attending Physician				
(4) Indigency Certificate	(4) Barangay				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Presents diagnostic request / charge slip / hospital bill	Verifies the request / bill.	None		2 minutes	Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital
--	Interviews patient or patient's immediate relative.	None		5 minutes	Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital
	Refers patient's charges accordingly to DOH MAIP / MAPB fund and/or DSWD Representative.	None		3 minutes	Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital

	Accomplishes appropriate forms	None		5 minutes	<i>Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital</i>
	Refers back to billing (if in-patient). Accomplishes Guarantee Letter if for diagnostic requests.	None		5 minutes	<i>Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital</i>
	TOTAL	0.00		20 minutes	



25) ISSUANCE OF OFFICIAL RECEIPTS

An official receipt issued by the San Pablo City General Hospital is simply a type of document that indicates the hospital services that the patients had settled. If the patient pays less of what is expected of him or her, the receipt will indicate the total paid and the balance to be paid.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Hospital Bill / Charge Slip			(1) Billing Section (2) Pharmacy Section (3) Laboratory Department (4) Triage/ER/Wards/Dialysis		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Presents the hospital bill / charge slip	Receives charge slip / hospital bill	None		1 minute	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
--	Checks the amount of charges herein as prescribed by scheduled fees for the services rendered and usage of facilities	None		3 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
	Receives payments and issues corresponding official receipts.	None	Ordinance No.110 s.2021	3 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>

	Issues clearance slip to discharge patients	None		1 minute	Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital
(2) Settles the bill	In case the patient or representative presents a promisory note, determine the net bill and receives supporting ID and certifications.	None		2 minutes	Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital

(3) Presents clearance	Affixes signature	None		5 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital, Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	TOTAL	0.00		15 minutes	



26) ISSUANCE OF MEDICAL CERTIFICATES

Medical Certificate is a written statement from a doctor or a qualified health professional who attests to the result of the medical examination of a patient. This written statement is required for many purposes but is most widely used as a sick note, where it states that a person is unfit for work due to health concerns. Alternatively, medical certificates might be required to access certain health benefits that are provided by an employer. Medical certificates are also used by students, excusing them from attending the school for reasons of illness.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	In Patients, Patients seen at OPD, ER & Triage				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) ID of requestor (2) Official Receipt			(1) c/o Patient's Relative (2) Cashier Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests for a medical certificate	Facilitates request thru the attending physician / Resident on duty	None		5 minutes	Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital

--	Accomplished charge slip	None		2 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
	Verifies the Medical Certificate and registers with control number	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
(2) Settles the charges	Forwards the accomplished medical certificate to the Medical Records section	50.00	Ordinance No.110 s.2021	5 minutes	<i>Nurse II - San Pablo City General Hospital, Nurse I - San Pablo City General Hospital</i>
(3) Presents the official receipt	Releases the Medical Certificate	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
TOTAL		50.00		22 minutes	



27) RELEASING OF REGISTERED BIRTH CERTIFICATE

The birth of a child shall be registered within 30 days from the time of birth at the Local Registry where the birth has occurred. The Medical Records Section of the San Pablo City General Hospital submits the accomplished birth certificate with complete requirements the LCR and advises the relative when they can pick it back.

Office or Division	San Pablo City General Hospital					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Inpatients					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Filled up AUSF Form (if not married) (2) ID of parent (3) Cedula (if not married) (4) Marriage Certificate (5) Official Receipt			(1) Medical Records Section (2) c/o Patient's Relative (3) c/o Patient's Relative (4) c/o Patient's Relative (5) Cashier Department			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests for the release of birth certificate		Receives request and makes charge slip	None		2 minutes	Administrative Officer V - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital

(2) Settles the charges	Prepares, checks and retrieves the birth certificate records	20.00	Ordinance No.110 s.2021	5 minutes	<i>Administrative Aide I</i> - San Pablo City General Hospital
(3) Presents the official receipt	Releases birth certificate	None		2 minutes	<i>Administrative Aide I</i> - San Pablo City General Hospital
--	Documents.	None		2 minutes	<i>Administrative Aide I</i> - San Pablo City General Hospital
TOTAL		20.00		11 minutes	

28) RELEASE OF CERTIFIED THRU COPIES OF LABORATORY RESULTS AND OTHER MEDICAL RECORDS

A certified copy is a copy (often a photocopy) of a primary document that has on it an endorsement or certificate that it is a true copy of the primary document. It does not certify that the primary document is genuine, only that it is a true copy of the primary document.

Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	In Patients, Patients seen at OPD, ER & Triage				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Official Receipt			(1) Cashier Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests for the issuance of certified thru copies	Receives request and verifies purpose. Makes charge slip	None		2 minutes	Administrative Officer V - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital

(2) Settles the charges	Prepares, checks, photocopies and signs the documents	2.00	Ordinance No.110 s.2021	10 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital</i>
(3) Presents the official receipt	Releases documents	None		2 minutes	<i>Administrative Aide III - San Pablo City General Hospital</i>
	TOTAL	2.00		14 minutes	



29) ISSUANCE OF DEATH CERTIFICATE

A Death Certificate is an official document setting forth particulars relating to a dead person, issued by the attending physician shall contain the following data (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.

Office or Division	San Pablo City General Hospital					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Inpatients / Patients seen at ER, Triage					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) ID or Birth Certificate of the Deceased (2) ID of Informant (must be a relative) (3) Official Receipt			(1) c/o Patient's Relative (2) c/o Patient's Relative (3) Cashier Department			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests for the issuance of death certificate		Receives request and makes charge slip	None		2 minutes	Administrative Officer V - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital

(2) Settles the charges	Receives request and makes charge slip	50.00	Ordinance no.110 s.2021	10 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
(3) Presents the official receipt	Releases death certificate and give instruction for processing at the Local Civil Registry	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
--	Documents. This applies to complete entries in the death certificate.	None		2 minutes	<i>Administrative Aide I - San Pablo City General Hospital</i>
	TOTAL	50.00		16 minutes	



30) ISSUANCE OF CLEAN LINEN

The Linen and Laundry Section is responsible for the preparation, maintenance and monitoring of all linen and related items used in the hospital as well as the laundry services for these items and the provision of these linen items for the whole hospital. This process covers the different wards requesting clean linens. The service is upon the request of the area duly accomplished by the requesting officer.

Office or Division	San Pablo City General Hospital					
Classification	G2E - Government to Employee					
Type of Transaction	Simple					
Who may avail:	All Wards & Special Areas					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Request			(1) None			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests of clean linen (bed sheets, pillow case, patient gowns, etc.)		Receives the request.	None		1 minute	<i>Laundry Worker II - San Pablo City General Hospital, Laundry Worker I - San Pablo City General Hospital</i>

--	Prepares and issues clean linen as per number of request.	None		5 minutes	<i>Laundry Worker II - San Pablo City General Hospital, Laundry Worker I - San Pablo City General Hospital</i>
(2) Receives linen.	Registers to inventory logbook.	None		2 minutes	<i>Laundry Worker II - San Pablo City General Hospital, Laundry Worker I - San Pablo City General Hospital</i>
TOTAL			0.00	8 minutes	

31) APPLICATION OF SERVICE REQUEST

Maintaining the good condition of hospital facilities and equipment which includes electrical works, plumbing, carpentry, and coordination with preventive maintenance of equipments.



Office or Division	San Pablo City General Hospital				
Classification	G2E - Government to Employee				
Type of Transaction	Complex				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Request	(1) None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Requests for a service	Receives a report.	None		5 minutes	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
--	Proceeds to concerned area, verifies request, inspects and repairs.	None		15 minutes	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>

	If without available materials, makes RIS and waits for the purchase. If for technical assistance, reports to biomedical technician.	None		2 days	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
	Accomplishes corrective action and reports work as done.	None		10 minutes	<i>Administrative Assistant I - San Pablo City General Hospital, Administrative Aide IV - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
TOTAL	0.00			2 days 30 minutes	



32) RECEIVING OF DELIVERIES FROM EXTERNAL SUPPLIERS

This process covers receiving of deliveries for all medicines and medical supplies and equipments from external suppliers.

Office or Division	San Pablo City General Hospital				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	External Suppliers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Sales Invoice / Delivery Receipts (2) Purchase Orders			(1) External Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Brings the medicines / medical supply / equipment in the Receiving Section	Receives delivered medicines / medical supply / equipment from external suppliers	None		5 minutes	Administrative Aide VI - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital

--	Checks the delivered medicines / medical supply / equipment as to the required technical specifications in the sales invoice / delivery receipt/ PO	None		2 minutes	<i>Administrative Officer I - San Pablo City General Hospital, Administrative Aide VI - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
	Properly label and stored the delivered supply in the respective shelves.	None		2 minutes	<i>Administrative Aide VI - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>
	Signs the delivery receipts indicating that the supply will be accepted as to required technical specification.	None		5 minutes	<i>Administrative Aide VI - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital</i>

	Delivered bulk supply to appropriate department.	None		10 minutes	Administrative Aide VI - San Pablo City General Hospital, Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital
TOTAL	0.00			24 minutes	

33) RECEIVING OF INCOMING TELEPHONE CALLS

This process covers accepting all incoming which includes transferring of calls to the desired local number or the area / department concern. Also is responsible in the paging system in the hospital.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
(1) Telephone Line		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Receives phone call from any stakeholders	Receives and attend to the inquiry of the client	None		1 minute	Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital

(2) Inquires or request for connection to a specific local or department	Answers queries / connect the call to the requested local or department	None		3 minutes	Administrative Aide III - San Pablo City General Hospital, Administrative Aide I - San Pablo City General Hospital
TOTAL		0.00		4 minutes	

34) LEAVE ADMINISTRATION

This process covers the administration of leave from top management officials to rank and file employees. The inhouse Personnel Office is responsible to managed leaves and forwards it to the City Human Resource Management Office for filing.



(1) Submits duly accomplished leave application form	Reviews and checks the completeness of documentary attachment and approval sign of the section head.	None		2 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Assistant III - San Pablo City General Hospital, Administrative Aide VI - San Pablo City General Hospital - Dialysis</i>
--	Reviews and signs certification of leave credits.	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital</i>
	Signs and approve application form	None		5 minutes	<i>Chief of Hospital II - San Pablo City General Hospital</i>
	Receives back the leave and files in the CHRMO.	None		30 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Assistant III - San Pablo City General Hospital</i>
TOTAL		0.00		42 minutes	

35) FILING OF COMPLAINTS

This process covers attending to complaints pertaining to hospital procedures, operations and services and personnel.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Narrative Complaint Report			(1) Requesting Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Seeks consult regarding a complain	Receives and acknowledge the client's concern / complaints.	None		1 minute	Administrative Officer V - San Pablo City General Hospital
--	Assists client and verify the details/complaints.	None		15 minutes	Administrative Officer V - San Pablo City General Hospital

	Analyzes clients concerns/complaints.	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital</i>
	Coordinates to the Point Person regarding complaints for proper investigation.	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital</i>
	Coordinates back for feedback. If not resolve, may refer to Grievance Committee.	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital, Administrative Assistant II - San Pablo City General Hospital</i>
(2) Makes and Submits a Complaint	Assists client in making complaint report and discuss possible action regarding the complaint. Explains the lead time for feedback.	None		5 minutes	<i>Administrative Officer V - San Pablo City General Hospital</i>
TOTAL		0.00		36 minutes	

36) TRIP CONDUCTION

This process covers carrying out of administrative function for vehicle / ambulance conduction of employees and patients. Also, the Transport Service conducts transport service from client's residence to hospital of choice either for check-up (Manila Conduction) or admission.



Office or Division	San Pablo City General Hospital				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Trip Ticket			(1) Transport Service Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Requests for an ambulance conduction	Receives call for conduction.	None		5 minutes	Administrative Assistant III - San Pablo City General Hospital
--	Coordinates to driver available.	None		3 minutes	Administrative Assistant III - San Pablo City General Hospital

	Issues trip ticket. Logs on the departure logbook and logs back when it arrives back.	None		5 minutes	Administrative Assistant III - San Pablo City General Hospital
	Safely provided transport / transfer service to clientele.	None		5 minutes	Administrative Assistant III - San Pablo City General Hospital
TOTAL		0.00		18 minutes	



1) PREPARATION OF SOCIAL CASE STUDY REPORT

A written report given to client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation and educational assistance from government, non-government or civil society organizations.

Office or Division	City Social Welfare and Development Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	General Public seeking social services assistance (Medical, Hospitalization, Burial, Transportation)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Barangay certification/indigency (2) Medical abstract/Clinical summary, (3) CEDULA (4) Valid ID (5) Updated Hospital bill or latest doctor's prescription with amount indicated and stamped by hospital or pharmacy	(1) Client request for needed documents to the agency concerned.

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

(1) Registration of Client at the Logbook.	(1) Interview client in difficult circumstances with presented documents.	None		10 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i>
(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Submit required documents. Prepare Social Case Study Report noted by the Head of Office.	None		30 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i>

(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Released of social Case Study Report. Submit for review and approval by the Department head.	None		10 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i>
TOTAL	0.00			50 minutes	



2) ISSUANCE OF CERTIFICATE OF INDIGENCE

A certificate issued by CSWDO office certifying that the said client belongs to an indigent family in their barangay as certified by the Barangay Chairman.

Office or Division	City Social Welfare and Development Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	The General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Barangay Certificate of Residency (2) Valid Identification Card (3) Certificate of Non-Property (from Assessor's Office) (4) Certificate of Tax Exemption (from BIR)			(1) Client request for needed documents to the agency concerned			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.		(1) Direct service worker conducts an intake interview to the applicant to gather relevant information.	None		30 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office</i>

<p>(2) The client prepares, presents and submits documents to the personnel/staff for assessment.</p>	<p>(2) Preparation of Certificate of Indigency by the direct service worker.</p>	<p>None</p>		<p>15 minutes</p>	<p><i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office</i></p>
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	(3) Release of certificate of Indigency to the applicant.	None		3 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
TOTAL		0.00		48 minutes	



3) PRE-MARRIAGE COUNSELING

It refers to efforts undertaken by worker to: 1. Guide/assist marriageable couples towards an informed decision about contracting marriage; 2. Help married couples resolve marital conflicts. 3. Enrich conjugal relationships; and 4. Enabled married couple petitioning for legal separations to decide for their best interest and that of their children.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	(1) Couples 18 to 25 years old, who are contemplating marriage and/or applying for marriage license. (2) Married Couples with problems in relationships. (3) Married couples desiring to strengthen their relationships.				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Couples 18 to 25 years old, who are contemplating marriage and/or applying for marriage license. (2) Married Couples with problems in relationships. (3) Married couples desiring to strengthen their relationships.	(1) Client request for needed documents to the agency concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) The client provided with application form for Pre-marriage counselling. The client will filled-up the given form and submits the documents needed to the personnel/staff for assessment.	(1) Assessment of submitted documents. Conduct of Pre-marriage Counselling.	None		1 hour	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
(2) The client will attend the Pre-marriage Counselling (PMC) on the schedule given to them (every Tuesday from 1:00-5:00 PM and every Thursday from (8:00 AM - 12NN).	(2) Issuance of PMC Certificate to applicants for submission to the Local Civil Registry Office.	None		5 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
TOTAL		0.00		1 hour 5 minutes	



4) FOOD ASSISTANCE

Refers to the provision of food or cash to purchase food to indigent, vulnerable and disadvantaged clients.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	The General Public				

(1) Registration of Client at the Logbook.	(1) Direct Service Worker conducts intake interview and assessment to the client.	None		30 minutes	Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office
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(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) If qualified, direct Service Worker prepares Requisition Issuance Slip (RIS)/ Food Slip and instruct the Administrative Support Staff for the issuance of food items to the client.	None		1 hour	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Release of food commodities to the client.	None		1 hour	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
TOTAL	0.00			2 hours 30 minutes	

5) TECHNICAL ASSISTANCE /MONITORING OF SENIOR CITIZEN

Providing targeted support to Senior Citizen organization to be more effective in the performance of their functions.



Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All Senior Citizen				

(1) PAMANA Officers prepare agenda for the scheduled meeting.	(1) Provide input on the activities of the Senior citizen/provide technical assistance.	None		4 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
(2) PAMANA Officers Implement scheduled meeting.	(2) Attend monthly meeting of Senior Citizen within the City Level.	None		4 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
TOTAL	0.00			8 hours	



6) PROVISION OF FINANCIAL ASSISTANCE TO SENIOR CITIZEN (SOCIAL PENSION)

Additional government assistance in the amount of Five Hundred Pesos Only (P500.00) monthly stipend to augment the daily subsistence and other medical need of indigent senior citizens, subject to review every two years by Congress in consultation with the DSWD.

Office or Division	City Social Welfare and Development Office					
Classification	G2C - Government to Client					
Type of Transaction	Complex					
Who may avail:	Indigent Senior Citizens					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) 2 copies filled- up forms for qualified Senior Citizen (70 years old and above 1st priority) (2) Photocopy of senior citizen ID (2 copies) (3) Validation of Senior Citizen President from Barangay (4) Home visitation Conducted			(1) Client request for needed documents to the agency concerned.			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.		(1) Home visitation to Senior Citizen and validate if eligible for social pension program.	None		1 day	Social Welfare Officer III - City Social Welfare and Development Office, Day Care Worker I - City Social Welfare and Development Office

(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) If eligible, Senior Citizen must submit the complete requirements and this documents will be submitted to DSWD RO-4A.	None		1 day	<i>Social Welfare Officer III - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Prepares Quarterly Payroll (c/o Regional Field Officer IV-A)	None		2 hours	<i>Social Welfare Officer III - City Social Welfare and Development Office</i>
	(4) Pay-out for Social Pensioners.	None		1 day	<i>Day Care Worker I - City Social Welfare and Development Office</i>
	TOTAL	0.00		3 days 2 hours	



7) PROVISION OF FINANCIAL ASSISTANCE UNDER AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)

It is the provision of limited assistance, in cash or in kind, to individuals/families who are hampered to function normally because of socio-economic difficulties. The nature of difficulty is usually short term and emergency in nature, thus the assistance is on a one short deal basis.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	The General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) For burial assistance - Death Certificate, Barangay Residency Certificate, Valid Identification Card and Letter of Authorization (if applicable) (2) For food and transportation assistance - Police blotter in case client is a victim of pickpockets (3) For medical assistance - Medical certificate/ Clinical abstract, Prescription of Medicines/ Hospital bill, Barangay Residency Certificate and Valid Identification Card (4) For victims of disaster - Certification from their respective Barangay (5) Educational Assistance - Report Card, Certificate of Indigency (6) Picture of Client / Patient	(1) Client request for needed documents to the agency concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Direct Service Worker conducts an intake interview to the client to gather relevant information.	None		30 minutes	<i>Social Welfare Officer I - San Pablo City General Hospital, Social Welfare Assistant - San Pablo City General Hospital, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office</i>
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<p>(2) The client prepares, presents and submits documents to the personnel/staff for assessment.</p>	<p>(2) If qualified, the Service worker will review the submitted documents and prepares the Social Case Study Report.</p>	<p>None</p>		<p>30 minutes</p>	<p><i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i></p>
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(3) Upon assessment the personnel/ staff will prepare the needed assistance.	(3) Direct Service Worker submits the Social Case Study Report for approval and processing of assistance. -----continuing process of the assistance at the City Hall----- a. City Mayor's Office b. City Budget's Office c. City Accounting Office d. City Treasurer's Office e. Release of Assistance at the Cashier Window - present valid I.D	None		21 days	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office, Project Evaluation Officer II - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i>
	TOTAL	0.00		21 days 1 hour	



8) ISSUANCE OF IDENTIFICATION CARD TO PERSON WITH DISABILITY (PWD)

Standard Identification Card for Persons with Disability (PWDs) in the Philippines. It can be used to avail of PWD discounts and other benefits as mandated by the law.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Persons with Disability				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Application Form (2) Barangay Clearance (3) Medical Certificate issued by a doctor/ physician with specialization on the specific disability verbalized by the client (ex. visual problem must be issued by Ophthalmologist) (4) pcs. 1 x 1 picture (5) Birth certificate / valid id			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Intake interview, fill up application form Attached documents for PWD.	None		10 minutes	<i>Social Welfare Aide - City Social Welfare and Development Office, Administrative Aide IV - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Submit the Attached documents/ requirements and Issuance of PWD IDs and Purchase booklet.	None		15 minutes	<i>Day Care Worker I - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Assessment of application by the staff and encode all application forms to come up with a masterlist.	None		4 hours	<i>Day Care Worker I - City Social Welfare and Development Office</i>
TOTAL		0.00		4 hours 25 minutes	



9) ISSUANCE OF SOLO PARENT IDENTIFICATION CARD

A government issued ID for solo or single parents in the Philippines. Solo parent who carry this ID can enjoy certain government discounts and benefits. These privileges' are valid for one year along with the Solo Parent ID, which can be renewed every year.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Solo parent 30-60 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Death Certificate, Affidavit of being a solo parent (2) Marriage Contract (3) Birth Certificate of minor (4) Brgy. Clearance (5) 1 pc. 1x1 picture			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.	(1) Interview applicants and manage required documents.	None		10 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office</i>

(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Assessment of Solo Parent if Eligible.	None		10 minutes	<i>Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Issuance of Solo Parent ID / signed by the CSWDO / City Mayor.	None		10 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office</i>
TOTAL		0.00		30 minutes	

10) PROVISION OF EARLY CHILD CARE DEVELOPMENT (ECCD) IN PRE-SCHOOLERS 3 – 4 YEARS OLD

This aims to nurture the children for their physical and mental development and to prepare them for schooling with right attitudes and habits.



Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Children ages 3-4 years old				

(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) To ensure quality service to children enrolled at the Day Care Center, Social Workers/ Day Care Coordinators conduct monitoring and technical assistance.	None		3 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Day Care Worker I - City Social Welfare and Development Office</i>
TOTAL	100.00			7 hours 20 minutes	



11) PROVISION OF SUPPLEMENTAL FEEDING PROGRAM TO DAY CARE STUDENTS

It is the provision of supplemental food assistance to nutritionally depressed barangays and to moderately and severely (non-medical) underweight pre-school children as an immediate and direct intervention to improve their nutritional status and prevent any permanent physical and mental retardation.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Children ages 3-4 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Project Proposal (2) Memorandum of Agreement of San Pablo City Local Government and DSWD IV-A (3) Masterlist of children enrolled at the Day Care Center per Barangay (4) Consolidated number of children per Barangay			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) List Beneficiaries for the program per barangay and submit to the OSWD for consolidation / checking and encoding of masterlist per barangay.	(1) Parents should be oriented about the program. (per cluster)	None		4 days	Day Care Worker I - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office

(2) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(2) LGU signed a Memorandum of Agreement with the DSWD field Office indicating specific tasks and commitment. For approval of SanguniangPanglungsod submitted to DSWD – Field Office IV -A.	None		7 days	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
	(3) Intake / Guideline information and other SFP forms consolidated per Barangay for submission to DSWD – Field Office IV-A	None		3 days	<i>Day Care Worker I - City Social Welfare and Development Office</i>
	(4) Conduct of actual Feeding Sessions/Implementation.	None		20 minutes	<i>Day Care Worker I - City Social Welfare and Development Office</i>
	(5) Records communication from DSWD Region IV – A.	None		3 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>
TOTAL		0.00		14 days 23 minutes	



12) SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

It is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	In school youth				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Incoming 1st year college student of college level (2) 80% above grades (3) Poor but deserving students (4) Application form (5) Copy of form 137/ Class card (6) Certificate of Indigency (7) Brgy. Certificate (8) Income Tax return of parents	(1) Client request for needed documents to the agency concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Screening of possible beneficiaries.	None		5 days	<i>Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO, City Social Welfare and Development Officer - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, City Mayor - 's Office</i>
(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Preparation and completion of requirements/orientation.	None		2 days	<i>Administrative Officer V - City Social Welfare and Development Office, Administrative Aide IV - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/staff will review the documents and prepare the needed assistance.	(3) Assignment of work area.	None		1 day	<i>Administrative Officer V - City Social Welfare and Development Office</i>

	(4) Submission of Work plan and accomplishment reports. (c/o SPES Beneficiaries)	None		3 days	Administrative Officer V - City Social Welfare and Development Office
	TOTAL	0.00		11 days	



13) PROVISION OF PHILIPPINE HEALTH TO INDIGENT FAMILIES (PHILHEALTH PARA SA MASA)

PHILHEALTH NG MASA CARD is given to the Indigent Families (poorest of the poor) who are not employed and can't afford to pay as voluntary individual Philhealth member.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Indigent families				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Certificate of Indigency certified by Barangay (2) Certification from the CSWDO (3) MDR from Philhealth Office			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Interview and assess client. Review the documents.	None		5 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office, Administrative Aide IV - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Submit the documents to Philhealth office.	None		30 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/staff will review the documents and prepare the needed assistance.	(3) The client will receive certificate of eligibility.	None		15 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office</i>
TOTAL		0.00		50 minutes	

14) CASH FOR WORK

It is a provision of cash to disaster victims or distressed persons in exchange for their services or involvement in undertaking restoration and rehabilitation activities.



Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Person 30-60 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Disaster victim/Displaced Person (2) Indigent Family (3) 2 valid ID's (4) Brgy. Clearance			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) The client prepares, presents and submits documents to the personnel/staff for assessment.	(1) Coordinate with the Liga ng mga Barangay to validate list of beneficiaries.	None		20 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, Security Guard I - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office</i>
(2) Upon assessment the personnel/staff will review the documents and prepare the needed assistance.	(3) Make Project Proposal/if Complete needed supporting documents.	None		3 hours	<i>Administrative Officer V - City Social Welfare and Development Office</i>
	TOTAL	0.00		3 hours 20 minutes	

15) COMMUNITY BASED SERVICES TO WOMEN AND CHILDREN IN NEED OF PROTECTIVE SERVICES

This refers to programs and services designed to prevent abuse and exploitation among children, youth, women, person with disability and senior citizen or to provide treatment and rehabilitation to victims and survivors of abuse and exploitation.



Office or Division	City Social Welfare and Development Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Minors (1) Accompanied by parents (2) Referred to OSWD for interview / assessment (3) Birth Certificate (4) Police blotter (5) Social Case Study Report (6) Medico Legal			(1) Client request for needed documents to the agency concerned.			
For Women (1) Referral letter from the barangay (2) Police blotter (3) Medico Legal						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.		(1) Make initial assessment and identify the problem.	None		2 minutes	Social Welfare Officer IV - City Social Welfare and Development Office

<p>(2) The client prepares, presents and submits documents to the personnel/ staff for assessment.</p>	<p>(2) Respond to the victim/survivor immediate needs: A. Make necessary actions/ referrals such as medical, psychological/psychiatric and legal service(s) B. Attend to emergency cases based on existing protocols C. Accompany the victim – survivor to the hospital for medico-legal examination or to the PNP crime laboratory</p>	<p>None</p>		<p>2 hours</p>	<p>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office</p>
<p>(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.</p>	<p>(3) Provide if applicable, an inter-disciplinary approach where the social worker, policewoman, woman lawyer or whom medical personnel do an intake/incident interview together or case conference.</p>	<p>None</p>		<p>30 minutes</p>	<p>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</p>

	(4) Encode referral letter for medico-legal, police.	None		3 minutes	Social Welfare Assistant - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office, Administrative Aide IV - City Social Welfare and Development Office, Administrative Aide III - City Social Welfare and Development Office
	(5) Attend to Court Hearing and Submit Report.	None		3 hours	City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office
	(6) Records/Scheduled Court Hearing, Subpoena.	None		3 minutes	Social Welfare Assistant - City Social Welfare and Development Office
TOTAL		0.00		5 hours 38 minutes	



16) PROVISION OF SERVICE TO CHILDREN/YOUTH IN NEED OF SPECIAL PROTECTION (RA 9344 - CHILDREN IN CONFLICT WITH THE LAW AND CHILD AT RISK)

It is providing diversion program (refers to the program that the CICL is required to undergo after she/he is found responsible for an offense without resorting to formal court proceedings) and Intervention program (refers to a series of activities which are designed to address issues that caused the child to commit an offense) for juvenile delinquents.

Office or Division	City Social Welfare and Development Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Children and Youth					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Police blotter (2) Birth Certificate of minor (3) Social Case Study Report (4) Monitoring Report (5) Diversion Assessment (6) Intake Form (7) Child Functioning Checklist (8) Family Functioning Checklist			(1) Client request for needed documents to the agency concerned.			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Initial contact with the Child in Conflict with the Law/ Child at Risk.	None		5 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office</i>
(2) The client prepares, presents and submits documents to the personnel/ staff for assessment.	(2) Submit Social Case Study Report to the Prosecutor's Office.	None		5 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office</i>

(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Attend Court hearing.	None		4 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office</i>
	(4) Close Coordination with the judicial justice system and Barangay for the minor's diversion program.	None		10 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office, Social Welfare Officer I - City Social Welfare and Development Office</i>

	(5) Records court related cases/ subpoena.	None		3 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>
	(6) Escort minor to court and facilitates in transporting minor to Bahay Pag-Asa and court.	None		5 hours	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, Security Guard I - City Social Welfare and Development Office</i>
	TOTAL	0.00		9 hours 23 minutes	

17) IMPLEMENTATION OF RA 9523

An act requiring ratification of the DSWD to Declare a child legally available for adoption as a Pre-requisite for Adoption Proceeding)



Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Abandoned, neglected or dependent child				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Social Case Study Report (2) Proof of efforts made to locate the parent(s) (3) Birth Certificate (if available) (4) Most recent photograph			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.	(1) File petition. Facilitate filing of petition.	None		5 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>

(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) The petition shall be filed after but not less than 3 continuous months from the time of abandonment, neglect or dependence of a child.	None		5 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Complete supporting documents shall be filed at the Regional Office of the DSWD.	None		4 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
	(4) The Regional Director shall review the petition and it's supporting documents to determine if its sufficient in form and substance within 3 days from receipt of the Petition.	None		5 days	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>

	(5) Posting of Petition.	None		1 day	City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office
	(6) Declaration of Availability for Adoption (c/o DSWD Region IV-A)	None		2 days	City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office
	(7) Appeal – The decision of the secretary or his/her duly authorized shall be appealable to Court of Appeals within 5 days.	None		5 days	City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office

	(8) Application for Certification Declaring a child Legally Available for Adoption of a voluntarily committed / surrendered child.	None		1 day	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
	(9) Restoration of parental Authority.	None		1 day	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
	(10) Release of certification	None		3 days	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer III - City Social Welfare and Development Office</i>
TOTAL		0.00		18 days 4 hours 10 minutes	



**18) ASSESSMENT OF MINORS TRAVELING WITH PARENTS/ OTHER THAN PARENTS/ ALONE/ ARTICLE IV,
SECTION 8- A REPUBLIC ACT 7610 otherwise known as Special Protection of Children against Abuse, Exploitation
Discrimination Act 1996 and to Republic Act 8239 other known as Phil Passport Act 1996.**

Assessment and issuance of travel clearance to a Filipino child age below 18 years old, regardless of civil status, leaving the Philippines alone or with someone other than his or her parents. It is a safeguard against trafficking of Filipino children.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Children below 18 years old / Filipino Citizen				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
(1) Social Case Study Report (2) Proof of efforts made to locate the parent(s) (3) Birth Certificate (if available) (4) Most recent photograph				(1) Client request for needed documents to the agency concerned.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.	(1) Assessment / interview/ give checklist of requirement / verify all the required document(s)	None		30 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>

(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Refer to DSWD Regional Office Alabang ,Muntinlupa City for Issuance of Clearance.	None		3 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Review the Documents required.	None		15 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>
	(4) Release Certificate/Permit to Travel (Minor's Travelling Abroad). c/o Releasing Officer-Regional Director DSWD Field Office Region IV-A	None		1 day	<i>Social Welfare Assistant - City Social Welfare and Development Office</i>
TOTAL		0.00		1 day 48 minutes	

19) ADVOCACY/ CAPABILITY BUILDING LAWS RELATED TO WOMEN & CHILDREN, FAMILY DEVELOPMENT SESSION



It intends to strengthen the capacities of Pantawid Families, particularly the parents/grantees to become more responsive to the health and education needs of the family and their children

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	4 P'S & Parents of Day Care Student, Barangay/VAWC Desk Officers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Compulsory Attendance of Barangay Council			(1) Client request for needed documents to the agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Registration of Client at the Logbook.	(1) Coordinates with Barangay officials/ Child Development Worker/ parents, Pantawid Pamilyang Pilipino Program (4P's) Parent/ Parent leaders. (c/o DSWD Regional staff, Parent leader, DepEd teachers, Brgy. Health workers, NGO, VAWC Desk Officers)	None		30 minutes	Day Care Worker I - City Social Welfare and Development Office

(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) Prepare Project Proposal and coordinate with the City Budget/Accounting/ Mayor's Office for approval.	None		1 day	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) Conduct advocacy program. (4Ps City link)	None		4 hours	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office</i>
	(4) Identify Men & Women to undergo capability building training. (4Ps City Link)	None		10 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office</i>
TOTAL		0.00		1 day 4 hours 40 minutes	

20) SUSTAINABLE LIVELIHOOD PROGRAM (SLP)

It is a capability-building programme for poor, vulnerable, and marginalized families and individuals focused on generating employment among poor households and moving highly vulnerable households into sustainable livelihoods and economic stability.



Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Low/ No income indigent family				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Each household member can enroll a maximum of two (2) members pursuing 2 different tracks (a) Micro-enterprise Development through resource based and market driven sustainable micro-enterprises and (ii) Employment Facilities through technical and vocational skills training jobs that are appropriate to their skills and competencies	(1) Client request for needed documents to the agency concerned.				
(2) At least 18 years of age for the Employment Facilitation Track and at least 16 years of age for the Microenterprise Development Track after submission of a written consent from a legal parent or guardian.					
(3) Certificate of Eligibility signed by the RPC of the SLP-RPMO certifying compliance to SLP's selection process					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) The Project Evaluation Officer and other staff will conduct an interview and initial assessment to the possible beneficiaries to gather relevant information and will orient them on the requirements to be submitted.	None		30 minutes	<i>Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
(2) The client prepares, presents and submits documents to the personnel/staff for assessment.	(2) The qualified beneficiaries will be scheduled for home visitation for validation and further data gathering.	None		1 day	<i>Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office, Social Welfare Aide - City Social Welfare and Development Office</i>
(3) Upon assessment the personnel/ staff will review the documents and prepare the needed assistance.	(3) The qualified beneficiaries will submit requirements to be reviewed by the Project evaluation Officer including the Feasibility Study/ Project Proposal to be prepared by the beneficiaries with the assistance of SLP Regional staff.	None		5 days	<i>Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>

	(4) Upon ensuring that the beneficiary is socially prepared to avail of the service, the Project Evaluation Officer will prepare voucher and submit the documents for approval and processing of the capital assistance.	None		3 days	<i>Project Evaluation Officer II - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
	TOTAL	0.00		9 days 30 minutes	



21) PROVISION OF RESIDENTIAL CARE SERVICES (Center for the Welfare and Protection of Children)

It provides protection and rehabilitation services through temporary residential care to neglected, abandoned, abused and exploited children and those with special needs such as children at risk and children who are in need of alternative family care.

Office or Division	City Social Welfare and Development Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	(1) Women and children (2) Victims of domestic violence (3) Stranded Individuals/groups/families (4) CNSP such as victims of physical and sexual abuse (5) Abandoned and neglected street children (6) Abandoned and unattached older person (7) Children in conflict with the law (CICL)				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Referral letter (2) Case summary (3) Medical certificate on medico-legal cases (sexual and physical abuse) (4) Court order Resolution (if RA 9344) (5) Police blotter/police report (RA 7610 & RA 9262)	(1) Client request for needed documents to the agency concerned.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Registration of Client at the Logbook.	(1) Submit documents of self contract setting. Admission dialogue; initiate and develop contract setting and discussed contract with client, guardian/parent or referring person.	None		30 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>
	(2) Submit self for interview and conducts inventory and orientation.	None		30 minutes	<i>City Social Welfare and Development Officer - City Social Welfare and Development Office, Social Welfare Officer IV - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office</i>

	(3) Run-over personal belonging. Work conduct inventory of belongings of client.	None		30 minutes	<i>Social Welfare Officer IV - City Social Welfare and Development Office, Administrative Officer V - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office</i>
	(4) Integrate with different activities of the center. Social worker/ house parent facilities integration of client.	None		30 minutes	<i>Administrative Officer V - City Social Welfare and Development Office, Social Welfare Assistant - City Social Welfare and Development Office, Cook I - City Social Welfare and Development Office, Laundry Worker II - City Social Welfare and Development Office</i>

	(5) Coordinate with the office the update activities.	None		30 minutes	<i>Social Welfare Assistant - City Social Welfare and Development Office, Cook I - City Social Welfare and Development Office, Laundry Worker II - City Social Welfare and Development Office</i>
	TOTAL	0.00		2 hours 30 minutes	

1) PROVISION OF DATA OR INFORMATION ON POPULATION MANAGEMENT PROGRAM AND NUTRITION SERVICES

Data Gathering, Analysis and Utilization in Population and Nutrition Program



Office or Division	City Population Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Verbal and/or Written Request			Request of client or his/her representative					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
(1) Submit written request to receiving clerk for the provision of needed data on population and nutrition programs.	(1) Receive request from the client and refer to the Administrative Division Chief.	None		2 minutes	Administrative Aide IV - City Population Office			
	(2) Administrative Division Chief verifies if the requested data is available.	None		10 minutes	Administrative Officer V - City Population Office			

	(3) If available, the data is provided, printed or photocopied for the client.	None		3 minutes	Administrative Officer II - City Population Office
	TOTAL	0.00		15 minutes	

2) ISSUANCE OF FOOD SUPPLEMENTS FOR MALNOURISHED CHILDREN

Addressing the Nutritional Needs of the underweight children through the conduct of Dietary Supplementation



Office or Division	City Population Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Walk-in Clients for Malnourished Children, 6 -71 months old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verbal or Written Request	Personal request of parent or guardian of malnourished children.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Parent or guardian verbally or submit written request for registration of malnourished children in the Supplemental Feeding Program.	(1) Staff receives verbal or written request form from the parent /guardian.	None		1 minute	<i>Nutrition Officer III - City Population Office</i>
	(2) Interview of parent or guardian.	None		4 minutes	<i>Nutrition Officer III - City Population Office</i>
	(3) Assessment of child's weight status	None		5 minutes	<i>Nutrition Officer IV - City Population Office</i>

	(4) Preparation of Acknowledgement Receipt and issuance of initial food supplements to the accompanying parent/guardian of malnourished children.	None		5 minutes	<i>Nutrition Officer III - City Population Office</i>
	(5) Prepare referral or endorsement letter to the Barangay Nutrition Scholar (BNS) of the identified malnourished children for continuous provision of food supplements and hot meals under the Supplemental Feeding Program of the San Pablo City Population Office and Barangay Nutrition Committee.	None		5 minutes	<i>Nutrition Officer III - City Population Office</i>
TOTAL		0.00		20 minutes	



3) PRE MARRIAGE ORIENTATION AND COUNSELING (PMOC) SEMINAR

As required by PD 965, Article 16 of the New Family Code and Responsible Parenthood and Reproductive Health Act of 2012 (RA 10354), the would-be-couples are required to attend the PMOC before they can obtain a marriage license from the Local Civil Registrar's Office.

Office or Division	City Population Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public (Would be Couple of ages authorized by law) (1) Pre-Marriage Orientation (18 years old and above, all applicants regardless of the age of the parties) (2) Pre-Marriage Counseling (contracting parties where one or both parties are 18 – 25 years old in addition to their attendance to Pre-Marriage Orientation)				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Official Receipt of Payment for Family Planning	City Civil Registrar's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>(1) After applying for a marriage license at the City Civil Registrar's Office and paid the corresponding fees specified above, proceed to the City Population Office for registration and interview of would-be-married couple/s before attending the four (4) hour Pre-Marriage Orientation and Counseling (PMOC) Seminars scheduled every Tuesday and Thursday.</p>	<p>(1) Staff receives and verify the original copy of official receipt for payment of Family Planning Counseling Fee issued by the City Civil Registrar's Office.</p>	<p>None</p>		<p>1 minute</p>	<p>Administrative Aide III - City Population Office</p>
	<p>(2) Staff conducts an individual interview to would-be-married couple/s to provide personal information for Pre-Marriage Counseling Interview Sheet and Responsible Parenthood – Family Planning Couple's Profile Form 1.</p>	<p>None</p>		<p>10 minutes</p>	<p>Administrative Aide III - City Population Office</p>
	<p>(3) Would-be-married couple/s to fill-up individually The Marriage Expectation Inventory.</p>	<p>None</p>		<p>8 minutes</p>	<p>Administrative Aide III - City Population Office</p>

	(4) After the interview and answering The Marriage Expectation Inventory, would-be-married couple/s will be given their schedule of Pre-Marriage Orientation and Counseling (PMOC) to be held every Tuesday and Wednesday. (4.1) PM Orientation, 8:00am - 12:00nn. (4.2) PM Counseling, 1:00pm – 5:00pm	None		1 minute	<i>Administrative Aide III - City Population Office</i>
(2) Attend to the morning scheduled Pre-Marriage Orientation at ABC Training Center or any available venue in the City Hall Compound, every Tuesday or Thursday from 8:00am to 12:00nn.	(2) Conduct of Pre-Marriage Orientation.	None		3 hours 40 minutes	<i>Population Program Worker II - City Population Office</i>
3. Receive Certificate of Compliance as a pre-requisite for the issuance of marriage license by the Civil Registrar's Office.	(3) Closing ceremony and awarding of Certificate of Compliance	None		20 minutes	<i>City Population Officer - City Population Office</i>
(4) Attend to the afternoon scheduled Pre-Marriage Counseling ABC Training Center or any available venue in the City Hall Compound, every Tuesday or Thursday from 1:00pm - 5:00pm.	(4) Conduct of Pre-Marriage Counseling	None		3 hours 40 minutes	<i>Nutrition Officer III - City Population Office</i>

(5) Receive Certificate of Compliance after attending the Pre-Marriage Orientation as a pre-requisite for the issuance of marriage license by the Civil Registrar's Office.	(5) Closing ceremony and awarding of Certificate of Marriage Counseling	None		20 minutes	<i>City Population Officer - City Population Office</i>
	TOTAL	0.00		8 hours 20 minutes	



1) Application for Leave of Absence

Process in the application for Leave of Absence

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Civil Service Form No. 6 (Leave Form)	Administration Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request Leave form and complete the information needed.	Provide the leave form to the employee.	None		1 minute	Administrative Assistant IV - Pamantasan ng Lungsod ng San Pablo

Accomplish the form with the signature and approval of your immediate supervisor. Reminders: Force Leave must be requested five (5) days before the day of absence Filial Leave must be requested one (1) day before or after the day of absence Sick Leave: 1 day after the day of absence	Receive and review the leave form of the employee.	None		1 minute	Administrative Assistant IV - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		2 minutes	

2) Administration Department: Releasing and Submission of DTR

Process in the releasing and submission of DTR



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
DTR	Administration Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Receive the DTR from the HR Staff.	Provide the DTR.	None		1 minute	Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo
Review and if correction is needed, inform and request for the counter sign of your immediate supervisor.	None	None		5 minutes	Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		6 minutes	



3) Travel Orders

A travel order identifies the travel purpose and includes necessary financial information for budgetary and reimbursement purposes.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Travel Order Request Form			Administration Office		
Invitation or program of activity outside the University.			Host of the event to be attended		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
Request for a Travel Order Request Form		Provide the Travel Order Request Form.	None		1 minute
					Administrative Officer V - Pamantasan ng Lungsod ng San Pablo

Accomplish the requested form and attach the supporting documents for the justification of the travel order.	Instruction for the time of releasing will be given by the Administrative Officer V	None		10 minutes	<i>Administrative Officer V - Pamantasan ng Lungsod ng San Pablo, Administrative Assistant IV - Pamantasan ng Lungsod ng San Pablo</i>
Submit the accomplished travel order form.	Pamantasan ng Lungsod ng San Pablo	None		1 minute	<i>Administrative Officer V - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		12 minutes	



4) Pass Slip

Process in requesting and releasing of pass slip

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Personnel				

Submit the accomplished certificate of appearance.	Receive and review the accomplished pass slip.	None		3 minutes	<i>Administrative Officer V - Pamantasan ng Lungsod ng San Pablo, Administrative Aide III - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			6 minutes	

5) Inquiries for the University Administration and Management

The Administration Department is accommodating concerns related to the University.



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	All clients within and outside PLSP (University Concerns)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
A. Consultation and inquiries will be accommodated depending upon the unit responsible for the concern.	Accommodate the inquiries of the client, (Officer)	None		5 minutes	Administrative Officer V - Pamantasan ng Lungsod ng San Pablo
B. Provide the inquiries to Administrative Officer.	If referral is needed, the administration officer will have to assist the client to the concerned office.	None		10 minutes	Administrative Officer V - Pamantasan ng Lungsod ng San Pablo

TOTAL	0.00		15 minutes	
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6) Certification of Employment

A Certificate of Employment also called an Employment Certificate, is used to verify the employment history of a former or current employee.

Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	All present and previous employees of the University.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Any proof of employment such as ID, pay slip and appointment,		Provided by the client himself/herself.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request and accomplish the information stub.	Provide the information stub to the client.	None		1 minute	Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo
For confirmation, submit the accomplished information stub.	Receive the stub and assess the information of the client.	None		2 minutes	Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo

Receive the Certification of Employment	Provide the signed Certification of Employment.	None	DOLE Labor Advisory 06-20 (BOR Res. #23 s. 2023)	5 minutes	Administrative Officer V - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		8 minutes	



7) Quality Instruction To Students

Discussion of vision, mission, core values of the University

Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Students							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
None			None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Attend the university orientation.	Create a committee that will conduct the orientation for the students.	None		3 hours	Associate Professor IV - Pamantasan ng Lungsod ng San Pablo			

Attend regular semestral classroom instructions and participate in the co-curricular and extra-curricular activities	Conduct classroom discussion and extra-curricular activities.	None		8 hours	Associate Professor IV - Pamantasan ng Lungsod ng San Pablo, Instructor III - Pamantasan ng Lungsod ng San Pablo, Instructor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo, Associate Professor I - Pamantasan ng Lungsod ng San Pablo
		TOTAL	0.00	11 hours	



8) Issuance of Certificate/Graduation/Honors Received (Registrar's Office)

Process in requesting certificates in the Registrars Office.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Clearance	College Department				
Official Receipt of Payment	University Cashier, Finance Office (Received upon payment)				
Documentary Stamp	BIR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish request form.	Assist and check the clearance form of the student.	None		3 minutes	Administrative Assistant I - Pamantasan ng Lungsod ng San Pablo

Process clearance form	Check the student's records and sign the clearance	None		10 minutes	<i>Registrar I - Pamantasan ng Lungsod ng San Pablo, Administrative Assistant I - Pamantasan ng Lungsod ng San Pablo</i>
Pay corresponding fee	Check fee/s and issue Official Receipt	50.00	BOR Res. #23 s. 2023	5 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
Submit the request form and clearance form	Receive the request form and clearance form and process the request	None		10 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo</i>
Releasing of the requested document	Sign and release the document	None		2 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		50.00		30 minutes	

9) Issuance of Transcript of Record/ Certification of Grades (Registrar's Office)

Process in requesting TOR and COG



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Clearance	College Department				
Official Receipt of Payment	University Cashier, Finance Office (Received upon payment)				
Documentary Stamp	BIR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish request form	Assist and check the accomplished forms	None		3 minutes	Administrative Aide I - Pamantasan ng Lungsod ng San Pablo
Process clearance form	Check the student's records and sign the clearance	None		10 minutes	Administrative Aide I - Pamantasan ng Lungsod ng San Pablo

Pay corresponding fee (NOTE: Php 50.00 for succeeding pages)	Check fee/s and issue Official Receipt	100.00	BOR Res. #23 s. 2023	5 minutes	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
Submit the request form and clearance form	Receive the request form and clearance form and process the request	None		2 minutes	Administrative Assistant I - Pamantasan ng Lungsod ng San Pablo
Releasing of the requested document	Sign and release the document	None		2 minutes	Registrar II - Pamantasan ng Lungsod ng San Pablo
TOTAL		100.00		22 minutes	



10) Issuance of Official Receipt for the Payment of Fees (Finance Office)

Process in the issuance of the school's receipt.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Accomplished Request Form	To the office where the client is requesting a certain document.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished request form.	Assess the accomplished request form and receive the payment (Php 50.00 per page)	50.00	BOR Res. #23 s. 2023	3 minutes	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
Receive the official receipt from the University Cashier.	Provide the official receipt to the client.	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
TOTAL		50.00		4 minutes	

11) Acquisition of Supply and Equipment (Supply and Procurement Office)

Process in acquisition of supply and equipment.



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit Annual Procurement Plan before the start of the year (client)	Receive and review Annual Procurement Plan	None		3 minutes	Administrative Aide III - Pamantasan ng Lungsod ng San Pablo
Prepare the required documents: (Purchase Request Form, Obligation Request Form, etc.)	Review the documents of the requestor	None		5 minutes	Administrative Aide III - Pamantasan ng Lungsod ng San Pablo
Submit the accomplished Request form to Supply Office.	Received the Accomplished Documents	None		5 minutes	Administrative Aide III - San Pablo City General Hospital

TOTAL	0.00		13 minutes	
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12) Purchase Request Form or Obligation Request Form

Filing of Documents for Approval: Obligation and Purchase Requests



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Purchase Request Form or Obligation Request Form	Administration Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook.	None		2 minutes	<i>Board Secretary I - Pamantasan ng Lungsod ng San Pablo</i>
Submit the purchase or obligation request form.	Receive, review and approve the purchase and obligation request form.	None		10 minutes	<i>College Administrator - Pamantasan ng Lungsod ng San Pablo</i>

The client can either wait for the documents to be released or receive a call from the Office of the University President.	Release the purchase or request form.	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		14 minutes	

13) Travel Order Form

Filing of Documents for Approval: Request for Travel and Travel Order



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Travel Order Form			Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the provided logbook to indicate the purpose of filing the document.	Provide the logbook	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
2. Submit the Request for Travel or Travel Order form	Receive, review and approve the Request for Travel or Travel Order form	None		10 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo

3. The client can wait or the Office of the University President will call them for release.	Release the purchase or request form.	None		2 minutes	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		14 minutes	



14) Payroll

3) Filing of Documents for Approval : Payroll Sheet

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Payroll			Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the provided logbook to indicate the purpose of filing the document	Provide the logbook	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
2. Submit the Payroll Sheet	Receive, approve and sign the payroll	None		3 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo

3. The client can either wait for the documents to be released or receive a call from the Office of the University President.	Release the payroll	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		7 minutes	



15) Leave Form

Filing of Documents for Approval : Leave of Absence Form

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Leave Form			Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook.	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
2. Submit the Leave of Absence Form	Receive, approve and sign the Leave of Absence form.	None		2 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo

3. The client can either wait for the documents to be released or receive a call from the Office of the University President.	Release the approved leave form	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		6 minutes	



16) Proposal or Endorsement

Filing of Documents for Approval: Proposal or Endorsement from Each Office/College

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Proposal or Endorsement			Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
2. Submit the Proposal or Endorsement for approval	Receive and approve/disapprove the proposal or endorsement	None		10 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo

3. The client can either wait for the documents to be released or receive a call from the Office of the University President.	Release the approved /disapproved proposal/endorsement.	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		14 minutes	

17) Consultation

Consultation



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	All clients within PLSP (University Concerns)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book and indicate “Consultation” in the purpose section	Provide the logbook	None		5 minutes	<i>Board Secretary I - Pamantasan ng Lungsod ng San Pablo</i>
Cite the concern for consultation	All consultation will be accommodated and the concerned office will be informed	None		15 minutes	<i>College Administrator - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		20 minutes	

18) Inquiries about the University

Inquiries about the University



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All clients within and outside the university				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book and indicate "Inquiry" in the purpose section.	Provide the logbook	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
Cite the inquiry	All inquiries will be accommodated and the concern office will be notified.	None		5 minutes	Professor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		7 minutes	

19) Request Form

Obtaining a Copy of Pertinent Documents from the Office of the University President



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Form			Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of obtaining the document.	Provide the logbook	None		2 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
Fill out the request form.	File the request and prepare the document/s	None		10 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo

The client can either wait for the documents to be released or receive a call from the Office of the University President.	Release the copy of pertinent document and record it in the logbook.	None		3 minutes	Board Secretary I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		15 minutes	



20) Issuance of Library Cards

Library card-a card identifying its owner as a member of a Library , usually with borrowing privileges.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Proof of Enrolment			Office of the Registrar		
1x1 Photo (original copy)			Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present validated enrolment form	Verify accuracy of information and issue library card	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
Fill out the needed information	Receive the accomplished card for signature	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>

Release the library card	Release the library card	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		3 minutes	



21) CHECKING- OUT (BORROWING) OF LIBRARY MATERIALS

Library books may be borrowed by bona fide PLSP students, faculty members and staff

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students and Employees				

Receive book		None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		3 minutes	

22) CHECKING - IN (RETURNING) OF LIBRARY MATERIALS

To avoid tagging of deficiency by the University Library, bona fide PLSP students, faculty members and staff must return library books.



Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Students and Employees							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Book/s for return			Requesting Party					
Library Card, Valid ID for Faculty and Staff			Library, Human Resources Development Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Present the book/s for return/ check-in	Receive book/s for return/ check -in	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>			
Received library card		None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>			
TOTAL		0.00		2 minutes				



23) Payment For Lost Book/S

Payment for Lost Book/s –Settlement of obligations or fees resulting from loss of library books.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students and Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Formal Declaration of Lost Book/s			Requesting Party		
Library Card, Valid ID for Faculty and Staff			Library, Human Resources Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present formal Declaration of Lost Book/s and valid ID	Receive formal Declaration of Lost Book/s and ID, verify information to Library Database	None		5 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	Retrieve book card and inventory card	None		5 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>

Pay fines	Receive payment and issue Official Receipt (Current Market Price of Book/s plus 10% of the current Market Price of Book/s).	None	BOR Res. #23 s. 2023	3 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>
Present Official Receipt	Indicate in the book card & inventory card book status (declared loss & paid) and OR number.	None		2 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
Received Library Card	Clear student or employee from Delinquent in Database	None		3 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		18 minutes	



24) Inter-Library Loan (III)

Through this arrangement, to other school, PLSP Library may borrow library resources from one another.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students, Employees and Other Institutions				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Letter			Requesting Party		
Valid ID of representative			Company or Institution ID		
Duly Accomplished ILL Form(2 copies)			Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Hand in request letter, Valid ID and 2 copies of duly accomplished ILL Form	Receive request and verifies identity of borrower	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	Check availability and status of book	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>

	Approve request	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
Fill- up Book Card	Stamp with due date and sign the Due Date slip, book card, and ILL Form	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		4 minutes	

25) Request For Library Accommodation

This service accommodates requests from individuals or groups for tour,survey, conduct research, seminars, etc. at the PLSP



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Students and Employees and Non-PLSP Users

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Requesting Letter		Requesting Party			
Valid ID (Company ID or Agency ID)		Office of the Registrar, Human Resources Development Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and hand in request letter	Receive request letter	None		2 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	Verify availability of schedule	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>

	Approve request	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
Receive notice of Approval	Approve request	None		1 minute	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
	Coordinate with Personnel and prepare for activity(two days before activities conduct)	None		2 days	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
Receive final arrangement of activity	Confirm final arrangement of activity	None		2 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		2 days 7 minutes	

26) Registration forms (COE)

**Signing of Registration Forms, dropping, changing, clearance and good moral clearance PERSON RESPONSIBLE
"Students"**



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	COE Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	Registration forms		MIS office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Students should sign the registration/ clearance	PERSON RESPONSIBLE "Students"	None		1 minute	<i>Assistant Professor I</i> - Pamantasan ng Lungsod ng San Pablo
Submit the accomplished registration form for signing	Receive form and sign	None		1 minute	<i>Assistant Professor I</i> - Pamantasan ng Lungsod ng San Pablo

Students should sign the logbook for the transaction	PERSON RESPONSIBLE "Students"	None		1 minute	Assistant Professor I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		3 minutes	

27) DTR

Submission of DTR Process



Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2E - Government to Employee							
Type of Transaction	Simple							
Who may avail:	COE faculty members							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
DTR			Dean's Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Fill-out the DTR from the faculty members	Provide the DTR "PERSON RESPONSIBLE Faculty members'	None		1 minute	<i>Assistant Professor I</i> - Pamantasan ng Lungsod ng San Pablo			
Review and if correction is needed, inform and request for the counter sign of your immediate supervisor.	Review DTR forms	None		1 minute	<i>Assistant Professor I</i> - Pamantasan ng Lungsod ng San Pablo			

Submit DTR to program chair for creating summary of logins for the COE faculty	Receive DTR "PERSON RESPONSIBLE Program chair"	None		1 minute	Assistant Professor I - Pamantasan ng Lungsod ng San Pablo
Submit the accomplished DTR on or before the requested time of the HRM Unit.	Receive and review the accomplished DTR.	None		1 minute	Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		4 minutes	

28) Student Evaluation Form

Student Evaluation (Regular and Irregular students)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	COE Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Student Evaluation Form	Registrar's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	Assistant Professor I - Pamantasan ng Lungsod ng San Pablo
Secure an evaluation form from the Registrar's Office	Provide an evaluation form	None		1 minute	Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo

Proceed to the Dean's Office for evaluation of grades	Checks the grade and courses credited of the student in the evaluation form "PERSON RESPONSIBLE Program Chair"	None		3 minutes	Assistant Professor I - Pamantasan ng Lungsod ng San Pablo
Receive the signed evaluation form	Program Chair will countersign the evaluated and credited courses for the semester "PERSON RESPONSIBLE Program Chair"	None		1 minute	Assistant Professor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		6 minutes	

29) Prospectus Grades *The student must write their grades in the prospectus

EVALUATION OF STUDENTS



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CBA Students				

Present the Prospectus with grades to the Dean's Office	Accept the Prospectus and start the Evaluation	None		5 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		6 minutes	

30) Evaluated Prospectus
APPROVING OF STUDENTS



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CBA Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Evaluated Prospectus	Student's Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present the evaluated prospectus to the Approver (Regular Students - 2 minutes , Irregular Students – 5 minutes)	Cross check the evaluated prospectus and the enrolled subjects and grades in the system (MIS); Add or remove subjects; Add Schedule; then approved the student in the system.	None		5 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		5 minutes	

31) Evaluated Prospectus

CHANGING/ADDING/DROPPING FORM



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CBA Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Evaluated Prospectus	Student's Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Registrar's office to get a copy of the Changing/adding/dropping form	The Registrar's office will provide the form	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Fill up the form	For Adding Subject/s: The officer-in-charge will cross check the form together with the enrolled subjects in the system and the curriculum before signing the form. For Dropping Subject/s: The officer-in-charge will check the dropping form before signing it. For Changing section/s: The officer-in-charge will check the form and check the availability of the requested section before signing the form.	None		5 minutes	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		6 minutes	

32) Printed Registration Form

REGISTRATION FORM REQUEST FOR SIGNATURE



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CBA Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Printed Registration Form		Student's E-Mail			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present the Registration Form	The Dean will check and sign the registration form	None		1 minute	Administrative Officer IV - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		1 minute	

33) Alumni ID or any Valid ID

Request for Suloy (Year Book) Copy



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Alumni – CBA Graduates				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Alumni ID or any Valid ID			Personal ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present a valid ID and the year graduated	Give the log book to be answered by the alumni then give their Suloy copy "PERSON RESPONSIBLE College Secretary"	None		3 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		3 minutes	

**34) Recruitment, Evaluation, Selection And Appointment Of Teachers From Part Time To Instructor I In
Dalubhasaan Ng Lunsod Ng San Pablo**

Monday to Friday 8:00 am to 5:00 pm no noon time break



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	INSTRUCTOR APPLICANTS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
File an application letter addressed to the Chairman of the board of trustees through the University President		None		1 minute	<i>Professor I - Pamantasan ng Lungsod ng San Pablo, Assistant Professor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

To be scheduled for Initial interview and Course Demonstration	"PERSON/S RESPONSIBLE PLSP Faculty Selection Board"	None		10 minutes	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
Submission of Requirements and Credentials for Employability		None		5 days	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		5 days 11 minutes	

35) Process The Application Of Students Who Are To Enroll Ccst's Offered Programs

Monday to Friday 8:00 am to 5:00 pm no noon time break



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
COPY OF GRADES CERT. OF GOOD MORAL PSA 2X2 & 1X1 ID. PICTURES APPLICATION FORM					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Apply the desired program online through PLSP website with the copy of Form-1-38. Then wait for the schedule of entrance if approved.		None		10 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo, Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo

Online enrollment for the program applied	None		10 minutes	College Administrator - Pamantasan ng Lungsod ng San Pablo, Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo, Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo, Administrative Officer IV - Pamantasan ng Lungsod ng San Pablo, Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San
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					Pablo, <i>Administrative Officer I -</i> Pamantasan ng Lungsod ng San Pablo
Submit Requirements a. COPY OF GRADES b. CERT. OF GOOD MORAL c. PSA d. 2X2 & 1X1 ID. PICTURES e. APPLICATION FORM		None		3 days	College Administrator - Pamantasan ng Lungsod ng San Pablo, <i>Guidance Counselor III -</i> Pamantasan ng Lungsod ng San Pablo, <i>Registrar II -</i> Pamantasan ng Lungsod ng San Pablo, <i>Registrar I -</i> Pamantasan ng Lungsod ng San Pablo
TOTAL	0.00			3 days 20 minutes	

36) Distribution Of Teaching Assignments And Preparation For The Semester

Monday Until Friday Schedule 8:00 am to 5:00 pm



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Faculty Instructors				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Distribution of Teaching assignment from the dean to each instructor		None		10 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
Preparation of Course Outline		None		1 minute	Instructor I - Pamantasan ng Lungsod ng San Pablo

Preparation of OBTL		None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Preparation of Module per Course		None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Faculty In-Service Training	"PERSON/S RESPONSIBLE OVPAA Dean Administrative Division"	None		1 minute	<i>Assistant Professor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			14 minutes	

37) Provide Quality Education For Learners Enrolled In The Offered Programs

4 to 5 days depending on assigned schedule Monday Until Saturday Schedule Depends from 8:00 am to 5:00 pm



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
Distribution of Course Outline, OBTLP & Students Orientation	"PERSON/S RESPONSIBLE Instructor assigned"	None			1 minute
Distribution of Module	"PERSON/S RESPONSIBLE Instructor assigned"	None			1 minute

Discussion of Module including assessment	"PERSON/S RESPONSIBLE Instructor assigned"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Computation of grades	"PERSON/S RESPONSIBLE Instructor assigned"	None		7 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Reading of grades and Submission of Rating Sheet	"PERSON/S RESPONSIBLE Instructor assigned"	None		10 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo, Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			20 minutes	

38) Application For Gender Neutral Uniform

Application for Gender Neutral Uniform



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Student				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
CGEAD FORM NO 1 – APPLICATION FOR GENDER NEUTRAL UNIFORM	Center for Gender Equality and Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request Gender Neutral Uniform Application Form	Provide Gender Neutral Uniform Application Form	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplish the form and attach you signature and 1x1 photo	Receive and Review the application form. Have it recommended for approval by the CGEAD Director and approved by OSDS Director	None		5 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		6 minutes	

39) Application for Gender Responsive Research Grants MOU
Center for Gender Equality and Development



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Highly Technical				
Who may avail:	PLSP Personnel and Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure the MOU to the CGEAD Office	Provide the copy of MOU for research grants for Gender Responsive Research	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Fill out the MOU (second party), provide Chapter 1 and 2, GANTT CHART and Breakdown of expenses	Review the submitted documents of the applicant for alignment for GAD and Budget After review endorse for recommending approval of the CGEAD Director and approval of the University President	None		15 minutes	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
Secure the signed MOU by the University President and by the witnesses	Provide the signed MOU to the client and advise them to go to finance office for the process of the grant	None		1 minute	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		17 minutes	

40) IEC Gender Sensitization Checklist

Review of IEC materials for Gender Sensitization



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel and Student				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
IEC Gender Sensitization Checklist	Center for Gender Equality and Development				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure IEC Gender Sensitization Checklist to CGEAD Office	Provide the copy of checklist	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Fill out the checklist (second party), provide IEC Materials to be checked	Review the submitted documents of the applicant for alignment for GAD and Budget After review endorse for approval of the CGEAD Director	None		15 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Secure the certification that the IEC was reviewed by CGEAD.	Provide the certification for the IEC Material evaluated by CGEAD	None		1 minute	Instructor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo
		TOTAL	0.00		17 minutes

41) Student Evaluation Form, Academic Warning Form

Serving of Academic Warning



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CHK Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Student Evaluation Form	Registrar's Office or Dean's Office				
Academic Warning Form	Dean's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Calls the attention of the student who did not meet the required maintaining grade 'PERSON RESPONSIBLE Program Chair"	None		5 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Register on the provided log book to indicate the purpose of filing the document	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Secure and fill out the academic warning form and proceeds to the dean's office on the scheduled day and time given by the Program Chair	Gives academic warning form and academic consultation for the student 'PERSON RESPONSIBLE Program Chair"	None		5 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
Waits for the copy of Academic Warning Form signed by the College Dean	Program Chair will be forwarding the form to the College Dean for signature	None		1 minute	Instructor I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		12 minutes	

42) Student Evaluation Form

Student Evaluation (Regular and Irregular students)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CHK Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Student Evaluation Form	Registrar's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of filing the document	Provide the logbook 'PERSON RESPONSIBLE Office Staff'	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Secure an evaluation form from the Registrar's Office	Provide an evaluation form	None		1 minute	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>

Proceed to the Dean's Office for evaluation of grades	Checks the grade and courses credited of the student in the evaluation form. "PERSON RESPONSIBLE Program Chair"	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Receive the signed evaluation form	Program Chair will countersign the evaluated and credited courses for the semester. "PERSON RESPONSIBLE Program Chair"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		6 minutes	

43) Clearance/Adding/Dropping Form, Registration Form

Signing of Forms (Registration form for Scholarships, Clearance, Adding and Dropping of Courses and Good moral clearance)



Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	CHK Students							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Clearance/Adding/Dropping Form			Registrar's Office					
Registration Form			Emailed Registration Form					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Register on the provided log book to indicate the purpose of filing the document	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>			
Proceed to the Dean's Office for signature of the forms needed to accomplish	Signs the form needed by the client	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>			
TOTAL		0.00		2 minutes				

44) Application Form/Enrollment Form/School ID

Application and Processing of Scholarship



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All aspiring students of PLSP				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Application Form	Scholarship Office				
Enrollment Form	Registrar's Office				
School ID	EMIS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the log book to indicate the purpose	Provide the log book	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo

Secure and accomplish application form	Assist and check the application form	None		5 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>
Request Enrollment form (CTC) to the Registrar's Office	Assist the student	50.00	BOR Res. #23 s. 2023	30 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
Submit the documents (enrollment form and ID) to the scholarship office	Check the documents and the coordinator will be forwarding the documents to the CHED for evaluation	None		5 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>

	The coordinator will be submitting the documents to the CHED for evaluation	None		1 minute	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	50.00			42 minutes	

45) Enrollment Form/School ID/Blue pen

Distribution of Subsidy



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CHED Scholars				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Enrollment Form			Registrar's Office		
School ID			EMIS		
Blue pen					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the log book to indicate the purpose	Provide log book	None		1 minute	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo
Submit the enrollment form and ID	Assist and check the documents	None		5 minutes	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo

Sign on the voucher and get the subsidy	Check the signed voucher	None		10 minutes	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo
		TOTAL	0.00		16 minutes

46) Requisition Form

Requisition of Laboratory Equipment



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Instructor and Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Requisition Form		Laboratory Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Accomplished Requisition form and list down the requested equipment, glassware and chemicals with approval and signature of your Instructor. Reminder: 1. Log-in to Visitor's log book 2. Submit the Requisition of laboratory equipment, glassware and chemicals two (2) days before conduct the activity.	Provided requisition form Prepared requested laboratory equipment, glassware and chemicals Present and check the borrowed equipment and supplies before give to the borrower	None		1 minute	<i>Laboratory Aide I - Pamantasan ng Lungsod ng San Pablo</i>

Returning of borrowed equipment, glassware and chemicals Reminders: 1. Make sure the equipment and Glassware are Clean and dry before returning in Laboratory Stockroom 2. Any lost and damage of equipment and glassware are replaced with the same items,descriptions and brand	Check the returned equipment and glassware and placed in the cabinet or storage	None		1 minute	<i>Laboratory Aide I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		2 minutes	

47) Clearance Form
Science Laboratory Clearance



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance Form			Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Accomplished Clearance form at PLSP Registrar office	Provided clearance form	None		1 minute	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
Present clearance for signing in Science Laboratory office	Verified the name of student if there is no borrowed equipment and materials	None		1 minute	<i>Laboratory Aide I - Pamantasan ng Lungsod ng San Pablo</i>

TOTAL	0.00		2 minutes	
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48) Prepared Requisition

Requisition of Laboratory Supplies and Equipment



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP-Laboratories				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Prepared Requisition	Laboratory Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Prepared requisition of Supplies,equipment and chemicals	Submit Requisition for approval and processing in PLSP supply and procurement office	None		30 minutes	Laboratory Aide I- Pamantasan ng Lungsod ng San Pablo
Review requisition for Science Laboratory Supplies and Equipment	Approved and Signed by PLSP President and submit to Supply and procurement office for processing	None		20 minutes	Laboratory Aide I- Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		50 minutes	

49) Student Evaluation Form/Academic Warning Form

Serving of Academic Warning



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	CTEd Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Student Evaluation Form			Registrar's Office or Dean's Office		
Academic Warning Form			Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Calls the attention of the student who did not meet the required maintaining grade "PROCESSING TIME" Upon Evaluating the Grades of the Student (Upon Online Enrollment)	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Secure and fill out the academic warning form and proceeds to the dean's office on the scheduled day and time given by the Program Chair	Gives academic warning form and academic consultation for the student	None		5 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Waits for the copy of Academic Warning Form signed by the College Dean	Program Chair will be forwarding the form to the College Dean for signature	None		1 minute	<i>Assistant Professor I - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		8 minutes	

50) Student Evaluation Form

Student Evaluation (Regular and Irregular students)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CTEd Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Student Evaluation Form			Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Secure an evaluation form from the Registrar's Office	Provide an evaluation form	None		1 minute	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>

Proceed to the Dean's Office for evaluation of grades	Checks the grade and courses credited of the student in the evaluation form.	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Receive the signed evaluation form	Program Chair will countersign the evaluated and credited courses for the semester.	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		6 minutes	

51) Clearance/Adding/Dropping Form/Registration Form

Signing of Forms (Registration form for Scholarships, Clearance, Adding and Dropping of Courses and Good moral clearance)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CTED Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance/Adding/Dropping Form			Registrar's Office		
Registration Form			Emailed Registration Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the provided log book to indicate the purpose of filing the document.	Provide the logbook "PERSON RESPONSIBLE Office Staff"	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Proceed to the Dean's Office for signature of the forms needed to accomplish	Signs the form needed by the client	None		1 minute	<i>Assistant Professor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		2 minutes	

52) Accomplished Request Form Registrar's Office; Guidance Office (Finance Office)
Issuance of Official Receipt for the Payment of Fees



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Accomplished Request Form	Registrar's Office; Guidance Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the log book to indicate the purpose	Provide the log book	None		10 minutes	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo

Submit the accomplished request form.	Assess the accomplished request form and receive the payment (Amount depends on the request)	None		3 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>
Receive the official receipt from the University Cashier.	Provide the official receipt to the client.	None		1 minute	<i>Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		14 minutes	

53) Accomplished Enrolment Form

Issuance of Official Receipt for Enrolment (IS Department, Masteral and Unit Earners) Minimum Payment Integrated School: Old Student: 535.00 New Student: 2,000.00 Masteral: Old Student: 4,200.00/ 4,900.00 New Student: 5,300.00 Unit Earner: 1,550.00



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Enrolment Form			IS Department; Graduate School; Educ Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the log book to indicate the purpose	Provide the log book	None		10 minutes	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo
Submit the accomplished enrolment form.	Assess the accomplished enrolment form and receive the payment	None		10 minutes	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo

Receive the official receipt from the University Cashier.	Provide the official receipt to the client.	None		1 minute	Administrative Aide VI - City Accountant's Office
		TOTAL	0.00		21 minutes

54) Registration Form/Clearance

Signing of Registration Forms and Clearances



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Registration Form	Students/Registrar's Office/College Department				
Clearance	Registrar's Office/College Department				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Register on the log book to indicate the purpose	Provide the log book	None		10 minutes	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo
Present Registration form or Clearance	Check the assessment in the registration form; Check previous account record for the clearance	None		5 minutes	Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		15 minutes	



55) Accomplished Request Form/Official Receipt of Payment/Dry Seal/Documentary Stamp

Good Moral Certificate Process the request and the releasing of good moral certificate that needed in transferring school, job placement, and scholarship of student.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Request Form Guidance and Counseling Office			Guidance and Counseling Office		
Official Receipt of Payment			University Cashier, Finance Office (Received upon payment)		
Dry Seal			Registrar's Office		
Documentary Stamp			BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Get Request Good Moral Certificate and completed the request form needed.	Explain to the client what to do with the request form given to them.	None		2 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo

Accomplish the request form with accomplished clearance of every office in the university. NOTE: The processing time of the good moral certificate does not include the time that would be consumed in the signing of clearance. The time estimate would drprnd on the availability of the person signing in behalf of the concerned offices.	Receive and review the accomplished request form together with the official receipt of payment. Provide the Good Moral Certificate to the students.	50.00	BOR Res. #23 s. 2023	5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
	TOTAL	50.00		7 minutes	

56) Excuse Letter from Parents/Medical Certificate/Death Certificate Guidance and Counseling Office/ID of Parents with clear signature



Re-Admission Slip Process the request for Re-Admission Slip after their absence/s in their class

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Excuse Letter from Parents/Medical Certificate/Death Certificate			Guidance and Counseling Office		
ID of Parents with clear signature					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present the Letter coming from parents/ medical or Death Certificate.	Review the correctness/authentication of the letter, ID and Certificates presented by the client.	None		2 minutes	<i>Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo</i>
Provide the Re-Admission Slip to the student.	The content of the Re-Admission Slip will be explained to the students. They are also instructed to present their slip to the respective instructor/s.	None		3 minutes	<i>Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo</i>

TOTAL	0.00		5 minutes	
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57) Schedule of Entrance Examination/Cumulative Record Form/2x2 Picture and Long Folder

Routine Interview Routine interviews are given to freshmen students after taking the entrance exam. This would provide an insight on how they choose their university and program, it would also help the Guidance and Counseling office to identify student/s that are in need of further counseling.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Schedule of Entrance Examination			Admission Office		
Cumulative Record Form			Admission or Guidance and Counseling Office		
2x2 Picture and Long Folder			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
After taking the Entrance Exam, proceed to the Guidance and Counseling Office to fill out the Cumulative Record Form	Provide the Applicants Cumulative Record Form	None		2 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
Cumulative Record Form will be collected upon interviewing the applicant	The interview will take place after collecting the Cumulative Form	None		15 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo

TOTAL	0.00		17 minutes	
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58) Clearance, Shifting or Dropping Form/Exit Interview Form

Exit interviews are given to all students who are planning to transfer in other university and program. This would provide an insight on how they choose their university and program.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance, Shifting or Dropping Form			Registrar's Office		
Exit Interview Form			Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present clearance, shifting or dropping form.	Interview the client and assess if counseling is needed	None		5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		5 minutes	

59) Schedule of Psychological Test

Psychological Examination Administer series of Psychological Test to students before or during their internship.



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Schedule of Psychological Test	Internship Adviser/Coordinator or Program Head				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with the adviser, Coordinator or Program Head for their schedule.	Inform students regarding their respective test schedule	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Proceed to the Guidance and Counseling Office.	Administer series of psychological test. "PROCESSING TIME 1 hour per test"	None		1 hour	<i>Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		1 hour 3 minutes	



60) Walk in or with appointment

Counseling is given to students to help them identify goals and possible solutions in any problems or emotional disturbance they are experiencing in their everyday lives. It is also a way for them to improve their communication.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Walk in or with appointment			Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Approach anyone from the Guidance and Counseling Office.	Entertain the need of the client	None		20 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		20 minutes	



61) Clearance and Request Form/Cumulative Record File with accomplished Cumulative Record Form with 2x2 Picture and Accomplished Routine Interview Form

Signing of Clearance and Request Slip Process clearance of the students at the end of every semester and request slip upon request of any document.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance and Request Form Registrar' Office			Registrar' Office		
Cumulative Record File with accomplished Cumulative Record Form with 2x2 Picture and Accomplished Routine Interview Form			Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present Clearance or Request Form	Check and Review Cumulative Record File.	None		5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		5 minutes	

62) Documentary stamp (if needed)

Issuance of Certifications: Enrolment/Graduation/Completion/Class Standing/Ranking



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Documentary stamp (if needed)	Bureau of Internal Revenue				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Log their requests and inquiries	Provide the logbook "PERSON RESPONSIBLE Office/Records Staff"	None		2 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	Check student's records and clearance "PERSON RESPONSIBLE Office/Records Staff"	None		20 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

	Process the request and print "PERSON RESPONSIBLE Office/Records Staff"	None		15 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Claim the requested document	Sign and release the documentt "PERSON RESPONSIBLE Office/Records Staff"	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		40 minutes	

63) Documentary stamp (if needed)/Request Form

Issuance of School Form 10 (formerly known as Form 137)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Documentary stamp (if needed)	Bureau of Internal Revenue				
Request Form	Requesting institution or current school				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Log their requests and inquiries	Provide the logbook "PERSON RESPONSIBLE Office/Records Staff"	None		2 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Submit the request form from the requesting institution or from the current school	Verify the authenticity of the request form "PERSON RESPONSIBLE Office/Records Staff"	None		2 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

	Check student's records and clearance "PERSON RESPONSIBLE Office/Records Staff"	None		20 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	Process the request and print "PERSON RESPONSIBLE Office/Records Staff"	None		15 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Claim the requested document	Sign and release the document	None		15 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		54 minutes	

**64) Issuance and Signing of other School Forms : Clearance/Tuition Fee Discount/Gate pass/Pick-up Permit/CTC/
Issuance and Signing of other School Forms : Clearance/Tuition Fee Discount/Gate pass/Pick-up Permit/CTC/**



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Log their requests and inquiries	Provide the logbook "PERSON RESPONSIBLE Office/Records Staff"	None		2 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	Check student's records and clearance "PERSON RESPONSIBLE Office/Records Staff"	None		10 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

	Process the request and print "PERSON RESPONSIBLE Office/Records Staff"	None		10 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Claim the requested document	Sign and release the document	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		25 minutes	

65) NSTP Certificate of Completion/NSTP Registration form/NSTP Clearance/Request for NSTP Serial Number form

Process in requesting NSTP Serial Number



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students/NSTP TRAINEES				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
NSTP Certificate of Completion	NSTPO				
NSTP Registration form	NSTPO				
NSTP Clearance	NSTPO				
Request for NSTP Serial Number form	NSTPO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request for NSTP Serial Number request form	Provide NSTP Serial Number Request form "PERSON RESPONSIBLE NSTP Staff "	None		1 minute	Administrative Assistant I - Pamantasan ng Lungsod ng San Pablo

<p>Accomplish the form then submit it to the NSTPO for approval and signature of the NSTP Director. Reminders: The Serial number can be immediately released upon the availability of the aforementioned, however, if the said is not yet released by the CHED it is subject for scheduling.</p>	<p>Receive and review the request form of the student/Trainee. To be signed by the NSTP Director "PERSON RESPONSIBLE NSTP Staff and Director"</p>	<p>None</p>		<p>1 minute</p>	<p><i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo</p>
TOTAL	0.00			2 minutes	

66) Registration form from EMISO

Registration for selected NSTP Component Process in selecting NSTP component after the General Orientation under the RA 9163



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	In-Coming First year students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Registration form from EMISO	EMISO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request for the NSTP component selection form	Provide the NSTP component selection form "PERSON RESPONSIBLE NSTP Office Staff"	None		1 minute	Administrative Assistant I - Pamantasan ng Lungsod ng San Pablo

	Receive and review the form "PERSON RESPONSIBLE NSTPO Staff/NSTP Coordinators"	None		1 minute	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo, <i>Administrative Assistant I -</i> Pamantasan ng Lungsod ng San Pablo
TOTAL	0.00			2 minutes	

67) Student Evaluation Form/Academic Warning Form

Serving of Academic Warning



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	CAS Student				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Student Evaluation Form	Registrar's Office or Dean's Office				
Academic Warning Form	Dean's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Call the attention of the student who did not meet the required maintaining grade	None		5 minutes	<i>Instructor II - Pamantasan ng Lungsod ng San Pablo</i>
Secure and fill out the academic warning form and proceeds to the dean's office on the scheduled day and time given by the Program Chair	Gives academic warning form and academic consultation for the student.	None		5 minutes	<i>Instructor II - Pamantasan ng Lungsod ng San Pablo</i>

Waits for the copy of Academic Warning Form signed by the College Dean	The Program Chair will be forwarding the form to the College Dean for signature	None		1 minute	<i>Instructor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		11 minutes	

68) Student Evaluation Form

Student Evaluation (Regular and Irregular students)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CAS Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Student Evaluation Form			Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure an evaluation form from the Registrar's Office	Provide an evaluation form	None		1 minute	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
Proceed to the Dean's Office for evaluation of grades	Checks the grade and courses credited to the student in the evaluation form.	None		3 minutes	<i>Instructor II - Pamantasan ng Lungsod ng San Pablo</i>

Receive the signed evaluation form	The Program Chair will countersign the evaluated and credited courses for the semester.	None		1 minute	Instructor II - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		5 minutes	

69) Clearance/Adding/Dropping Form/Registration Form

Signing of Forms (Registration form for Scholarships, Clearance, Adding and Dropping of Courses and Good moral clearance)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CAS Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance/Adding/Dropping Form			Registrar's Office		
Registration Form			Emailed Registration Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Dean's Office for signature of the forms needed to accomplish	Signs the form needed by the client	None		1 minute	Instructor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		1 minute	

70) Students' evaluation form

Student Evaluation (Regular and Irregular also transferee and shifting)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CTHN Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Students' evaluation form			Registrar office or Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	0.00			

70) Students' evaluation form

Student Evaluation (Regular and Irregular also transferee and shifting)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CTHN Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Students' evaluation form			Registrar office or Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure evaluation form from the registrar's office or in dean's office	Provide evaluation form	None		3 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo, Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>

Proceed to the dean's office for evaluation of grades	Checks the grade and courses credited of the students in the evaluation form	None		3 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
Receive the signed by the evaluation form	The program chair will countersign the evaluated and credited courses for the semester	None		2 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		8 minutes	

71) Students' evaluation form

Signing of Forms (Registration form and Scholarships, Clearance, Adding and Dropping of Course and Good Moral Clearance)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CAS Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Students evaluation form			Registrar office or Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the Dean's Office for signature of the forms needed to accomplish	Signs the form needed by the client	None		1 minute	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		1 minute	

72) Clearance/Official Receipt of Payment/Documentary Stamp

Issuance of Certifications: Enrollment /Graduation / Honors Received (Registrar's Office)



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance			Registrar's Office ,Dean's Office ,Library, Finance Office		
Official Receipt of Payment			Finance Office		
Documentary Stamp			BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish request form	Assist and check the accomplished forms	None		3 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>

Process clearance form	Check the student's records and sign the clearance	None		20 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo</i>
Pay corresponding fee	Check fee/s and issue Official Receipt	50.00	BOR Res. #23 s. 2023	5 minutes	<i>Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo</i>
Submit the request form and clearance form	Receive the request form and clearance form and process the request	None		15 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
Releasing of the requested document	Sign and release the document	None		2 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		50.00		45 minutes	

73) Issuance of Transcript of Records /Certification of Grades (Registrar's Office)

Clearance/Official Receipt of Payment/Documentary Stamp



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Clearance	Registrar's Office , Dean's Office , Library , Finance Office				
Official Receipt of Payment	Finance Office				
Documentary Stamp	BIR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish request form	Assist and check the accomplished forms	None		3 minutes	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>

Process clearance form	Check the student's records and sign the clearance	None		20 minutes	<i>Librarian II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo</i>
	Check fees and issue Official Receipt "FEES TO BE PAID P100.00 / 1st page P50.00 / succeeding pages"	None	BOR Res. #23 s. 2023	5 minutes	<i>Administrative Aide IV - Pamantasan ng Lungsod ng San Pablo</i>
Submit the request form and clearance form	Receive the request form and clearance form and process the request	None		2 days 23 hours	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
Releasing of the requested document	Sign and release the document	None		2 hours	<i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		3 days 1 hour 28 minutes	

74) Accomplished Student/Employee Medical Form

Medical Consultation and Counselling



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Student and Personnel				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Accomplished Student/Employee Medical Form	Health Services Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Report to the school clinic as the need arises	Check and interview pertinent data like past and present medical condition	None		10 minutes	Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo

Accomplishment of Medical Form	Check and interview pertinent data like past and present medical condition	None		10 minutes	Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		20 minutes	

75) Accomplished Student/Employee Medical Form

Referral of Complicated Cases, Process in the Referral of Complicated Cases



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	PLSP Student and Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Student/Employee Medical Form	Health Services Office

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

Report to the school clinic	Assessment of Patient Giving of First Aid Treatment Taking of Vital Signs Charting/Documentation	None		10 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Medical Form	Check and ask pertinent data like past and present medical condition Inform the relative and have the consent for transfer to hospital Inform the responsible person for the Quick Response Vehicle in transferring patient	None		15 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		25 minutes	

76) Accomplished Student/Employee Medical Form

Referral of Complicated Cases, Process in the Referral of Complicated Cases



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	PLSP Student and Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Accomplished Student/Employee Medical Form		Health Services Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
		TOTAL 0.00			

77) Accomplished Student Medical Form

Medical Assessment of New Student/Annual Physical Examination



Office or Division	Pamantasan ng Lungsod ng San Pablo																
Classification	G2C - Government to Client																
Type of Transaction	Simple																
Who may avail:	PLSP Student and Personnel																
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE															
Accomplished Student Medical Form		Health Services Office															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">CLIENT STEPS</th> <th style="text-align: left; padding: 5px;">AGENCY ACTIONS</th> <th style="text-align: left; padding: 5px;">FEES TO BE PAID</th> <th style="text-align: left; padding: 5px;">LEGAL BASIS</th> <th style="text-align: left; padding: 5px;">PROCESSING TIME</th> <th style="text-align: left; padding: 5px;">PERSON RESPONSIBLE</th> </tr> </thead> <tbody> <tr><td colspan="6" style="height: 150px;"></td></tr> </tbody> </table>						CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE												

Report to the school clinic	Assessment of Patient Taking of Vital Signs (5 minutes per student/ personnel)	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Medical Form	Check and ask pertinent data like past and present medical condition Physical Examination	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		10 minutes	

78) Accomplished Student Medical Form

Medical Assessment of New Student/Annual Physical Examination



Office or Division	Pamantasan ng Lungsod ng San Pablo																
Classification	G2C - Government to Client																
Type of Transaction	Simple																
Who may avail:	PLSP Student and Personnel																
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE															
Accomplished Student Medical Form		Health Services Office															
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE												

Report to the school clinic	Assessment of Patient Taking of Vital Signs (5 minutes per student/ personnel)	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Medical Form	Check and ask pertinent data like past and present medical condition Physical Examination	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		10 minutes	

79) Accomplished Student Medical Form

Annual Dental Examination



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Student and Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Student Medical Form			Health Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Report to the school clinic	Assessment of Patient Taking of Vital Signs	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Dental Form	Check and ask pertinent data like past and present medical condition	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	Dental Examination	None		10 minutes	<i>Dentist II - Pamantasan ng Lungsod ng San Pablo, Dentist III - Pamantasan ng Lungsod ng San Pablo</i>

TOTAL	0.00		20 minutes	
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80) Accomplished Student Medical Form

Dental Consultation, Counselling and Treatment



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Student and Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Student Medical Form			Health Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Report to the school clinic	Assessment of Patient Taking of Vital Signs	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Dental Form	Check and ask pertinent data like past and present medical condition Dental Examination Dental Treatment/Extraction	None		40 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Dentist II - Pamantasan ng Lungsod ng San Pablo, Dentist III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		45 minutes	

81) Accomplished Student Medical Form

Issuance of Dental Certificate



Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	PLSP Student and Personnel							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Accomplished Student Medical Form			Health Services Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

Report to the school clinic	Assessment of Patient Taking of Vital Signs	None		5 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Accomplishment of Dental Form	Check and ask pertinent data like past and present medical condition Dental Examination	None		10 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Dentist II - Pamantasan ng Lungsod ng San Pablo, Dentist III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		15 minutes	

82) EVALUATION OF STUDENTS**Process in the Evaluation of Students**

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	CoA – Irregular Students Transferee				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Prospectus Grades *The student must write their grades in the prospectus			Registrar Grade – DLSP APP and/ Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Visit the registrar's office to get a copy of prospectus.	The Registrar's Office will provide the prospectus (PERSON RESPONSIBLE Officer-in-charge)	None		1 minute	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Present the Prospectus with grades to the Dean's Office	Accept the Prospectus and start the Evaluation, the record it to google form.	None		6 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		7 minutes	

83) APPROVING OF STUDENTS

Process of the Approver



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All COA Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Evaluated Prospectus	Student's Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present the evaluated prospectus to the Approver	Cross check the evaluated prospectus and the enrolled subjects and grades in the system (MIS); Add or remove subjects; Add Schedule; then approved the student in the system. (PROCESSING TIME Regular Students - 2 minutes Irregular Students – 5 minutes)	None		5 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		5 minutes	

84) Changing/Adding/Dropping Form

Process On Changing/Adding/Dropping Form



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CoA Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Evaluated Prospectus			Student's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Registrar's office to get a copy of the Changing/adding/dropping form.	The Registrar's office will provide the form	None		1 minute	Instructor I - Pamantasan ng Lungsod ng San Pablo

Fill up the form	<p>The officer-in-charge will cross check the form together with the enrolled subjects in the system and the curriculum before signing the form. For Dropping Subject/s: The officer-in-charge will check the dropping form before signing it. For Changing section/s: The officer-in-charge will check the form and check the availability of the requested section before signing the form. (PERSON RESPONSIBLE Department Chair & Program Chair Dean for Approval)</p>	None		5 minutes	<i>Instructor I -</i> Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		6 minutes	

85) Signing of Registration Form

Process On Signing the Registration Form



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All CoA Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Registration Form	Student's Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Print the emailed registration form	Check the registration form: Course Yr & Section	None		2 minutes	Instructor I - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		2 minutes	

86) Good Moral Certificate

Process the request and the releasing of good moral certificate that needed in transferring school, job placement, and scholarship of student.



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	PLSP Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Request Form			Guidance and Counseling Office		
Official Receipt of Payment			University Cashier, Finance Office (Received upon payment)		
Dry Seal			Registrar's Office		
Documentary Stamp			BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Get Request Good Moral Certificate and completed the request form needed.	Explain to the client what to do with the request form given to them.	None		2 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo

Accomplish the request form with accomplished clearance of every office in the university. NOTE: The processing time of the good moral certificate does not include the time that would be consumed in the signing of clearance. The time estimate would drprnd on the availability of the person signing in behalf of the concerned offices.	Receive and review the accomplished request form together with the official receipt of payment. Provide the Good Moral Certificate to the students	50.00	BOR Res. #23 s. 2023	5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
	TOTAL	50.00		7 minutes	



87) Re-Admission Slip

Process the request for Re-Admission Slip after their absence/s in their class.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				



88) Routine Interview

Routine interviews are given to freshmen students after taking the entrance exam. This would provide an insight on how they choose their university and program, it would also help the Guidance and Counseling office to identify student/s that are in need of further counseling.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Schedule of Entrance Examination			Admission Office		
Cumulative Record Form			Admission or Guidance and Counseling Office		
2x2 Picture and Long Folder			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
After taking the Entrance Exam, proceed to the Guidance and Counseling Office to fill out the Cumulative Record Form.	Provide the Applicants Cumulative Record Form. (PERSON RESPONSIBLE Admission and Guidance)	None		2 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo

Cumulative Record Form will be collected upon interviewing the applicant.	The interview will take place after collecting the Cumulative Form. (PERSON RESPONSIBLE Admission and Guidance)	None		15 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		17 minutes	



89) Exit Interview

Exit interviews are given to all students who are planning to transfer in other university and program. This would provide an insight on how they choose their university and program.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Clearance, Shifting or Dropping Form			Registrar's Office		
Exit Interview Form			Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present clearance, shifting or dropping form.	Interview the client and assess if counseling is needed.	None		5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		5 minutes	



90) Psychological Examination

Administer series of Psychological Test to students before or during their internship.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				

Proceed to the Guidance and Counseling Office.	Administer series of psychological test (PROCESSING TIME 1 hour per test), (PERSON RESPONSIBLE Guidance and Counseling Staff and Guidance Counselors)	None		1 hour	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		1 hour	



91) Counseling

Counseling is given to students to help them identify goals and possible solutions in any problems or emotional disturbance they are experiencing in their everyday lives. It is also a way for them to improve their communication.

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Walk in or with appointment			Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Approach anyone from the Guidance and Counseling Office.	Entertain the need of the client.	None		20 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		20 minutes	

92) Signing of Clearance and Request Slip

Process clearance of the students at the end of every semester and request slip upon request of any document.



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Clearance and Request Form	Registrar' Office				
Cumulative Record File with accomplished Cumulative Record Form with 2x2 Picture and Accomplished Routine Interview Form	Guidance and Counseling Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present Clearance or Request Form.	Check and Review Cumulative Record File.	None		5 minutes	Guidance Counselor III - Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		5 minutes	

93) Application for Admission**Process in the application for Admission**

Office or Division	Pamantasan ng Lungsod ng San Pablo							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Students							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Mobile Device or PC connected to the Internet			Online Portal					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

<p>Visit Admission Portal: • Go to Admission portal (https://adm.plsp.edu.ph/) on your mobile or PC.</p>	<p>Enabling the Online Admission Portal (PERSON RESPONSIBLE Online System)</p>	<p>None</p>		<p>1 minute</p>	<p>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</p>
<p>Fill Information: • Complete required fields with accurate details.</p>	<p>System Monitoring (PERSON RESPONSIBLE Online System)</p>	<p>None</p>		<p>1 minute</p>	<p>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</p>

<p>Document Upload: • Prepare and upload documents: o Birth Certificate/PSA o Good Moral Certificate o Form 138 / Report Card o 1 x 1 Picture o Clearance Form (Returning Students) o Evaluation Form (Transferees)</p>	<p>System Monitoring (PERSON RESPONSIBLE Online System)</p>	<p>None</p>		<p>3 minutes</p>	<p><i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i></p>
<p>Submit Application: • Click "Submit" to send your application.</p>	<p>System Monitoring (PERSON RESPONSIBLE Online System)</p>	<p>None</p>		<p>1 minute</p>	<p><i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i></p>

Confirmation Email: • Receive the Admission Number on screen and via email.	System Monitoring (PERSON RESPONSIBLE Online System)	None		1 minute	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i>
Check Status: • Wait for approval email or track at this link: https://inq.plsp.edu.ph/	System Monitoring (PERSON RESPONSIBLE Admission Officer, "Not admin off.")	None		1 minute	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		8 minutes	

94) Application for Enrollment

Process in the application for Enrollment



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Mobile Device or PC connected to the Internet	Online Portal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Visit Enrollment Portal: • Go to Enrollment portal (https://enrol.plsp.edu.ph/) on your mobile or PC.	Enabling the Online Enrollment Portal (PERSON RESPONSIBLE online system)	None		1 minute	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo</i>
Choose the Student Type and enter the approved Admission Number (for new Enrollee) or Student Number (for old enrollee)	System Monitoring (PERSON RESPONSIBLE online system)	None		1 minute	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo</i>

Review the summary of your information and click Submit your application. An Enrollment reference number will appear and also confirmation email.	System Monitoring (PERSON RESPONSIBLE online system)	None		1 minute	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo</i>
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<p>Wait for the email if your enrollment is approved or you can track your application by entering the enrollment reference number to this link: https://inq.plsp.edu.ph/</p>	<p>System Monitoring (PERSON RESPONSIBLE online system)</p>	<p>None</p>		<p>4 minutes</p>	<p><i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo, Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo, Administrative Officer I - Pamantasan ng Lungsod ng San Pablo, Administrative Aide VI - Pamantasan ng Lungsod ng San Pablo</i></p>
TOTAL	0.00			7 minutes	

95) Application for Correction of Personal Information in the System**Process in the application for Correction of Personal Information**

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Photocopy of PSA			PSA Office		
Request for correction form			PLSP Official Website / Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>Download and provide a copy of Request for Correction form at this link https://plsp.edu.ph/downloadable-forms/</p>	<p>System Monitoring</p>	<p>None</p>		<p>2 minutes</p>	<p><i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i></p>
<p>Fill out the downloaded form and submit it to Registrar's office together with your attached PSA photocopy for verification and validation.</p>	<p>Verify the attached documents and sign the correction form.</p>	<p>None</p>		<p>2 minutes</p>	<p><i>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</i></p>

Submit the approved correction form to EMISO to change your information	Provide a logbook and process the correction application. Review the documents attached (letter of correction, class record). Approve/disapprove the request.	None		2 minutes	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			6 minutes	

96) Application for Correction of Grades encoded in the System

Process in the application for Correction of Grades



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter addressed to VPAA			Vice President for Academic Affairs		
Class record					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>Please register on the provided log book to indicate the purpose of visiting the office</p>	<p>Provide a logbook</p>	<p>None</p>		<p>1 minute</p>	<p>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</p>
<p>Present accomplished letter addressed to VPAA thru the Dean requesting for changing of erroneous grades, together with the class record.</p>	<p>Review the documents attached (letter of correction, class record). Approve/disapprove the request.</p>	<p>None</p>		<p>3 minutes</p>	<p>Registrar II - Pamantasan ng Lungsod ng San Pablo, Registrar I - Pamantasan ng Lungsod ng San Pablo</p>

Submit the approved correction form to EMISO to change your information	Review the documents attached (letter of correction, class record). Approve/disapprove the request.	None		2 minutes	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		6 minutes	

97) Application for Identification Card (ID)

Process in the application for Identification Card



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Softcopy of 1x1 picture with white background					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Verify the personal information at EMISO.	Provide a logbook. Review the personal data of the student.	None		2 minutes	Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo
Send a picture at idplsp2023@gmail.com	Print the identification card. Register the ID in RFID system.	None		3 minutes	Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo

Sign in the claim sheet.	Provide the claim sheet	None		1 minute	<i>Information Systems Analyst I - Pamantasan ng Lungsod ng San Pablo, Computer Programmer I - Pamantasan ng Lungsod ng San Pablo, Computer Maintenance Technologist II - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		6 minutes	

98) Process In Administrative Action In Student Discipline

Process In Administrative Action In Student Discipline



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Teaching, and non-teaching personnels, and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Registration Form for the requested academic year.	College Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
In case of apprehension of students: should inform the nature and cause of the allegation against him/her to the Office of Student Discipline.	Record and evaluate (PERSON RESPONSIBLE Head of Student Discipline)	None		30 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

In case of an alleged violation, the student should present his/her ID and/or Registration Form to apprehending school official or personnel for documentation.	Record and evaluate (PERSON RESPONSIBLE Head of Student Discipline)	None		30 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
If the student is under the influence of alcohol or prohibited substance, he/she shall be brought to the College Medical Clinic for medication/ assistance if necessary.	Accommodate for appropriate action	None		30 minutes	<i>Medical Officer III - Pamantasan ng Lungsod ng San Pablo, Nurse V - Pamantasan ng Lungsod ng San Pablo, Nurse II - Pamantasan ng Lungsod ng San Pablo, Nurse I - Pamantasan ng Lungsod ng San Pablo</i>
Banned items that are enumerated in the PLSP Rules on Student Discipline shall be confiscated by the security officer or University personnel and shall be turned over to the security office as evidence of the violation committed.	Accommodate for appropriate action	None		30 minutes	<i>Security Guard I - Pamantasan ng Lungsod ng San Pablo</i>
If the student was issued a suspension order, he/she is required to surrender his/her ID card, Registration Form and Library card to the OSDS.	Accommodate for appropriate action (PERSON RESPONSIBLE OSDS thru the Head of Student Discipline)	None		30 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

If the student lost or misplaced his/her ID card, he/she must present his/her Library card and Registration Form to the guard on duty upon entry to the College premises.	Accommodate for appropriate action	None		15 minutes	Security Guard I - Pamantasan ng Lungsod ng San Pablo
Students holding office, as officers of recognized student organizations/councils of whatever level and/or type, shall be advised by the security officers thirty minutes before the end of office hours and surrender the office keys to the security office or building head.	Accommodate for appropriate action	None		15 minutes	Security Guard I - Pamantasan ng Lungsod ng San Pablo
TOTAL		0.00		3 hours	

99) Jurisdiction Over Discipline-Related Cases

Jurisdiction Over Discipline-Related Cases



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
	OSDS, OSWS, OISPS, Center for Arts and Culture, Center for Athletics and Sports Department Offices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
The VP, SLS/ Student Discipline shall have jurisdiction over all light offenses that may be reported to them.	(PERSON RESPONSIBLE VPSLS)	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The Committee on Student Discipline shall have jurisdiction over all less grave and grave offenses involving students under these rules.	(PERSON RESPONSIBLE VPSLS)	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

TOTAL	0.00		35 minutes	
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100) Procedural Due Process Of Investigation

Procedural Due Process Of Investigation



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
	OSDS, OSWS, OISPS, Center for Arts and Culture, Center for Athletics and Sports Department Offices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
The aggrieved or concerned party shall file a formal complaint in writing to the OVPSLS through the Head of Student Discipline	(PERSON RESPONSIBLE ? VPSLS)	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

The OVPSLS through the CSD shall conduct a preliminary investigation to determine if the complaint is sufficient in form and substance to be given due course.	(PERSON RESPONSIBLE ? VPSLS)	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The OVPSLS finds the complaint insufficient in form and substance and will not give due course to it, the complaint shall be immediately dismissed.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The OVPSLS through the Head of Student Discipline shall inform the corresponding college dean on the disciplinary action files against the student.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
If the compliance fails to file his/her answer, the investigation shall be deemed submitted for resolution.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The CSD shall convene and serve a notice of hearing to the complainant and the complained.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The proceedings shall be summary in nature.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

The CSD shall render its decision within fifteen days from the period the case is deemed submitted for resolution.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
Within five days from receipt of the resolution, the aggrieved party may file a Motion for Reconsideration which shall be based on error in the application of the provisions of the Revised Student Manual, newly found evidence, or the Resolution is not supported by the evidence submitted.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
If the penalty imposed by the CSD is suspension or higher, the case shall be appealable to the OVPAA.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			35 minutes	

101) Elevation Of The Case To The Ovpaa

Elevation Of The Case To The Ovpaa



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
	OSDS, OSWS, OISPS, Center for Arts and Culture, Center for Athletics and Sports Department Offices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
If the penalty is suspension, the case shall be appealable to the OVPAA upon filing of the Memorandum of Appeal by the aggrieved party within five days from receipt of the appealed Order/Resolution, and furnishing the other party with a copy thereof.	(PERSON RESPONSIBLE ? VPSLS)	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

If the penalty imposed is non-readmission , exclusion, or expulsion, the records shall automatically be elevated to the OVPAAs.	(PERSON RESPONSIBLE ? VPSLS)	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
The VPAA may, in his/her discretion, require the Appellee, to file his/her Memorandum of Appeal within five days from receipt of the Order, and furnish the Appellant a copy of the Memorandum of the Appeal.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
Within ten working days from the time the case has been deemed submitted for Resolution, the VPAA shall RESOLVE the same, which may adopt, modify or set aside the Resolution of the CSD/OVPSLS	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
Within five days from receipt of the Resolution, the aggrieved party may file a Motion for Reconsideration which shall be based on error in the application of the provisions of the Student Manual, newly found evidence, or the Resolution is not supported by the executory.	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

Once the VPAA renders his/her decision, it shall be final and executory	(PERSON RESPONSIBLE ? N/A)	None			<i>Instructor III -</i> Pamantasan ng Lungsod ng San Pablo
	TOTAL	0.00		35 minutes	

102) SIGNING OF FORMS (Office of the Directors: Student Development and Services; Center for Arts and Culture; Center for Sports and Athletic Development)



Recognized student organization proposals, cover letters and relevant correspondences

Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student Leaders of Recognized Student Organizations				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Cover letters and proposals duly endorsed by concerned teacher advisers, and responsible Head of Offices.			Colleges/ Head of Offices concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the logbook	Assist the client in signing in the logbook (PERSON RESPONSIBLE ? Secretary to the Director)	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo, Instructor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>

Proceed to the Director once the cover letter and proposals are duly signed by the concerned teacher adviser, and Head of Offices.	Evaluate the proposal and sign the document for recommendation, and endorsement. (PERSON RESPONSIBLE ? N/A)	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo, Instructor II - Pamantasan ng Lungsod ng San Pablo, Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			35 minutes	

103) Issuance Of Certificate On Non-Issuance Of Id

Process in requesting certificate of non-issuance of ID



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students who have not yet received their official ID from EMISO.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Signed Registration Form for the requested academic year.			College Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Secure signed registration form for the requested academic year from the College Dean	Assist, check and sign the registration form (PERSON RESPONSIBLE ? Office of the College Dean)	None		10 minutes	<i>Instructor I - Pamantasan ng Lungsod ng San Pablo</i>
Sign in the logbook	Assist the client in signing in the logbook (PERSON RESPONSIBLE ? Secretary to the OVPSLS , "N/A Ins. III)	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

Present the signed registration form to secure the Certificate of non-issuance of ID	Prepare, encode and present the requested certificate (PERSON RESPONSIBLE ? ? Secretary to the OVPSLS , "N/A Ins. III)	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		45 minutes	

104) Signing Of Forms (OVPSLS)

Recognized student organization proposals, cover letters and relevant correspondences.



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Student Leaders of Recognized Organizations				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Cover letters and proposals duly endorsed by concerned teacher advisers, director and responsible Head of Offices.	OSDS, OSWS, OISPS, Center for Arts and Culture, Center for Athletics and Sports Department Offices				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the logbook	Assist the client in signing in the logbook for endorsement or appointment to the OVPSLS (PERSON RESPONSIBLE ? Secretary to the OVPSLS , "N/A Ins. III")	None		5 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>

Proceed to the OVPSLS once the cover letter and proposals are duly signed by the concerned teacher adviser, directors and Head of Offices	Evaluate the proposal and sign the document for recommendation, endorsement and approval.	None		30 minutes	<i>Instructor III - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		35 minutes	

105) Application for College Admission

Process in the application for college admission



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All aspiring students of PLSP (New Students, Transferee, Returnee, Unit Earner, Cross Enrollee)				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Scanned Copy of 2X2 Picture w/ White Background	Computer Shop / Photography Studios				
Scanned Copy of Transcript of Record / SHS Card / HS Card	Last School Attended				
Scanned Copy of Good Moral Certification	Last School Attended				
Scanned Copy of Birth Certificate	PSA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Visit the PLSP website and click the “Admission Application” button	None (PERSON RESPONSIBLE - None)	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
Read the data privacy notice and consent agreement and tick the box at the button of the webpage	None (PERSON RESPONSIBLE - None)	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo

Fill up the online admission form with the required details	None (PERSON RESPONSIBLE - None)	None		10 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
Attach the necessary requirements for online admission	None (PERSON RESPONSIBLE - None)	None		2 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
Review the encoded details and submit the online admission form. Admission Number will be sent immediately to the email of the applicants after submitting the online admission form	None (PERSON RESPONSIBLE - None)	None		1 minute	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL		0.00		15 minutes	

106) Scheduling of Entrance Exam

Process in scheduling entrance exam



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All aspiring students of PLSP who completed the online application on the current semester				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Admission Number	Email from Admission and Testing Office				
Schedule of Exam	Official FB Page of PLSP Admission and Testing Office				
I.D.	Last School Attended				
Long Folder, Black Ball Pen, and 2X2 Picture with white background	School Supplies Store / Photography studios				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Wait for the schedule to be posted on the official FB page of PLSP Admission and Testing Office	Review the online applications for college Admission and post entrance exam schedules on the official FB page of PLSP Admission and Testing Office (PERSON RESPONSIBLE -Admission Officer, "N/A admin 1")	None		5 days	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo

Check the AN number on the posted schedule to see when and where to take the entrance examination. Bring the necessary requirements on the day of the examination	None (PERSON RESPONSIBLE -None , "N/A admin 1")	None		2 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
	TOTAL	0.00		5 days 2 minutes	

107) Administering of Entrance Exam

Process in administering entrance exam



Office or Division	Pamantasan ng Lungsod ng San Pablo
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	All aspiring students of PLSP who already have an entrance examination schedule

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Admission and Testing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Arrive at the entrance examination venue at least 5-10 minutes early	Prepare the logbook and entrance exam questionnaire and answer sheet (PERSON RESPONSIBLE - Admission Officer)	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
Present your admission number and ID to the admission officer to confirm your schedule and identity.	Check the admission number and identity of the applicants. (PERSON RESPONSIBLE - Admission Officer)	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo

Listen to the orientation about the entrance exam and admission policy	Orient the applicants about the entrance exam and the admission policy of the university (PERSON RESPONSIBLE - Admission Officer)	None		5 minutes	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
Take the exam	Watch and observe the applicants while they are taking the entrance exam (PERSON RESPONSIBLE - Admission Officer)	None		1 hour	<i>Administrative Officer I - Pamantasan ng Lungsod ng San Pablo</i>
TOTAL	0.00			1 hour 7 minutes	

108) Releasing entrance exam results and approving online applications

Process in releasing entrance exam results and approving online applications



Office or Division	Pamantasan ng Lungsod ng San Pablo				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All aspiring students of PLSP who already took the college entrance exam				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Admission Number			Email from Admission and Testing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Check email from admission about the result of the entrance examination	Admission officer will email applicants the results of their entrance exam (PERSON RESPONSIBLE - Admission Officer "N/A Administrative. off I")	None		14 days	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo

Check whether you passed or failed the entrance exam for your preferred program and/or second choice. If failed, you will be recommended to other program	None (PERSON RESPONSIBLE - None "N/A Administrative. off I")	None		1 minute	Administrative Officer I - Pamantasan ng Lungsod ng San Pablo
		TOTAL	0.00		14 days 1 minute

1) VETERINARY SERVICES

Disease Control and Prevention Consultation Treatment and Vaccination



Office or Division	City Veterinarian's Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	CITY VETERINARY OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Office of the City Veterinarian and register at the front desk	The Front Desk staff makes record of the client's and pet's general information	None		5 minutes	Administrative Aide III - City Veterinarian's Office
	The City Veterinarian will interview/assess the client/patient: (a)Takes the animal medical history (b) Conduct medical examination (c) Does tentative diagnosis	None		10 minutes	City Veterinarian - 's Office

	The City Veterinarian treats the animal, provides relevant information and prescribes medicines for home medication, if any. Whenever applicable, veterinary supplies are provided by the CVO. Otherwise, client have to secure these on their own. For urgent requests and need of treatment, immediate response will be provided.	None		20 minutes	City Veterinarian - 's Office
	Releasing of Vaccination card/s.	None		5 minutes	Administrative Aide III - City Veterinarian's Office
	The Front Desk Staff makes record of the client's and pet's general information	None		5 minutes	Administrative Aide III - City Veterinarian's Office, Pound Keeper II - City Veterinarian's Office
TOTAL		0.00		45 minutes	



2) VACCINATION SCHEDULE IN DIFFERENT BARANGAYS

Anti-Rabies Vaccination

Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Letter of Request from Barangay	BARANGAY				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Bring Letter of Request and fill-out form	Check documents and schedule availability	None		5 minutes	Administrative Officer IV - City Veterinarian's Office
Bring Request Form to City Vet for Approval	Release of Approval Request Form with Schedule	None		5 minutes	City Veterinarian - 's Office, Administrative Officer IV - City Veterinarian's Office
TOTAL		0.00		10 minutes	

3) MEAT INSPECTION, MARKET PRICE MONITORING & FOOD SAFETY SURVEILLANCE
MEAT INSPECTION, MARKET PRICE MONITORING & FOOD SAFETY SURVEILLANCE



Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
SHIPPING PERMIT VETERINARY HEALTH CERTIFICATE MEAT INSPECTION CERTIFICATE	SHIPPING PERMIT - PROVINCIAL VETERINARY/ MAO (MUNICIPAL AGRICULTURIST OFFICER) VETERINARY HEALTH CERTIFICATE - PROVINCIAL VETERINARY/ MAO (MUNICIPAL AGRICULTURIST OFFICER) AND CITY VETERINARY OFFICE MEAT INSPECTION CERTIFICATE- CITY VETERINARY OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Bring Hogs, and Cattles at the slaughter House.	Check Document of Animals	None		30 minutes	<i>City Veterinarian - 's Office, Meat Inspector II - City Veterinarian's Office, Meat Inspector I - City Veterinarian's Office</i>

	Inspect the meat if fit for human consumption.	None		30 minutes	City Veterinarian - 's Office, Meat Inspector II - City Veterinarian's Office, Meat Inspector I - City Veterinarian's Office
	TOTAL	0.00		1 hour	

4) LIVESTOCK SHIPPING PERMIT AND VETERINARY HEALTH CERTIFICATE
SECURING LIVESTOCK SHIPPING PERMIT AND VETERINARY HEALTH CERTIFICATE



Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Barangay Clearance	BARANGAY				
(2) Private Veterinary Health Certificate	PRIVATE VETERINARY PRACTITIONER				
(3) Updated Livestock Handlers' Certificate					
(4) Updated Livestock Transport Carrier					
(5) Certificate of Ownership or Transfer (Cattle or Carabaos)					
(6) Vaccination Records					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Request for Certificate/Permit: (a) Bring the animal(s) to the CVO and Request for issuance of the certificate and permit (b) For Livestock, especially large animal, client may request that the certifying officer visit the animal at the shippers' pooling and loading area	The City Veterinarian will inspect the animals and ensure that they do not have any communicable diseases	50.00	ORDINANCE 2012-40	30 minutes	City Veterinarian - 's Office, Administrative Aide III - City Veterinarian's Office
	The City Veterinarian prepares and approves the certification/permit and attach the requirements above, then release the certificate/permit to the party.	None		10 minutes	City Veterinarian - 's Office
TOTAL		50.00		40 minutes	



5) SECURING DEATH CERTIFICATE

Documentation of Deceased Animals Reported

Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(a) Barangay Certification or Affidavit of two (2) disinterested persons attesting to the death (b) Certificate of Ownership or Transfer (cattle or carabao) (c) Community Certificate (d) Picture of Deceased Animal	N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Report to the Office of the City Veterinarian the death of the Livestock and Request for the issuance of the death certificate	The City Vet will go with the client to the area where the dead livestock is being held. He/She validates the cause of death and takes photographs of the dead animal. The photos must be taken from at least three (3) positions.	50.00	ORDINANCE NO. 2012-40	1 hour	City Veterinarian - 's Office

	The City Vet prepares a Necropsy Report.	None		15 minutes	City Veterinarian - 's Office
	Submit the Report/Certification, along with the requirements above, to the Livestock Insurance Company.	None		10 minutes	City Veterinarian - 's Office
	TOTAL	50.00		1 hour 25 minutes	

6) MAYOR'S PERMIT AND LICENSES RENEWAL

Attachment for Business Permit and Licenses



Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public with Business related to Veterinary				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(a) Business Permit form duly accomplished	BPLO				
(b) Veterinary Clearance and Certification	CITY VETERINARY OFFICE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Report to the One Stop Shop or City Veterinary Office and bring the new Business Permit Form	The Meat Inspector will inspect all the requirements and issue Veterinary Clearance and Certification	350	ORDINANCE NO. 2012-40	5 minutes	Meat Inspector II - City Veterinarian's Office
TOTAL		350.00		5 minutes	

7) DOG POUND MANAGEMENT AND MAINTENANCE

Securing Dog/Cat Welfare by providing temporary shelter



Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Barangay request to catch stray dogs/cats			N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Bring Letter of Request	Check Letter, Interview and Available Schedule	None		20 minutes	Pound Keeper II - City Veterinarian's Office
Bring Request Form to City Vet for Approval	Release of approved request form with schedule	None		5 minutes	City Veterinarian - 's Office
	Catching stray animal/s and forwarding to the pound.	None		1 hour 30 minutes	Pound Keeper II - City Veterinarian's Office
TOTAL		0.00		1 hour 55 minutes	

8) WILDLIFE RESCUE AND SUPPORT SERVICES

WILDLIFE RESCUE AND SUPPORT SERVICES



Office or Division	City Veterinarian's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
NONE					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Office of the City Veterinarian and register at the front desk	The Front Desk staff makes record of information presented, interview and check schedule availability.	None		20 minutes	Administrative Aide III - City Veterinarian's Office, Pound Keeper II - City Veterinarian's Office

	Rescue, Capture and surrender to DENR, Calauan, Laguna.	None		55 minutes	Administrative Aide IV - City Veterinarian's Office, <i>Pound Keeper II</i> - City Veterinarian's Office
	TOTAL	0.00		1 hour 15 minutes	

9) PARTICIPATE IN JOINT INSPECTION TEAM (JIT) PROGRAMS IMPLEMENTED IN THE CITY

Joint Inspection Team Programs



Office or Division	City Veterinarian's Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Government				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
N/A	N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Participate in the JIT programs	Participate in the JIT Programs	None	n/a	4 hours	<i>City Veterinarian - 's Office, Meat Inspector II - City Veterinarian's Office, Meat Inspector I - City Veterinarian's Office</i>
TOTAL		0.00		4 hours	



1) Access to Library Books and other Reference Materials

Provide assistance for efficient and easier retrieval of information resources such as books, journals, newspapers, magazines and other reference materials that client can access and use inside the library

Office or Division	Sangguniang Panlungsod - City Library				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All residents of the City of San Pablo and nearby municipalities				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following ID a. Library Card b. School ID c. Government Issued ID			a. San Pablo City Library b. Schools c. SSS, GSIS, National ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook. Write your Full name, address, School/office.	Assists client.	None		5 minutes	Administrative Aide IV - Sangguniang Panlungsod - City Library

2. Deposit your bag to the baggage counter except your personal belongings such as cellphone, wallet, laptop. The Library will not be liable for any losses.	Issues baggage number to the client	None		2 minutes	<i>Administrative Aide I - Sangguniang Panlungsod - City Library</i>
3. Declare personal books to be used inside the library. Fill out forms for book pass including Title/author of the book.	Issues, checks and collect book form pass filled out by the client	None		2 minutes	<i>Administrative officer I - Sangguniang Panlungsod - City Library</i>
4. Proceed directly to the card catalog and ask for assistance to the library staff to find the location of the information sources needed	Assists clients	None		3 minutes	<i>Librarian V - Sangguniang Panlungsod - City Library</i>
TOTAL		0.00		12 minutes	



2) Library Card Application

Issuance of library card to clients

Office or Division	Sangguniang Panlungsod - City Library					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	San Pablo City Residents					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Brgy. Clearance			Barangay Hall			
Application Form			San Pablo City Library			
Any of the following valid ID(provide photocopy) a. School ID b. Company ID c. Government issued ID			a. Schools b. Client's company c. GSIS, SSS, National ID and other government issuing agency			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID with resident address or barangay clearance.		Check and verify documents presented by the clients	None		2 minutes	Administrative officer I - Sangguniang Panlungsod - City Library
2. Requests application form		Provide application form to client	None		2 minutes	Administrative officer I - Sangguniang Panlungsod - City Library

3. Submits the duly accomplished application form together with the photocopy of valid Id	Check Application form accomplished by clients	None		3 minutes	<i>Administrative officer I - Sangguniang Panlungsod - City Library</i>
3. Wait for the Release of library card	Issuance of Library Card.	None		2 minutes	<i>Administrative officer I - Sangguniang Panlungsod - City Library</i>
TOTAL		0.00		9 minutes	

3) MULTIMEDIA AND INTERNET SERVICES

Allow customers to use computers and the internet for academic and informational purposes



Office or Division	Sangguniang Panlungsod - City Library				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All residents of the City of San Pablo and nearby municipalities				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Any of the following ID a. Library Card b. School ID c. Government Issued ID d. Barangay Clearance, e . Application Form			a. San Pablo City Library b. schools c. SSS, GSIS, National ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Multimedia and Internet Corner	Assist the client	None		1 minute	Administrative Aide IV - Sangguniang Panlungsod - City Library
2. Proceed to available computer table	Assign computer for the client	None		2 minutes	Administrative officer I - Sangguniang Panlungsod - City Library
TOTAL		0.00		3 minutes	

1) ISSUANCE OF IDENTIFICATION CARD

Republic Act 7432 is an act maximizing the contribution of senior citizens, granting benefits and special privileges and for other purposes



Office or Division	City Mayor's Office - OSCA					
Classification	G2C - Government to Client					
Type of Transaction	Complex					
Who may avail:	Filipino Citizen ages 60 years old and above					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Application Form (2) Photo copy of Birth Certificate or PSA (3) Brgy. Clearance (4) Cedula (5) 2 pcs 1x1 latest picture white back ground no eyeglasses and not wearing sleeveless			(1) City Mayor's Office - Office for Senior Citizens Affairs / Brgy. Senior Citizen Center (2) Local Civil Registrar's Office (3) Barangay Unit (4) One stop processing Center			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Get your number outside the door and wait for your number to be called		(1) Attending the client's need and inquiries	None		3 minutes	Administrative Aide /V - City Mayor's Office - OSCA
(2) Submission of requirements and filled out application form		(2) The employee in-charge will verify the complete requirements	None		3 minutes	Administrative Officer V - City Mayor's Office - OSCA

(3) Client will wait at the bench outside for releasing of ID	(3) Processing and preparation of ID Card. (3.1) Processed ID will be signed by OSCA Head and City Mayor	None		10 minutes	City Mayor - 's Office
(4) Client will be called for correction of Data Entry and signing of ID Card	(4) Recording of Senior ID per barangay	None		3 minutes	Administrative Aide /V - City Mayor's Office - OSCA
(5) Receiving of ID card and signing the record book	(5) Releasing of ID and Booklet	None		2 minutes	Administrative Aide /V - City Mayor's Office - OSCA
	TOTAL	0.00		21 minutes	



2) LOSS/REPLACEMENT OF SENIOR IDENTIFICATION CARD

Republic Act 7432 is an act maximizing the contribution of senior citizens granting benefits and special privileges and for other purposes.

Office or Division	City Mayor's Office - OSCA
Classification	G2C - Government to Client
Type of Transaction	Complex
Who may avail:	Registered Senior Citizens of San Pablo City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Affidavit of Loss (2) 1 pc latest 1 x 1 picture with white background not wearing eyeglasses and sleeveless (3) Official Receipt (Replacement Fee)	(1) Law Office or Public Attorneys Office (2) Photo Studio (3) One Stop Processing Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Get your number outside the door and wait for your number to be called	(2) Attending the client's need and inquiries	None		3 minutes	Administrative Aide /IV - City Mayor's Office - OSCA

(2) Client will get a stub to pay replacement Fee at One Stop Processing Center	(2) Fill-out the stub to be paid by the client	100.00	Part II. Implementation of RA 9994. This includes the salient features of RA 9994 "Expanded Senior Citizens Act of 2010" and government issuances in support of the implementation of the law and legal opinions classifications.	5 minutes	Administrative Aide /V - City Mayor's Office - OSCA
(3) Submission of complete requirements	(3) The employee in-charge will verify previously issued ID from the Data Entry Master list	None		3 minutes	Administrative Officer V - City Mayor's Office - OSCA
(4) Client will wait at the bench outside for releasing of ID	(4) Processing and preparation of ID (4.1) Processed ID will be signed by OSCA Head and City Mayor	None		10 minutes	City Mayor - 's Office
(5) Client will be called for correction of data entry and signing the ID Card	(5) Recording of Senior ID per barangay	None		3 minutes	Administrative Aide /V - City Mayor's Office - OSCA
(6) Receiving of replaced ID card and signing the record book.	(6) Releasing of ID	None		2 minutes	Administrative Aide /V - City Mayor's Office - OSCA
TOTAL		100.00		26 minutes	

3) ISSUANCE OF BOOKLET FOR MEDICINES, COMMODITIES AND CINEMA

Republic Act 9994 known, as an act granting additional benefits and privileges to senior citizens amending RA 7432 as amended otherwise known as "An act to maximize the contributions of senior citizens to Nation Building.



Office or Division	City Mayor's Office - OSCA				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	Register senior citizen or any representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Senior Citizens Identification Card			City Mayor's Office - Office for Senior Citizens Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Get your number outside the door and wait for your number to be called	(1) Attending the client's need and inquiries	None		2 minutes	Administrative Aide III - City Mayor's Office - OSCA
(2) Present the senior ID Card	The employee in-charge will verify the presented issued ID and filling out the requested booklet	None		5 minutes	Administrative Aide III - City Mayor's Office - OSCA
(3) Receiving of Booklet and signing to the record book	(3) Recording and releasing of ID and issued booklet	None		2 minutes	Administrative Aide III - City Mayor's Office - OSCA

TOTAL	0.00		9 minutes	
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4) GRANTING INCENTIVE BENEFITS FOR CENTENARIANS

The Republic Act 10868 otherwise known as the Centenarians Act of 2016 entitles all Filipinos who reach 100 years old and above, whether living in the Philippines or abroad and a "centenarian gift" worth Php 100,000.00 from the Office of the President, Php 20,000 from the Governors Office and Php from the Local Government Unit.

Office or Division	City Mayor's Office - OSCA				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	Filipino who reach 100 years old				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Senior Citizen's Identification Card (2) Original copy of Birth Certificate certified by the Local Registrar's Office (3) Certified photo copy of registration from the Record book of the Civil Registrar's Office (4) Barangay certification of centenarian claim. (5) Whole body picture of the Centenarian			(1) City Mayor's Office - Office for Senior Citizens Affairs (2) Registrar's Office (3) Registrar's Office (4) Barangay Chairman (5) Client		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
(1) Inquiries		(1) Give information and checklist requirements to any representatives of centenarian	None		5 minutes
(2) Submit the complete requirements		(2) The employee in charge will verify the documents submitted	None		5 minutes

(3) Client will be informed the date of payout to the centenarian from LGU, Provincial Government and National Government	(3) Coordinate to the LGU, Provincial Government and National Agency the submitted documents for the claimant.	None		3 days	Administrative Aide VI - City Mayor's Office - OSCA
	TOTAL	0.00		3 days 10 minutes	

1) Secure Mayor's Clearance/Permit for Employment

Issuing of Mayor's Clearance/Permit for the Employees who will work in establishment/businesses within San Pablo City.



Office or Division	City Mayor's Office - Urban Housing				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All Applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Police Clearance			Police Precinct		
Health Card			City Health Office (CHO)		
Fiscal Clearance			Department of Justice (DOJ)		
Official Receipt (Mayor's Clearance)			Window 6 (Cashier) -One Stop Processing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit necessary requirements to the person in charge	1. Review the submitted requirements 2. Issue Mayors Clearance	None		5 minutes	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing, Administrative Aide III - City Mayor's Office - Urban Housing</i>
TOTAL		0.00		5 minutes	

2) Assist Clients' with Housing related concerns

Assist clients' with complex/technical related concerns



Office or Division	City Mayor's Office - Urban Housing				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	Real Estate/Developer, HOA Concerns, PSSS Concerns and other				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Letter of Request for Technical Assistance	Secured by Client				
Letter of Complaint/Query	Secure by Client				
Valid ID	Secured by Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit necessary requirements and wait for the officer in charge	Officer receives and stamp the Letter and assess the situation	None		10 minutes	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing, Administrative Officer II - City Mayor's Office - Urban Housing</i>

	Officer will endorse letter to Offices related that will assist to the concern/query	None		3 days	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing</i>
	TOTAL	0.00		3 days 10 minutes	

3) Assist walk-in client/informal settlers' query regarding housing and status

Assist walk-in clients/informal settlers' with their queries regarding housing status or concerns.



Office or Division	City Mayor's Office - Urban Housing				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Informal Settlers/Housing Beneficiaries etc.				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
None					
Any Government issued ID	Government Agencies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Go to the Housing Office	1. Conduct an interview 2. Log the name of client to include in the informal settlers masterlist	None		30 minutes	Administrative Aide III - City Mayor's Office - BPLO, Supervising Administrative Officer - City Mayor's Office - Urban Housing
	TOTAL	0.00		30 minutes	

4) Provide verification of ISF in Masterlist of NHA Census and Tagging (PNR Right of Way)

Verifying Informal Settlers included to the Masterlist census or tagged by National Housing Authority



Office or Division	City Mayor's Office - Urban Housing							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Informal Settlers							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Valid ID with address			Government issued ID secured by client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

Present valid ID and wait for the Officer-in-charge to check	Officer will check masterlist ISF concern is included	None		3 minutes	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing, Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Aide III - City Mayor's Office - Urban Housing</i>
	TOTAL	0.00		3 minutes	

5) Request for Final Deed of Sale

Request of Final Deed of Sale for Lot/Housing Awardees (On-Site Relocation in Brgy. III-C & BLISS)



Office or Division	City Mayor's Office - Urban Housing				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Lot/Housing Awardees or beneficiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid ID			Government Issued ID		
Certificate of Full Payment			City Treasures Office		
Official Receipt of Full Payment			Window 6 - Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements and wait for officer in charge	Upon receiving of requirements Officer in charge will evaluate and assess documents submitted if complete and in order.	None		3 minutes	Administrative Aide III - City Mayor's Office - Urban Housing

	Prepare memorandum/resolution/ordinance recommending for execution of deed of sale	None		45 minutes	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing, Administrative Officer II - City Mayor's Office - Urban Housing</i>
	Validate the requirements needed wait for release of DOS	None		20 minutes	<i>Supervising Administrative Officer - City Mayor's Office - Urban Housing</i>
TOTAL		0.00		1 hour 8 minutes	

1) GAD COORDINATION AND MONITORING

Coordinate programs, projects and activities of the City government various offices of the City Government of San Pablo.



Office or Division	City Mayor's Office - GAD Division				
Classification	G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Highly Technical				
Who may avail:	LGU's Focal Persons				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
NONE			NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Consulting the GAD Officer for the preparation of the Accomplishment Report and GAD Plans and Budget.	1.1 Preparation of reports as needed by the DILG and other allied agencies.	None		1 month 18 days	Supervising Administrative Officer - City Mayor's Office - GAD Division

	1.2 Conduct meeting with GAD Focal Persons and TWG to discuss salient matters regarding the preparation of GAD PPAs for the GPB and ARs	None		3 days	<i>Supervising Administrative Officer - City Mayor's Office - GAD Division</i>
	1.3 Uploading in the DILG Portal of the GAD AR of the past year and the GPB for the ensuing year.	None		1 month	<i>Supervising Administrative Officer - City Mayor's Office - GAD Division</i>
TOTAL		0.00		2 months 21 days	



1) RENEWAL OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

Motorize Tricycle Operator's Permit (MTOP) is the franchise document or license to operate issued for a person, natural or judicial, with assigned specific color assigned to indicate the day the tricycle is banned from plying along the streets of the City of San Pablo. The tricycle/s operator shall secure from the San Pablo City Traffic Management Office (SPCTMO) the necessary franchise or Motorize Tricycle Operator's Permit (MTOP) before being granted a Mayor's permit to and being engage in the conduct and operation of the tricycle in the City of San Pablo

Office or Division	City Mayor's Office - CTMO
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	A)Natural person (1) Must not be less than twenty-one (21) years old (2)Must be a Filipino citizen (3)Must be a resident and registered voter of at least one (1) year in San Pablo City (4) Must be the owner of the motorcycle and sidecar (5) Must be a member of an accredited Tricycle Driver's Operators Association, for units engaged in transporting/s pasengers(B)Juridical person (1)Partnerships or corporations duly registered with SEC/DTI/CDA with 60% Filipino equity and with principal place of business located in the City of San Pablo, provided however that no Motorized Tricycle Operator's Permit (MTOP) shall be granted unless the applicant is in actual possession and the registered owner of the motor vehicle
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Accomplished and notarized Tricycle Franchise Application/Petition Form (2) Approved Unified Clearance Form	. City Traffic Management Office
(3) Community Tax Certificate (CTC)	(1) City Treasurer's Office (2) Barangay
(4) TODA Membership Certificate (5) TODA ID	. TODA Federation
(6) Road Worthless Certificate	. City Engineering Office
(7) City Solid Waste Management Certificate	. City Solid Waste Management Office
(8) Police Clearance of Driver	. Philippine National Police

(9) LTO Certificate of Registration (CR) and Official Receipt (OR) and/or proof of ownership of tricycle (10) Professional Driver's License with restriction Code 1 (driver)	. Land Transportation Office				
(11) Insurance Policy/ Certificate of Coverage	. LTO Accredited Insurance Agency				
(12) Updated Voter's Certification	. COMELEC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure and submit the accomplished and notarized Tricycle Application Form, Petition Form and Unified Clearance Form and complete documentary requirements to City Traffic Management Office (CTMO) Window 1or2	Receive , review, assess and approve Unified Clearance Form	None		10 minutes	<i>Traffic Aide I - City Mayor's Office - CTMO</i>
2 Submit the accomplished and notarized Tricycle Application Form and Petition Form and approved Unified Clearance Form and complete documentary requirements to Business Permit and Licensing Office (BPLO) Tricycle Permit counter	Receive, review ,assess and issue a tax order payment	None		1 hour	<i>Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO, Traffic Aide I - City Mayor's Office - CTMO</i>

3) Secure Queuing Number (payment) at the Public Assistance Desk and proceed to the window 4 Cash Receipt Division for payment of fees and other charges	Issue Queuing Number, accept and receive payment	718.00	City Ordinance 2011-01, Article III Payment of Fees, Section 21; Article IX Regulatory Conditions Section 27	30 minutes	<i>Security Guard I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office</i>
4) Submit the Official Receipts (OR) and the documentary requirements at Business Permit and Licensing Office (BPLO) Tricycle Permit Counter for printing and issuance of Mayor's Permit and Tricycle Franchise3	Print , sign and release Mayors Permit and the Tricycle Franchise	None		30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO</i>
5) Submit the Mayor's Permit and Tricycle Franchise at City Traffic Management Office (CTMO) window 1 or 2 for Tin Plates and Stickers	Verify approve and sign the Mayor's Permit and Tricycle Franchise and release the Tin Plates and Stickers	None		10 minutes	<i>Traffic Aide I - City Mayor's Office - CTMO</i>
TOTAL		718.00		2 hours 20 minutes	



2) NEW APPLICATION OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

Motorized Tricycle Operator's Permit (MTOP) is the franchise document or license to operate issued for a person, natural or judicial, with assigned specific color assigned to indicate the day the tricycle is banned from plying along the streets of the City of San Pablo. The tricycle/s operator shall secure from the San Pablo City Traffic Management Office (SPCTMO) the necessary franchise or Motorized Tricycle Operator's Permit (MTOP) before being granted a Mayor's permit to and being engage in the conduct and operation of the tricycle in the City of San Pablo

Office or Division	City Mayor's Office - CTMO
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	A) Natural person (1) Must not be less than twenty-one (21) years old (2) Must be a Filipino citizen (3) Must be a resident and registered voter of at least one (1) year in San Pablo City (4) Must be the owner of the motorcycle and sidecar (5) Must be a member of an accredited Tricycle Driver's Operators Association, for units engaged in transporting/s passengers B) Juridical person (1) Partnerships or corporations duly registered with SEC/DTI/CDA with 60% Filipino equity and with principal place of business located in the City of San Pablo, provided however that no Motorized Tricycle Operator's Permit (MTOP) shall be granted unless the applicant is in actual possession and the registered owner of the motor vehicle
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Accomplished and notarized Tricycle Franchise Application/Petition Form (2) Approved Unified Clearance Form (3) Seminar for new applicant operator and driver	. City Traffic Management Office
(4) Community Tax Certificate (CTC)	(1) City Treasurer's Office (2) Barangay
(5) TODA Membership Certificate (6) TODA ID	. TODA Federation
(7) Road Worthless Certificate	. City Engineering Office
(8) City Solid Waste Management Certificate	. City Solid Waste Management Office
(9) Police Clearance of Driver	. Philippine National Police

(10) LTO Certificate of Registration (CR) and Official Receipt (OR) and/or proof of ownership of tricycle (11) Professional Driver's License with restriction Code 1 (driver)		. Land Transportation Office			
(12) Insurance Policy/ Certificate of Coverage		. LTO Accredited Insurance Agency			
(13) Updated Voter's Certification		. COMELEC			
(14) Medical Certificate		. City Health Office			
CLIENT STEPS					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure and submit the accomplished at notarized Tricycle Application Form, Petition Form and Unified Clearance Form and complete documentary requirements to City Traffic Management Office (CTMO) Window 1or2	Receive , review, assess and approve Unified Clearance Form	None		10 minutes	<i>Traffic Aide I - City Mayor's Office - CTMO</i>
2 Submit the accomplished and notarized Tricycle Application Form and Petition Form and approved Unified Clearance Form and complete documentary requirements to Business Permit and Licensing Office (BPLO) Tricycle Permit counter	Receive, review ,assess and issue a tax order payment	None		1 hour	<i>Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO</i>

3) Secure Queuing Number (payment) at the Public Assistance Desk and proceed to the window 4 Cash Receipt Division for payment of fees and other charges	Issue Queuing Number, accept and receive payment	1,496.30	City Ordinance 2011-01, Article III Payment of Fees Section 21; Article IX Regulatory Conditions Section 27	30 minutes	<i>Security Guard I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office</i>
4) Submit the Official Receipts (OR) and the documentary requirements at Business Permit and Licensing Office (BPLO) Tricycle Permit Counter for printing and issuance of Mayor's Permit and Tricycle Franchise	Print , sign and release Mayors Permit and the Tricycle Franchise.	None		30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO</i>
5) Submit the Mayor's Permit and Tricycle Franchise at City Traffic Management Office (CTMO) window 1 or 2 for Tin Plates and Stickers	Verify approve and sign the Mayor's Permit and Tricycle Franchise and release the Tin Plates and Stickers	None		10 minutes	<i>Traffic Aide I - City Mayor's Office - CTMO</i>
TOTAL		1,496.30		2 hours 20 minutes	



3) 3) AMENDMENT FOR MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)

Motorized Tricycle Operator's Permit (MTOP) is the franchise document or license to operate issued for a person, natural or juridical, with assigned specific color assigned to indicate the day the tricycle is banned from plying along the streets of the City of San Pablo. The tricycle/s operator shall secure from the San Pablo City Traffic Management Office (SPCTMO) the necessary franchise or MTOP before being granted a Mayor's permit to and being engage in the conduct and operation of the tricycle in the City of San Pablo

Office or Division	City Mayor's Office - CTMO
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	A) Natural person (1) Must not be less than twenty-one (21) years old (2) Must be a Filipino citizen (3) Must be a resident and registered voter of at least one (1) year in San Pablo City (4) Must be the owner of the motorcycle and sidecar (5) Must be a member of an accredited Tricycle Driver's Operators Association, for units engaged in transporting/s passengers B) Juridical person (1) Partnerships or corporations duly registered with SEC/DTI/CDA with 60% Filipino equity and with principal place of business located in the City of San Pablo, provided however that no Motorized Tricycle Operator's Permit (MTOP) shall be granted unless the applicant is in actual possession and the registered owner of the motor vehicle
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Accomplished and notarized Tricycle Franchise Application/Petition Form (2) Approved Unified Clearance Form (3) Duly notarized Dropping Form for Change Owner or Motor	.. City Traffic Management Office
(4) Community Tax Certificate (CTC)	(1) City Treasurer's Office (2) Barangay
(5) TODA Membership Certificate (6) TODA ID	. TODA Federation
(7) Road Worthless Certificate	. City Engineering Office
(8) City Solid Waste Management Certificatee	. City Solid Waste Management Office
(9) Police Clearance of Driver	. Philippine National Police

(10) LTO Certificate of Registration (CR) and Official Receipt (OR) and/or proof of ownership of tricycle (11) Professional Driver's License with restriction Code 1 (driver)	. Land Transportation Office				
(12) Insurance Policy/ Certificate of Coverage	. LTO Accredited Insurance Agency				
(13) Updated Voter's Certification	COMELEC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Secure and submit the accomplished and notarized Tricycle Application Form Petition Form and Unified Clearance Form and Dropping Form and complete documentary requirements to City Traffic Management Office (CTMO) Window 1 or 2	Receive review assess approve Unified Clearance Form	None		10 minutes	<i>Traffic Aide I - City Mayor's Office - CTMO</i>
(2) Submit the accomplished and notarized Tricycle Application Form, Petition Form, Unified Clearance Form and Dropping Form and complete documentary requirements at Business Permit and Licensing Office (BPLO) Tricycle Permit Counter.	Receive review assess and issue a tax order payment	None		1 hour	<i>Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO</i>

3)Secure Queing Number (payment) at the Assistance Desk and proceed to the window 4 Cash Receipt Division for payment of fees and other charges	Issue Queing Number accept and receive payment	165.00	City Ordinance 2011-01 Article III Payment of Fees Section 21; Article IX Regulatory Conditions Section 27	30 minutes	<i>Security Guard I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office</i>
4) Submit the official receipt (OR) and documentary requirements at the BPLO Tricycle Permit for printing and issuance of the Mayor's Permit and Tricycle Franchise	Print sign and release Mayors Permit and Tricycle Franchise	None		30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO</i>
TOTAL		165.00		2 hours 10 minutes	



1) Issuance of Clearance/Endorsement/Recommendation for approval of the application of permit to hold sports events and other related activities

Securing of Clearance/ Endorsement/ Recommendation that is a pre-requisite for the application of permit to hold sports events such as, but not limited to, running events, bike events, tournaments, sports clinics and leagues

Office or Division	City Mayor's Office - SPORTS					
Classification	G2B - Government to Business, G2G - Government to Government					
Type of Transaction	Simple					
Who may avail:	(1) Event organizer (Private) (2) Government and its instrumentalities					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Request letter (3 copies)			(1) To be prepared by the client			
(2) Valid ID (2 photo copy with the original)			(2) Government Issued			
(3) 2 Copies Race Route (If Applicable)			(3) To be prepared by the Client			
(4) Business Permit (If the event is income-generating in nature)			(4) Respective LGU			
(5) Sangguniang Panlungsod Resolution (If the nature of Event is Charitable)			(5) Sangguniang Panlungsod			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submits the Request with the Requirements to the Officer-In-Charge		(1) Reads and Analyze the Request and Verifies the Original Documents that were presented	None		5 minutes	<i>Sports Dev't. Officer II - City Mayor's Office - SPORTS</i>
(2) May Answer Questions and provide other Pertinent Information/s Regarding the Subject of the Request		(2) Conducts Verification and may ask for other Pertinent Information	None		5 minutes	<i>Sports Dev't. Officer II - City Mayor's Office - SPORTS</i>

	(3) Returns the Original Copy of Documents that were presented for Verification with the Client's Copy of the Request	None		1 minute	Sports Dev't. Officer II - City Mayor's Office - SPORTS
(3) Receives the Client's Copy of the Request and the Original Documents that were presented for Verification	(4) Prepares the Recommendation/Endorsement for Approval of Financial Assistance by the City Mayor	None		5 minutes	Sports Dev't. Officer II - City Mayor's Office - SPORTS
	(5) Records the Transaction at the Official Record Book	None		1 minute	Sports Dev't. Officer II - City Mayor's Office - SPORTS
	(6) Releases to the client the mayor's copy of the request with the verified documents and issued endorsement/recommendation for approval of financial assistance by the city mayor	None		1 minute	Sports Dev't. Officer II - City Mayor's Office - SPORTS
(4) Signs the Record Book for conformity of entries and Receipt of the Documents for Submission to the Office of the City Mayor	(7) Gives instruction for the next step	None		2 minutes	Sports Dev't. Officer II - City Mayor's Office - SPORTS
	(8) Ends the transaction	None			Sports Dev't. Officer II - City Mayor's Office - SPORTS

(5) Client submits to the Office of the City Mayor the Released Documents by the Sports Officer with the Issued Endorsement/ Recommendation for the Action of the Office of the City Mayor		None			Sports Dev't. Officer II - City Mayor's Office - SPORTS
	TOTAL	0.00		20 minutes	



2) Issuance of Endorsement/Recommendation for Financial Assistance

(2) Availment of Financial Assistance of Competing Local Athletes and Coaches who will represent the City and or shall bear the City Government's Seal

Office or Division	City Mayor's Office - SPORTS					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	(1) Athletes (2) Coaches/Trainers, If Applicable					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Letter of Request (3 Copies)			(1) Client Prepares Letter of Request			
(3) Endorsement and Confirmation of Participation (1 Original and 1 Photocopy)			(3) Coach or the Organizer			
(4) Brgy. Certification of Residency (1 Original and 1 Photocopy)			(4) Respective Barangay			
(5)Photocopy of 2 Valid IDs (2) Copies (Original to be presented for Verification)			(5) Government Issued			
(6) Invitation of Participation with Event Details (1 Original and 1 Photocopy)			(6) Event Organizer			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submits the Request Letter Request with the Requirements		(1) Receives the request from client and analyzes the request and verifies the requirements	None		10 minutes	<i>Sports Dev't. Officer II - City Mayor's Office - SPORTS</i>
(2) Answers Questions or give other pertinent information		(2) May ask for other informations on the process of verification	None		2 minutes	<i>Sports Dev't. Officer II - City Mayor's Office - SPORTS</i>

(3) Receives original copies of documents that were presented for verification along the his receiving copy of request	(5) Records the transaction	None		2 minutes	Sports Dev't. Officer II - City Mayor's Office - SPORTS
(4) Receives the mayor's copy of request with attached verified requirements and recommendation for approval of grant of financial assistance	(6) Issues recommendation/endorsement for approval of grant of financial assistance	None		2 minutes	Sports Dev't. Officer II - City Mayor's Office - SPORTS
(5) Signs the logbook for conformity of entered data and receipt of Endorsement/ Recommendation	(7) Gives instruction for the next step	None		1 minute	Sports Dev't. Officer II - City Mayor's Office - SPORTS
	(8) Ends the Transaction	None			Sports Dev't. Officer II - City Mayor's Office - SPORTS
(6) Submits the verified and released documents to the office of the city mayor for the action of the City Mayor		None			Sports Dev't. Officer II - City Mayor's Office - SPORTS
TOTAL		0.00		17 minutes	



1.) Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division	City Prosecutor's Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent's photocopies)	Complainant
2. Affidavit/sworn-statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)	Witness/es
3. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)	
a. Certificate to File Action (for offenses covered by the Katarungang Pambarangay)	Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)	Government Hospital
c. Police Investigation Report	Philippine National Police
d. Police Sketches (for vehicular collision case)	Philippine National Police
e. Photographs (for vehicular collision case)	Philippine National Police
f. Inventory/List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)	Philippine National Police

g. Gambling paraphernalia or its photograph, if any, item/cash money (bet/wager) (for illegal gambling case)			Philippine National Police		
h. Certification (for Anti-Car Napping Law case)			Highway Patrol Group/Land Transportation Office		
i. Certification (for illegal possession of firearms, ammunition and explosives cases)			Firearms and Explosive Office		
j. Certification of Non-Licensing or Non-Holder of Authority (for illegal recruitment case)			Philippine Overseas and Employment Authority		
k. Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/Comprehensive Dangerous Drugs Act cases)			Crime Laboratory Office		
l. Death Certificate (for parricide, murder, homicide cases)			Philippine Statistics Authority		
m. Authority to File complaint (for violation of the Tariff and Customs Laws or National Internal Revenue Code, respectively)			Bureau of Custom/Bureau of Internal Revenue		
n. Birth Certificate, or dental chart accompanied by the certificate of the dentist, or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim /offender)			Philippine Statistic Authority, Licensed DM		
o. Certificate of discernment (for cases covered by R.A. 9344 "The Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)			Office of the City Social Welfare and Development		
4. Investigation Date Form (1 original copy, 1 photocopy)			Office of the City Prosecutor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Check the documents. If complete, require the complainant to fill-up this the investigation Data Form (IDF).	None		3 minutes	Administrative Assistant VI - City Prosecutor's Office

1. Submit the documentary requirements properly bound, arranged, labeled and page.	Check the completeness of data in the IDF and require the complainant to subscribe/certify under oath the IDF and the complainant/witness(es) affidavits	None		5 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office</i>
2. Fill-out and submit the IDF.	Administrative the oath	None		5 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office</i>
	Stamp "Received" with name of office, date, time, name and signature of staff.	None		3 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office</i>

3. Certify under oath the information contained in the IDF and complaint/witness(es) affidavits.		None		3 minutes	Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office
	TOTAL	0.00		19 minutes	



2.) Receiving Complaints for Inquest Proceedings

An Inquest proceeding is an information and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and corresponding be changed in Court.

Office or Division	City Prosecutor's Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest) (1 original copy, 4 + no. of respondent/s photocopies)	Barangay Official
2. Investigation Report (1 report copy, 4 + no. of respondent/s photocopies) (1 original copy, 4 + no. of respondent/s photocopies)	Philippines National Police
3. Affidavit of complainant and witness/es (1 original copy, 4 + no. of respondent/s photocopies)	Complainant/s and Witness/es
4. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)	
a. Murder, Homicide, and Parricide * Certified true/machine copy of death certificate of the victim	Philippine Statistic Authority
* Autopsy report and the certificate of post-mortem examination, if already available	SOCCO/Government Physician
* Marriage certificate (for parricide case)	Philippine Statistic Authority
b. Frustrated or Attempted Homicide Murder, Parricide and Physical Injuries	
* Medical certificate of the complaining witness/victim showing the nature and extent of the injury and duration of healing	Government Hospital/Government Physical

* Certification or statements as to duration of the treatment of medical attendance	Government Hospital/Government Physical
* Certification or statement as to duration of incapacity for work	Government Hospital/Government Physician
* Marriage certificate (In frustrated or attempted murder parricide cases)	Philippine Statistic Authority
c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Acts of 2002 (RA 9165)	
* Chemistry report of certificate of laboratory examination duly signed by the forensic chemist, or if unavailable, field test result on the seized drug attested to by a PNP Narcotics Command operative or other competent person	PNP Crime Laboratory Office
* Machine copy or photograph of the buy-bust money, if available	Phil National Police
* Affidavit of the poseur buyer, if any	Phil. National Police
d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law (PD 532) and Violation of the Anti-Fencing Law (PD 1612)	
* A list/inventory of the articles and items subject of offense	Phil. National Police
* Statement of their respective values	Phil. National Police
e. Rape, Seduction, and Forceable Abduction with Rape * The medico-legal report (living case report) If the victim submitted herself for medical or physical examination	Government Hospital/Government Physician
f. Violation of the Anti-Carnapping Law (RA 6539)	
* Machine copy of the certificate of motor vehicle registration	Land Transportation Office
* Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle	Land Transportation Office
* Photograph of the motor vehicle, if readily available	Phil. National Police
* Certification	Highway Patron Group/ Land Transportation Office
* Other evidence of ownership	Land Transportation Office
g. Violation of the Anti- Cattle Rustling Law (PD 533)	

* Machine copy of the cattle certificate of registration	Government Veterinary Office
* Photograph of the cattle, if readily available	Government Veterinary Office/PNP
h. Violation of Illegal Gambling Law (PD1602)	
* Gambling paraphernalia	Phil. National Police
* Photograph of the gambling paraphernalia, if any	Phi. National Police
* Cash money, if any	Phil. National Police
i. Illegal Possession of Firearms, Ammunitions and Explosive (PD 1866, as amended by RA 8294)	
* Chemistry report duly signed by the forensic chemist	PNP Crime Laboratory Office
* Photograph of the explosive, if readily available	Firearms and Explosives Office
j. Violation of the Fisheries Law (PD 704)	
* Photograph of the confiscated, if readily available	Phi. National Police
* Photograph of fishing paraphernalia, if any	Phil. National Police
* Certification	Bureau of Fisheries and Aquatic Resources
k. Violation of RA 9262 (VAWC)	
* Marriage Contract/Certificate, or affidavit/evidence of "dating relationship", if applicable	Phil. Statistic Authority
* Barangay protection order, if any	Barangay Hall
I. Where the victim/offender is a minor	
* Birth Certificate, or dental chart accompanied by the certificate of the dentist, or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender	Phil. Statistics Authority
* Certificate of discernment (for cases covered by R.A. 9344 "The Juvenile Justice and Welfare Act"	Office of the City Social Welfare and Development
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest	Office of the City Prosecutor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	Check the documents. If complete, require the complainants to fill-up the Investigation Data Form (IDF) If no Affidavit of Arrest and IDF, return all documents.	None		5 minutes	<i>Administrative Assistant VI - City Prosecutor's Office</i>
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/certify under oath the IDF and the complain/witness (es) affidavit/s	None		5 minutes	<i>Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office</i>
3. Certify under oath he information contained in the IDF and complaint/witness(es) affidavits.	Administer the oath	None		5 minutes	<i>Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office</i>

4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff	None		5 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office</i>
	Write or stamp the assigned NPS docket number of the IDF	None		3 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>

	Write or stamp the assigned NPS docket number of the IDF	None		3 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>
5. Receive duly stamped/received copy of IDF with assigned NPS docket number and sign in the logbook.		None		3 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>
TOTAL	0.00			29 minutes	



3.) Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division	City Prosecutor's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All				

	Verify derogatory record of the individual applicant	None		5 minutes	<i>Administrative Assistant III - City Prosecutor's Office</i>
	Assess and issue Order of Payment, if no pending case.	None	Dept. Circular No. 25 - April 12, 2012	2 minutes	<i>Administrative Aide III - City Prosecutor's Office</i>
	Processing of the request	None		7 minutes	<i>Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>
2. Pay the required fees at the Cashier by showing the Order of Payment. * Make sure to secure Official Receipt (O.R.) that will be issued upon payment.	Accept the payment based on the Order of Payment: * For Firearm License * For Permit to Carry * For Business Permit * For Foreign Travel * For Retirement/Resignation * For Foreign Employment * For Local Employment Issue the Official Receipt	50.00	Dept. Circular No. 25 - April 12, 2012	2 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>

	Accept the payment based on the Order of Payment: FIRE ARMS	1,000.00	Dept. Circular No. 25 - April 12, 2012	5 minutes	<i>Administrative Aide III - City Prosecutor's Office</i>
3. Present the O.R. to the Docket Section	Check the Official Receipt and process the request.	None		2 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>
	Issue the Certificate to the client	None		4 minutes	<i>Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>

4. Receive the clearance and sign in the logbook.		None		4 minutes	Senior Administrative Assistant I - City Prosecutor's Office, Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office
	TOTAL	1,050.00		33 minutes	



4.) Provisions of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division	City Prosecutor's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All				

	Issue the Order of Payment if the record is available	None		3 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office
	Start processing the request	None		7 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office
2. Pay the required fees at the Cashier by showing the Order of Payment. * Make sure to secure Official Receipt that will be issued upon payment.	Accept the payment based on the Order of Payment. * For the first three (3) pages copy of documents * Succeeding pages	75.00	Dept. Circular No. 25 - April 12, 2012	2 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office

	Issue the Official Receipt	None		3 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office
3. Return to the Docket Section for the processing and release of certification.	Check the Official Receipt	None		2 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office
	Issue the Certificate to the client.	None		2 minutes	Administrative Assistant III - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office

4. Receive the certification and sign in the logbook.		None		4 minutes	<i>Administrative Assistant III - City Prosecutor's Office, Administrative Assistant VI - City Prosecutor's Office, Administrative Aide I - City Prosecutor's Office, Administrative Aide III - City Prosecutor's Office</i>
	TOTAL	75.00		36 minutes	

ECONOMIC DEVELOPMENT SECTOR

1) ISSUANCE OF MAYOR'S PERMIT FOR BUSINESS PERMIT RENEWAL

Document issued to taxpayers with existing Mayor's Permit to legally operate businesses in the City of San Pablo.



Office or Division	City Mayor's Office - BPLO
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	
1. Filled-out Unified Business Permit Application Form	Window No.1 Business Permits and Licensing Division
2. Barangay Business Clearance (1 original copy)	Window No.1 Business Permits and Licensing Division
3. Financial Statement/ Income Tax Return/ Statement of Gross Sales/Receipts of the previous year (1 photocopy)	Taxpayer
4. Previous Year's Mayor's Permit	Taxpayer
5. Market Clearance if Market Stall Holder (1 original copy)	Market Division (CTO)
6. Environmental Clearance (CENRO)	Window No. 1 (Backroom Operation)
7. Zoning Clearance	Window No. 1 (Backroom Operation)
8. Sanitary Permit and Health Certificate	Window No. 1 (Backroom Operation)
9. Annual Building Inspection Certificate (OBO)	Window No. 1 (Backroom Operation)
10. Fire Safety Inspection Certificate (FSIC)	Window No. 1 (Backroom Operation)
11. Official Receipt (OR)of Payment (CTO)	Cash Receipts Division (CTO)
12. Installation of CCTV Camera and Surveillance System (with gross/sales/receipts of 300,000.00 and up)	Compliance Inspection Form (BPLO)
13. Photocopy of secondary license, permits and clearances from NGA's for specific line of business to be submitted within 30 days from date of released of Mayor's Permit	Taxpayer

14. If transacted by a representative: Original copy of authorization letter and photocopy of valid ID's of owner and representative			Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished unified business permit application form and the complete documentary requirements at Window No. 1 Business Permit Licensing Division	Receive, Review, Assess, Encode, Issue tax order payment (TOP)	None		1 hour 30 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office,</i>

					<i>Local Revenue Collection Officer I - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO, Local Revenue Collection Officer IV - City Treasurer's Office</i>
2. Secure Queuing Number (Payment) at the Public Assistance and Complaint Desk and proceed to Window No. 4 Cash Receipts Division for payment of business taxes, fees and other charges	Issue Queuing Number, Accept/receive payment and issue Official Receipt (OR)	None	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	30 minutes	<i>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</i>

3. Submit the Official Receipts (OR) and the complete documentary requirements at Window No. 1 BPLD	Print, Approve, Sign and Release the Mayor's Permit, BIN Year Sticker	None		30 minutes	Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Administrative Aide III - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office
		TOTAL	0.00		2 hours 30 minutes

2) ISSUANCE OF MAYOR'S PERMIT FOR ONLINE BUSINESS PERMIT RENEWAL

Document issued to taxpayers with existing Mayor's Permit to legally operate businesses in the City of San Pablo.



Office or Division	City Mayor's Office - BPLO
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	
1. Online filled-out Unified Business Permit Application Form	LGU website: www.sanpablocitymis.com
2. Barangay Business Clearance (1 original copy)	Window No.1 Business Permits and Licensing Division
3. Financial Statement/ Income Tax Return/ Statement of Gross Sales/Receipts of the previous year (scanned copy)	Taxpayer
4. Previous year's Mayor's Permit (scanned copy)	Taxpayer
5. Market Clearance if Stall Holder (scanned copy)	Market Division, City Treasurer's Office
6. Environmental Clearance (CENRO)	Window No. 1 (Backroom Operation)
7. Zoning Clearance	Window No. 1 (Backroom Operation)
8. Sanitary Permit and Health Certificate	Window No. 1 (Backroom Operation)
9. Annual Building Inspection Certificate (OBO)	Window No. 1 (Backroom Operation)
10. Fire Safety Inspection Certificate (FSIC)	Window No. 1 (Backroom Operation)
11. Official Receipt (OR) of Payment (CTO)	Cash Receipts Division (CTO)
12. Installation of CCTV Camera and Surveillance System (with gross/sales/receipts of 300,000.00 and up) (?)	Compliance Inspection Form (BPLO)
13. Photocopy of secondary license, permits and clearances from NGA's specific line of business to be submitted within 30 days from date of released of Mayor's Permit	Taxpayer

14. If transacted by a representative: Original copy of authorization letter and photocopy of valid ID's of owner and representative			Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Process Online Application Form. Submit the accomplished digital unified business permit application form with attachment of scanned copies of documents at the LGU website: www.sanpablocitymis.com	Receive, acknowledge, print, review, assess, encode, issue tax order payment (TOP)	None		1 hour 30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO, Administrative Aide III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide IV - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Local Treasury Operations</i>

				<p><i>Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Administrative Aide IV - City Planning and Development Office, Local Revenue Collection Officer IV - City Treasurer's Office</i></p>
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2. Pay online or proceed to Window No. 4 Cash Receipts Division for payment of business taxes, fees and other charges when notified	Accept payment and issue Official Receipt (OR)	None	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	30 minutes	<i>Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
3. Submit the Official Receipts (OR) and the complete documentary requirements at Window No. 1 BPLD	Print, Approve, Sign and Release the Mayor's Permit	None		30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office</i>
	TOTAL	0.00		2 hours 30 minutes	

3) ISSUANCE OF MAYOR'S PERMIT FOR NEW BUSINESS REGISTRATION

Document issued to taxpayers to legally operate businesses in the City of San Pablo.



Office or Division	City Mayor's Office - BPLO
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	
1. Filled-out Unified Business Permit Application Form	Window No.1 Business Permits and Licensing Division
2. 1 photocopy of: DTI Business Name Registration (if sole proprietor); SEC Registration and Articles of Partnership/Incorporation (if partnership or corporation); CDA Registration and Articles of Cooperation (if cooperative)	Department of Trade and Industry (DTI); Securities and Exchange Commission (SEC); Cooperative Development Authority (CDA)
3. Contract of lease and lessor Mayor's Permit if place of business is rented (1 photocopy)	Applicant
4. Business Capitalization	Applicant
5. Barangay Business Clearance (1 original copy)	Window No. 1 Business Permits and Licensing Division
6. Location of Business (Sketch/Map)	Applicant
7. Market Clearance if Stall Holder (1 original copy)	Market Division, City Treasurer's Office
8. Occupancy Permit	Office of the Building Official (OBO)
9. Environmental Clearance (CENRO)	Window No. 1 (Backroom Operation)
10. Zoning Clearance	Window No. 1 (Backroom Operation)
11. Sanitary Permit and Health Certificate	Window No. 1 (Backroom Operation)
12. Fire Safety Inspection Certificate (FSIC)	Window No. 1 (Backroom Operation)
13. Certificate of Seminar (CSWMO)	Window No. 1 (Backroom Operation)

14. Certificate Tax Exemption	Applicant				
15. Installation of CCTV Camera and Surveillance System (with capitalization of more than 150,000.00)	Compliance Inspection Form (BPLO)				
16. Photocopy of secondary license, permit and clearances if expired from NGA's for specific line of business to be submitted within 30 days from release of Mayor's Permit	Applicant				
17. If transacted by a representative: Originalcopy of authorization letter and photocopy of valid ID's of owner and representative	Applicant				
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished unified business permit application form and the complete documentary requirements at Window No. 1 Business Permits and Licensing Division	Receive, review, assess, encode, issue tax order of payment (TOP)	None		1 hour 30 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Assessment Clerk I - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office, Administrative Aide III - City Treasurer's</i>

				<p>Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office - Market, Traffic Aide I - City Mayor's Office - CTMO, Local Revenue Collection Officer IV - City Treasurer's Office</p>
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2. Secure Queuing Number (Payment) at the Public Assistance and Complaint Desk and proceed to Window No. 4 Cash Receipts Division for payment of business taxes, fees and other charges	Issue Queuing Number, accept/receive payment and issue Official Receipt (OR)	None	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	30 minutes	<i>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</i>
3. Submit the Official Receipts (OR) and the documentary requirements at Window No 1 BPLD	Print, Approve, Sign and Release of Mayor's Permit and Business Identification Plate	None		30 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office</i>
TOTAL		0.00		2 hours 30 minutes	

4) ISSUANCE OF MAYOR'S PERMIT FOR NEW ONLINE BUSINESS REGISTRATION

Document issued to taxpayers to legally operate businesses in the City of San Pablo.



Office or Division	City Mayor's Office - BPLO
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	
1. Online filled-out Unified Business Permit Application Form	LGU website: www.sanpablocitymis.com
2. Scanned copy of DTI Business Name Registration (if sole proprietor); SEC Registration and Articles of Partnership/Incorporation (if partnership or corporation) or CDA Registration and Articles of Cooperation (if cooperative)	Department of Trade and Industry (DTI); Securities and Exchange Commission (SEC); Cooperative Development Authority (CDA)
3. Contract of lease and lessor Mayor's Permit if place of business is rented (scanned copy)	Applicant
4. Business Capitalization	Applicant
5. Barangay Business Clearance (1 original copy)	Window No.1 Business Permits and Licensing Division
6. Location of Business -Sketch/Map (scanned copy)	Applicant
7. Market Clearance If Stall Holder (scanned copy)	Market Division, City Treasurer's Office
8. Occupancy Permit (scanned copy)	Office of the Building Official (OBO)
9. Environmental Clearance (CENRO)	Window No. 1 (Backroom Operation)
10. Zoning Clearance	Window No. 1 (Backroom Operation)
11. Sanitary Permit and Health Certificate	Window No. 1 (Backroom Operation)
12. Fire Safety Inspection Certificate (FSIC)	Window No. 1 (Backroom Operation)
13. Certificate of Seminar (CSWMO)	Window No. 1 (Backroom Operation)

14. Certificate of any Tax Exemption (scanned copy)		Applicant			
15. Installation of CCTV Camera and Surveillance System (with capitalization of 150,000.00 and up)		Compliance Inspection Form (BPLO)			
16. Secondary license, permit and clearances if expired from NGA's for specific line of business to be submitted within 30 days from release of Mayor's Permit (scanned copy)		Applicant			
17. If transacted by a Representative: Original Copy of Authorization Letter and Photocopy of Valid ID's of Owner and Representative (scanned copy)		Applicant			
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Process Online Application Form. Submit the accomplished digital unified business permit application form with attachment of scanned copies of documents at the LGU website: www.sanpablocitymis.com	Receive, acknowledge, print, review, assess, encode, issue tax order payment (TOP)	None		1 hour 30 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I</i>

					- City Treasurer's Office, <i>Local Revenue Collection Officer III</i> - City Treasurer's Office, <i>Local Revenue Collection Officer I</i> - City Treasurer's Office, <i>Revenue Collection Clerk II</i> - City Treasurer's Office, <i>Local Revenue Collection Officer IV</i> - City Treasurer's Office
2. Pay online or proceed to Window No. 4 Cash Receipts Division for payment of business taxes, fees and other charges when notified	Accept payment and issue Official Receipt (OR)	None	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	30 minutes	<i>Local Treasury Operations Officer II</i> - City Treasurer's Office, <i>Administrative Aide IV</i> - City Treasurer's Office, <i>Local Revenue Collection Officer II</i> - City Treasurer's Office, <i>Revenue Collection Clerk II</i> - City Treasurer's Office

3. Submit the Official Receipts (OR) and the complete documentary requirements at Window No. 1 BPLD	Print, Approve, Sign and Release the Mayor's Permit and Business Identification Plate	None		30 minutes	Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office
		TOTAL	0.00		2 hours 30 minutes

5) ISSUANCE OF TRICYCLE FRANCHISE AND MAYOR'S PERMIT FOR TRICYCLE OPERATORS (NEW/RENEWAL)

Document issued to tricycle operators to legally operate Motorized Tricycle for Hire in the City of San Pablo.



Office or Division	City Mayor's Office - BPLO
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Taxpayers
CHECKLIST OF REQUIREMENTS	
1. Accomplished and duly notarized Tricycle Franchise Application/Petition Form	City Traffic Management Office
2. Duly Approved Unified Clearance Form	City Traffic Management Office
3. Voter's Certification/ID (1 photocopy)	COMELEC
4. Police Clearance of Driver (1 original copy)	PNP-SPC Station
5. LTO Certification of Registration (CR) and Official Receipt (OR) and/or proof of ownership of tricycle (1 photocopy)	Applicant/Operator
6. Insurance Policy/Certificate of Coverage (photocopy)	Applicant/Operator
7. Professional Driver's License with Restriction Code (1 photocopy)	Applicant/Operator
8. Community Tax Certificate (1 photo Copy)	City Treasurer's Office, Barangay Hall
9. TODA Certificate of Membership (1 photocopy)	TODA Affiliation
10. Notarized Dropping Form (Change of Ownership/Change of Motorcycle Unit)	
11. Notarized Deed of Sale (Change of Ownership)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and notarized Tricycle Franchise Application/Petition Form, duly approved Unified Clearance Form and complete documentary requirements at BPLD Tricycle Permit Counter	Receive, review, encode, assess and issue tax order payment (TOP)	None		1 hour	<i>Administrative Aide III - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO</i>
2. A.) NEW APPLICATION: Secure Queuing Number (Payment) at the Public Assistance and Complaint Desk and proceed to window No. 4 Cash Receipts Division for payment of fees and other charges	Issue Queuing Number, Accept/Receive Payment and Issue Official Receipt (OR)	None	As per Ordinance No. 2011-01	30 minutes	<i>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</i>

	Fees to be paid: Mayor's Permit	385.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Franchise Tax	110.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Health/S.S.F.	63.80	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Sticker- Color Coding	55.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Docket Fee	27.50	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Filing Fee	110.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Tin Plate	330.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Registration Fee	15.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Sticker for Garbage	50.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Garbage Fee	50.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office

	Seminar Fee: New Applicant	300.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Violator	500.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
2. B.) RENEWAL: Secure Queuing Number (Payment) at the Public Assistance and Complaint Desk and proceed to window No. 4 Cash Receipts Division for payment of fees and other charges	Issue Queuing Number, Accept/Receive Payment and Issue Official Receipt (OR)	None	As per Ordinance No. 2011-01	30 minutes	Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO
	Fees to be paid: Mayor's Permit	385.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office

	Franchise Tax	110.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Health/S.S.F.	63.80	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Sticker- Color Coding	55.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Docket Fee	27.50	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Annual Filing Fee	27.50	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	Garbage Fee	50.00	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office
	In case of late renewal/payment subject to 50% penalty, 25% surcharge and 1% monthly interest	None	As per Ordinance No. 2011-01		Revenue Collection Clerk II - City Treasurer's Office

3. Submit the Official Receipts (OR) and the complete documentary requirements at BPLD Tricycle Permit Counter for printing and issuance of Mayor's Permit and Tricycle Franchise	Print, Approve, Sign and Release the Mayor's Permit and Tricycle Franchise	None		30 minutes	Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office
TOTAL	2,715.10			2 hours 30 minutes	

6) CONDUCTS ACTUAL INSPECTION OF BUSINESS ESTABLISHMENT

Ocular inspections are conducted to determine and monitor the compliance of Business Establishments to the existing city ordinances, laws, rules and regulation. Also to detect illegal business operation.



Office or Division	City Mayor's Office - BPLO							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Taxpayers							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
1. Presentation of Original Copy of Mayor's Permit			Taxpayer					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

1. Present Original Copy of Mayor's Permit	Check and verify the Mayor's Permit	None		5 minutes	Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide IV - City Planning and Development Office
2. If no permit, sign and receive of Apprehension Notice	Issue Apprehension Notice	None		5 minutes	Licensing Officer III - City Mayor's Office - BPLO, Licensing Officer II - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide IV - City Planning and Development Office
TOTAL		0.00		10 minutes	

7) ISSUANCE OF CERTIFICATION AND APPROVAL OF OFFICIAL REQUESTS

Document requested by taxpayers, National, and Local Government Agencies, Private Institutions and concerned individuals for verification of pertinent data and information.



Office or Division	City Mayor's Office - BPLO					
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government					
Type of Transaction	Simple					
Who may avail:	Requesting Party					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Letter Request (1 original copy)			Requesting Party			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to Window No. 1 Business Permits and Licensing Division		Receive the request, Processing of data and information, Printing of Certification	None		30 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Security Guard I - City Legal Office</i>

2. Receive the requested documents	Approve, Sign and Release of requested documents	None		15 minutes	Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide IV - City Planning and Development Office
	TOTAL	0.00		45 minutes	

8) ISSUANCE OF SPECIAL MAYOR'S PERMIT

Document issued to applicants who will conduct activities, events and undertakings for a short period of time.



Office or Division	City Mayor's Office - BPLO					
Classification	G2B - Government to Business					
Type of Transaction	Simple					
Who may avail:	Taxpayers					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Letter of Intent (1 original copy)			Applicant/Client			
2. Barangay Clearance (1 original copy)			Barangay Hall			
3. Official Receipt (1 original copy)			Window 4 Cash Receipts Division, City Treasurer's Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents at Window No. 1 BPLD		Receive, Review, Assess, Issue tax order payment (TOP)	None		30 minutes	Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Administrative Aide III - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO,

				<p><i>Administrative Aide III - City Treasurer's Office,</i> <i>Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office,</i> <i>Administrative Aide III - City Treasurer's Office - Market, Local Revenue Collection Officer IV - City Treasurer's Office</i></p>
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<p>2. Secure Queuing Number (Payment) from the Public Assistance and Complaint Desk and proceed to Window No. 4 for payment of Special Permit</p>	<p>Issue Queuing Number, Accept and Receive Payment</p>	<p>None</p>	<p>As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"</p>	<p>10 minutes</p>	<p>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</p>
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3. After payment submit the documents and Official Receipt (OR) at Window No. 1 Business Permits and Licensing Division (BPLD)	Print, Approve, Sign and Release of Special Mayor's Permit	None		10 minutes	Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office
		TOTAL	0.00		50 minutes

**9) AMMENDMENT OF DATA INFORMATION IN THE BUSINESS/MAYOR'S PERMIT/TRICYCLE FRANCHISE AND
MAYOR'S PERMIT FOR TRICYCLE OPERATORS**



Process involving amending data/information in their issued Business/Mayor's Permit/Tricycle Franchise and Mayor's Permit for Tricycle Operators

Office or Division	City Mayor's Office - BPLO				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Taxpayers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Copy of request slip (1 original copy)			Window No.1 Business Permits and Licensing Division		
2. Copy of Mayor's Permit/Franchise (1 original copy)			Applicant/Permit Holder		
3. Copy of Official Receipt (presentation of original copy)			Window No. 4 Cash Receipts Division, CTO		
4. a. Transfer of ownership: If sole proprietor Deed of Sale or Extra Judicial Settlement with Waiver of Rights or Deed of Transfer and DTI Registration of new owner (1 photocopy); If Partnership/Corporation/Cooperative, Board Resolution, SEC/CDA Registration and Articles of Incorporation/Cooperation of the new owner (1 photocopy) b. Transfer of Owner's/Business address: Barangay Clearance (1 original copy) c. If rented, Lease of Contract (1 photocopy)			Applicant/Permit Holder		
5. If represented: Sole proprietor - Authorization letter and ID's of authorized representative and Permittee (1 photocopy); If Partnership/Corporation/Cooperative – Board Resolution/Secretary Certificate relative to the request and the authorized representative (1 photocopy)			Applicant/Permit Holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure and accomplish request slip at Window No. 1 BPLD	Issue request slip	None		1 minute	Administrative Aide III - City Mayor's Office - BPLO
2. Submit the accomplished request slip together with the required documents at Window No. 1 BPLD	Receive, Review and Issue Order of Payment	None		4 minutes	Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO
3. Secure Queuing Number (Payment) from the Public Assistance and Complaint Desk and proceed to Window No. 4 Cash Receipts Division for payment	Issue Queuing Number, Accept Payment and Issue Official Receipt	150.00	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	10 minutes	Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO

4. After payment, proceed to Window No. 1 BPLD for approval and issuance of amended Mayor's Permit	4. After payment, proceed to Window No. 1 BPLD for approval and issuance of amended Mayor's Permit	None		15 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Administrative Aide III - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO, Security Guard I - City Legal Office, Administrative Aide IV - City Planning and Development Office</i>
TOTAL	150.00			30 minutes	

10) APPROVAL OF CERTIFIED TRUE/MACHINE COPY OF MAYOR'S PERMIT FOR BUSINESS AND MAYOR'S PERMIT FOR TRICYCLE FOR HIRE



Certified Xerox/Machine Copy of the original copy of Mayor's Permit issued to taxpayers to be used for official and legal transactions

Office or Division	City Mayor's Office - BPLO				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Taxpayer				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Copy of request slip Intent (1 original copy)			Window No.1 Business Permits and Licensing Division		
2. Copy of Mayor's Permit (1 original copy and photocopy for authentication)			Taxpayer		
3. Copy of Official Receipt (presentation of original copy)			Window No. 4 Cash Receipts Division, CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out request slip	Issue request slip	None		1 minute	<i>Administrative Aide III - City Mayor's Office - BPLO, Security Guard I - City Legal Office</i>

2. Submit the accomplished request slip at Window No.1 BPLD	Receive, review and issue order of payment	None		4 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO</i>
3. Secure Queuing Number (Payment) from the Public Assistance and Complaint Desk and proceed to Window no.4 Cash Receipts Division for payment	Issue Queuing Number, Accept payment and Issue Official Receipt (OR)	50.00	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	10 minutes	<i>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</i>
4. After payment proceed to Window No.1 BPLD for authentication of Photo Copy of Mayor's Permit	Processing, Approve, Sign and Release of authenticated photo copy of Mayor's Permit	None		10 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Administrative Aide I - City Mayor's Office - BPLO</i>

TOTAL	50.00		25 minutes	
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11) APPROVAL OF RETIREMENT OF BUSINESS

Upon Stoppage/Cessation of business the holder of Mayor's Permit shall accomplish and submit application for business retirement, any tax due shall first be paid before any business or undertaking is fully terminated and to be considered as officially retired.



Office or Division	City Mayor's Office - BPLO				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Taxpayers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Application form for Retirement (2 original copies)			Window No.1 Business Permits and Licensing Division		
2. Copy of Mayor's Permit (1 original copy)			Taxpayer		
3. Business Identification Number Plate			Taxpayer		
4. Business Certification of Closure Business (1 original copy)			Brgy. Hall (Place of Business)		
5. If Corporation, Partnership, Cooperative: Board Resolution and Secretary's Certificate of Business retirement (1 photocopy)			Taxpayer		
6. Copy of Official Receipt (presentation of original copy)			Window No. 4 Cash Receipts Division, CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish application form for retirement of Business	Issue application form	None		1 minute	<i>Administrative Aide I - City Mayor's Office - BPLO, Security Guard I - City Legal Office</i>

2. Submit the accomplished application form for retirement at Window no. 1 BPLD	Receive, review and inform taxpayer of the schedule of inspection	None		4 minutes	<i>Licensing Officer II - City Mayor's Office - BPLO, Licensing Officer I - City Mayor's Office - BPLO, Security Guard I - City Mayor's Office - BPLO, Administrative Aide IV - City Planning and Development Office</i>
3. After Inspection proceed to Window No. 3 Examiner Division for order of payment	Issue Order of Payment	None		5 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office</i>

4. Secure Queuing Number (Payment) from the Public Assistance and Complaint Desk and proceed to Window No. 4 Cash Receipts Division for payment	Issue Queuing Number, Accept payment and Issue Official Receipt (OR)	None	As per Ordinance No. 2012-40 "Revised Revenue Code of San Pablo City"	5 minutes	<i>Assessment Clerk I - City Mayor's Office - BPLO, Local Treasury Operations Officer II - City Treasurer's Office, Administrative Aide IV - City Treasurer's Office, Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Traffic Aide I - City Mayor's Office - CTMO</i>
5. After payment proceed to Window No. 1 BPLD for approval of retirement of Business	Approval of Retirement, Release of approved Business retirement	None		5 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Licensing Officer III - City Mayor's Office - BPLO, Administrative Aide III - City Mayor's Office - BPLO</i>
TOTAL		0.00		20 minutes	

1) ISSUANCE OF LOCATIONAL CLEARANCE**Locational clearance for building Permit**

Office or Division	City Mayor's Office - Zoning and Land Use Division					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Building owner					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. 3 copies of plan * Vicinity map *site development plan * Perspective			Clients Architect/ Civil Engineer			
2. Bill of Materials			Clients Architect/ Civil Engineer			
3. Barangay construction permit			Barangay Hall			
4. TCT/Tax Declaration			registry of deeds/ city assessor's office			
5. Latest Tax Payment/ Clearance			City Treasurer's office			
6. DPWH Clearance			DPWH			
7. Certified True Copy of NTC (for cellsite)			NTC			
8. DOH Evaluation Report (For Cellsite)			DOH			
9. Barangay Council Resolution (For Cellsite)			Barangay Hall			
10. Inspection report & 1st indorsement			Office of the Building Officials			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

submit the requirements	1. Review the submitted requirement 2. Conducts site inspection. Determines the extent of development. 3. Evaluates the application.(if with deviation, issue Notice of Deficiency) 4. Compute for the FEE 5. Issue order of payment	None	based on HLURB-Resolution no. 912 series of 2013	10 minutes	<i>Project Development Officer IV - City Mayor's Office - Zoning and Land Use Division, Project Development Officer II - City Mayor's Office - Zoning and Land Use Division</i>
settle the amount and submit the copy of receipt	1. issue 1st Indorsement Letter 2. Issue Locational Clearance 3. sign the building plan	None		5 minutes	<i>Project Development Officer IV - City Mayor's Office - Zoning, Project Development Officer II - City Mayor's Office - Zoning</i>
	TOTAL	0.00		15 minutes	

2) ISSUANCE OF ZONING CERTIFICATE FOR BUSINESS PERMIT

ZONING CERTIFICATION FOR BUSINESS PERMIT (NEW AND RENEWAL)



Office or Division	City Mayor's Office - Zoning and Land Use Division					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	BUSINESS OWNER					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. UNIFIED BUSINESS APPLICATION FORM			FRONTLINE OFFICER			
2. BARANGAY BUSINESS PERMIT/ CLEARANCE			BARANGAY HALL			
3. VERIFIED INITIAL CAPITAL			EXAMINER'S DIVISION			
4. LATEST MAYOR'S PERMIT (FOR RENEWAL)			CLIENT'S COPY			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

SUBMIT THE REQUIREMENTS	1. Review the submitted requirements. 2. Compute for the Zoning fee 3. Issue Zoning Certification 4. Sign the Unified business application form	None	Based on City Ordinance 2012-40	5 minutes	<i>Project Development Officer IV - City Mayor's Office - Zoning and Land Use Division, Project Development Officer II - City Mayor's Office - Zoning and Land Use Division, Administrative Assistant I - City Mayor's Office - Records and Administrative Division</i>
TOTAL	0.00			5 minutes	



3) ISSUANCE OF ZONING CERTIFICATION FOR LAND USE

Zoning certification for Land Title, ECC, Reclassification of Land

Office or Division	City Mayor's Office - Zoning and Land Use Division				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Land Owner				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
TCT/TAX DECLARATION			REGISTRY OF DEEDS / CITY ASSESSOR'S OFFICE		
LATEST TAX PAYMENT/CLEARANCE			LAND TAX/ CITY TREASURER'S OFFICE		
VICINITY MAP SIGNED BY GEODETIC ENGINEER			CLIENT'S GEODETIC ENGINEER		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
SUBMIT THE REQUIREMENTS		1. REVIEW THE SUBMITTED REQUIREMENTS 2. COMPUTE FOR ZONING FEE	None		5 minutes
					<i>Project Development Officer IV - City Mayor's Office - Zoning and Land Use Division, Project Development Officer II - City Mayor's Office - Zoning and Land Use Division</i>

SETTLE THE AMOUNT AND SUBMIT THE COPY OF RECEIPT (PHP 720.00/has or minimum of PHP100.00)	Issue the zoning Certification	None	based on HLURB-Resolution no. 912 series of 2013	5 minutes	<i>Project Development Officer IV - City Mayor's Office - Zoning and Land Use Division, Project Development Officer II - City Mayor's Office - Zoning and Land Use Division</i>
	TOTAL	0.00		10 minutes	

1) Facilitate in the Pre-counselling / Pre-advising for prospective applicants as to the provisions of the code
 Client/s may seek assistance of the office on inquiries regarding the Local Ordinance for Tax Incentive Availment.



Office or Division	City Mayor's Office - LEDIPO				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Micro, Small and Medium Enterprise Owners				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: The Client sign-in LEDIPO Logbook	LEDIPO Staff will provide logbook to the client	None		1 minute	Licensing Officer I - City Mayor's Office - LEDIPO
Step 2: Client ask inquiries and engage into a discussion regarding the Tax Availment	Answer inquiries of the client regarding the provisions of the Ordinance	None		1 hour	Community Affairs Officer III - City Mayor's Office - LEDIPO
TOTAL		0.00		1 hour 1 minute	



2) Facilitate in the issuance of the following: •Checklist of requirements; •Application forms; •Evaluation and validation of requirements; •Letter of acceptance and; •Issuance and endorsement to the San Pablo City Board of Investments for Tax Availment.

The evaluation and approval and granting of the incentives (including preparation of Notice of Approval, Position Paper and Board Resolutions) will be executed by the San Pablo City Board of Investments.

Office or Division	City Mayor's Office - LEDIPO	
Classification	G2C - Government to Client	
Type of Transaction	Highly Technical	
Who may avail:	Micro, Small and Medium Enterprise Owners	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Three (3) copies of completed application form available at the LEDIPO; 2. Business Plan of the proposed investment (prescribed form available at the LEDIPO); 3. A Certified Copy of the Certificate of Business Name Registration from the Department of Trade and Industry (DTI), from SEC or CDA registration; 4. A Certification from the City Treasurer that the Applicant/s has NO outstanding obligation with the City; 5. Certificate of Registration enjoining incentives under the National Laws; 6. Certificate of Accreditation from the Department of Tourism (if it is a tourism related business); 7. Official Receipt of the Filing Fee from the City Treasurer's Office; 8. Official Receipt of payment of the Registration Fee of (0.1%) of declared capitalization but not less than Php 500.00 nor more than Php 150,000.00 as the case maybe from the City Treasurer's Office.	Local Economic Development and Investment Promotion Office (LEDIPO) Location: Doña Leonila Park, City Capitol Compound, Barangay V-A, San Pablo City, Laguna	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the LEDIP Office and request for assistance in securing an investments for the tax availment	Assist the Investor/s	None		10 minutes	<i>Licensing Officer I - City Mayor's Office - LEDIPO</i>
2. Sign in the LEDIPO logbook	Provide the LEDIPO logbook	None		1 minute	<i>Licensing Officer I - City Mayor's Office - LEDIPO</i>
3. LEDIPO Staff will provide list of requirements needed for the Tax Availment and will assist the client obtaining requirements from other offices	Provide checklists of requirements and application forms	None		5 minutes	<i>Licensing Officer I - City Mayor's Office - LEDIPO</i>
4. Submissions of Duly accomplished application forms and requirements	Received applications forms and requirements	None		10 minutes	<i>Licensing Officer I - City Mayor's Office - LEDIPO</i>
	Evaluation and validation of the submitted requirements	None		20 minutes	<i>Community Affairs Officer III - City Mayor's Office - LEDIPO</i>
	Issuance of Letter of Acceptance	None		2 minutes	<i>Community Affairs Officer III - City Mayor's Office - LEDIPO</i>
	Endorsement of the Application to San Pablo City Board of Investment for evaluation and approval	None		1 hour	<i>Community Affairs Officer III - City Mayor's Office - LEDIPO</i>

	Issuance of Notice to the client of the approved application for the Tax Incentive	None		5 minutes	Community Affairs Officer III - City Mayor's Office - LEDIPO
	Issuance of the Position Paper and Board Resolution for the Applicant's Acceptance	None		30 minutes	Community Affairs Officer III - City Mayor's Office - LEDIPO
TOTAL		0.00		2 hours 23 minutes	

1) DOT ACCREDITATION

Application of Tourism related establishments to secure accreditation to the Department of Tourism



Office or Division	City Tourism Office							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Tourism Related Establishments Owners							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Business Permit, DTI Registration/SEC, Valid ID			DTI, BPLO					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Present the document requirements needed for DOT Accreditation	Present guestbook to client for filing-up and signature. Receives inquiries/reports thru email.	None		3 minutes	<i>Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>			

	Check the documents if complete as required by the Department of Tourism (hand carried or sent via email).	None		10 minutes	Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office
	Hands-over checked document (or return via email) for client's submission to DOT Region IV-A.	None		5 minutes	Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office
	Follow-up clients' DOT application for accreditation; advice client to monitor the feedback from DOT for other instruction and information.	None		10 minutes	Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office
TOTAL		0.00		28 minutes	

2) HISTORY, ARTS, CULTURE AND RESEARCH**PROVIDES INFORMATION REGARDING RESEARCHES AND HISTORY, ARTS AND CULTURE OF SAN PABLO CITY**

Office or Division	City Tourism Office				
Classification	G2B - Government to Business, G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Students, Faculty, Business Entities and Researchers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter request/Valid ID			Requesting Office/School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Present guestbook to client for filing-up and signature. Receives inquiries/reports thru email.	None		3 minutes	<i>Administrative Aide VI - City Tourism Office, Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>

	Prepares the Information/data as requested by client; present to Tourism Officer for approval.	None		15 minutes	Administrative Aide VI - City Tourism Office, Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office
	Records the document to be released; release the document to client.	None		5 minutes	Administrative Aide VI - City Tourism Office, Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office
Present letter request to Tourism personnel or send request thru email.	Check/verify if request is valid and properly signed. Check/verify if request is valid. If valid, refers inquiry to concerned section. If request is not valid Return letter request to client.	None		20 minutes	Administrative Aide VI - City Tourism Office, Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office
TOTAL	0.00			43 minutes	

3) TOURISM RELATED INQUIRY & TOUR ASSISTANCE/TOURIST ARRIVALS

Inquiry/provides assistance regarding tours in Tourist destinations/spots, provides Tourism attraction visitor records



Office or Division	City Tourism Office
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	Students, Faculty, Media, Tour Operators, Tour Guides, Tourists, Tourism Accredited Establishments, 7 Lakes, National and Local Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter Request/Valid ID		Requesting Office/School/National & Local Agencies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Presents guestbook to client for filling-up and signature. Receives requests and inquiries thru email. Refers inquiry to concerned section.	None		3 minutes	<i>Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>

	Tourism staff receives tourism related inquiries and requests for tour assistance, prepares necessary documents for approval of the City Tourism Officer.	None		10 minutes	<i>Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
	Released of approved tour itinerary to client.	None		5 minutes	<i>Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
	Receives tourist arrival report from client thru email.	None	Records and consolidate submitted tourist arrival reports for submission to LTCATO	30 minutes	<i>Administrative Aide I - City General Services Office, Tourism Operations Officer II - City Tourism Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
TOTAL		0.00		48 minutes	

4) TRI-MEDIA ASSISTANCE PROMOTION AND EVENTS

Provides tourist assistance to clients with location shooting, promotion of tourist destinations via social media platforms



Office or Division	City Tourism Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Tri-media and other organizations				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	Letter Request		Requesting Office/School/National & Local Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Presents guestbook to client for filling-up and signature. Receives requests and inquiries thru email. Refers inquiry to concerned section.	None		3 minutes	<i>Administrative Aide I - City General Services Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office</i>

	Tourism staff receives request; prepare the necessary assistance needed for approval of the City Tourism Officer. Answer email request from client.	None		15 minutes	Administrative Aide I - City General Services Office, Senior Tourism Operations Officer - City Tourism Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office
	Release of approved documents and requested assistance to client (s). Assist in actual location shooting.	None	Duration depends upon the purpose of shooting	5 minutes	Administrative Aide I - City General Services Office, Senior Tourism Operations Officer - City Tourism Office, Draftsman I - City Tourism Office, Local Revenue Collection Officer I - City Treasurer's Office, Administrative Aide V - City Tourism Office
TOTAL	0.00			23 minutes	

5) INQUIRIES: MUSEO NG SAN PABLO AND OTHER CULTURAL HERITAGE SITES**Scheduling of Museum and Heritage Zone tours**

Office or Division	City Tourism Office
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	Travel Agencies, Teachers, Students, Local and Foreign Tourists

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request/Inquiry		Requesting Office/School/National & Local Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Presents guestbook to client for filling-up and signature. Receives requests and inquiries thru email.	None		3 minutes	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>

Presents approved letter request for interview/lecture.	Tourism staff receives tourism related inquiries and requests for tour assistance; prepares necessary documents for approval of the City Tourism Officer.	None		1 hour	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>
Accomplish Feedback Form.	Receives and consolidates clients' feedback on the service provided to client.	None		10 minutes	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>
TOTAL			0.00	1 hour 13 minutes	

6) RESEARCH/LECTURE/INTERVIEW

Provides information about History, Culture and Heritage of San Pablo



Office or Division	City Tourism Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Teachers, Students, Local and Foreign Tourists				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter request/Inquiry			Requesting office/school/ National & Local agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Presents guestbook to client for filling-up and signature. Receives requests and inquiries thru email.	None		3 minutes	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>

Presents approved letter request for interview/lecture.	Conduct lecture/interview.	None		1 hour	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>
Accomplish Feedback Form.	Receives and consolidates clients' feedback on the service provided to client	None		10 minutes	<i>Senior Tourism Operations Officer - City Tourism Office, MUSEUM TECHNICIAN I - City Tourism Office</i>
TOTAL			0.00	1 hour 13 minutes	

7) RECEIVING INCOMING AND OUTGOING COMMUNICATION, HUMAN COMMUNICATION

Receives all communications from different agencies



Office or Division	City Tourism Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Local and Foreign Agencies				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Presents guestbook to client for filling-up and signature. Receives requests and inquiries thru email. Refers inquiry to concerned section.	None		3 minutes	<i>Park Maintenance General Foreman - City Tourism Office</i>

Presents approved letter request for interview/lecture.	Check/verify if request is valid. If valid, record the communication and prepare necessary action for approval of the City Tourism Officer. Release/submit approved response/forms to CHRMO after the document has been recorded in the Outgoing Communication log.	None		5 minutes	<i>Park Maintenance General Foreman - City Tourism Office</i>
	TOTAL	0.00		8 minutes	

8) INSPECTION IN TOURISM-RELATED ESTABLISHMENT

Ensuring compliance with regulations, maintaining quality standards, and ensuring the safety and satisfaction of tourists.



Office or Division	City Tourism Office				
Classification	G2B - Government to Business				
Type of Transaction	Complex				
Who may avail:	Tourism Related Establishment Owners				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Business permit, DOT Accreditation			BPLO, DOT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
	Arrival at the site, conduct site/attraction	None		2 hours	<i>Administrative Aide I - City General Services Office, Local Revenue Collection Officer I - City Treasurer's Office</i>

	Fill up inspection form.	None		10 minutes	<i>Administrative Aide I - City General Services Office, Local Revenue Collection Officer I- City Treasurer's Office</i>
	Evaluate and create compliance report	None		1 hour	<i>Administrative Aide I - City General Services Office, Local Revenue Collection Officer I- City Treasurer's Office</i>
TOTAL		0.00		3 hours 10 minutes	

9) DOÑA LEONILA URBAN PARK VISITOR'S/CLIENT REQUEST

Each of these requests requires prompt and courteous response from the park administration to ensure visitor satisfaction and enhance their experience at Doña Leonila Urban Park.



Office or Division	City Tourism Office					
Classification	G2C - Government to Client, G2G - Government to Government					
Type of Transaction	Simple					
Who may avail:	Students, Faculty, Business Entities and Researchers					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
	Request Letter		OCTO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE	
Present letter/communication fromt Client/Office Departments	Present guestbook to client for filing-up and signature.	None		3 minutes	Administrative Aide VI - City Tourism Office, Park Maintenance General Foreman - City Tourism Office	

	Check/verify if request is valid and properly signed. If valid, record the communication and prepare necessary action for approval of the City Tourism Officer.	None		5 minutes	Administrative Aide VI - City Tourism Office, Park Maintenance General Foreman - City Tourism Office
	Release/submit approved response/forms to clients/office departments.	None		5 minutes	Administrative Aide VI - City Tourism Office, Park Maintenance General Foreman - City Tourism Office
TOTAL			0.00	13 minutes	



1) Request for Pre-Membership Education Seminar (PMES)

Primary Cooperative whose Education and Training Committee are not fully functional can request assistance for the conduct of PMES for its applicants for membership

Office or Division	City Cooperatives Office					
Classification	G2B - Government to Business					
Type of Transaction	Simple					
Who may avail:	Applicants for Cooperative Membership					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Request Letter			Pro forma and sample letters / request forms are available at City Cooperatives Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the request form or submit the letter of request stating the desired schedule and venue of the seminar		Receive the letter of request and check the availability of the speakers	None		5 minutes	Administrative Aide VI - City Cooperative Office, Administrative Aide III - City Cooperative Office

Arrange the Schedule of the participants	Set the date and other details of the seminar	None		5 minutes	<i>Supervising Coop. Development Specialist - City Cooperative Office, Cooperatives Development Specialist II - City Cooperative Office</i>
	TOTAL	0.00		10 minutes	

2) Conduct of Pre-Membership Education Seminar (PMES)

Technical Assistance given to primary cooperatives whose Education and Training Committee is not fully functional. It is the first step to take before joining a cooperative



Office or Division	City Cooperatives Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Applicants for Cooperative Membership				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Request Letter			Pro forma and sample letters/request forms are available at City Cooperatives Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Sign/Log in the attendance sheet	Check the attendance of the participants	None		5 minutes	Administrative Aide III - City Cooperatives Office

Listen and participate in the seminar.	Conduct Seminar/Discuss the assigned modules/topics	None		4 hours	Supervising Coop. Development Specialist - City Cooperative Office, Cooperatives Development Specialist II - City Cooperative Office, Administrative Assistant II - City Cooperative Office, Administrative Aide VI - City Cooperative Office
Receive Certificate of Attendance Pre-Membership Education Seminar (PMES)	Issue/award Certificate of Attendance	None		10 minutes	Administrative Aide VI - City Cooperative Office, Administrative Aide III - City Cooperative Office
	TOTAL	0.00		4 hours 15 minutes	

3) Request for Pre-Registration Seminar (PRS)

Pre-Registration Seminar is given to interested groups/associations who want to form/organize a cooperative



Office or Division	City Cooperatives Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Interested Parties/Group with at least 15 members				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Request Letter	Pro forma and sample letters / request forms are available at City Cooperatives Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the request form or submit the letter of request stating the desired schedule and venue of the seminar.	Receive the letter of request and check the availability of the speakers.	None		5 minutes	Administrative Aide VI - City Cooperative Office, Administrative Aide III - City Cooperative Office

Arrange the Schedule of the participants	Set the date and other details of the seminar	None		5 minutes	<i>Supervising Coop. Development Specialist - City Cooperative Office, Cooperatives Development Specialist II - City Cooperative Office</i>
	TOTAL	0.00		10 minutes	



4) Assist in the Conduct of Pre-Registration Seminar (PRS)

City Cooperatives Office staffs shall assist the Cooperative Development Authority personnel in conducting the Pre-Registration Seminar. It is one of the requirements in registering a cooperative

Office or Division	City Cooperatives Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Interested Parties/Group with at least 15 members				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	approved request letter		City Cooperatives Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Sign/Log in the attendance sheet	Acknowledge the participants and give an overview of the functions and structure of the City Cooperatives Office	None		5 minutes	Administrative Aide III - City Cooperatives Office

Listen and participate in the seminar.	Assist the CDA personnel in the conduct of PRS /Discuss the assigned modules/topics	None		4 hours	Supervising Coop. Development Specialist - City Cooperative Office, Cooperatives Development Specialist II - City Cooperative Office, Administrative Assistant II - City Cooperative Office, Administrative Aide VI - City Cooperative Office
Secure the Pre-Registration Seminar (PRS) Certificate of Attendance from CDA	Coordinate with the CDA on the issuance of Certificate of PRS	None		10 minutes	Cooperatives Development Specialist II - City Cooperative Office, Administrative Assistant II - City Cooperative Office
TOTAL		0.00		4 hours 15 minutes	

5) Request for Technical Assistance
Bookkeeping and Record Management



Office or Division	City Cooperatives Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Would-be Cooperatives and Registered Cooperatives				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Request Letter	Pro forma and sample letters / request forms are available at City Cooperatives Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the request form or submit the request letter	Receive the letter of request and inform the client what to bring along during the coaching/mentoring sessions	None		5 minutes	<i>Administrative Aide VI - City Cooperative Office, Administrative Aide III - City Cooperative Office</i>

Receive the schedule and the list of documents to bring along during sessions	Set the date of the actual one-on-one coaching/mentoring	None		5 minutes	Supervising Coop. Development Specialist - City Cooperative Office, Cooperatives Development Specialist II - City Cooperative Office
TOTAL	0.00			10 minutes	

6) Technical Assistance on Bookkeeping and Record Management

Registered cooperatives may avail this technical assistance to improve the record management of the cooperative and to ensure regulatory compliance.



Office or Division	City Cooperatives Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Registered Cooperatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Vouchers and Official Receipts of coop			cooperative		
2. Daily Record of Transactions			cooperative		
3. Passbook			cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Request Form	Entertain the Client/Know the needs of the clients	None		5 minutes	Administrative Aide III - City Cooperatives Office
Actual Tutoring/Coaching	Tutoring/coaching the assigned bookkeeper/responsible person on how to record and manage transaction	None		2 hours	Administrative Aide III - City Cooperatives Office
		TOTAL	0.00	2 hours 5 minutes	

7) Technical Assistance on Online Registration of Cooperatives

Current trend in Information Technology is utilized in order to deliver fast, easy and convenient services to the clients



Office or Division	City Cooperatives Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Would-be Cooperatives							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
1. Draft of Article of Cooperation and Bylaws			CDA website (cda.gov.ph)					
2. Copy of valid ID of members			members					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Fill up Request Form	Entertain the Client/Know the needs of the clients	None		5 minutes	<i>Administrative Aide III - City Cooperatives Office</i>			
Actual Online Registration	Assist the client on the office computer to fill out and submit the Articles of Cooperation and By-Laws for online registration of the proposed cooperative	None		2 hours	<i>Cooperatives Development Specialist II - City Cooperative Office, Administrative Aide VI - City Cooperative Office</i>			
TOTAL		0.00		2 hours 5 minutes				

8) Technical Assistance on Online Submission of Report

Cooperatives are assisted by the City Cooperatives Office staff to comply with the documentary/reportorial requirements with the regulartory bodies such as CDA and BIR



Office or Division	City Cooperatives Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Registered Cooperatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Financial Statement			cooperative		
2. List of Officers and their training			cooperative		
3. List of Programs and Activities conducted			cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Request Form	Entertain the Client/Know the needs of the clients	None		5 minutes	<i>Administrative Aide III - City Cooperatives Office</i>
Actual Online Submission of Report	Assist the client on the office computer to fill out and submit the mandatory reports to CDA	None		2 hours	<i>Cooperatives Development Specialist II - City Cooperative Office, Administrative Aide VI - City Cooperative Office</i>

	TOTAL	0.00		2 hours 5 minutes	
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1) Issuance of Certified True copy of Tax Declaration, Certificate of Land Holdings, No Improvements, Non-Ownership and other Certification.

Allows the tax payer to obtain certified true copies of tax declaration, certificate of landholding, no-improvement, non-ownership and other certification for payment of Real taxes and other purposes.

Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) If not the owner, Special Power of Attorney (SPA) or Authorization Letter (w/ ID's)			To be provided by Client/Representative		
(2) Request Form					
(3) Copy of Tax Declaration or Tax receipt.					
(4) Copy of Title.					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-out and submit request form and all the requirements.	1. Receive, verify and check required requirements.	None		5 minutes	Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office, Administrative Aide IV - City Assessor's Office, Administrative Aide III - City Assessor's Office
	(1.1) Prepare the requested certified document. (1.2) Checks/reviews tax declaration, property landholding, no-improvement, non-ownership and other certification. (1.3) Sign tax declaration, property landholding, no-improvement, non-ownership and other certification. (1.4) Issue order of payment (Payment at the Treasurer's Office).	50.00	ORDINANCE NO. 2012-40	15 minutes	Local Assessment Operations Officer IV - City Assessor's Office, Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office, Administrative Aide VI - City Assessor's Office
2. Present official receipt.	2. Check official receipt.	None		1 minute	Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office, Administrative Aide VI - City Assessor's Office

3. Claim Tax declaration, Property Landholding, no improvement, non ownership and other Certification.	3. Issuance of Tax declaration, Property Landholding, no improvement, non ownership and other Certification (w/ Documentary Stamp).	None		5 minutes	<i>Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office, Administrative Aide VI - City Assessor's Office</i>
TOTAL	50.00			26 minutes	

2) Traces History of Tax Declaration and Document from 1937 up to present.

Issue history of Tax declaration from 1937 up to present and its corresponding documents for titling and other legal purposes.



Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) If the owner, Special Power of Attorney (SPA) or Authorization Letter (w/ID's)			To be provided by Client/Representative		
(2) Request form					
(3) Copy of Tax Declaration or Tax receipt					
(3) Copy of Title					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-out and submit request form and all the requirements.	1. Receive and check for completeness. (1.1) Verify records and trace history of tax declaration from 1937 up to present. (1.2) Prepare certified true copy of tax declaration from 1937 up to present and photo copy of documents. (1.3) Checks and reviews tax declaration and certified the photo copy of document. (1.4) Sign tax declaration and certified the photo copy of document. (1.5) Issue order of payment (Payment at the Treasurer's Office).	None		48 minutes	<i>Local Assessment Operations Officer IV - City Assessor's Office, Local Assessment Operations Officer I - City Assessor's Office, Tax Mapping Aide - City Assessor's Office</i>
2. Pay the required fees.	2. Process payment.	50.00	ORDINANCE NO. 2012-40	10 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office</i>
3. Present official receipt.	3. Check official receipt.	None		5 minutes	<i>Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office</i>
4. Claim certified true copy of tax declaration and photocopy of document.	4. Issue certified true copy of tax declaration and photocopy of document (w/ documentary stamp).	None		15 minutes	<i>Local Assessment Operations Officer I - City Assessor's Office, Assessment Clerk II - City Assessor's Office</i>

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TOTAL	50.00		1 hour 18 minutes	
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3) Annotation and Cancellation of Mortgages and Encumbrances on Tax Declaration.

It is necessary for both the mortgagee and the mortgagor to annotate the record of mortgage in the tax declaration. It serves as a notice to a third party that the property is subject to a mortgage agreement.



Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Copy of Mortgage/Cancellation and Encumbrances			To be provided by Client/Representative		
(2) Official Receipt for payment of transaction					
(3) Tax Clearance					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit documentary requirements.	1. Receive, verify and check for completeness. (1.1) Record on the Mortgage/Cancellation logbook. (1.2) Annotate in the FAAS and Sign in the copy of Mortgage/Cancellation. (3.) Prepare owner's copy of tax declaration. (1.4) Checks and reviews certified true copy of tax declaration. (1.5) Sign Certified true copy of tax declaration. (1.6) Issue order of payment	None		30 minutes	<i>Administrative Aide IV - City Assessor's Office</i>
2. Pay the required fees. (Fees is computed as 0.1% of amount of mortgage / cancellation)	2. Process payment.	50.00	ORDINANCE NO. 2012-40	20 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office</i>
3. Present official receipt.	3. Check official receipt.	None		1 minute	<i>Administrative Aide IV - City Assessor's Office</i>
4. Claim certified true copy of tax declaration.	4. Issue certified true copy of tax declaration with annotation of encumbrances (w/ Documentary Stamp).	None		5 minutes	<i>Administrative Aide IV - City Assessor's Office</i>
TOTAL		50.00		56 minutes	

4) Issuance of New Tax Decalaration to the New Owner (Transfer of Ownership) on the basis of documents submitted.

Provides an update of ownership in the tax declaration to the new owner as per document submitted as the basis of transfer for the purpose of real property taxation.



Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter request.			To be provided by Client/Representative		
(2) Photocopy of Transfer Certificate Title (TCT)					
(3) Proof of transfer(document)					
(4) CAR, Transfer Tax, Tax clearance and photocopy of valid I.D. of owner or representative.					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
					PERSON RESPONSIBLE

1. Submit all documentary requirements.	1. Receive and check for completeness of requirements. (1.1) Prepare FAAS. (1.2) Prepare Notice of Assessment and Tax Declaration. (1.3) Check and verify the FAAS, Notice of Assessment and Tax Declaration.	None		1 hour	Local Assessment Operations Officer IV - City Assessor's Office, Local Assessment Operations Officer III - City Assessor's Office, Local Assessment Operations Officer II - City Assessor's Office, Local Assessment Operations Officer I - City Assessor's Office
2. Pay the required fees.	2. Process payment.	50.00	ORDINANCE NO. 2012-40	20 minutes	Local Treasury Operations Officer IV - City Treasurer's Office
3. Present official receipt.	3. Sign FAAS, Tax Declaration and Notice of Assessment.	None		3 minutes	City Assessor - 's Office, Assistant City Assessor for Administration - City Assessor's Office

4. Claim Notice of Assessment and Owner's copy of Tax Declaration.	4. Issue Notice of Assessment and Owner's copy of Tax Declaration (w/ Documentary Stamp).	None		5 minutes	<i>Local Assessment Operations Officer III</i> - City Assessor's Office, Local Assessment <i>Operations Officer II</i> - City Assessor's Office, Local Assessment <i>Operations Officer I</i> - City Assessor's Office
	TOTAL	50.00		1 hour 28 minutes	



5) Assessment and Appraisal.

It is a duty of a real property owner in administration to make a declaration of the property as provided by law, the City Assessor provides appraisal and assessment of real property as basis for the permanent record of property (Land, Building and Machineries) for the purpose of real property taxation. The Appraisal of real property is in accordance with the approved schedule of market values.

Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Declaration of real property by owner or representative			To be provided by Client/Representative		
(2) Sworn Statement					
(3) Current photos (Building, Improvement or Structure)					
(4) If not owner, Special power of Attorney (SPA) or authorization letter					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
					PERSON RESPONSIBLE

1. Submit all requirements.	1. Receive and check for completeness of requirements. (1.1) Inform the client about the schedule of the appraisal. (1.2) Endorsement of the request to the appraiser. (1.3) Ocular inspects. (1.4) Prepare FAAS. (1.5) Prepare Notice of Assessment and Tax Declaration. (1.6) Approve FAAS, Notice of Assessment and Tax Declaration.	None		2 hours 35 minutes	City Assessor -'s Office, Local Assessment Operations Officer IV - City Assessor's Office, Local Assessment Operations Officer III - City Assessor's Office, Local Assessment Operations Officer II - City Assessor's Office
2. Pay the required fees.	2. Process payment	50.00	ORDINANCE NO. 2012-40	10 minutes	Local Treasury Operations Officer IV - City Treasurer's Office
3. Claim Notice of Assessment and Owner's copy of Tax Declaration.	3. Issue Notice of Assessment and Owner's copy of tax declaration with documentary stamp.	None		5 minutes	Local Assessment Operations Officer IV - City Assessor's Office, Local Assessment Operations Officer III - City Assessor's Office, Local Assessment Operations Officer II - City Assessor's Office, Local Assessment Operations Officer I - City Assessor's Office

TOTAL	50.00		2 hours 50 minutes	
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6) Issuance of Tax Mapping Certificate.

Identify the location of property based on tax mapping records and for other purposes. It is used for boundary disputes.



Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Copy of Transfer Certificate Title (TCT) or Tax Declaration			To be provided by Client/Representative		
(2) Valid I.D. of Owner/Representative					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check and review the requirement. (1.1) Prepare requested certified copy of Tax Map. (1.2) Sign certified copy of Tax Map. (1.3) Issue order of payment.	None		30 minutes	<i>Tax Mapper IV - City Assessor's Office, Tax Mapper III - City Assessor's Office, Draftsman II - City Assessor's Office, Tax Mapping Aide - City Assessor's Office</i>

2. Pay the required fees.	2. Process payment.	80.00	ORDINANCE NO 2012-40	15 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office</i>
3. Claim certified copy of Tax map.	3. Issue certified copy of Tax map with documentary stamp.	None		5 minutes	<i>Tax Mapper I - City Assessor's Office, Draftsman II - City Assessor's Office, Tax Mapping Aide - City Assessor's Office</i>
TOTAL		80.00		50 minutes	

7) Subdivision and Consolidation of Property.

Provides an update of ownership as per document submitted as the basis of subdivision and consolidation for the purpose of real property taxation.



Office or Division	City Assessor's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Property Owner or Authorized Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Approved Plan of Land			To be provided by Client/Representative		
(2) CAR (Certificate Authorizing Registration)					
(3) Transfer Tax					
(4) Tax Clearance					
(5) Documents affecting transfer					
(6) Photocopy of Title					
(7) Letter request for subdivision or consolidation of land					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the documentary requirements.	1. Check and review the requirement. (1.1) Prepare FAAS. (1.2) Prepare Notice of Assessment and Tax declaration. (1.3) Check and verify the FAAS, Notice of Assessment and Tax Declaration. (1.4) Approve and Sign the FAAS, Notice of Assessment and Tax Declaration. (1.5) Issue order of payment.	None		2 days	<i>City Assessor -'s Office, Assistant City Assessor for Administration - City Assessor's Office, Tax Mapper IV - City Assessor's Office, Tax Mapper III - City Assessor's Office, Tax Mapper I - City Assessor's Office</i>
2. Pay the required fees.	2. Process payment.	50.00	ORDINANCE NO 2012-40	15 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office</i>
3. Claim owner's copy of Tax Declaration and Notice of Assessment.	3. Issue owner's copy of Tax declaration and Notice of Assessment with documentary stamp.	None		5 minutes	<i>Tax Mapper III - City Assessor's Office, Tax Mapper I - City Assessor's Office</i>
TOTAL		50.00		2 days 20 minutes	



1) ISSUANCE OF CERTIFICATION (for any legal purpose)

This service includes issuance of certificate to bonafide local farmers.

Office or Division	City Agriculturist Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Farmer/Clienteles/General Public (FARMC, BAFC, RIC, 4H, Farmers Association and Cooperatives)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
written or verbal request Barangay Certification (certifying he/she is a bonafide farmer Official Receipt (for certification)		Client Barangay Hall One Stop Shop			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Sign the client logbook	1. Give the logbook to the client	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office

Client answers interview	2. Verification 2.1 Verify name of client, if included in the masterlist of farmers 2.2 if not included, interview for Registry System for Basic Sectors in Agriculture (RSBSA)	None		5 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office</i>
	2.3 Conduct site inspection, if necessary (excluding travel time)	None		30 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office</i>

Present OR and claim the certificate (Payment was made at City Treasurer's Office)	3. Receive Official Receipt, sign certification and issue	None		5 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office</i>
	TOTAL	0.00		41 minutes	



2) PROVISION OF TECHNICAL ASSISTANCE

This service include conduct of trainings and seminars on crops, livestock, fisheries, corn, rice and matters regarding 4H, RIC clubs and CAFC

Office or Division	City Agriculturist Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
written or verbal request			client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sign the client logbook	Give the logbook to the client	None		1 minute	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office</i>			

2. Submit a written request for needed technical assistance	Receive the written request (minutes depends on the kind of the technical assistance needed)	None		10 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office</i>
2.1 receive assistance	Give the assistance to the client if needed or can be provided at the moment	None		10 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office</i>

2.2 receive schedule for the activity	If technical assistance requested, needs preparation, set the schedule for the activity.	None		10 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
	TOTAL	0.00		31 minutes	

3) CONTROL OF PLANT PEST AND DISEASES

This service provide technical assistance to conduct of site visit and inspection.



Office or Division	City Agriculturist Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public and Farm Clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Written / verbal request Specimen			client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign the client logbook	Give the logbook to the client	None		1 minute	Senior Agriculturist - City Agriculturist Office, Agricultural Technologist - City Agriculturist Office, Supervising Administrative Officer - City Agriculturist Office, Administrative Officer V - City Agriculturist Office, Administrative Aide III - City Agriculturist Office, Administrative Aide IV - City Agriculturist Office
2. Client reports incidence of pests and diseases to Agricultural Technologist concerned	Receive and verify reports	None		5 minutes	Senior Agriculturist - City Agriculturist Office, Agriculturist II - City Agriculturist Office, Agricultural Technologist - City Agriculturist Office, Supervising Administrative Officer - City Agriculturist Office, Administrative Officer V - City Agriculturist Office

2.1 Client show to the AT the site for inspection	Conduct of on-site inspection, if necessary (excluding travel time)	None		30 minutes	Senior Agriculturist - City Agriculturist Office, Agriculturist II - City Agriculturist Office, Agricultural Technologist - City Agriculturist Office, Supervising Administrative Officer - City Agriculturist Office, Administrative Officer V - City Agriculturist Office
3 Receive a written control measures/recommendations	Provide a written recommendations for control	None		10 minutes	Senior Agriculturist - City Agriculturist Office, Agricultural Technologist - City Agriculturist Office, Administrative Officer V - City Agriculturist Office
TOTAL	0.00			46 minutes	

4) PROVISION OF AVAILABLE FARM INPUTS ASSISTANCE

This service provides seeds, seedlings, fertilizers, livestock, fingerlings and other farm inputs



Office or Division	City Agriculturist Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
written / verbal request			client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sign the client logbook	Give the logbook to the client	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Engineer II - City Agriculturist's Office			

2. Submit a written request for needed interventions	2. Receive and verify written request	None		2 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i>
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	<p>2.1 if the needed intervention cannot be provided by the Office of the City Agriculturist or LGU, prepare indorsement letter to the Department of Agriculture Region IV-A</p>	None		6 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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	2.2 Sign indorsement letter	None		6 minutes	<i>City Agriculturist - 's Office, Assistant City Agriculturist - CGADH I - City Agriculturist's Office, Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i>
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3. Receive information about the action taken	3. Send the indorsement letter to Department of Agriculture Region IV-A	None		2 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i>
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	4. Inform client of the action taken	None		5 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
	TOTAL	0.00		22 minutes	

5) DISTRIBUTION OF AVAILABLE FARM INPUTS

This service includes the provision and distribution of farm inputs.



Office or Division	City Agriculturist Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
written or verbal request			client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sign the client logbook	Give the logbook to the client	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office			

2. Notify Office of the City Agriculturist staff the he/she is a beneficiary	2. Call the attention of the Agricultural Technologist concerned	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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	2.1 Validates if the client is included in the masterlist	None		4 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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3 Receive the inputs for distribution/ Dispersal	3. If included in the masterlist, release the farm inputs	None		15 minutes	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Administrative Aide III - City Agriculturist's Office, Heavy Equipment Operator I - City Agriculturist's Office, Administrative Aide IV - City Agriculturist's Office, Administrative Aide I - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i>
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	<p>3.1 If not included in the masterlist, include client in the next release of inputs</p>	None		15 minutes	<p><i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Administrative Aide III - City Agriculturist's Office, Heavy Equipment Operator I - City Agriculturist's Office, Administrative Aide IV - City Agriculturist's Office, Administrative Aide I - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i></p>
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TOTAL	0.00		36 minutes	
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6) LIVESTOCK SUPPORT SERVICE

This service includes consultation, vaccination and deworming of farm animals



Office or Division	City Agriculturist Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Verbal / Written request			client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	Give the logbook to the client	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Engineer II - City Agriculturist's Office

2. Report the service needed	2. Identify the service needed	None		3 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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	2.1 Notify the Office of the City Agriculturist staff concerned	None		2 minutes	Assistant City Agriculturist - CGADH I - City Agriculturist's Office, Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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3. Accompany staff to the site	3 Proceed to the area where the service is needed (minutes depends on the kind of technical assistance needed)	None		30 minutes	Assistant City Agriculturist - CGADH I - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office
	TOTAL	0.00		36 minutes	

7) GENERAL FARM ASSISTANCE

This service provide farm assessment and recommendation



Office or Division	City Agriculturist Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Written/ Verbal request			client					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

1. Sign the client logbook	Give the logbook to the client	None		1 minute	<i>Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office</i>
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2. Present the assistance needed	2. Identify the assistance needed	None		1 minute	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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	2.1 Interview client	None		5 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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	2.2 Determine the assistance requested	None		5 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
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3. Accompany staff to the site	3. If needing site visit proceed to farm and render service / assistance needed (minutes depends on the kind of technical assistance needed)	None		30 minutes	Senior Agriculturist - City Agriculturist's Office, Agriculturist II - City Agriculturist's Office, Agricultural Technologist - City Agriculturist's Office, Supervising Administrative Officer - City Agriculturist's Office, Administrative Officer V - City Agriculturist's Office, Engineer II - City Agriculturist's Office
		TOTAL	0.00	42 minutes	

1) Acceptance of Bio-data/Resume

The service is for the walk-in clients who wishes to submit Resume for work application.



Office or Division	City Mayor's Office - PESO							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Walk-in General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Bio-data/Resume			NA					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Submit Resume personally or thru E-mail	Accept bio-data/Resume of walk-in applicants	None		2 minutes	<i>Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO</i>			

	Accept and Received Bio-data/Resume thru online/e-mail, FB Messenger	None		2 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
	The applicants are requested to sign at the log book for record purposes & accomplish the form of Skill Registry for encoding at the phil.jobnet	None		4 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
TOTAL		0.00		8 minutes	

2) Issuance of Letter of Recommendation.

Service is provided for the clients asking for letter of recommendation for the company they are applying for



Office or Division	City Mayor's Office - PESO				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Walk-in clients and general public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Resume, letter of request barangay clearance			Barangay Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request for the letter of recommendation	Accept letter of request asking for letter of recommendation and indorsement	None		2 minutes	<i>Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO</i>

Submit letter of request for letter recommendation and indorsement	Received the letter of request for the recommendation	None		2 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
	The Peso Manager interviews, prepares 7 signs the letter of recommendation	None		5 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
	The Peso Manager records and releases the letter of recommendation/indorsement	None		3 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
TOTAL		0.00		12 minutes	

3) Approval to conduct Local Recruitment Activity/ Special Recruitment Activity and Jobs Fair
Service is provided for the companies/agencies requesting for LRA and Jobs Fair



Office or Division	City Mayor's Office - PESO					
Classification	G2B - Government to Business					
Type of Transaction	Simple					
Who may avail:	Agencies and Companies					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Business Permit			Local Government where business is located			
DOLE Permit			DOLE			
Company Profile and List of Vacancies			Company applying			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request for the approval of LRA/SRA and Job Fair together with the documents needed		The Peso Manager Receives and records the letter of request and other documents needed	None		2 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO

	The Peso manager prepares and signs the approval letter of request to conduct LRA/SRA and Job Fairs	None		5 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
	The Peso Manager releases the approved letter of request to conduct LRA/SRA and Job Fairs	None		3 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO
TOTAL			0.00	10 minutes	

4) Issuance Endorsment Letter for Financial Assistance to Provincial PESO/OWWA**Endorse Distressed/ Reprited OFW's for Financial Assistance to Provincial PESO/OWWA**

Office or Division	City Mayor's Office - PESO					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Distressed/ Reprited OFW's					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Social Case Study			City/Municipal Social Welfare Development Office			
Case Intake Sheet						
Sinumpaang Salaysay						
Passport						
Departure & Arrival from the Philippines						
Letter Request Barangay Indigency			Barangay Office			
OWWA membership certificate						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1) Registration of client at the logbook,		Interview client in difficult circumstances with presented documents.	None		2 minutes	Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO

2) The Client prepares, presents and submits documents to the personnel/staff for assessment.	Submit required documents. Prepare endorsement letter noted by the PESO Manager.	None		2 minutes	<i>Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO</i>
3) Upon assessment the personnel / staff will review the documents and prepare the needed assistance.	Released of Endorsement Letter. Submit for review and approval by the PESO Manager.	None		5 minutes	<i>Assistant Public Employment Service Office Manager - CGADH I - City Mayor's Office - PESO</i>
TOTAL		0.00		9 minutes	



1) Issuance of Community Tax Certificate (Cedula)

Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis or who is engaged in business or occupation or who owns real property are liable to community tax.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public ; Eighteen (18) years of age and above				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Must be eighteen (18) years of age or above					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Secure and fill-out legibly and correctly Personal Data Sheet and present to the assigned personnel said sheet and pay fees after affixing signature and thumbmark at the certificate.	Issuance of Community Tax Certificate	5.00	Basic Tax of PhP 5.00 plus additional tax not to exceed PhP 5,000.00 (as per Ordinance no. 2012-40).	10 minutes	Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office
TOTAL		5.00		10 minutes	



2) Payment of Real Property Taxes

There is hereby levied an annual ad valorem tax at the rate of one percent (1%) of the assessed value of real property such as lands, buildings, machinery and other improvements affixed or attached to real property located in this city and an additional levy of one percent (1%) tax on the assessed value of real property for the Special Education Fund (SEF). Realty tax must be paid on or before March 31 yearly to avoid penalty of two percent (2%) interest per month on the unpaid amount or fraction thereof but total amount shall not exceed thirty six (36) months.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Property owners / Taxpayer				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Latest real property tax declaration (1 photocopy)			Property owner / City Assessor's Office		
(2) Latest real property tax payment / official receipt (1 original copy)			Property owner / Taxpayer		
(3) Notice of tax delinquencies issued by the CTO-Land Tax Division (1 original copy)			Window no. 5, Land Tax Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Presents the requirements for verification, computation and issuance of Tax Bill or Real Property Tax Order of Payments (RPTOP) per tax declaration.	Issue Real Property Tax Order of Payment if all required documents are verified.	None		20 minutes	<i>Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
(2) Presents the Real Property Tax Order of Payment and receive official receipt upon payment	Issue official receipt after payment is made.	None	As per Real Property Tax Order of Payment (As per Ordinance no. 2012-40).	10 minutes	<i>Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
TOTAL	0.00			30 minutes	

3) Issuance of Certificate of Payment of Real Property

Real property tax clearances are issued by the City Treasurer upon full payment of the real property taxes due on subject properties



Office or Division	City Treasurer's Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Latest real property tax declaration (1 original copy)			General public / City Assessor's Office			
(2) Latest real property tax payment (1 original copy)			General public			
(3) Documentary stamp to affix at the certificate			Bureau of Internal Revenue			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1.1) Present the requirements to the Officer-of -the-Day and inform the purpose of the certification to be issued.		Ask taxpayer the purpose of securing the certificate.	None		5 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office</i>

(1.2) Verification of records and issuance of order of payment	Verify records and issue order of payment.	None		30 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
(2) Present order of payment for issuance of official receipt	Issue official receipt after payment is made.	50.00	PhP 50.00 per 100 words (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
(3) Posting and recording of payments and issuance of certificate of real property tax payment.	Issue certificate to the taxpayer.	None		8 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
TOTAL		50.00		53 minutes	



4) Application / Renewal of Business Permit

Business means trade or commercial activity regularly engaged in as a means of livelihood or within view to profit. All business enterprise are required to secure business license and mayor's permit and shall pay business taxes, mayor's permit and other regulatory fees before the business starts to operate and subject to renewal every first twenty (20) days of January every year to avoid additional charges and penalties. During this period, all offices and other government agencies concerned in the application of business permit are available at the One Stop Building, City Hall compound, thus making the application process easier (backroom operation).

Office or Division	City Treasurer's Office
Classification	G2B - Government to Business
Type of Transaction	Simple
Who may avail:	Owner / Representative of a Business Establishment
CHECKLIST OF REQUIREMENTS	
(1) Community Tax Certificate (Cedula) or Corporation Certificate (1 original copy);	Barangay Hall or Infront of window no. 6, One Stop Building, City Hall compound;
(2) Barangay Business Clearance (1 original copy);	Barangay Hall or window no 1, CMO-BPLD, One Stop building, City Hall compound;
(3) Certificate of Attendance;	at the backroom operation;
(4) Zoning Clearance;	at the backroom operation;
(5) Annual Inspection Report;	at the backroom operation
(6) Sanitary Permit;	at the backroom operation;
(7) Market clearance (if business located within the market vicinity (1 original copy);	CTO, Market Division at SPCSPM;
(8) Previous year Mayor's / Business Permit (1 original copy);	Owner of business ;
(9) Contract of Lease / Lessor's Permit (if place of business is rented - 1 original copy) ;	Owner of business;

(10) a. Department of Trade and Industry Registration (1 original copy); or b. Securities and Exchange Commission Registration (if partnership or corporation - 1 original copy); or c. Cooperative Development Authority Registration (if Cooperative - 1 original copy);	Department of Trade and Industry; or Securities and Exchange Commission; or Cooperative Development Authority;				
(11) Proof of annual gross receipt for renewal of business which may include the following: a. Audited financial statement (or unaudited financial statement for those who are not required to file by the B.I.R. - 1 original copy); or b. Sworn declaration of gross sales or receipts (1 original copy); or c. Income Tax Return stamped by the B.I.R. for renewal of business (1 photocopy);	Owner of business;				
(12) Certificate of tax exemption if business is claiming exemption (1 original copy);	Agency concerned;				
(13) Other clearances or permit from various offices or agencies depending on the nature of business (1 original copy).	Office or agency concerned.				
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit Unified Business Permit Application Form for verification of records.	As part of the end-to-end (backroom operation) business registration system, records are verified.	None		15 minutes	<i>Administrative Aide I - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office</i>

(2) Declaration of capital or gross sales for the preceding year.	Assess capital and/or gross sales and issue Tax Order of Payment after information has been encoded by the CMO-BPLD personnel.	None		20 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
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(3) Pay business taxes, mayor's permit and other regulatory fees.	Issue official receipt after payment is made.	None	As per Tax Order of Payment (As per Ordinance no. 2012-40).	20 minutes	<i>Local Treasury Operations Officer II - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i>
	TOTAL	0.00		55 minutes	



5) Application for Retirement of Business

Termination shall mean that business operations are stopped completely. A sworn statement of gross sales or receipts for the current year must first be submitted at the Office of the City Treasurer and the corresponding tax due settled before such business is considered officially retired.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Owner of Business Establishment				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Copy of Mayor's Permit (1 original copy)			Owner of business establishment		
(2) Latest Official Receipt of payment of business tax, mayor's permit and other regulatory fees (1 original copy)			Owner		
(3) Barangay Certification (closure of business, 1 original copy)			Barangay Hall where business is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. After verification and inspection of CMO-BPLD, presents the original copy of Mayor's Permit of the business subject for retirement together with the barangay certificate to CTO, Examiner's Division for assessment of tax due.	Issue order of payment if all required documents are verified	None		10 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office</i>

2. Pays the amount due for retirement of business	Issue official receipt after payment is made	None	As per Ordinance no. 2012-40.	10 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
3. Presents official receipt to CTO, Business Tax Division to consider the business officially retired and surrender the2 original copy of Mayor's Permit and BIN plate to CMO-BPLD.	Official receipt recorded for business to consider officially retired.	None		5 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Administrative Aide I - City Treasurer's Office</i>
TOTAL		0.00		25 minutes	



6) Issuance of Certificate of Transfer and/or Closure of Business Establishment

Certificate of transfer and/or closure of business establishment are issued by the City Treasurer upon request of the representative or owner of the business. Said certificate are a requirements to several national government offices for record purposes and claims.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Verbal or written request of certificate ;			Owner of business establishment;		
(2) Proof of settlement of account ;			Owner of business establishment;		
(3) Documentary stamp to affix at the certificate .			Bureau of Internal Revenue.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present the requirements and state the nature of certificate to be requested.	Ask the requesting party of the nature of certificate to be issued.	None		3 minutes	<i>Local Revenue Collection Officer IV - City Treasurer's Office</i>

(2) Verification of records and issuance of order of payment.	Verify records and issue order of payment	None		20 minutes	<i>Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i>
(3) Present the order of payment for issuance of official receipt.	Issue official receipt after payment is made.	50.00	PhP 50.00 per certificate (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
(4) Secure Certificate	Release certificate	None		3 minutes	<i>Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
TOTAL		50.00		36 minutes	

7) Payment of Transfer Tax

A tax on the sale, donation, barter or any other mode of transferring ownership or title of real property.



Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Property Owner				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Latest real property tax declaration (1 original copy)	Property Owner / City Assessor's Office				
(2) Deed of Sale, Donation, Exchange, Judicial/Extra Judicial Settlement, Affidavit of Consideration or any applicable document proving transfer of property ownership (1 photocopy)	Notary Public				
(3) Certificate of payment of real property (1 original copy)	Window no. 5, CTO-Land Tax Division				
(4) Community Tax Certificate (Cedula) (1 photocopy)	Property Owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents the requirements / documents for computation of transfer tax and issuance of order of payment.	Issue order of payment if all required documents are verified.	None		10 minutes	<i>Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i>

(2) Present order of payment for issuance of official receipt.	Issue official receipt after payment is made.	None	75% of 1% of total consideration, or the Fair Market Value, whichever is higher (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
	TOTAL	0.00		20 minutes	



8) Testing and Sealing of Weighing Scales

Any person making a practice of buying or selling goods by weights and/or measures, or of furnishing services the value of which is estimated by weight or measure must first be calibrated and sealed before use. Every person, using such instruments within the city shall first have them sealed and licensed annually and pays therefore to the Office of the City Treasurer.

Office or Division	City Treasurer's Office							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Vendors / General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
(1) Proof of purchase of weighing scale (1 original copy);			Vendor / Retail Store ;					
(2) Weighing scale.			Vendor.					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

(1) Present weighing instrument for testing and sealing and issuance of order of payment.	Test and seal weighing scale.	None		12 minutes	<i>Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i>
(2) Present the order of payment for issuance of official receipt.	Issue official receipt after payment is made.	None	As per Ordinance no. 2015-55 and Ordinance no. 2012-40.	10 minutes	<i>Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
	TOTAL	0.00		22 minutes	

9) Calibration and Sealing of Fuel Pumps

Each and every fuel pumps furnishing services must first be calibrated and sealed before use.



Office or Division	City Treasurer's Office							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Owner of Gasoline Stations							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Verbal or written request (1 original copy)			Owner of gasoline station					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
(1) Testing of fuel pumps for calibration.	Test fuel pumps	None		8 minutes	Administrative Aide IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office			

(2) Sealing of pump and issuance of official receipt upon payment.	Seal fuel pumps and issue official receipt after payment is made.	50.00	PhP 30.00 per nozzle plus PhP 20.00 service charge (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Aide IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office</i>
TOTAL		50.00		18 minutes	



10) Issuance of Delivery Van / Truck Sticker

An annual fixed tax on all trucks, vans or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers entering the City of San Pablo to deliver, distribute and/or procure products.

Office or Division	City Treasurer's Office							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Truck Operator / Driver							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
(1) Plate number of vehicle (1 photocopy)			Delivery vehicle					
(2) Delivery receipt (1 original copy)			Truck Operator or Driver					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
(1) Present requirement for verification and issuance of order of payment.	Issue order of payment if all documents are verified.	None		15 minutes	<i>Administrative Aide I - City Treasurer's Office, Administrative Aide VI - City Treasurer's Office</i>			

(2) Payment of corresponding fee.	Issue official receipt after payment is made	520.00	License Fee PhP 500.00 and Mayor's Permit Fee PhP 20.00 (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
(3) Present official receipt for issuance of corresponding sticker.	Issue delivery van/truck sticker.	None		3 minutes	<i>Administrative Aide I - City Treasurer's Office</i>
	TOTAL	520.00		28 minutes	

11) Issuance of Professional Tax Receipt (PTR) and Occupational Tax Receipt (OTR)

An annual professional tax on each person engaged in the exercise or practice of their profession requiring government examination and an annual fee for the issuance of mayor's permit to every person engaged in the practice of occupation or calling not requiring government examination.



Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) P.R.C. I.D. or any I.D. in relation to payment of P.T.R. / O.T.R. (1 photocopy)			General Public / P.R.C.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present P.R.C. I.D. or any I.D. in relation to payment of P.T.R. / O.T.R.	Issue order of payment if all required documents are verified.	None		5 minutes	<i>Administrative Aide I - City Treasurer's Office</i>
(2) Payment of corresponding fee (penalty of 25% of total if not paid on or before January 31, for renewal only).	Issue official receipt after payment is made.	300.00	For P.T.R. PhP 300.00 ; for O.T.R. PhP 50.00 (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>

(3) Present official receipt for record purposes.	Record official receipt number and date of payment.	None		3 minutes	<i>Administrative Aide I - City Treasurer's Office</i>
	TOTAL	300.00		18 minutes	



12) Payment of Franchise Tax for Tricycle-for-Hire

Any operator and owner of tricycle/s engaged in transporting passenger/s, merchandise, or livestock in the City of San Pablo must apply for tricycle franchise. The operator of tricycle/s shall secure from the San Pablo City Traffic Management Office (SPCTMO) the necessary franchise or Motorized Tricycle Operator's Permit (MTOP) before being granted a Mayor's Permit and being engaged in the conduct and operation of tricycle in the city.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Tricycle Operator / Driver				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Previous Mayor's Permit (1 original copy)			Tricycle Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present the requirements / documents for verification of records and issuance of order of payment.	Verify requirements and issue order of payment.	None		15 minutes	Licensing Officer IV - City Mayor's Office - BPLO

(2) Presents the order of payment for issuance of official receipt.	Issue official receipt after payment is made.	None	As per Ordinance no. 2011-01	10 minutes	<i>Local Treasury Operations Officer II - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office</i>
	TOTAL	0.00		25 minutes	



13) Payment of Service Fees, Fines and Charges

There shall be collected fees from every person requesting for copies of official records, documents, registration and payments of violations, fines and charges from various offices of the City Government of San Pablo ; there shall be payment for each police clearance certificate obtain from the Station Commander of the Philippine National Police of the City of San Pablo.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements of different services offered, to wit: (1.1) Order of payment (1 original copy) or			Concerned offices or		
(1.2) Legal documents (1 original copy) or			General Public or		
(1.3) Business Application Form (1 original copy) or			General Public / One Stop Building or		
(1.4) Branding of large cattle or registration of private brand or			Owner of large cattle and brand or		
(1.5) Confiscated weight and measures or			Owner or		
(1.6) Apprehension / Citation ticket (1 original copy) or			Concerned department or		
(1.7) Verbal or written request for sealing of gasoline pumps.			Owner of gasoline stations.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Present the requirement / order of payment or apprehension /citation ticket for payment of corresponding fees for issuance of official receipt and/or	Issue official receipt after payment is made.	None	As per Ordinance no. 2012-40	15 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
(2) Seal confiscated weights and measure	Seal weighing scale after payment is made.	None		10 minutes	<i>Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i>
TOTAL		0.00		25 minutes	

14) Issuance of Checks and Payment of Salaries and Wages

Issuance of checks to owner of business and/or the general public. Payment of salaries and wages to regular employees and job order for their services rendered.



Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Business Owner / General Public / Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Processed vouchers and payrolls			From various government offices		
(2) Identification Card			Employees / General Public		
(3) Official Receipt			Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Present I.D. and place signature on the space provided on the voucher or payroll (for salaries and wages).	Check I.D. and give the corresponding amount from the voucher or payroll.	None	As per Local Treasury Operations Manual, 2nd edition 2019	2 minutes	<i>Administrative Officer II - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office, Administrative Officer I - City Treasurer's Office</i>
(2) Present I.D. and issue official receipt (for business owner/general public).	Check I.D. and release checks in exchange of official receipt and signature of the recipient on the space provided on the voucher.	None		3 minutes	<i>Administrative Officer V - City Treasurer's Office</i>
TOTAL		0.00		5 minutes	



15) Record and Review of Disbursement Vouchers and Purchase Request

All Purchase Request and Disbursement Vouchers are subject for record and review by the City Treasurer for the issuance of Certification on the Availability of Funds and preparation of check by the Cash Disbursement Division.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Employee / General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Approved Purchase Request and Obligation Request (original copy)			Concerned offices and Budget Office		
(2) Audited Disbursement Voucher with Obligation Request (in case of General Fund, SEF, and 20% Development Fund) (original copy)			Concerned offices, Budget Office and City Accountant's Office		
(3) Additional requirements depending on the type of transaction.			Depends on the type of transaction		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present Purchase Request and/or Disbursement Vouchers for recording and review.	Release of Purchase Request and/or Disbursement Vouchers to clients after signature is made by the City Treasurer on the Availability of Funds.	None		15 minutes	Accountant IV - City Treasurer's Office
TOTAL		0.00		15 minutes	

16) Check and Verify Report and Receipts of Community Tax Certificate issued by the Barangay

Checking and verification on the accuracy of the total amount on the Report and Receipt of Community Tax Certificate issued by the Barangay Treasurer, for proper remittance to the Cash Receipt Division.



Office or Division	City Treasurer's Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Treasurer				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Duplicate copies of issued Community Tax Certificate (Cedula) (duplicate copy) and Report and Receipts of Community Tax Certificates (original copy).			Community Tax Certificate booklets issued by the Barangay Treasurers to their clients.		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
(1) Present duplicate copies of issued Community Tax Certificates for verification and review on the correctness and accuracy of the total amount before remitting to the Cash Receipts Division.		Release of audited copies of Community Tax Certificates or remittance to the Cash Receipt Division.	None		30 minutes
					Accountant IV - City Treasurer's Office
		TOTAL	0.00		30 minutes

17) Request for Issuance of Accountable Forms

Issuance of accountable forms to all bonded collectors and barangay treasurers.



Office or Division	City Treasurer's Office					
Classification	G2G - Government to Government					
Type of Transaction	Simple					
Who may avail:	All bonded collectors and barangay treasurers					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Barangay Treasurer: (1) Requisition and Issue Slip (original copy)			Barangay			
(2) Official Receipt (Proof of purchase of accountable forms) (original copy)			Window no 4, CTO-Cash Receipt Division			
For Bonded Collectors: (1) Requisition and Issue Slip (original copy)			CTO-Cash Receipt Division, CTO-Market, PLSP, SPCGH, OLCR			
(2) Supply Availability			Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit accomplished Requisition and Issue Slip.		Receive and process requisition and issue slip assigned serial number and corresponding amount of accountable forms to be purchase.	None		10 minutes	<i>Supervising Administrative Officer - City Treasurer's Office</i>

For Barangay: (2) Proceed to One Stop Processing Center, Window no. 4 and present approved RIS and pay for required fees.	Receive payment and issue official receipt	None	As per amount of accountable form requested (As per Local Treasury Operations Manual, 2nd edition 2019).	5 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office</i>
(3) Return to CTO-Administrative Division with proof of payment	Check the completeness of the documents. Record official receipt and payment made.	None		10 minutes	<i>Supervising Administrative Officer - City Treasurer's Office</i>
For Barangay / Collectors: (4) Check and receive accountable forms.	Release and issue accountable forms	None		5 minutes	<i>Supervising Administrative Officer - City Treasurer's Office</i>
TOTAL		0.00		30 minutes	



(18)) Payment of Market Rentals

A monthly rental fee for fixed stalls and salesbooth at the second (2nd) floor of the San Pablo City Shopping Mall and Public Market (SPCSMPM) are due and demandable every 10th day of the month. A surcharge of twenty five percent (25%) of the total rental fee if not paid on time plus an interest of two percent (2%) per month on the unpaid rent including surcharges.

Office or Division	City Treasurer's Office - Market				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Business Owners / Stallholders at the SPCSMPPM				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Statement of Account (1 original copy)			CTO-Market Division at SPCSMPPM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present the Statement of Account for payment of monthly rental fee and issuance of official receipt.	Issue official receipt after payment is made	None	As per Ordinance no. 2015-55	10 minutes	Revenue Collection Clerk II - City Treasurer's Office - Market, Administrative Aide III - City Treasurer's Office - Market
TOTAL		0.00		10 minutes	



(19)) Issuance of Market Clearance / Certificate

A clearance / certificate are issued by the Market Administration, provided, that a stallholder or vendor of The San Pablo City Shopping Mall and Public market (SPCSMPM) is clear from any liability on daily market fees and/or monthly rental fee. Clearances/certificates are issued for the purpose of securing business permit.

Office or Division	City Treasurer's Office - Market				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Stallholders / Vendors				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Latest Mayor's / Business Permit (1 original copy)			Stallholders / vendors		
(2) Barangay Business Clearance			One Stop Building, Window no 1. CMO-BPLD		
(3) Documentary stamp to affix at the certificate			Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Proceed to Market Task Force Office for updating stallholder's profile and computation of delinquency and violation (if there is any).	Update stallholder's profile and issue order of payment	None		15 minutes	<i>Administrative Aide IV - City Treasurer's Office - Market, Administrative Aide I - City Treasurer's Office - Market, Security Guard I - City Treasurer's Office - Market, Construction & Maintenance Man - City Treasurer's Office - Market</i>
(2) Proceed to Market Division (Collection Office) for issuance of clearance / certificate after payment of delinquency (if there is any) and certification fee is made.	Issue clearance / certificate after payment of delinquency (if there is any) and certification fee is made.	50.00	As per order of payment plus PhP 50.00 per certificate (As per Ordinance no. 2015-55).	15 minutes	<i>Market Supervisor IV - City Treasurer's Office - Market</i>
	TOTAL	50.00		30 minutes	

(20)) Application for Temporary Permit-Promotional Sale at San Pablo City Shopping Mall and Public Market (SPCSMPM)



Promotional fee are imposed on any individual or entity who intends to conduct or hold promotional activities of their products with the SPCSMPM or its premises.

Office or Division	City Treasurer's Office - Market				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Business Owner / Representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter of Intent (1 original copy)			Business owner / Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit the approved application for reservation of location and date of promotional sale.	Give schedule for promotional activity.	None		10 minutes	<i>Revenue Collection Clerk II - City Treasurer's Office - Market</i>

(2) Payment of promotional fee	Issue official receipt after payment is made.	None	Shopping Mall-Center lobby space -PhP 500.00/sq.m./day; Outside premises of Public Market- PhP 200.00/sq.m./day (as per Ordinance no. 2015-55).	10 minutes	Revenue Collection Clerk II - City Treasurer's Office - Market
	TOTAL	0.00		20 minutes	



(21)) Issuance of Privileged Parking Sticker

Any duly recognized stallholder may opt to avail a privileged parking sticker at a fixed monthly rate and which is non-transferrable and shall be effective only from 5:00 a.m. to 9:00 p.m. of the same day.

Office or Division	City Treasurer's Office - Market							
Classification	G2B - Government to Business							
Type of Transaction	Simple							
Who may avail:	Market stallholders only							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
(1) Current Mayor's Permit (1 original copy)			Market stallholder / City Hall					
(2) Current vehicle registration (1 photocopy)			Market stallholder / L.T.O.					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
(1) Present the Statement of Account for payment of privileged parking sticker and issuance of official receipt.	Issue official receipt after payment is made.	None	Sticker -PhP 50.00; Privileged parking fee per month: 4-wheeler vehicle-500.00; 3-wheeler vehicle-300.00; Motorcycle-200.00 (as per Ordinance no. 2015-55).	10 minutes	<i>Revenue Collection Clerk II - City Treasurer's Office - Market, Administrative Aide III - City Treasurer's Office - Market</i>			
TOTAL		0.00		10 minutes				



(22)) Payment of Basement Parking Fee

Cars and other light vehicles utilizing the basement parking area of the SPCSMPM shall be levied a reasonable parking fee for the use of each parking space. Parking area is provided at the basement of the San Pablo City Shopping Mall and Public Market (SPCSMPM) and shall be open from 5:00 a.m. to 9:00 p.m. only. City Government of San Pablo shall not be responsible for any damage or loss of the vehicle or its accessories or any articles left therein.

Office or Division	City Treasurer's Office - Market				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Vehicle Owner / Driver				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Cars and other light vehicles			Vehicle owner / driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Pay parking fee upon entrance at the basement parking and receive corresponding parking ticket or official receipt	Issue parking ticket or official receipt after payment is made.	None	4-wheeler vehicle-PhP25.00; 3-wheeler vehicle-PhP20.00; Motorcycle-PhP10.00. (overnight parking fee PhP 200.00) (as per Ordinance 2015-55).	1 minute	<i>Revenue Collection Clerk II - City Treasurer's Office - Market, Administrative Aide III - City Treasurer's Office - Market</i>

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TOTAL	0.00		1 minute	
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(23)) Payment of Daily Market Fees (DMF).

There is hereby imposed payment of Daily Market Fees on all market stallholders, ambulant / transient vendors and peddlers or hawkers doing business at the San Pablo City Public Market.

Office or Division	City Treasurer's Office - Market				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Stallholders, ambulant vendors and peddlers at the ground floor of SPC Public Market.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Holders of space occupied at the ground floor of SPC Public Market.			SPC Public Market		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding Daily Market Fees (DMF) to market collectors on a daily or monthly basis.	Market collectors issue corresponding amount of cash tickets / official receipts upon collection of market fees.	20.00	As per Ordinance no. 2015-55	5 minutes	<i>Administrative Aide III - City Treasurer's Office - Market, Administrative Aide I - City Treasurer's Office - Market</i>
TOTAL		20.00		5 minutes	

ENVIRONMENTAL MANAGEMENT SECTOR



1) Issuance of CENRO Certification

The CENRO Certification is issued as a pre-requisite to clients applying for the Annual Business Permit, both for new and renewal transactions. It covers selected establishments depending on the nature of business as specified in the Local Revenue Code.

Office or Division	City Environmental and Natural Resources Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	The General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Duly accomplished Business Permit Application Form			BPLO			
2. Barangay Clearance			The concerned Barangay where the business/establishment is located			
3. ECC or CNC (if applicable)			DENR			
4. NWRB Clearance (if applicable)			NWRB			
5. Discharge Permit (DP) (if applicable)			LLDA			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Present duly accomplished Business Permit Application Form, Barangay Clearance and preceding year's Business Permit for assessment. (ECC/CNC, DP, NWRB Clearance may be required if applicable)</p>	<p>Assessment of application form and required documents</p>	<p>None</p>		<p>10 minutes</p>	<p><i>Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office</i></p>
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<p>2. Preparation and signing of the CENRO Certification</p>	<p>(1) Staff prepares the certification (2) The Head of Office (CENRO) signs the Certification</p>	<p>None</p>		<p>5 minutes</p>	<p><i>City Environment & Natural Resources Officer - City Environmental and Natural Resources Office, Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office</i></p>
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<p>3. Receive the CENRO Certification and pay for the corresponding fee at the City Treasurers Office.</p>	<p>(1) Recording and issuance of the certification</p>	<p>200.00</p>	<p>Ordinance #2013-57 Dated June 11, 2013. "An ordinance amending several provisions of Ordinance # 2012-40 dated March 13, 2012</p>	<p>3 minutes</p>	<p><i>Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office</i></p>
TOTAL		<p>200.00</p>		<p>18 minutes</p>	



2) Dispersal of Planting Materials for Tree Planting Activities

The Office caters request of individuals and different organizations in need of planting materials for the conduct of their tree planting activities and other related greening programs. Planting materials are forest and fruit-bearing seedlings, whichever is available at the time of request.

Office or Division	City Environmental and Natural Resources Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	The General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter of Request			Requesting party/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter of request (number of seedlings requested and planting site)	Receiving and recording of request letter	None		5 minutes	<i>Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office</i>
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<p>2. Preparation and approval of the seedling dispersal slip</p>	<p>1. Staff prepares the seedling dispersal slip 2. The Head of Office (CENRO) signs the seedling dispersal slip</p>	<p>None</p>		<p>5 minutes</p>	<p><i>City Environment & Natural Resources Officer - City Environmental and Natural Resources Office, Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office</i></p>
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3. Receive approved seedling dispersal slip	Issuance of the approved seedling dispersal slip	None		3 minutes	Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office, Administrative Officer IV - City Environmental and Natural Resources Office
4. Receive/pick-up seedlings	Releasing/dispersal of seedlings	None		15 minutes	Senior Environmental Management Specialist - City Environmental and Natural Resources Office
TOTAL		0.00		28 minutes	



3) Complaint Management for Violations of Environmental Laws

Upon receipt of a formal letter of complaint, the office conducts an investigation through site inspection to validate claim of the requesting party. A Technical Conference will be conducted with the concerned parties to settle disputes through a resolution to address the conflict and violations.

Office or Division	City Environmental and Natural Resources Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	The General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Formal letter of complaint			1.Requesting party/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. File formal letter of complaint	Receive formal letter of complaint for preliminary evaluation	None		20 minutes	Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office
2. Investigation	Conduct of investigation through ocular inspections for report preparation	None		2 hours	Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office

3. Attend hearings/technical conferences	(1) Conduct technical conferences (2) Prepare recommendations based from the technical conferences conducted	None		2 hours 30 minutes	<i>City Environment & Natural Resources Officer - City Environmental and Natural Resources Office, Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office</i>
4. Receive resolution as per results of hearing conducted	Issue resolution to the concerned parties involved	None		10 minutes	<i>City Environment & Natural Resources Officer - City Environmental and Natural Resources Office</i>
TOTAL		0.00		5 hours	



4) Conduct of Information Education Campaign (IEC) on Environmental Topics

Upon receipt of a formal letter of request, the office conducts an Information Education Campaign (IEC) by scheduling a specific date and time with the requesting party for the conduct of the said activity. The office will then assign and send a resource person depending on the topic to be discussed based on his/her expertise.

Office or Division	City Environmental and Natural Resources Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	The General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Formal letter of request			2.Requesting party/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. File formal letter of request	(1) Receive formal letter of request (2) Set a specific date and time for the conduct of the IEC/lecture	None		30 minutes	<i>Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office</i>
2. Attend IEC	(1) Assign resource speaker for the conduct of the IEC (2) Conduct IEC	None		2 hours	<i>City Environment & Natural Resources Officer - City Environmental and Natural Resources Office, Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office</i>

3. Receive Certificate of Attendance as IEC participants	Issue Certificate of Attendance to participants/agency	None		10 minutes	Senior Environmental Management Specialist - City Environmental and Natural Resources Office, Environmental Management Specialist II - City Environmental and Natural Resources Office
		TOTAL	0.00		2 hours 40 minutes

1) FOR ISSUANCE OF CERTIFICATE OF COMPLETION

Client must attend a 2-3 hours Orientation on Proper Solid Waste Management and Disposal



Office or Division	City Solid Waste and Management Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	The General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Attendance to a 2 - 3 hour Orientation on proper solid waste management and disposal	City Solid Waste Management Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Apply for an appointment / schedule of Orientation on Proper Solid Waste Management and Disposal	Schedule an Appointment for an Orientation	None		5 minutes	Administrative Aide III - City Solid Waste and Management Office, Administrative Aide I - City Solid Waste and Management Office, Administrative Aide IV - City Solid Waste and Management Office
Attend the 2-3 Hours Orientation on Proper Solid Waste Management and Disposal	Conduct a 2-3 Hours Orientation on Proper Solid Waste Management and Disposal	80.00	CITY ORDINANCE 2006-27	3 hours	City Solid Waste Management Officer - CGDH I - City Solid Waste and Management Office, Public Services Officer IV - City Solid Waste and Management Office, Public Services Officer II - City Solid Waste and Management Office
TOTAL		80.00		3 hours 5 minutes	

2) FOR ISSUANCE OF CLEARANCE FOR NEW/RENEWAL OF BUSINESS PERMIT

Clearance of those business applications who does not have any violations on existing Environmental laws implemented in the city



Office or Division	City Solid Waste and Management Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	The General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Certificate of Completion for New Business Applicants			City Solid Waste Management Office					
Fully accomplished Business Permit Application Form			BPLO					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

Present Fully accomplished business permit application form	Record and Issue Business Clearances	None		5 minutes	<i>Administrative Aide III - City Solid Waste and Management Office, Administrative Aide I - City Solid Waste and Management Office, Administrative Assistant II - City Solid Waste and Management Office, Administrative Aide IV - City Solid Waste and Management Office</i>
	TOTAL	0.00		5 minutes	



3) FOR ISSUANCE OF CLEARANCE FOR TRICYCLE FRANCHISE APPLICANTS

Clearances for Tricycle Franchise Applicants

Office or Division	City Solid Waste and Management Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	The General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully accomplished Tricycle Mayor's Permit Application Form		CTMO
Updated Driver's License		LTO - Land Transportation Office
Updated Police Clearance		PNP - Philippine National Police

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present Fully accomplished tricycle franchise application form and Requirements	Encoding / Issuance of Clearance	None		5 minutes	<i>Administrative Aide III - City Solid Waste and Management Office, Administrative Aide I - City Solid Waste and Management Office</i>
	TOTAL	0.00		5 minutes	

4) FOR ISSUANCE OF PERMIT TO DUMP

Issuance for those privately owned corporation who wishes to dispose their wastes at the City Sanitary Landfill



Office or Division	City Solid Waste and Management Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Legitimate business operators/permits holders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Copy of updated Business Permit			CTMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present a copy of updated Business Permit	Issuance of Permit to Dump	None		5 minutes	Administrative Aide I - City Solid Waste and Management Office, Administrative Assistant III - City Solid Waste and Management Office
TOTAL		0.00		5 minutes	

5) FOR COMPLAINTS AND REQUEST FOR SERVICES

Any Complaints regarding garbage related problems such as open burning, illegal dumping and Etc. or request for garbage hauling.



Office or Division	City Solid Waste and Management Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Officials				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Request letter or Complaint letter	personal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Request letter or call the City Solid Waste Management Office	Try to address the issue as soon as possible	None		1 day	City Solid Waste Management Officer - CGDH I - City Solid Waste and Management Office, Public Services Officer IV - City Solid Waste and Management Office, Public Services Officer II - City Solid Waste and Management Office
	TOTAL	0.00		1 day	

6) DAILY GARBAGE COLLECTION

Daily Collection of Garbage



Office or Division	City Solid Waste and Management Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	The General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

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

Report uncollected waste/garbage	schedule for garbage collection	None	RA 9003	1 day	City Solid Waste Management Officer - CGDH I - City Solid Waste and Management Office, Public Services Officer IV - City Solid Waste and Management Office, Public Services Officer II - City Solid Waste and Management Office, Administrative Assistant III - City Solid Waste and Management Office, Administrative Assistant II - City Solid Waste and Management Office, Administrative Aide IV - City Solid Waste and Management Office
		TOTAL	0.00		1 day

1) EMERGENCY SITUATION - HUMAN INDUCED

HUMAN-INDUCED • Vehicular Accidents • Drowning Accidents • Fire Incidents • Other Emergency Situation that needs First Aid



Office or Division	City Disaster Risk Reduction Management Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Not Applicable			Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. The Concerned Citizen may call the CDRRMO Hotline or Barangay Control to Notify the Office during an emergency situation	24/7 Operations 1. The Office will briefly interview the caller to know the following details: • Nature of the Incident • Place of the Incident • Time of the Incident • How many are involved	None		3 minutes	Nurse I - City Disaster Risk Reduction Management Office, Nursing Attendant I - City Disaster Risk Reduction Management Office

	2. Responders on duty will prepare and proceed to the reported incident site.	None		3 minutes	Local Disaster Risk Reduction and Management Officer III - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office, Nursing Attendant I - City Disaster Risk Reduction Management Office
	3.Treatment Procedure will be provided by the deployed team	None		5 minutes	Nurse I - City Disaster Risk Reduction Management Office, Nursing Attendant I - City Disaster Risk Reduction Management Office

	4.Hospital Transfer	None		10 minutes	<i>Local Disaster Risk Reduction and Management Officer III - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office, Nursing Attendant I - City Disaster Risk Reduction Management Office</i>
	TOTAL	0.00		21 minutes	

2) NATURAL CALAMITY MANAGEMENT

Management of any of the following calamities: • Typhoon • Earthquake • Volcanic eruption • Landslide • Infectious diseases



Office or Division	City Disaster Risk Reduction Management Office							
Classification	G2C - Government to Client							
Type of Transaction	Highly Technical							
Who may avail:	General Public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Not Applicable			Not Applicable					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

-	1. Conduct Pre Disaster Risk Assessment	None		5 days	<i>Licensing Officer IV - City Mayor's Office - BPLO, City Accountant -'s Office, City Agriculturist -'s Office, City Budget Officer - City Budget Office, City Disaster Risk Reduction and Management Officer- CGDH I - City Disaster Risk Reduction Management Office, Assist. City Disaster Risk Reduction and Mgt. Officer-CGADH I - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and</i>
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Management Officer
I - City Disaster Risk Reduction
Management Office, Local Disaster Risk Reduction and Management
Assistant - City Disaster Risk Reduction
Management Office, Nurse I - City Disaster Risk Reduction
Management Office, Nursing Attendant I - City Disaster Risk Reduction
Management Office, Administrative Aide IV - City Disaster Risk Reduction
Management Office, Administrative Aide III - City Disaster Risk Reduction
Management Office, Traffic Aide I - City Disaster Risk Reduction
Management Office, Security Guard I - City Disaster Risk Reduction
Management Office,

					Administrative Aide I - City Disaster Risk Reduction Management Office, City Environment & Natural Resources Officer - City Environmental and Natural Resources Office, City General Services Officer - City General Services Office, Assistant City Health Officer - CGADH I - City Health Office, City Tourism Officer - CGDH 1 - City Tourism Office
	2. Roving Patrol to all 80 Barangays and Monitoring of “Area of Responsibility” Pre and Forced Evacuation for Families at risk	None		2 days	City Disaster Risk Reduction and Management Officer- CGDH I - City Disaster Risk Reduction Management Office, Assist. City Disaster Risk Reduction and Mgt. Officer-CGADH I - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and

Management Officer
IV - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer
III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer
II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer
I - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Assistant - City Disaster Risk Reduction
Management Office, Nurse I - City Disaster Risk Reduction
Management Office, Nursing Attendant I - City Disaster Risk

				Reduction Management Office, <i>Administrative Aide</i> <i>IV - City Disaster</i> Risk Reduction Management Office, <i>Administrative Aide</i> <i>III - City Disaster</i> Risk Reduction Management Office, <i>Traffic Aide I - City</i> Disaster Risk Reduction Management Office, <i>Security Guard I -</i> City Disaster Risk Reduction Management Office, <i>Administrative Aide I</i> - City Disaster Risk Reduction Management Office
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	3. Conduct Rapid Damage Assessment and Needs Analysis and Post-Disaster Needs Assessment	None		5 days	Licensing Officer IV - City Mayor's Office - BPLO, City Accountant - 's Office, City Agriculturist - 's Office, City Budget Officer - City Budget Office, City Disaster Risk Reduction and Management Officer- CGDH I - City Disaster Risk Reduction Management Office, Assist. City Disaster Risk Reduction and Mgt. Officer-CGADH I - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer IV - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and
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				<p>Management Officer II - City Disaster Risk Reduction Management Office, <i>Local Disaster Risk Reduction and Management Officer</i> I - City Disaster Risk Reduction Management Office, <i>Local Disaster Risk Reduction and Management Assistant - City Disaster Risk Reduction</i> Management Office, <i>Nurse I - City Disaster Risk Reduction</i> Management Office, <i>Nursing Attendant I - City Disaster Risk Reduction</i> Management Office, <i>Administrative Aide IV - City Disaster Risk Reduction</i> Management Office, <i>Administrative Aide III - City Disaster Risk Reduction</i> Management Office, <i>Traffic Aide I - City Disaster Risk</i></p>
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				Reduction Management Office, <i>Security Guard I -</i> City Disaster Risk Reduction Management Office, <i>Administrative Aide I</i> - City Disaster Risk Reduction Management Office, <i>City Environment &</i> <i>Natural Resources</i> Officer - City Environmental and Natural Resources Office, <i>Engineer IV -</i> City Engineer Office, <i>City General</i> <i>Services Officer -</i> City General Services Office, <i>Assistant City Health</i> <i>Officer - CGADH I -</i> City Health Office, <i>City Tourism Officer</i> - CGDH 1 - City Tourism Office
TOTAL	0.00		12 days	

3) REQUEST FOR TRAINING AND INFORMATION DISSEMINATION CAMPAIGN

Disaster Orientation and Information Dissemination



Office or Division	City Disaster Risk Reduction Management Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	School Personnel, Private and Public Establishments and Organization of the City of San Pablo				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Request Letter	School Personnel, Private and Public Establishments and Organization of the City of San Pablo				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>Clients submit letter of request with the date and venue of the training and the needed/requested documents</p>	<p>1. Interview of the client regarding the request letter</p>	<p>None</p>		<p>2 minutes</p>	<p><i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office</i></p>
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	Review to determine the resources needed	None		5 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office,</i> <i>Nurse I - City Disaster Risk Reduction Management Office</i>
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	3. Scheduling of Training	None		5 minutes	Local Disaster Risk Reduction and Management Officer III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer I - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office
	TOTAL	0.00		12 minutes	

4) REQUEST FOR DOCUMENTS

Requested documents like memorandum, IEC materials, and other related documents



Office or Division	City Disaster Risk Reduction Management Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	School Personnel, Private and Public Establishments and Organization of the City of San Pablo				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Request Letter	Requesting office or person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Clients submit request of the needed/requested documents.	1. Interview of the client regarding the request letter	None		2 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office, Administrative Aide</i> <i>III - City Disaster Risk Reduction Management Office</i>
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	Review to determine the resources needed	None		5 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office,</i> <i>Administrative Aide</i> <i>III - City Disaster Risk Reduction Management Office</i>
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	Release of requested document	None		2 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> <i>IV - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office,</i> <i>Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office</i>
	TOTAL	0.00		9 minutes	



5) FEEDBACK/COMMENTS AND SUGGESTIONS

Client may give feedbacks, comments and suggestions regarding to the services given by the Office

Office or Division	City Disaster Risk Reduction Management Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Feedback/Comments and Suggestion Form	CDRRMO

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

1. Fill up Feedback/Comments and Suggestions Forms	1. Provide form for the client	None		5 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> <i>III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i> <i>I - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Assistant - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office, Nursing Attendant I - City Disaster Risk Reduction Management Office, Administrative Aide IV - City Disaster</i>
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					Risk Reduction Management Office, <i>Administrative Aide III</i> - City Disaster Risk Reduction Management Office, <i>Traffic Aide I</i> - City Disaster Risk Reduction Management Office, <i>Security Guard I</i> - City Disaster Risk Reduction Management Office, <i>Administrative Aide I</i> - City Disaster Risk Reduction Management Office
2. Submit to Feedback/Comments and Suggestions Box	2. Consolidate the feedbacks and comments and submit it to the responsible office.	None		5 minutes	<i>City Disaster Risk Reduction and Management Officer-CGDH I</i> - City Disaster Risk Reduction Management Office, <i>Assist. City Disaster Risk Reduction and Mgt. Officer-CGADH I</i> - City Disaster Risk Reduction Management Office, <i>Local Disaster Risk Reduction and Management Officer</i>

				<i>III - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i>
				<i>II - City Disaster Risk Reduction Management Office, Local Disaster Risk Reduction and Management Officer</i>
				<i>I - City Disaster Risk Reduction Management Office, Nurse I - City Disaster Risk Reduction Management Office, Administrative Aide</i>
				<i>IV - City Disaster Risk Reduction Management Office, Administrative Aide III - City Disaster Risk Reduction Management Office, Administrative Aide I - City Disaster Risk Reduction Management Office</i>
TOTAL	0.00		10 minutes	

INFRASTRUCTURE DEVELOPMENT SECTOR



1) Preparation of Annual Budget, Annual Procurement Program, Annual Investment Program, Payrolls, Vouchers, Personnel services and other documents relative to Administrative matters.

This office prepares pertinent documents necessary in order to maintain the operations of this office

Office or Division	City Engineer Office				
Classification	G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Requesting personnel, government agencies and clients				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Letter-request from various personnel, government agencies and clients					
(2) Plantilla of personnel for salary adjustments, increments, payrolls, differentials, etc.					
(3) Purchase Request and Obligation Request Forms, Leave forms and other official forms					
(4) Logbook					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

(1) Submit letter-request specifying the services and documents needed	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the concerned division	None		5 minutes	Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office
(2) Request for Annual Budget, Annual Procurement Program, Annual Investment Program and other related documents	(1) Prepares and encodes Annual Budget, Annual Investment Program and others (2) Finalizes the requested documents for signature of the Department Head	None		4 hours	Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office
(3) Request for recommendation letters and certifications	(1) Issues recommendation letters and certification as requested	None		10 minutes	Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office

(4) For payrolls, vouchers, PRs and other supporting documents	(1) Prepares regular payrolls every 5th and 22nd of each month (2) Consolidates all supporting requirements needed in the Payroll and Disbursement Vouchers (3) Check and signature of the Department Head	None		5 hours 10 minutes	<i>Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Assistant II - City Engineer Office, Engineering Assistant - City Engineer Office</i>
(5) Official communications and related documents	(1) Prepares official correspondence, transmittal, endorsements in response to the request of clients (2) For encoding (3) For signature of Department Head	None		20 minutes	<i>Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office</i>
(6) Application for Leave of Absence of all office personnel	(1) Prepares, records and submits to CHRMO Application for Leave of Absence (2) Consolidates Daily Time Records of employees	None		20 minutes	<i>Construction & Maintenance Man - City Engineer Office, Construction & Maintenance Foreman - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office</i>
TOTAL		0.00		10 hours 5 minutes	



2) Repair and maintenance of drainage, manhole and earth canal; cleaning of debris; repair of buildings and facilities; repair of roads and shoulders

This office conducts reparation and maintenance, clearing, excavation and asphalting activities to ensure the safety of the general public.

Office or Division	City Engineer Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Other government agencies and the general public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter-request specifying the service needed			City Engineer's Office		
(2) Job Order			City Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit-letter-request specifying the service needed	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the proper division	None		5 minutes	Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office

	(1) The Division Head further evaluates and assesses the request and prepares Job Order and schedule of activities (2) Conducts repair, rehabilitation, maintenance and other clearing operations	None		1 day	Construction & Maintenance Man - City Engineer Office, Administrative Aide III - City Engineer Office, Construction & Maintenance Capataz - City Engineer Office, Engineer IV - City Engineer Office, Administrative Assistant V - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Building Officer II - City Engineer Office
	(1) Prepares accomplishment of activities (2) Submits Accomplishment Report to the Department Head	None		30 minutes	Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office
	(1) Records and files submitted Accomplishment Report	None		5 minutes	Administrative Officer V - City Engineer Office
TOTAL		0.00		1 day 40 minutes	



3) Inspection and preparation of plans, estimates and programs of work for the different barangays, government offices, buildings and other structures and public school buildings

This office receives requests from various agencies such as barangays, public and private offices, individuals and other entities

Office or Division	City Engineer Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Highly Technical				
Who may avail:	All city government offices, public and private individuals				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter-requests specifying the services needed			City Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit letter-requests specifying the services needed	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the proper division	None		5 minutes	<i>Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office</i>

	(1) The engineer in charge further evaluates and assesses the request and schedule for inspection	None		10 minutes	<i>Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office</i>
	(1) Conducts site inspection	None		3 days	<i>Administrative Aide III - City Engineer Office, Engineer IV - City Engineer Office, Engineer II - City Engineer Office, Engineering Assistant - City Engineer Office, Draftsman III - City Engineer Office</i>
	(1) Prepares and encodes plans, estimates of bill of materials and programs of work; endorses to Division Head and the City Engineer for review, evaluation and approval	None		3 days	<i>Construction & Maintenance Man - City Engineer Office, Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Engineer II - City Engineer Office, Engineering Assistant - City Engineer Office, Draftsman III - City Engineer Office</i>

(2) Submit letters requesting for certificates of completion	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the concerned division	None		5 minutes	Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office
	(1) The engineer in charge conducts site inspection	None		1 day	Administrative Aide III - City Engineer Office, Engineer IV - City Engineer Office, Engineer II - City Engineer Office, Engineering Assistant - City Engineer Office, Draftsman III - City Engineer Office

	Prepares inspection reports relative to the project; issues certificate of completion; encodes and forwarded to the city engineer for signature	None		30 minutes	Construction & Maintenance Man - City Engineer Office, Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office, Draftsman III - City Engineer Office
	(1) Records, releases the documents to concerned agencies, individuals and other offices (2) Files documents	None		5 minutes	Administrative Officer V - City Engineer Office
	TOTAL	0.00		7 days 55 minutes	



4) Inspection and preparation of estimates of bills of materials, programs of work, inspection reports and certifications for the repair and maintenance of all government issued vehicles

This office receives requests for the repair and maintenance of all government issued vehicles and services that needs replacement of parts and troubleshooting

Office or Division	City Engineer Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Complex				
Who may avail:	Various government offices, barangays, public schools				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter-requests specifying the service needed			City Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit letter-requests specifying the services needed	(1) The Records Officer receives and records in logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the concerned division	None		5 minutes	Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office

	(1) The engineer in charge further evaluates and assesses the request and schedule for inspection	None		10 minutes	<i>Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Engineer III - City Engineer Office</i>
	(1) Conducts inspection of vehicle/s for repair (2) Inspection of tricycles for the application and renewal of franchise	None		2 hours	<i>Construction & Maintenance Man - City Engineer Office, Engineer IV - City Engineer Office, Administrative Assistant V - City Engineer Office, Engineer III - City Engineer Office, Administrative Aide VI - City Engineer Office</i>

	(1) Personnel in charge conduct repair, maintenance and troubleshooting of vehicle/s	None		2 days	Metal Worker I - City Engineer Office, Construction & Maintenance Man - City Engineer Office, Administrative Aide IV - City Engineer Office, Administrative Aide III - City Engineer Office, Administrative Aide V - City Engineer Office, Administrative Aide VI - City Engineer Office
	(1) Prepares and encodes estimates of bill of materials and programs of work; endorses to Division Head and the City Engineer for review, evaluation and approval	None		1 day	Construction & Maintenance Man - City Engineer Office, Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Engineer III - City Engineer Office

(2) Submit letter-requests for inspection reports and certificates of completion	(1) The Records Officer receives and records in logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the concerned division	None		5 minutes	Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office
	(1) The engineer in charge conducts inspection of repaired vehicle/s	None		45 minutes	Engineer IV - City Engineer Office, Engineer III - City Engineer Office
	(1) Prepares and encodes Inspection Reports relative to the vehicle repaired and issues Certificates of completion and endorses to the Division Head and the City Engineer for signature	None		30 minutes	Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Engineer III - City Engineer Office
	(1) Records and releases documents to concerned agencies, individuals and other offices	None		5 minutes	Administrative Officer V - City Engineer Office
TOTAL		0.00		3 days 3 hours 40 minutes	



5) Repair and maintenance of San Pablo City Shopping Mall and other government structures including electrical repairs, installation and maintenance of electrical facilities.

This office receives requests from clients and stallholders at the San Pablo City Shopping Mall for repair, electrical installation, clearing of basement parking, de-clogging of canals, painting, etc.

Office or Division	City Engineer Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Complex				
Who may avail:	All government offices, stallholders at the Public Market, barangays, public schools, etc.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter-request specifying the service needed			City Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit letter-request specifying the service needed	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the proper division	None		5 minutes	<i>Construction & Maintenance Man - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office</i>

	(1) The engineer in charge further evaluates and assesses the request and schedule for inspection	None		10 minutes	<i>Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Building Officer II - City Engineer Office</i>
	(1) The Foreman assigns maintenance personnel and conducts inspection (2) Submits Inspection Reports to the Supervisor	None		4 hours	<i>Construction & Maintenance Capataz - City Engineer Office, Engineer IV - City Engineer Office, Building Officer II - City Engineer Office</i>
	(1) The Foreman prepares Job Orders on all repairs, replacement, clearing, de-clogging of basement parking and makes the necessary schedule of work (2) Repairs and maintenance of electrical facilities	None		3 days	<i>Construction & Maintenance Man - City Engineer Office, Construction & Maintenance Capataz - City Engineer Office, Engineer IV - City Engineer Office, Administrative Assistant V - City Engineer Office, Building Officer II - City Engineer Office</i>

	(1) Prepares and encodes plans, estimates of bill of materials and programs of work; endorses to the Division Head and the City Engineer for review, evaluation and approval	None		3 days	Construction & Maintenance Man - City Engineer Office, Construction & Maintenance Capataz - City Engineer Office, Engineer IV - City Engineer Office, Assistant City Engineer - CGADH 1 - City Engineer Office, Building Officer II - City Engineer Office
	(1) Records, releases the documents to concerned agencies, individuals and other offices (2) Files documents	None		5 minutes	Administrative Officer V - City Engineer Office
	TOTAL	0.00		6 days 4 hours 20 minutes	



6) Evaluation of applications for Development and Alteration Permit for subdivision development under the housing and Land Use Regulatory Board

This office receives, evaluates and recommends approval for Development and Alteration Permit for subdivision development

Office or Division	City Engineer Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Requesting private developers and contractors and other proposed government project				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Letter-request specifying the service needed			City Engineer's Office		
(2) Documents needed for the application for Development and Alteration Permit such as Engineering plans or Subdivision plans and other documents relative to the application			City Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit letter-request specifying the service needed	(1) The Records Officer receives and records in the logbook and endorses to the City Engineer (2) The City Engineer evaluates the request and endorses to the concerned division	None		5 minutes	Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office

(2) Submit documents needed for the application for Development Permit and Alteration Permit	(1) The Records Officer receives, checks and records in the logbook documents submitted and endorses to the engineer in charge	None		10 minutes	Assistant City Engineer - CGADH 1 - City Engineer Office, Administrative Officer V - City Engineer Office
	(1) The engineer in charge further evaluates and assesses the documents submitted by the client and schedule for site inspection	None		2 days	Assistant City Engineer - CGADH 1 - City Engineer Office
	(1) The engineer in charge prepares reports and forwards to the City Engineer	None		1 hour	Assistant City Engineer - CGADH 1 - City Engineer Office
	(1) The City Engineer evaluates and assesses the reports as basis for his recommendation for approval for Development/Alteration Permit and endorses to the Sangguniang Panlungsod	None		20 minutes	Assistant City Engineer - CGADH 1 - City Engineer Office
	(1) Upon issuance of Development/Alteration Permit by the Sangguninang Panlungsod, the engineer in charge assesses/computes the necessary development fee and other fees	None		10 minutes	Assistant City Engineer - CGADH 1 - City Engineer Office
TOTAL		0.00		2 days 1 hour 45 minutes	

1) ISSUANCE OF BUILDING PERMIT**BUILDING PERMIT ISSUANCE FOR RESIDENTIAL AND COMMERCIAL BUILDINGS**

Office or Division	Office of the Building Officials
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	GENERAL PUBLIC
CHECKLIST OF REQUIREMENTS	
1. Four (4) copies of filled up Unified Application Form for Building Permit	- Office of the Building Official - Private Professionals
2. Four (4) sets of Survey Plans, design plans and other documents are as follows: - Architectural Documents - Civil / Structural Documents - Civil / Structural Design Analysis - Electrical Documents - Mechanical Documents - Sanitary / Plumbing Documents - Electronics Documents - Geodetic Documents	Land Tax, Assessors & Registry of Deeds
3. Original Certificate of Title (OCT) / Transfer Certificate of Title, or Deed of Absolute Sale or Lot location Map from LRA), Lot plan, Tax Declaration and Tax Receipt (if lessee, Contract of Lease)	Barangay
4. Barangay Clearance for Building Construction	Barangay Hall
5. Fire Protection Plan (If Applicable) • Automatic Fire Suppression System • Wet Stand Pipe • Dry Stand Pipe • Kitchen Hood Suppression • Fire Detection and Alarm System	Private Professional
6. Three (3) Photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Private Professional
7. Three (3) Photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Private Professional
8. 3 copies of Specification and Bill of Materials Sign & Sealed by the Designing Professional	Private Professionals

9. Notarized estimated value of the building / structure to be erected as declared by the owner					
10 Construction Safety and Health Program	DOLE				
11. Affidavit of Undertaking (If applicable)					
12 Barangay Construction Permit					
13. Soil Test (If applicable)					
14. Business Permit for Contractor (If applicable)	DPWH				
15. DPWH Clearance (If applicable)	DPWH				
16. DENR Clearance (If applicable)	DENR				
Fees	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.				
Total Processing Time	2 hours and 59 minutes				
Schedule of Availability of Service	Monday to Friday 8:00 AM – 5:00 PM				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit accomplished Building Permit application with supporting documents	1. Checked and pre reviewed (If no deficiency proceed) Recorded and prepared endorsement	None		30 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
	2. Site inspection (by schedule, excluded travel time)	None		1 hour	<i>Engineer IV - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials</i>

	<p>3. Evaluated, initialed & signed released endorsement.</p> <p>4. Transport Building Permit endorsement to Zoning Division and Fire Station Department for clearances</p>	None		2 hours 18 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials</i>
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Pay fees	(after receiving clearance) 4. Assessed building permit fee, prepared order of payment & certificate.	None	Based on National Building Code of the Philippines, New Schedule of fees and other charges.	36 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials
Receives Building Permit	6. Released, recorded and filed, issued building permit	None		30 minutes	Building Official - CGDH 1 - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
TOTAL		0.00		4 hours 54 minutes	

**2) ISSUANCE OF ELECTRICAL PERMIT
ELECTRICAL PERMIT CLEARANCES**



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Electrical permit application form signed by a duly Electrical Engineer	Private Professional				
3. Electrical plans signed & sealed by a duly registered Professional Electrical Engineer. 4. Electrical specifications & Bill of Materials signed & sealed by a duly registered Professional Electrical Engineer.	Private Professionals				
6. Deed of sale/lease contract/contract to sell / notarized consent letter, if the TCT/Tax declaration is not in the name of the owner/applicant.	Owner's copy				
7. Latest Tax Declaration and Real Property Tax Payment	Land Tax				
Barangay clearance for electrical permit application	Barangay Hall				
Fees	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit accomplished Electrical Permit application form with supporting documents	1. Checked and pre reviewed (if no deficiency, proceed) Received and recorded	None		10 minutes	<i>Engineer IV - Office of the Building Officials, Construction & Maintenance</i> <i>Geneneral Foreman - Office of the Building Officials</i>
	2. Site Inspection (by schedule) excluded travel time	None		15 minutes	<i>Construction & Maintenance</i> <i>Geneneral Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials</i>
Pay Electrical fee	3. Evaluated and assessed electrical fee, prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	5 minutes	<i>Engineer IV - Office of the Building Officials, Construction & Maintenance</i> <i>Geneneral Foreman - Office of the Building Officials</i>

Received approved electrical permit	4. Approved , initialed and signed , Released, recorded and filed issued permit	None		12 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials</i>
	TOTAL	0.00		42 minutes	

3) ISSUANCE OF MECHANICAL PERMIT
MECHANICAL PERMIT CLEARANCES



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Mechanical Permit application form/plans signed and sealed by a duly registered professional Mechanical Engineer. 2. Mechanical plans signed and sealed by a duly registered Professional Mechanical Engineer. 3. Mechanical specifications and Bill of Materials signed and sealed by a duly registered Professional Mechanical Engineer.	Private Professionals (1-3)				
4. Title of property (Transfer Certificate of Title).	Owner's copy/ Registry of Deeds				
5. Deed of sale/lease contract/contract to sell/notarized consent letter, if the TCT/Tax declaration is not in the name of the owner/applicant.	Owner's copy				
6. Latest Tax declaration and Real Property Tax payment.	Assessor's Office				
6. Barangay clearance for Mechanical permit application.	Barangay Hall				
Fees	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit accomplished application form with supporting documents	1. Checked and pre reviewed application and requirements <i>(If no deficiency, proceed)</i> Received & recorded	None		7 minutes	Construction & Maintenance Foreman - Office of the Building Officials
	2. Site inspection (by Schedule, excluded travel time)	None		30 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials

Pay fees	3. Evaluated and Assessed mechanical permit fee, prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	20 minutes	<i>Engineer IV - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
Received approved Mechanical Permit	4. Approved , initialed and signed, Released, recorded and filed, issued permit	None		12 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
	TOTAL	0.00		1 hour 9 minutes	

4) ELECTRONICS PERMIT**ELECTRONIC PERMIT CLEARANCES**

Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Electronics Permit application form signed and sealed by a duly registered Electronics Engineer. 2. Electronics plans signed and sealed by a duly registered Electronics Engineer. 3. Electronics specifications and Bill of Materials signed and sealed by a duly registered Electronics Engineer.			Private Professionals (1-3)		
4. Title of property (Transfer Certificate of Title). 5. Deed of sale/lease contract/contract to sell/notarized consent letter, if the TCT/Tax declaration is not in the name of the owner/applicant.			Owner's copy/ Registry of Deeds		
5. Latest Tax declaration and Real Property Tax payment.			Land Tax		
6. Barangay clearance for Electronics permit application.			Barangay Hall		
Fees			Based on National Building Code of the Philippines, New Schedule of Fees and others charges.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit accomplished application form with supporting documents	1. Checked and pre reviewed application and requirements (If no deficiency, proceed) Received & recorded	None		10 minutes	<i>Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials</i>
	2. Site inspection (by schedule, exclude travel time)	None		30 minutes	<i>Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials</i>
Pay fees	3. Evaluated and Assessed Electronics permit fee, Prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	20 minutes	<i>Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials</i>

Received approved Electronics Permit	4. Approved , initialed and signed, released, recorded and filed, issued permit	None		12 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials</i>
	TOTAL	0.00		1 hour 12 minutes	

5) ISSUANCE OF SANITARY/PLUMBING PERMIT

SANITARY/PLUMBING PERMIT CLEARANCES



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Sanitary/Plumbing Permit application form signed and sealed by a duly registered Sanitary Engineer/Master Plumber. 2. Sanitary/Plumbing plans signed and sealed by a duly registered Sanitary Engineer/Master Plumber. 3. Sanitary/Plumbing specifications and Bill of Materials signed and sealed by a duly registered Sanitary Engineer/Master Plumber.	Private Professionals (1-3)				
4. Title of property (Transfer Certificate of Title).	Owner's copy/Registry of Deeds				
5. Deed of sale/lease contract/contract to sell/notarized consent letter, if the TCT/Tax declaration is not in the name of the owner/applicant.	Owner's copy/ Assessor's Office				
6. Latest Tax declaration and Real Property Tax payment	Land Tax				
7. Barangay clearance for Sanitary/Plumbing permit application	Barangay Hall				
Fees	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit accomplished application form with supporting documents	1. Checked & pre reviewed application and requirements (If no deficiency proceed) Received and recorded application	None		10 minutes	Construction & Maintenance Foreman - Office of the Building Officials
	2. Site inspection of the building /structure being applied for Sanitary/Plumbing permit. (by schedule, excluded travel time)	None		30 minutes	Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials
Pay fee	3. Evaluated and Assessed Sanitary / Plumbing permit fee, prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	20 minutes	Building Official - CGDH 1 - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
Received approved sanitary/plumbing permit	4. Approved , initialed and signed, released, recorded and filed, issued permit	None		12 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
TOTAL		0.00		1 hour 12 minutes	

**6) ISSUANCE OF SIDEWALK CONSTRUCTION PERMIT
SIDEWALK CONSTRUCTION PERMIT CLEARANCES**



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Accomplish Permit Form (MPW Form No. 77-015-B)	Office of the Building Official				
2. Sketch plan of sidewalk to be constructed/repair	Private Professionals				
3. Real Property Tax Declaration of Lot	Owners Copy				
4. Certificate of Real Property Tax Payment	Assessors Office				
5. Barangay clearance for sidewalk construction	Barangay Hall				
Fees	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished application form with supporting documents	1. Checked and pre reviewed application and requirements (If no deficiency proceed) Received and recorded	None		15 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>

	2. Site Inspection (for schedule)	None		30 minutes	Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
Pay fees	3. Evaluated and assessed fees prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	30 minutes	Building Official - CGDH 1 - Office of the Building Officials, Administrative Officer II - Office of the Building Officials
Received approved Sidewalk Construction Permit	4. Approved, initialed & signed Released, recorded and filed, issued permit	None		12 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
TOTAL		0.00		1 hour 27 minutes	

**7) ISSUANCE OF DEMOLITION PERMIT
DEMOLITION PERMIT CLEARANCES**



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Notarized Demolition permit application form signed and sealed by a duly registered Architect or Civil Engineer	Private Officials Private Professionals (1-4)				
2. Title of property (Transfer Certificate of Title)	Owners copy				
3. Lot Plan	Owner's copy				
4. Latest Tax Declaration and Real Property Tax Payment	Land Tax				
5. Barangay clearance for demolition permit application	Barangay Hall				
6. DOLE	DOLE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished application form with supporting documents	1. Checked & pre reviewed application with requirements (If no deficiency proceed) Received and recorded	None		10 minutes	Construction & Maintenance Foreman - Office of the Building Officials

	2. Site Inspection (by schedule)	None		30 minutes	Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
Pay fees	3. Evaluated and assessed demolition fee prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	20 minutes	Building Official - CGDH 1 - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials
Received approved Demolition Permit	4. Approved & signed Released , recorded and filed issued permit	None		10 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
TOTAL		0.00		1 hour 10 minutes	

8) ISSUANCE OF FENCING PERMIT
FENCING PERMIT CLEARANCES



Office or Division	Office of the Building Officials
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	GENERAL PUBLIC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fencing permit application form signed and sealed by a duly registered Architect or Civil Engineer. 2. Fencing Plan and details (blueprint) signed & sealed by a duly registered Architect or Civil Engineer. 3. Bill of Materials & Cost Estimate signed and sealed by a registered Architect or Civil Engineer, (3 copies). 4. Specifications signed and sealed by a registered Architect or Civil Engineer. (3 copies).	Office of the Building Official Private Professionals (1-4)
5. Title of property (Transfer Certificate of Title), 3 copies.	Registry of Deeds
6. Lot Plan 7. Deed of sale/Lease contract/Contract to sell/Notarized consent letter, if the TCT/Tax declaration is not in the name of the owner/applicant of the structure to be applied.	Owner's copy
8. Latest Tax Declaration and Real Property Tax Payment, 3 copies. 9. Structural design computation for fence with 3 meters in height and above.	Land Tax
10. Revised/corrected plans	
11. Barangay clearance for fencing permit application	Barangay Hall
12. Documents for endorsement to City Planning	
13. Clearance from City Planning	City Planning
14. Official Receipt	

Fees		Based on National Building Code of the Philippines, New Schedule of Fees and others charges.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished application form with supporting documents	1. Checked & pre reviewed application and requirements (If no deficiency proceed) Recorded and prepared endorsement	None		30 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
	2. Site inspection (by schedule, excluded travel time)	None		1 hour	<i>Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>

	3. Evaluated, initiated and signed. Released endorsement -Transport for Zoning Clearance	None		18 minutes	Engineer IV - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
Pay fees	(after receiving clearance) 4. Assessed fencing fee , prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	30 minutes	Building Official - CGDH 1 - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
Received approved Fencing Permit	5. Approved , initialed and signed, released, recorded and filed, issued permit	None		30 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
TOTAL		0.00		2 hours 48 minutes	

9) ISSUANCE OF TEMPORARY SERVICE CONNECTION PERMIT

TEMPORARY SERVICE CONNECTION PERMIT CLEARANCES



Office or Division	Office of the Building Officials				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Temporary Service Connection permits application form signed and sealed by a duly registered Professional Electrical Engineer.	Office of the Building Official Private Professionals				
2. Photocopy of building permit. 3. Electrical plan/layout. 4. Fire Safety Inspection Certificate.	Owner's copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished application form with supporting documents & plans/layout	1. Checked and pre reviewed application and requirements (If no deficiency proceed) Received and recorded	None		10 minutes	<i>Engineer IV - Office of the Building Officials, Construction & Maintenance General Foreman - Office of the Building Officials</i>

	2. Site Inspection (by schedule, excluded travel time)	None		15 minutes	Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials
Pay fees	3. Evaluated and assessed Temporary Service Connection fee Prepared and issued order of payment	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges.	20 minutes	Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials
Received approved Temporary Service Connection Permit	4. Approved, initialed & signed released , recorded and filed issued permit	None		12 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials
TOTAL		0.00		57 minutes	

10) OCCUPANCY PERMIT**OCCUPANCY PERMIT CLEARANCES**

Office or Division	Office of the Building Officials					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	GENERAL PUBLIC					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Notarized Application Form			Office of the Building Official to be notarized			
2. Photocopy of Issued Building Permit			Owner's copy			
3. Certificate of Completion signed and sealed by design professional Logbook signed and sealed by professionals who supervised the construction			Registered Private Professionals in-charge of the construction'			
5. AS-built Plan signed and sealed by design professional			Owner/ private Professional			
Fees			Based on National Building Code of the Philippines, New Schedule of Fees and others charges.			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit accomplished application form with supporting documents	1. Checked and pre reviewed Application and requirements (If no deficiency proceed) Received and recorded	None		15 minutes	<i>Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
	2. Site Inspection (by schedule, excluded travel time)	None		1 hour	<i>Engineer IV - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials</i>
	3. Evaluated, initialed & signed released endorsement - Transport to Fire Station Department for clearance	None		15 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials</i>
Pay fees	(after receiving clearance) 4. Assessed fees for Occupancy permit prepared and issued order of payment.	None	Based on National Building Code of the Philippines, New Schedule of Fees and others charges	30 minutes	<i>Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials</i>

	5. Prepared Certificate	None		6 minutes	Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide I - Office of the Building Officials
Received approved Occupancy Permit	6. Approved, initialed & signed released, recorded and filed issued permit	None		20 minutes	Building Official - CGDH 1 - Office of the Building Officials, Engineer IV - Office of the Building Officials, Administrative Officer III - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials
	TOTAL	0.00		2 hours 26 minutes	

11) ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION FOR BUSINESS PERMIT
CERTIFICATE OF ANNUAL INSPECTION FOR BUSINESS PERMIT



Office or Division	Office of the Building Officials
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business license application/assessment form		BPLO
Barangay clearance for business		Barangay Hall
SSS clearance		SSS
Market clearance for business establishment within public market		Market Division
Photocopy of building permit and occupancy permit for new application		Owner/s Copy
Previous copy of annual inspection fee for renewal of business permit		Owner/s copy
Technical Certifications for renewal of business permit		Owner/s copy

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

Submit the application	<p>1. Checked, pre received application if there is no deficiencies, (for new application subject for inspection/for renewal received.) 2. Prepared and assessed Annual Inspection Report</p>	None		3 minutes	<p><i>Administrative Officer III - Office of the Building Officials, Construction & Maintenance</i></p> <p><i>Geneneral Foreman - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance</i></p> <p><i>Foreman - Office of the Building Officials, Administrative Aide IV - Office of the Building Officials, Construction & Maintenance Man - Office of the Building Officials, Administrative Aide I - Office of the Building Officials</i></p>
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Receives certificate of Annual Inspection	3. Released, recorded and filed Annual Inspection Report	None		3 minutes	<i>Administrative Officer III - Office of the Building Officials, Construction & Maintenance Geneneral Foreman - Office of the Building Officials, Administrative Officer II - Office of the Building Officials, Construction & Maintenance Foreman - Office of the Building Officials, Administrative Aide /V - Office of the Building Officials, Construction & Maintenance Man - Office of the Building Officials, Administrative Aide I - Office of the Building Officials</i>
	TOTAL	0.00		6 minutes	

INSTITUTIONAL SECTOR

1) REQUEST FOR THE SIGNATURE OF THE CITY MAYOR

Processing of ministerial documents for the City Mayor



Office or Division	City Mayor's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All agencies/offices of the Local Government Unit and/ or other government/agencies offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
All original documents such as disbursements vouchers. obligation requests. purchase requests, pay roll, etc.			government offices/agencies of LGU San Pablo, other government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
receive all original documents	Name, date and time received of the frontline employee. Request all original documents to be signed by the Mayor.	None		1 day	<i>Administrative Aide VI - City Mayor's Office</i>
Record all entries/documents received	Every document to log form for Mayor's signature.	None		1 day	<i>Executive Assistant I - City Mayor's Office</i>
Consolidate all documents requests for signature	Prepare all original documents for signature of City Mayor.	None		5 minutes	<i>Executive Assistant II - City Mayor's Office</i>

Releasing of documents signed by the City Mayor	To release and to received the signed documents of the City Mayor.	None		2 minutes	Administrative Aide VI - City Mayor's Office
		TOTAL	0.00		2 days 7 minutes

2) REQUESTS FOR SOCIAL SERVICES ASSISTANCE

The City Mayor's Office accepts requests for hospital bills, medicines and other personal requests of the constituents of the City of San Pablo



Office or Division	City Mayor's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	All residents of San Pablo who needs different assistance				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
original certificate of Indigency, hospital bill, prescription of medicine, valid IDs, etc.			Barangay of the residents, hospital, doctor's clinic		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
Interview clients seeking for assistance		Check all requests during the interview and forwarded to the concerned offices.	None		3 minutes
Approve and release of requests		To release the requested assistance if available if forwarded to concerned offices.	None		1 day
					1 day 3 minutes
		TOTAL	0.00		



3) VARIOUS REQUESTS

Request for schedule of appointment with the City Mayor.

Office or Division	City Mayor's Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Any resident of San Pablo City/ Offices in San Pablo

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letters	Personal letter or Barangays of San Pablo

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Receives letters of request for personal schedule of appointment to the City Mayor, personal appearance, meetings and interviews, etc.	Schedule request sending and coordinates with the guards/staff of the City Mayor.	None		3 minutes	City Mayor - 's Office
		TOTAL	0.00	3 minutes	

1) SOLEMNIZATION OF MARRIAGE**CIVIL WEDDING**

Office or Division	City Mayor's Office - Records and Administrative Division				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	COUPLES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
MARRIAGE LICENSE			LCR		
CENOMAR			LCR		
BIRTH CERTIFICATE			LCR		
ARTICLE 34			LEGAL COUNSEL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Requirements	1. Receive and review the submitted requirements 2. SCHEDULE THE MARRIAGE CEREMONY AND PREPARE THE MARRIAGE CONTRACT	None		13 minutes	Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Officer IV - City Mayor's Office - Records and Administrative Division, Administrative Assistant I - City Mayor's Office - Records and Administrative Division, Administrative Aide III - City Mayor's Office - Records and Administrative Division
2. Attend the Marriage Ceremony	Administers marriage ceremony	None		30 minutes	City Mayor - 's Office
3. Get a copy of Marriage Contract	Release Marriage contract after 1 week of marriage ceremony	200.00	Based on City Ordinance 2012 - 40	5 minutes	Administrative Assistant I - City Mayor's Office - Records and Administrative Division, City Mayor - 's Office
TOTAL		200.00		48 minutes	

2) ISSUANCE OF RECOMMENDATIONS/REFERRALS/ INDORSEMENTS FOR EMPLOYMENT**MAYOR'S INDORSEMENT OF EMPLOYMENT OUTSIDE SAN PABLO**

Office or Division	City Mayor's Office - Records and Administrative Division				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
ANY TWO OF THE FOLLOWING 1. BARANGAY CLEARANCE			BARANGAY HALL		
2. POLICE CLEARANCE			POLICE STATION		
3. NBI CLEARANCE			NBI		
VALID ID			GOVERNMENT AGENCY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the requirement	<p>1. Review the submitted requirements 2. Prepares the letter of recommendation 3. review and sign the document 4. record and release the document</p>	None		8 minutes	<i>Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Aide VI - City Mayor's Office - Records and Administrative Division, Administrative Officer IV - City Mayor's Office - Records and Administrative Division, Administrative Assistant I - City Mayor's Office - Records and Administrative Division, Administrative Aide III - City Mayor's Office - Records and Administrative Division</i>
TOTAL	0.00			8 minutes	

**3) ISSUANCE OF RECOMMENDATIONS/REFERRALS/ INDORSEMENTS FOR FINANCIAL ASSISTANCE
FOR FINANCIAL ASSISTANCE**



Office or Division	City Mayor's Office - Records and Administrative Division				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
DSWD CASE STUDY	DSWD				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

SUBMIT THE REQUIREMENTS	1. Review the submitted requirements 2. Prepares the letter of recommendation/ referral to PCSO, VP, Senators, Provincial Governor and etc. 3. Review and initial the letter 4. Record the document	None		8 minutes	<i>Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Aide VI - City Mayor's Office - Records and Administrative Division, Administrative Officer IV - City Mayor's Office - Records and Administrative Division, Administrative Aide III - City Mayor's Office - Records and Administrative Division</i>
2. Bring the recommendation letter to the office of the city Mayor	Sign the letter	None		1 minute	City Mayor - 's Office

3. Get the signed document	Release the document	None		1 minute	<i>Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Aide III - City Mayor's Office - Records and Administrative Division, Administrative Aide IV - City Mayor's Office - Records and Administrative Division</i>
	TOTAL	0.00		10 minutes	

4) ISSUANCE OF RECOMMENDATION FOR MERALCO METER CONNECTION/RECONNECTION
MERALCO CONNECTION REQUIREMENT



Office or Division	City Mayor's Office - Records and Administrative Division				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	GENERAL PUBLIC				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
BARANGAY CERTIFICATION	BARANGAY HALL				
OFFICIAL RECEIPT	CITY TREASURER'S OFFICE- CASHIER DIVISION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

SUBMIT THE REQUIREMENTS	1. Review the submitted requirements 2. Prepare the letter of recommendation/referral to the City Engineer and to meralco 3. Review and sign the document 4. Record and Release the document	50.00	Based on City Ordinance 2012 - 40	8 minutes	<i>Administrative Officer II - City Mayor's Office - Urban Housing, Administrative Aide VI - City Mayor's Office - Records and Administrative Division, Administrative Officer IV - City Mayor's Office - Records and Administrative Division, Administrative Aide III - City Mayor's Office - Records and Administrative Division</i>
TOTAL	50.00			8 minutes	

5) ISSUANCE OF AUTHORITY TO TRAVEL

GOVERNMENT EMPLOYEES REQUIREMENT TO TRAVEL



Office or Division	City Mayor's Office - Records and Administrative Division				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	GOVERNMENT EMPLOYEES				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
LETTER OF REQUEST	PERSONAL LETTER				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit the letter of request	1. review the submitted requirement 2. Prepare the Authorization letter 3. Review, Initial and dry seal the document 4. Record the Document	None		11 minutes	Administrative Aide VI - City Mayor's Office - Records and Administrative Division, Administrative Officer IV - City Mayor's Office - Records and Administrative Division, Administrative Aide III - City Mayor's Office - Records and Administrative Division
	TOTAL	0.00		11 minutes	



1) Process for Issuance of Identification Card for Regular Employee

Issuance of Id for regular employees are process at the MIS Office subject to the approval of the CHRMO

Office or Division	City Mayor's Office - MIS
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	All Regular Employees of the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Listed on masterlist for scheduled regular employee	HR Office
Must wear gray uniform or gray polo shirt with seal of San Pablo City	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Check the names in the master list	Verify names and offices	None		5 minutes	<i>Information Technology Officer II</i> - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS

Proceed to designated picture taking area	Capture and edit employee picture	None		15 minutes	<i>Information Technology Officer II</i> - City Mayor's Office - MIS, <i>Administrative Aide III</i> - City Mayor's Office - MIS
Wait for the release of I.D	Print I.D and delivered to H.R office	None		3 days	<i>Information Technology Officer II</i> - City Mayor's Office - MIS
TOTAL		0.00		3 days 20 minutes	



2) Process for Issuance of Identification Card for Job Order Employee

Issuance of Id for Job Order employees are process at the MIS Office subject to the approval of the CHRMO

Office or Division	City Mayor's Office - MIS				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	All Job Order Employees of the City Government				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Listed on masterlist for scheduled job order employee 2) ID request Sheet with tracking number			HR Office		
2) Must wear a gray polo shirt with the official seal of San Pablo City			NA		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
Present ID request sheet with tracking number		Verify the tracking number	None		3 minutes
					<i>Information Technology Officer II - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS</i>

Proceed to designated picture taking area	Capture photo and print I.D	None		10 minutes	<i>Information Technology Officer II - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS</i>
Wait for the release of I.D	Issue the I.D	None		2 minutes	<i>Information Technology Officer II - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS</i>
TOTAL			0.00		15 minutes

3) Process for Reprinting of Identification Card

Reprinting of I.D



Office or Division	City Mayor's Office - MIS				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	All Employee				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Receipt	HR Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present receipt	Check and verify receipts	150.00	ORDINANCE NO. 2012-40	15 minutes	<i>Information Technology Officer II - City Mayor's Office - MIS</i>
TOTAL		150.00		15 minutes	

4) MIS Request Form For MTOP Services

Concerns / Problem for MTOP Services



Office or Division	City Mayor's Office - MIS				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
MIS request form			CTMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Present MIS request form	Verify request if valid and duly signed by concerned government employee and approved by head of section/dept.	None		1 minute	<i>Information Technology Officer II</i> - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS

	Send request to MIS programmer and execute the requested correction for approval	None		1 minute	<i>Information Technology Officer II</i> - City Mayor's Office - MIS, Administrative Aide III - City Mayor's Office - MIS
	accomplish and tag the request slip with reference number of duly performed service request	None		1 minute	<i>Information Technology Officer II</i> - City Mayor's Office - MIS
TOTAL		0.00		3 minutes	

1) Render Ambulance Services**Ambulance Assistance for the indigent residents of San Pablo City**

Office or Division	City Administrator's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Client's Personal written request			Personal letter or Endorsement/referral from concerned agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Logging of client's personal information	The staff interviews the client and logs the personal information in the logbook.	None	none	2 minutes	Administrative Aide III - City Administrator's Office
2. Scheduling of ambulance transport	staff-in-charge coordinates with SPCGH for the scheduling of ambulance transport	None	none	2 minutes	Administrative Aide III - City Administrator's Office

2. Approval of request and notification of ambulance schedule to the client	The client will be notified of the schedule. If the client is away, the client will be notified via text message or phone call	None	none	1 minute	Administrative Assistant II - City Administrator's Office
	TOTAL	0.00		5 minutes	



1) PROVISION OF INFORMATION/CONSULTATION REGARDING LEGISLATIVE PROCESS:

Legislative process refers to the procedures through which a proposed measure goes in order to craft laws, resolutions and ordinances.

Office or Division	Sangguniang Panlungsod
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
(1) Verbal request		(1) Personal consultation at the 7th floor			
(2) Written request		(2) Request form at the 7th floor / letter request			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Verbal or written consultation request: (1) Sign in the logbook	(1) Ask clients to sign in logbook	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>

	(2) Ask clients his/her needs	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>
(2) Proceed with consultation	(3) Actual Consultation with the client	None	N/A	5 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
TOTAL		0.00		7 minutes	

2) PROVISION ASSISTANCE FOR RESEARCH ON DOCUMENTS ON FILE: RECORDS SECTION

Records Section keeps official wherein any interested stakeholders may research needed documents either personally or thru email.



Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Written Request			Pro-forma letter request at Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Provide Letter of request	(1) Ask clients to sign in logbook	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>

	(2) Ask client's need	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>
	(3) Call receiving officer from Records Section	None		1 minute	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod, Administrative Aide II - Sangguniang Panlungsod</i>
	(4) Record request on logbook/fill up request form	None	N/A	1 minute	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod, Administrative Aide II - Sangguniang Panlungsod</i>

	(5) Forward request to SP Secretary for approval	None		1 minute	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod, Administrative Aide II - Sangguniang Panlungsod</i>
(2) Conduct research if personal	(6) Provide assistance on research request/email	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod, Administrative Aide II - Sangguniang Panlungsod</i>
	TOTAL	0.00		10 minutes	



3) PROVISION OF COPY OF REQUESTED PUBLIC DOCUMENTS ON FILE (RESOLUTIONS, ORDINANCES, MINUTES, JOURNAL, etc.): RECORDS DIVISION

Duly approved resolutions, ordinances, journal of sessions, minutes of meeting are official documents properly filed at the Records Section for reference.

Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Request letter			Pro-forma letter request at Records Section		
(2) Receipt of payment if certified true copy			Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Provide Letter of request	(1) Ask clients to sign in logbook	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>

	(2) Attend to client's need	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>
	(3) Call receiving officer from Records Section	None	N/A	1 minute	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod, Administrative Aide II - Sangguniang Panlungsod</i>
	(4) Record request on logbook	None	N/A	1 minute	<i>Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>
	(5) Forward request to SP Secretary for approval	None	N/A	1 minute	<i>Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>

(2) Client will provide email address	(6) Provide copy: (a) PDF sent to their email address	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>
(3) Client will be accompanied to photocopy at their own expense	(b) Client will be accompanied to photocopy needed document	None	N/A	10 minutes	<i>Administrative Aide III - Sangguniang Panlungsod</i>
If certified true copy: (4) Go to Treasurer's Office for payment of fees.	(7) Client will be asked to sign logbook after receipt of needed document	50.00	(per page) As per Chapter V. Section 5A01 of Ordinance No. 2012-40 Revised Revenue Code of the City of San Pablo	1 minute	<i>Administrative Aide IV - Sangguniang Panlungsod</i>
TOTAL		50.00		21 minutes	



4) ACTION ON THE REQUESTS FOR INCLUSION IN THE AGENDA OF THE SANGGUNIANG PANLUNGSOD:

Executive Department/General public/SP Members may submit their requests for inclusion in the Agenda of the regular session of the Sangguniang Panlungsod.

Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Written letters/request			Submission to Records Section/Secretary to the Sangguniang Panlungsod		
(2) Transmittal/Endorsement			Submission to Records Section/Secretary to the Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit transmittal/endorsed documents for Agenda	(1) Attend to client's request	None	N/A	1 minute	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>

(2) Client will provide email address		None	N/A	1 minute	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>
	(2) Stamp received at SP and inform client that request will be included in the Agenda	None	N/A	1 minute	<i>Administrative Officer I - Sangguniang Panlungsod, Administrative Officer IV - Sangguniang Panlungsod</i>
	(3) Record request on logbook	None	N/A	1 minute	<i>Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>
	(4) Scan the document/s	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>

	(5) Forward request to Secretarial Section for encoding / inclusion in the agenda	None	N/A	1 minute	Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod
	(6) Final preparation of Agenda on Friday until 12:00 noon weekly	None	N/A	1 hour	Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod
	(7) Printing of the Agenda	None	N/A	30 minutes	Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod
	(8) Cover letter / notice of session encoded and printed	None	N/A	10 minutes	Administrative Assistant II - Sangguniang Panlungsod
	(9) Cover letter / notice of session signed	None	N/A	2 minutes	Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod

	(10) Agenda/addenda distributed to the Vice-Mayor and SP Members: a. Hard copy delivered	None	N/A	1 hour	Administrative Assistant IV - Sangguniang Panlungsod
	b. Soft copy through email	None	N/A	5 minutes	Administrative Assistant II - Sangguniang Panlungsod
TOTAL		0.00		2 hours 57 minutes	



5) FACILITATION ON THE CONDUCT OF REGULAR / SPECIAL SESSION OF THE SANGGUNIANG PANLUNGSOD:

The Secretariat is mandated by law to facilitate, administer, and coordinate the conduct of the regular and special sessions of the Sangguniang Panlungsod.

Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Secretariat / Sangguniang Panlungsod Members				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Notice of Session	Secretarial Section				
(2) Attendance Sheet	Secretarial Section				
(3) Agenda	Secretarial Section				
(4) Supporting documents from the list of Items in the Agenda	Secretarial Section				
(5) Privilege Speech Form	Secretarial Section				
(6) Committee reports (if any)	SP Member				
(7) Proposed resolutions / ordinances (if any)	SP Member				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Not applicable (internal process)	(1) Session Conducted - Parliamentary Procedure	None	N/A	2 hours	<i>City Vice-Mayor I - Sangguniang Panlungsod, Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(2) Checking of attendance	None	N/A	2 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>

	(3) Recording / hand noting of proceedings / Zoom recording	None	N/A	2 hours	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod, Administrative Assistant V - Sangguniang Panlungsod, Board Secretary IV - Sangguniang Panlungsod, Senior Administrative Assistant I - Sangguniang Panlungsod</i>
	TOTAL	0.00		4 hours 2 minutes	

6) FACILITATION OF THE CONDUCT OF EN BANC HEARING OF THE SANGGUNIANG PANLUNGSOD:

The Secretariat is mandated by law to facilitate the conduct of the En banc hearing for complaints on erring barangay officials forwarded to the Sangguniang Panlungsod.



Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General public / Elected barangay officials / Sangguniang Panlungsod Members				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Submission of complaint			Submission to Records Section for receiving		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submission of duly notarized complaint	(1) Received notarized complaint	None	N/A	3 minutes	Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod

	(2) Scan the document/s	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod</i>
	(3) Forwarded to Secretarial Section for inclusion in the Agenda	None	N/A	2 minutes	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod</i>
(2) Notices/Summons issued	(4) Prepare notices to complainant/respondent with supporting documents	None	N/A	10 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(5) Print and forwarded notices to Records Section for delivery (5.1) Records notices	None	N/A	5 minutes	<i>Administrative Assistant III - Sangguniang Panlungsod, Administrative Officer I - Sangguniang Panlungsod, Administrative Aide IV - Sangguniang Panlungsod</i>

	(6) Deliver notices	None	N/A	1 hour	Administrative Aide III - Sangguniang Panlungsod
(3) Hearings/En Banc proceedings	(7) Recording of hearings	None	N/A	1 hour	Administrative Assistant I - Sangguniang Panlungsod
	(8) Transcription of minutes of hearing	None	N/A	2 hours	Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod
	(9) Release of minutes of hearing/certification	None	N/A	5 minutes	Local Legislative Staff Officer V - Sangguniang Panlungsod
TOTAL		0.00		4 hours 30 minutes	



7) PROVISION OF SERVICES AT SECRETARIAL SECTION:

Secretarial Section is responsible for the recording/transcription and finalization of documents arising from the sessions of the Sangguniang Panlungsod and to be forwarded to Records Section for records keeping.

Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request			Secretarial Section/Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Secretarial services	7.1 PREPARATION OF DRAFT OF JOURNAL: (1) Transcription of the proceedings - Journal	None	N/A	16 hours	Administrative Assistant V - Sangguniang Panlungsod, Senior Administrative Assistant I - Sangguniang Panlungsod

	(2) Review of the drafts - Journal	None	N/A	1 hour	Board Secretary IV - Sangguniang Panlungsod
	(3) Journal printing with approved resolutions and ordinances	None	N/A	2 hours	Administrative Assistant II - Sangguniang Panlungsod
	(4) Sending thru email of journal SP Members and concerned persons	None	N/A	5 minutes	Administrative Assistant II - Sangguniang Panlungsod
	7.2 PREPARATION OF JOURNAL IN FINAL FORM: (1) Printing of Journal in final form	None	N/A	30 minutes	Senior Administrative Assistant I - Sangguniang Panlungsod
	(2) Review of final form	None	N/A	10 minutes	Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod, Board Secretary IV - Sangguniang Panlungsod

	(3) Review and Signature for every page of final form	None	N/A	10 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(4) Printing of Excerpts for the approval of Resolution, Ordinances and Privileged Speeches as supporting documents for the review of the Sangguniang Panlalawigan and Records Section for filing.	None	N/A	5 minutes	<i>Senior Administrative Assistant I - Sangguniang Panlungsod, Administrative Assistant II - Sangguniang Panlungsod</i>
	(5) Bookbinding of final copy of journal with table of contents and forwarded to Records Section for filing.	None	N/A	1 hour	<i>Senior Administrative Assistant I - Sangguniang Panlungsod</i>
	7.3 PREPARATION OF APPROVED RESOLUTIONS AND ORDINANCES IN DRAFT AND FINAL FORM: (1) Prepare draft of approved resolutions and ordinances after the session	None	N/A	2 hours	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(2) Encode the draft Resolutions/Ordinances	None	N/A	2 hours	<i>Board Secretary IV - Sangguniang Panlungsod</i>

	(3) Review the draft	None	N/A	30 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(4) Print the approved resolutions/ordinances in final form	None	N/A	1 hour	<i>Board Secretary IV - Sangguniang Panlungsod</i>
	(5) Signature on approved resolutions/ordinances	None	N/A	10 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Board Secretary IV - Sangguniang Panlungsod</i>
	(6) Signature of the Vice-Mayor and all concerned	None	N/A	4 hours	<i>Senior Administrative Assistant I - Sangguniang Panlungsod, Administrative Assistant IV - Sangguniang Panlungsod</i>
	(7) Forwarded to Records Division for endorsement to the City Mayor for approval	None	N/A	15 minutes	<i>Administrative Assistant IV - Sangguniang Panlungsod</i>

	7.4 PREPARATION OF INVITATION LETTERS FOR COMMITTEE MEETINGS/HEARINGS: (1) Receive Notice of Hearing	None	N/A	2 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(2) Provide supporting documents of Items in the Agenda to be discussed in the meeting	None	N/A	5 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
	(3) Draft the invitation letter/s	None	N/A	30 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(4) Print the invitation letter/s	None	N/A	30 minutes	<i>Administrative Assistant III - Sangguniang Panlungsod</i>
	(5) Review and sign the invitation letter/s	None	N/A	2 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>

	(6) Forward Invitations and supporting documents to Legislative Section for distribution	None	N/A	5 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Administrative Assistant III - Sangguniang Panlungsod</i>
	(7) Printing, filing and furnishing copy of list of committee/public hearing schedules to the CIO	None	N/A	20 minutes	<i>Senior Administrative Assistant I - Sangguniang Panlungsod</i>
	7.5 LISTING OF ITEMS IN THE AGENDA REFERRED TO THE COMMITTEES: (1) List of referrals prepared for each committee	None	N/A	2 hours	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
	(2) List of referrals noted	None	N/A	10 minutes	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
	(3) Distribution of referrals to different committees	None	N/A	1 hour	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>

	(4) Supporting documents recorded and filed	None	N/A	30 minutes	<i>Administrative Assistant IV - Sangguniang Panlungsod</i>
	(5) Supporting documents forwarded to Legislative Section in case of meeting	None	N/A	10 minutes	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
	(6) Supporting documents received after conduct of meeting thru the Legislative Section	None	N/A	10 minutes	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
	(7) Supporting documents forwarded to the Secretary upon approval of the City Council	None	N/A	5 minutes	<i>Asst. Sec. to the Sang. Panlungsod - CGADH I - Sangguniang Panlungsod</i>
TOTAL		0.00		1 day 12 hours 34 minutes	

8) FACILITATION OF THE CONDUCT OF COMMITTEE MEETINGS/HEARINGS: LEGISLATIVE SECTION

The Legislative Section is responsible for the facilitation of committee meetings/hearings for proper documentation and filing of minutes.



Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Legislative Section Personnel/General Public/SP Members				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Schedule of committee meetings			Scheduled as per announcement of SP committees / Posted in the SP bulletin board and CIO FB account		
(2) Attendance sheet					
(3) Supporting documents from the list of Items in the Agenda (from Secretarial Section)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Legislative process	(1) Invitations and supporting documents received from the Secretarial Section	None	N/A	5 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod</i>

	(2) Invitations recorded and handed to messengers/drivers for delivery	None	N/A	5 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod</i>
	(3) Preparation of the session hall - cleanliness and sound system for the meeting	None	N/A	20 minutes	<i>Administrative Assistant I - Sangguniang Panlungsod</i>
	(4) Checking of attendance	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod</i>
	(5) recording / hand noting of minutes/journal	None	N/A	10 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod</i>
	(6) Return supporting documents to the Secretarial Section	None	N/A	5 minutes	<i>Local Legislative Staff Officer III - Sangguniang Panlungsod</i>

	(7) Transcription of the minutes/journal of the meeting/hearing	None	N/A	8 hours	<i>Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod</i>
	(8) Printing of the draft of transcript of minutes/journal of the meeting/hearing	None	N/A	20 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod</i>
	(9) Proof reading of the transcripts of the minutes/journal	None	N/A	20 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod</i>

	Printing of the minutes/journal in final form	None	N/A	10 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod</i>
	(11) Signing / certifying the minutes/journal	None	N/A	2 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod</i>
	(12) Recording and filing of the minutes/journal of the meeting/hearing	None	N/A	10 minutes	<i>Administrative Assistant I - Sangguniang Panlungsod</i>
TOTAL		0.00		9 hours 52 minutes	

9) REQUEST FOR COPY OF MINUTES OF MEETINGS

General public may request the minutes of meetings upon submission of request citing the purpose.



Office or Division	Sangguniang Panlungsod				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Request letter	Pro-forma letter request				
(2) Receipt of payment if certified true copy	Treasurer's Office				
	Copy of minutes of the meeting at Legislative Section				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Provide Letter of request / purpose	(1) Ask clients to sign in and record request logbook	None	N/A	2 minutes	Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod

(2) Client will provide email address / contact number	(2) Ask client his/her needs	None	N/A	2 minutes	<i>Administrative Aide III - Sangguniang Panlungsod, Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod</i>
	(3) Forward request to SP Secretary for approval	None	N/A	2 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod</i>
	(4) Provide copy: (a) PDF file sent to their email address	None	N/A	2 minutes	<i>Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Assistant I - Sangguniang Panlungsod</i>
(3) Client will be accompanied to photocopy at their own expense	(b) Client will be accompanied to photocopy needed document	None	N/A	5 minutes	<i>Administrative Assistant I - Sangguniang Panlungsod</i>

(4) Go to Treasurer's Office for payment of fees for certified true copy	(c) Client will be asked to sign logbook after receipt of needed document	50.00	(per page) As per Chapter V. Section 5A01 of Ordinance No. 2012-40 Revised Revenue Code of the City of San Pablo	3 minutes	<i>Local Legislative Staff Officer V - Sangguniang Panlungsod</i>
	TOTAL	50.00		16 minutes	

10) PREPARATION OF ANNUAL BUDGET, ANNUAL INVESTMENT PROGRAM AND PROJECTS FOR 20% DEVELOPMENT PLAN (ADMINISTRATIVE DIVISION)



Preparation of Annual Budget, Annual Investment Program and Projects for 20% Development Plan are mandatory for the efficient delivery of public services

Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Departments concerned				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Proposed Annual Budget, AIP and projects for 20% DP			Department's Proposal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proposed an annual budget, AIP and 20% DP	(1) Prepare a proposed annual budget, AIP and 20% DP (submit every July)	None	N/A	1 day 16 hours	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Administrative Officer IV - Sangguniang Panlungsod</i>

	(2) Discuss the proposal to Vice-Mayor and SP Members	None	N/A	2 hours	<i>City Vice-Mayor I - Sangguniang Panlungsod, Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(3) Approval of Vice-Mayor for submission to Mayor's Office for consolidation	None	N/A	1 hour	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
	TOTAL	0.00		1 day 19 hours	

11) PREPARATION OF ANNUAL PROCUREMENT PLAN (ADMINISTRATIVE DIVISION)

Approval of an Annual Procurement Plan is a mandatory requirement before a particular office/department can purchase supplies and equipment, among others



Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Each Department				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Proposed Annual Procurement Plan			Department's Proposal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Proposed Annual Procurement Plan	(1) Prepare a proposed Annual Procurement Plan (on or before November 4)	None	N/A	20 hours	Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod

	(2) Submit for approval	None	N/A	1 hour	<i>City Vice-Mayor I - Sangguniang Panlungsod, Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(3) Approved the proposed APP and submitted to Mayor's Office for consolidation	None	N/A	1 hour	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
TOTAL		0.00		22 hours	

12) ADMINISTRATION OF LEAVE OF EMPLOYEES (ADMINISTRATIVE DIVISION)

Observance and administering of leave of absences of each employee should be processed, filed and submitted to the CHRMO.



Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All regular plantilla personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Leave Form			Administrative Division, Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Fill up leave form	(1) Administer the filing of leave	None	N/A	5 minutes	Administrative Assistant II - Sangguniang Panlungsod
	(2) Submit to Department Head for approval	None	N/A	5 minutes	Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod

	(3) Submit to CHRMO	None	N/A	5 minutes	<i>Administrative Assistant II - Sangguniang Panlungsod</i>
	(4) Approval of City Vice-mayor	None	N/A	10 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
	TOTAL	0.00		25 minutes	

13) PREPARATION OF PAYROLLS

The Administrative Division is responsible for the preparation and processing of payrolls for the services rendered by the employees together with its supporting documents



Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Payroll Masters				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Prepare Payroll at MIS			Management Information System Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Prepare Payrolls	(1) Prepare Payrolls and all supporting documents (bimonthly)	None	N/A	16 hours	Administrative Aide VI - Sangguniang Panlungsod, Administrative Officer IV - Sangguniang Panlungsod

	(1.1) Submit to Department Head for signature	None	N/A	5 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(1.2) Submit to Vice-Mayor for approval and signature	None	N/A	10 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
	FOR JOB ORDER PERSONNEL: (2) Prepare payroll at the Office (bi-monthly)	None	N/A	2 hours	<i>Administrative Aide III - Sangguniang Panlungsod</i>
	(2.1) Submit to Dept. head for signature	None	N/A	5 minutes	<i>Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod</i>
	(2.2) Submit to Vice-Mayor for approval and signature	None	N/A	10 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
	(2.3) For processing of payroll to diff. offices	None	N/A	4 hours	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>
TOTAL		0.00		22 hours 30 minutes	

14) PREPARATION OF VOUCHERS AND SUPPORTING DOCUMENTS FOR BILL PAYMENTS (ADMINISTRATIVE DIVISION)

Bill settled by preparing and processing necessary vouchers and supporting documents for the purpose



Office or Division	Sangguniang Panlungsod							
Classification	G2G - Government to Government							
Type of Transaction	Simple							
Who may avail:	Administrative Division Personnel							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
(1) Prepare voucher and supporting documents			Administrative Division					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			

(1) Prepare vouchers and supporting documents to settle bills, salaries & expenses	(1) Prepare vouchers and supporting documents to settle bills, salaries & expenses	None	N/A	2 hours	<i>Administrative Aide III - Sangguniang Panlungsod, Administrative Aide VI - Sangguniang Panlungsod, Local Legislative Staff Officer III - Sangguniang Panlungsod, Administrative Officer IV - Sangguniang Panlungsod</i>
	(1.2) Submit to Dept. Head/Vice-Mayor for signature	None	N/A	10 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>
	(1.3) Processing to different offices	None	N/A	4 hours	<i>Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod</i>
TOTAL		0.00		6 hours 10 minutes	

**15) PREPARATION OF TRAVEL / SEMINARS / REIMBURSEMENT VOUCHERS AND SUPPORTING DOCUMENTS
(ADMINISTRATIVE DIVISION)**

Travel expenses are prepared and liquidated with required supporting documents.



Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Administrative Division Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Prepare voucher and supporting documents			Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Prepare vouchers and supporting documents for travel	(1) Prepare voucher for travels and supporting documents	None	N/A	2 hours	<i>Administrative Assistant II - Sangguniang Panlungsod</i>
	(1.1) Submit to Dept. head / Vice-Mayor for signature	None	N/A	5 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod</i>

	(1.2) For processing of vouchers and supporting documents to diff. offices	None	N/A	4 hours	Administrative Aide I - Sangguniang Panlungsod, Administrative Aide I (Utility Worker I) - Sangguniang Panlungsod
	TOTAL	0.00		6 hours 5 minutes	

16) DELIVERY OF OFFICIAL DOCUMENTS / COMMUNICATIONS/ DRIVING SERVICES RENDER (ADMINISTRATIVE DIVISION)



Delivery of official communications/documents are properly delivered with urgency

Office or Division	Sangguniang Panlungsod
Classification	G2C - Government to Client, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	Administrative Division Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(1) Driving		Administrative Division	

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

(1) Driving	(1) Secure travel order	None	N/A	10 minutes	<i>City Vice-Mayor I - Sangguniang Panlungsod, Secretary to the Sang. Panlungsod - CGDH I - Sangguniang Panlungsod, Administrative Officer IV - Sangguniang Panlungsod</i>
	(1.1) Deliver official documents to different offices and agencies (processing time is based on offices' or agencies' availability)	None	N/A	1 hour	<i>Administrative Aide III - Sangguniang Panlungsod</i>
	(1.2) Submit receiving copy of documents delivered	None	N/A	5 minutes	<i>Administrative Aide III - Sangguniang Panlungsod</i>
TOTAL		0.00		1 hour 15 minutes	

17) MAINTENANCE OF OFFICES (ADMINISTRATIVE DIVISION)

Cleanliness must be maintained at the offices of the Sangguniang Panlungsod at all times.



Office or Division	Sangguniang Panlungsod				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Administrative Division Personnel				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Utilities			Administrative Division		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
(1) Maintain cleanliness of offices		(1) Maintain cleanliness of offices (8 hours availability)	None	N/A	8 hours
TOTAL		0.00			8 hours

- 1) Request for a copy of San Pablo Map, Comprehensive Land Use Plan and economic and statistical data**
Issuance of a copy of the San Pablo Map, Comprehensive Land Use Plan, and economic and statistical data requested by the client.



Office or Division	City Planning and Development Office							
Classification	G2C - Government to Client, G2E - Government to Employee							
Type of Transaction	Simple							
Who may avail:	Government employees and the general public							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Letter of request			Client					
Identification Card			employees					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
Submit letter of request and identification card.	Receive and record in the log book.	None		2 minutes	<i>Administrative Aide IV - City Planning and Development Office, Administrative Aide III - City Planning and Development Office</i>			

	Endorsement to the concerned division.	None		2 minutes	<i>Administrative Aide IV - City Planning and Development Office</i>
	Prepare the requested documents. Division 1. Project Monitoring and Evaluation Division 2. Plans and Program Division 3. Economic Research and Statistics Division	None		5 minutes	<i>Project Development Officer III - City Planning and Development Office, Project Development Officer II - City Planning and Development Office, Economist IV - City Planning and Development Office, Economic Researcher - City Planning and Development Office, Project Evaluation Officer IV - City Planning and Development Office, Project Evaluation Officer III - City Planning and Development Office, Planning Officer II - City Planning and Development Office, Administrative Aide I - City Planning and Development Office</i>

	Verified and reviewed by the Head of the Divisions.	None		5 minutes	Project Development Officer IV - City Planning and Development Office, Economist IV - City Planning and Development Office, Project Evaluation Officer IV - City Planning and Development Office, Administrative Officer V - City Planning and Development Office
Receive requested documents.	Release the documents.	None		2 minutes	Administrative Aide III - City Planning and Development Office, Administrative Aide I - City Planning and Development Office
TOTAL	0.00			16 minutes	



2) Request for a Copy of Monitoring and Evaluation Reports

Issuance of Monitoring and Evaluation Reports of the projects being monitored and evaluated by the office.

Office or Division
Classification
Type of Transaction
Who may avail:

City Planning and Development Office
G2C - Government to Client, G2E - Government to Employee
Simple
Government employees and the general public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Approved Program of Work		Office of the City Engineer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the approved program of work for implementation.	Receive and record.	None		5 minutes	<i>Project Development Officer II - City Planning and Development Office</i>

	Site inspection.	None		1 day	<i>Project Development Officer III - City Planning and Development Office, Project Development Officer II - City Planning and Development Office</i>
	Prepare monitoring and evaluation reports (per project).	None		30 minutes	<i>Project Development Officer II - City Planning and Development Office</i>
	Review quarterly progress monitoring report.	None		30 minutes	<i>Project Development Officer IV - City Planning and Development Office</i>
Receive copy of the requested report.	Release the report.	None		2 minutes	<i>Administrative Aide I - City Planning and Development Office</i>
TOTAL		0.00		1 day 1 hour 7 minutes	



3) Validation of Office Performance Commitment Review (OPCR)

Validation of Office Performance Commitment Review (OPCR) through alignment of the requesting offices' OPCR to their Annual Investment Plan.

Office or Division	City Planning and Development Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Government employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
OPCR of various departments			City Government Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit OPCR (Target) for the rating period.	Receive and evaluate the OPCR (Target).	None		3 minutes	<i>Project Development Officer II - City Planning and Development Office</i>

	Review and validate to ensure the alignment of OPCR (Target) to their AIP.	None		15 minutes	Project Development Officer IV - City Planning and Development Office, Project Development Officer III - City Planning and Development Office
	Final review and approval signed by the Head of Office.	None		5 minutes	City Planning and Development Coordinator - City Planning and Development Office
Receive validated OPCR	Release the validated OPCR.	None		2 minutes	Administrative Aide IV - City Planning and Development Office
TOTAL	0.00			25 minutes	



4) Review and Validation of Barangay GAD Plan and Budget

Review and Validation of Barangay GAD Plan and Budget through its alignment to the priorities of the City, the same time complying with the guidelines.

Office or Division	City Planning and Development Office				
Classification	G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Government employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Barangay GAD Plans and Budgets			Barangay Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Barangay GAD Plan for review.	Receive and record the prepared.	None		2 minutes	<i>Project Development Officer II - City Planning and Development Office</i>

	<p>Review and validate A. To ensure the alignment of Barangay GAD PPAs with the priorities of the City. B. To check if GPB are compliant on the checklist items: If compliant, submit the same transmittal letter to the DILG, CLGOO for review and endorsement.</p>	None		10 minutes	<p>Project Development Officer IV - City Planning and Development Office, Project Development Officer III - City Planning and Development Office</p>
Receive the GPB for appropriate action and resubmit the same	<p>If not, return GPB with transmittal letter to the Barangay Chairman reflected the gasps during the service.</p>	None		10 minutes	<p>City Planning and Development Coordinator - City Planning and Development Office</p>
	<p>Upon resubmission of the reviewed GPB, Head of the Office observe the same process of review, if comments are sufficiently addressed and complied with, transmittal letter to the CLGOO for review and endorsement.</p>	None		10 minutes	<p>City Planning and Development Coordinator - City Planning and Development Office</p>

Receive by the Barangay the reviewed and validated GAD Plan and Budget (GPB) for submission to CLGOO.	Release of Compliant GPB.	None		2 minutes	<i>Project Development Officer IV - City Planning and Development Office, Project Development Officer III - City Planning and Development Office, Project Development Officer II - City Planning and Development Office</i>
	TOTAL	0.00		34 minutes	



5) Request for a Certification

Issuance of a certification depending on the client's request.

Office or Division	City Planning and Development Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public, business entities, and other agencies				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter of Request			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Letter of Request.	Receive and endorse the request to the concerned division.	None		2 minutes	Administrative Aide IV - City Planning and Development Office

	Verify if the request is in the record and updated.	None		5 minutes	Project Evaluation Officer IV - City Planning and Development Office, Project Evaluation Officer III - City Planning and Development Office, Planning Officer II - City Planning and Development Office, Project Evaluation Assistant - City Planning and Development Office
	Prepare the certification.	None		15 minutes	Administrative Aide IV - City Planning and Development Office
	Review and sign the certification	None		5 minutes	City Planning and Development Coordinator - City Planning and Development Office
Receive requested certification.	Release the certification.	None		2 minutes	Administrative Aide IV - City Planning and Development Office
TOTAL		0.00		29 minutes	

6) Formulation of Annual Barangay and or SK Budget and Barangay and or SK Supplemental Budget

Review and recording of Annual Barangay and or SK Budget and Barangay and or SK Supplemental Budget.



Office or Division	City Planning and Development Office				
Classification	G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Government Agencies, Barangay Officials				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Local Finance Committee Endorsement Letter	City Budget Office				
Approved Barangay and or SK Budget	City Budget Office				
Approved Barangay and or SK Supplemental Budget	City Budget Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Barangay and or SK Annual or Supplemental Budget with the Local Finance Committee endorsement letter.	Receive and record.	None		2 minutes	Administrative Aide IV - City Planning and Development Office, Administrative Aide I - City Planning and Development Office

	Check and review the document/s.	None		5 minutes	Project Evaluation Officer III - City Planning and Development Office, Planning Officer II - City Planning and Development Office, Project Evaluation Assistant - City Planning and Development Office
	Sign the checked and reviewed documents.	None		10 minutes	City Planning and Development Coordinator - City Planning and Development Office, Project Evaluation Officer IV - City Planning and Development Office
Receive by the Office of the City Budget	Release the documents.	None		2 minutes	Administrative Aide IV - City Planning and Development Office, Administrative Aide I - City Planning and Development Office
TOTAL		0.00		19 minutes	

1) Draft and Review Legal Documents

Draft and Review Memoranda of Agreement, Contracts, Deeds, Executive Orders and Memorandum



Office or Division	City Legal Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				

2) Investigate or cause to investigate any person or firm holding franchise or privilege

Investigate or cause to investigate any person or firm holding franchise or privilege due to failure to comply with prescribed terms and conditions.



Office or Division	City Legal Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	franchise holder				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
complaint documents			BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
BPLO endorse the complaint documents	the legal staff receive and record the documents then refer to city legal officer.	None		2 minutes	<i>City Legal Officer - City Legal Office, Supervising Administrative Officer - City Legal Office, Administrative Officer IV - City Legal Office</i>
TOTAL		0.00		2 minutes	



3) Preparation of all administrative concern

Encode and print payroll, voucher, obr, annual investment plan, annual budget proposal, annual procurement plan, Purchase request, PEI, Year End Bonus, Cash Gift, Clothing allowance, Salary Differential, Loyalty, step Increment.

Office or Division	City Legal Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	govt employee				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	memorandum		concern office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
the concern office send memorandum regarding schedule of preparation	upon receiving the memorandum regarding schedule of preparation, the admin asst I encode and print then process the documents,	None		3 days	Administrative Assistant I - City Legal Office
	TOTAL	0.00		3 days	

4) Provide legal counselling

Client's securing Legal Advise



Office or Division	City Legal Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
personal appearance	-				
necessary supporting documents	Client's copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
personal appearance to City Legal Office	- Interview the client - Review the submitted requirements - Refer to City Legal Officer	None		1 hour	<i>City Legal Officer - City Legal Office, Administrative Officer IV - City Legal Office</i>
TOTAL		0.00		1 hour	



5) Receive and Recording of incoming documents

The legal staff receive and record all incoming documents

Office or Division	City Legal Office
Classification	G2C - Government to Client, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	general public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
logbook/record book		legal office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
the clients endorse documents to city legal office	the legal staff receive and record incoming documents, then refer to concern officer.	None		5 minutes	Administrative Officer IV - City Legal Office
	TOTAL	0.00		5 minutes	



6) Render written legal response

Render written legal responses for the letters and/or queries from the national, regional provincial offices, including Presidential Complaint Center

Office or Division	City Legal Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	general public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
written complaint, supporting documents,			concern office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
the clients endorse complaint and all supporting documents to city legal office	the legal staff interview clients then receive and record the documents , then refer to city legal officer	None		3 days	<i>City Legal Officer - City Legal Office, Administrative Officer IV - City Legal Office</i>
TOTAL		0.00		3 days	

1) PROVISION OF SERVICE RECORDS AND CERTIFICATIONS

Client may request for the documents he/she needs as requirements for loans, retirement and others as per record of the City Human Resource Management Office.



Office or Division	City Human Resource Management Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	LGU-SAN PABLO OFFICIALS AND EMPLOYEES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) REQUEST FORM			City Human Resource Management Office		
(2) AUTHORIZATION LETTER IN CASE OF REPRESENTATIVE			City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Client or representative fills-out the official request form, pay the corresponding fees and submit to the receiving staff.	1.1 Staff receives the request form from the client and passes it to the personnel in charge	50.00	Ordinance No. 2012-40	5 minutes	Administrative Aide I - City Human Resource Management Office
	1.2 The personnel in charge process and print the requested documents.	None		10 minutes	Administrative Assistant II - City Human Resource Management Office

	1.3 The department/division head verifies & signs the documents.	None		10 minutes	Chief Administrative Officer - City Human Resource Management Office
	1.4 The releasing staff let the client sign the outgoing logbook before releasing the documents.	None		5 minutes	Administrative Aide I - City Human Resource Management Office
TOTAL		50.00		30 minutes	



2) PROVISION OF TERMINAL LEAVE & LEAVE OF ABSENCE COMPUTATION (VACATION & SICK LEAVE)

Client may request for the computation of their Terminal Leave upon separation from office needed for its cash equivalent; file leave of absence whether vacation/sick leave to make it official as per record of the City Human Resource Management Office.

Office or Division	City Human Resource Management Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	LGU-SAN PABLO OFFICIALS AND EMPLOYEES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Live birth/Unified clearance (Maternity Leave)			Concerned parties		
(2) Medical certificate (SL more than 6 days, magna carta for women)			Concerned parties		
(3) Live birth and marriage certificate (Paternity leave)			Concerned parties		
(4) Unified clearance (sick/vacation leave 30 days and above, magnacarta for women, terminal leave)			Concerned parties		
(5) Fiscals clearance (Terminal leave)			Concerned parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) File the filled-out leave application form with log book for acknowledgment to the CHRMO.	1.1 Staff receives the leave application form from the client and passes it to the personnel in charge.	None		5 minutes	Administrative Aide I - City Human Resource Management Office

	1.2 The personnel-in charge process compute, post & update the leave application in the HRMIS.	None		30 minutes	Administrative Officer II - City Human Resource Management Office
	1.3 The department/division head verifies, check & signs the leave application.	None		30 minutes	Chief Administrative Officer - City Human Resource Management Office
	1.4 The releasing staff let the client sign the outgoing logbook before releasing the accomplished leave form.	None		5 minutes	Administrative Aide I - City Human Resource Management Office
TOTAL		0.00		1 hour 10 minutes	



3) FILING OF LOAN AND APPROVAL ASSISTANCE

Clients who files GSIS Loans from GWAPS-KIOSK through UMID/over the counter; Pagibig Fund and Landbank Loan through Application Forms needs approval from the City Human Resource Management Office.

Office or Division	City Human Resource Management Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	LGU-SAN PABLO OFFICIALS AND EMPLOYEES

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Latest Payslip		City Human Resource Management Office			
Official Form		Government Agencies Concerned (Landbank & Pagibig)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) File GSIS loans to GWAPS (kiosk) through UMID or over the counter (with temporary card). If Pagibig or Landbank Loan, bring the filled-out loan application form and requirements to the CHRMO for approval and signature.	1.1 Agency Authorized Officer (AAO) retrieve and print the GSIS loan. Staff receives the loan application form & requirements from the client and passes it to AAO.	None		5 minutes	Chief Administrative Officer - City Human Resource Management Office, Administrative Officer IV - City Human Resource Management Office

	1.2 The AAO verify the leave credits & net take home pay of the borrower and signs the loan application form if approved, if not, explain to the borrower the reason of disapproval.	None		10 minutes	Chief Administrative Officer - City Human Resource Management Office
	1.3 The AAO approved the GSIS loan if qualified, online. Other loans, the HR staff released the loan application form.	None		5 minutes	Administrative Aide I - City Human Resource Management Office
TOTAL		0.00		20 minutes	



4) FILING OF GSIS RETIREMENT/SEPARATION BENEFIT ASSISTANCE

Personnel who reached the age of 65 or 60 years old (optional) and others who will separate from the government service may file their Retirement or Separation Benefit through the City Human Resource Management Office three (3) months before their retirement/separation date.

Office or Division	City Human Resource Management Office				
Classification	G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	LGU-SAN PABLO OFFICIALS AND EMPLOYEES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) APPLICATION FORM			City Human Resource Management Office		
(2) LETTER OF INTENT TO RETIRE			Concerned Employee		
(3) SERVICE RECORD			City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Three months before the retirement/desired date, fill-out the application form and report to the HR Liaison officer with service record and letter of Intent (signed by the City Mayor).	1.1 Liaison officer will check the correctness of the documents; take photo of the retiree holding the application form and two (2) IDs showing the date and his/her picture attached to the form.	None		20 minutes	<i>Administrative Officer IV - City Human Resource Management Office, Administrative Aide I - City Human Resource Management Office</i>

(2) Send the application form and other requirements to GSIS drop box or through courier (post office/LBC).	1.1 Liaison officer send the scanned copy of documents through GSIS email address.	None		10 minutes	<i>Administrative Officer IV - City Human Resource Management Office</i>
	1.2 After the prescribed waiting period, Liaison officer will follow up to GSIS about the claim of the retiree.	None		15 minutes	<i>Administrative Officer IV - City Human Resource Management Office</i>
(3) Upon receiving the Cash Surrender Value, the retiree will submit the Declaration of Non-Pendency (DNPC) signed by the City Mayor. Bring to the CHRMO Liaison officer.	1.1 Liaison officer check the correctness of the form; take photo of the retiree holding the DNPC form and (2) two ID's showing the date and send to GSIS email adddress.	None		20 minutes	<i>Administrative Officer IV - City Human Resource Management Office</i>
TOTAL		0.00		1 hour 5 minutes	



5) REGULAR MONITORING OF PAYROLL PRINTING PER DEPARTMENT

Employees' payroll computerization for efficient recording of salaries and deductions.

Office or Division	City Human Resource Management Office
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	LGU SAN PABLO OFFICIALS AND EMPLOYEES

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll	City Human Resource Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Printing of payroll every 1st week and 3rd week of the month.	1.1 Payroll master checks the list of the personnel's salary and deductions.	None		30 minutes	<i>Supervising Administrative Officer - City Human Resource Management Office</i>
	1.2 Payroll master prepares and print the payroll.	None		1 hour	<i>Supervising Administrative Officer - City Human Resource Management Office</i>

	1.3 The Department/Division head check and sign the payroll.	None		30 minutes	Chief Administrative Officer - City Human Resource Management Office
	1.4 Routing of documents (Payroll) to the Office of the City Mayor for signature, City Budget Office, City Accountant and City Treasurer's Office.	None		20 minutes	Administrative Aide I - City Human Resource Management Office
	1.5 After processing, payroll master prepare transmittal for LBP Atm card to be sign by the Department/Division Head, verified by the City Accountant and check by the City Treasurer.	None		15 minutes	Chief Administrative Officer - City Human Resource Management Office
TOTAL		0.00		2 hours 35 minutes	



6) OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR); INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

Office Performance Commitment and Review (OPCR) required to be submitted by every employee every semester with target and accomplishment at the end of the rating period.

Office or Division	City Human Resource Management Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	LGU-SAN PABLO OFFICIALS AND EMPLOYEES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
OPCR/IPCR			City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Department/Division Head prepare Office Performance Commitment and Review (OPCR) for the year.	1.1 Personnel in charge receive the Target OPCR/IPCR for the 1st semester of the current year.	None		10 minutes	<i>Supervising Administrative Officer - City Human Resource Management Office</i>

	1.2 Personnel in charge distribute the OPCR/IPCR Target to the members of Technical Working Group (TWG) for calibration.	None		15 minutes	Supervising Administrative Officer - City Human Resource Management Office
	1.3 Personnel in charge receive the OPCR/IPCR rating for 2nd semester of the previous year.	None		10 minutes	Supervising Administrative Officer - City Human Resource Management Office
	1.4 Personnel in charge distribute the OPCR/IPCR Accomplishment to the member of Technical Working Group for review.	None		15 minutes	Supervising Administrative Officer - City Human Resource Management Office
TOTAL		0.00		50 minutes	

7) JOB ORDER APPOINTMENT

City Government of San Pablo hires Job Order for maintenance and other related works.



Office or Division	City Human Resource Management Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	LGU- SAN PABLO JOB ORDER WORKERS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personal Data Sheet (PDS)			Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Preparation of Job Order Appointment	1.1 Personnel in charge prepare the appointment of Job Order with corresponding office assignment.	None		5 minutes	Administrative Aide IV - City Human Resource Management Office
	1.2 After printing, the personnel in charge initial all the pages of the appointment.	None		5 minutes	Administrative Aide IV - City Human Resource Management Office

	1.3 The Department/Division head check and approves appointment of JO.	None		10 minutes	Chief Administrative Officer - City Human Resource Management Office
	1.4 Routing of documents to Office of the city Mayor, City Budget Office, City Accountant & City Treasurer for signature.	None		10 minutes	Administrative Aide I - City Human Resource Management Office
	1.5 The personnel in charge release the approve appointment for payroll attachment.	None		5 minutes	Administrative Aide IV - City Human Resource Management Office
	TOTAL	0.00		35 minutes	



8) RECRUITMENT, SELECTION AND PLACEMENT

Client May identify the vacant positions and apply for the position suited to his/her qualification. The appointing authority will select and choose the best candidate suited for the job.

Office or Division	City Human Resource Management Office					
Classification	G2C - Government to Client, G2E - Government to Employee					
Type of Transaction	Simple					
Who may avail:	EMPLOYEES AND APPLICANTS					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
(1) Personal Data Sheet (PDS)			People Concerned			
(2) Application Form			People Concerned			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit PDS/application including the required documents.		1.1 Received acknowledged application, make comparative list of candidates Send notification for the qualified applicants for interview and pre-employment exam.	None		5 minutes	Administrative Officer V - City Human Resource Management Office

(2) Take pre-employment exam and interview.	1.1 Prepare comparative list of qualified applicants on the basis of the result of pre-employment exam and the required criteria such as education, experience, training, eligibility and performance if promotion, 1.2 Notify all applicants on the outcome of the preliminary evaluation. Submit the selection line up to the HRM-PSB.	None		10 minutes	<i>Administrative Officer V - City Human Resource Management Office</i>
(3) Attend deliberation	1.1 Notify the qualified applicants to appear on the HRM-PSB deliberation and do the Background Investigation (BI). 1.2 Submit list of top five (5) most qualified applicants for the vacant position including the result of BI to the appointing authority. 1.3 Appointing authority select among the top 5 applicants who deemed most qualified.	None		30 minutes	<i>Chief Administrative Officer - City Human Resource Management Office, Administrative Officer V - City Human Resource Management Office</i>
(4) Received/accept appointment	1.1 Issued appointment of the applicant selected by the City Mayor.	None		10 minutes	<i>Supervising Administrative Officer - City Human Resource Management Office</i>
TOTAL		0.00		55 minutes	



1) Facilitation of government procurement of goods and services

Procurement is the way of the City Government to acquire a wide range of goods and services to deliver the government programs to its people and maintain the government day-to-day operations. To take effect such procurement it should be in the manner prescribed by the Republic Act. No 9184, also known as “Government Procurement Reform Act”.

Office or Division	City General Services Office
Classification	G2B - Government to Business, G2G - Government to Government
Type of Transaction	Highly Technical
Who may avail:	All City Government Offices / Requesting offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Purchase Request (1 original, 4 file copy) (2) Obligation Request (1 original, 4 file copy)	From requesting offices
Routing Slip (1 original copy)	City General Services Office
Canvass Sheet (at least 3 original copy)	From at least 3 accredited suppliers
(1) Abstract of Proposal / Awards (1 original, 1 file copy) (2) Purchase Order (1 original, 3 file copy)	City General Services Office
Invoice / Delivery Receipt / Billing documents (1 original, 1 photocopy)	From the supplier
(1) Inspection and Acceptance Report (1 original, 2 file copy) (2) Inventory Custodian Slip (ICS) / Acknowledgment Receipt for Equipment (ARE) (5 original copy) (3) Waste Materials Report (1 original, 1 file copy)	City General Services Office
Official Receipt (1 original, 1 photocopy)	From the supplier
Disbursement Voucher (1 original, 2 file copy)	City General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit the approved Purchase Request with Obligation Request by the authorized personnel of the requesting office	(1) Receive the PR and OB-R (2) Issue Routing Slip to be filled up by the authorized personnel (3) Verify and check the technical specifications of the item (4) Issue PR control number and date received and get a file copy	None		20 minutes	<i>Security Guard I - City General Services Office</i>
	(5) Review and approval by the GSO Head (6) Determine the procurement mode (7) Post to PhilGEPS (for 50,000 and above but below 1 million)	None	Republic Act No. 9184	3 days	<i>City General Services Officer - City General Services Office, Administrative Assistant I - City General Services Office</i>

	<p>(8) Conduct canvassing from at least 3 accredited suppliers</p> <p>(9) Review, evaluate, and approval by the GSO head</p> <p>(10) Prepare and award the Abstract of Proposal to the lowest bid supplier</p> <p>(11) Prepare and process Purchase Order with supporting documents for routing approval</p> <p>(12) Issue PO control number and the date and get a file copy</p> <p>(13) Review and approval by the GSO Head</p>	None		7 days	<p>City General Services Officer - City General Services Office, Administrative Assistant I - City General Services Office, Administrative Aide VI - City General Services Office, Administrative Aide III - City General Services Office, Administrative Aide I - City General Services Office, Administrative Assistant IV - City General Services Office, Const. & Maint. Capataz - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office</p>
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STEP 2. Receive and approve the Purchase Order through signing by requesting official and return to CGSO	(1) Process the approved Purchase Order with the supplier for the delivery (2) Sign the "Received" portion of the Delivery Receipt / Invoice / Billing documents	None		5 days	<i>Administrative Assistant I - City General Services Office, Administrative Aide VI - City General Services Office, Administrative Assistant IV - City General Services Office, Const. & Maint. Capataz - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office</i>
	(3) Prepare Inspection and Acceptance Report (IAR) of approved Purchase Order and forward to Inspectorate Team for inspection of deliveries (4) Inspect and verify the items as to quantity and conformity to specifications based on the Delivery Receipt and approved Purchase Order	None		1 day	<i>Administrative Aide VI - City General Services Office, Administrative Officer III - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office</i>

STEP 3. Inspect and accept the goods delivered to the requesting office and sign the Inspection and Acceptance Report	(1) Deliver the goods purchased to the requesting office (2) Present the Inspection and Acceptance Report to property custodian for signature	None		3 days	Administrative Aide VI - City General Services Office, Administrative Assistant IV - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office
STEP 4. Receive the Inventory Custodian Slip (ICS) / Acknowledgment Receipt for Equipment (ARE) by the person accountable and present the received item(s) for property tagging	(1) Prepare and process the applicable Inventory Custodian Slip (ICS) / Acknowledgment Receipt for Equipment (ARE) together with the Property Sticker to be issued to the person accountable (2) Review and approval by the GSO Head (3) Assign control number and get a file copy for records (4) Tag to respective properties/items the Property Inventory Stickers	None		2 days	City General Services Officer - City General Services Office, Administrative Officer V - City General Services Office, Administrative Aide I - City General Services Office

STEP 5. Sign Disbursement Voucher for approval by the requesting official to pay for the goods delivered or services rendered	(1) Process Disbursement Voucher with supporting documents for routing approval and payment	None		5 days	<i>Administrative Assistant I - City General Services Office, Administrative Aide VI - City General Services Office, Administrative Aide III - City General Services Office, Administrative Aide I - City General Services Office, Const. & Maint. Capataz - City General Services Office, Security Guard I - City General Services Office</i>
	TOTAL	0.00		1 month 4 days 20 minutes	



2) Custodian of Government Property

It refers to the guardianship of government property issued to the person accountable.

Office or Division	City General Services Office				
Classification	G2G - Government to Government				
Type of Transaction	Highly Technical				
Who may avail:	Accountable officer / employee				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Report on Physical Count of Property, Plant and Equipment (RCPPE) (3 original)	City General Services Office (Inventory Committee)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<p>STEP 1. Receive letter of schedule to conduct an annual physical count of Property, Plant and Equipment (PPE) to the property custodian of all respective offices</p>	<p>Conduct inventory by physical count of PPE within the approved schedule</p>	<p>None</p>		<p>1 month</p>	<p><i>Administrative Aide VI - City General Services Office, Administrative Aide IV - City General Services Office, Administrative Officer III - City General Services Office, Const. & Maint. Capataz - City General Services Office, Security Officer IV - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office</i></p>
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STEP 2. Witness and confirm the inventory conducted by the property custodian of the offices	(1) Prepare RCPPE for the current year for updating (2) Review and reconcile RCPPE with the Accounting Office (3) Finalize the RCPPE through approval of the head (4) Submit the RCPPE to COA not later than the 31st of January of each year	None		5 days	City General Services Officer - City General Services Office, Administrative Officer V - City General Services Office, Administrative Aide IV - City General Services Office, Administrative Officer III - City General Services Office, Const. & Maint. Capataz - City General Services Office, Security Agent II - City General Services Office, Security Guard I - City General Services Office
TOTAL	0.00			1 month 5 days	



3) Request for Transfer of Property Accountability

It refers to the transfer of property accountability from one accountable officer to another.

Office or Division	City General Services Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	New accountable officer / employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Transfer Report (PTR) (1 original, 2 file copy)	City General Services Office – Basement

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

<p>Request the employee-in-charge to transfer the property assigned to his/her to the new accountable officer / employee upon approval of the head of office</p>	<p>(1) Verify and inspect the property accountability through the issued ARE (2) Prepare the ARE to the newly accountable officer / employee (3) Sign by the newly accountable officer / employee and approve by the head of office (4) Sign by the City General Services Officer for approval (5) Issue the signed ARE to the newly accountable officer / employee (6) Get one copy for records</p>	<p>None</p>		<p>1 day</p>	<p>City General Services Officer - City General Services Office, Administrative Aide III - City General Services Office</p>
TOTAL		0.00		1 day	

4) Request for Verification of Unified Clearance Certificate from property accountability

It refers to the verification of property accountability to certify that the applicant was free from accountabilities from this office.



Office or Division	City General Services Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	Requesting Government employee / applicant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Unified Clearance Certificate (1 original, 1 carbonized copy)		City Treasurer's Office - Administrative Division			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Present the Unified Clearance Certificate to employee-in-charge to City General Services Office-basement	(1) Receive the Unified Clearance Certificate (2) Verify the clearance of the applicant through checking if there was no issued ARE or all properties are transferred to another accountable employee or returned to this office to certify that he/she was free from property accountability (3) Record and log the Unified Clearance Certificate to logbook (4) Sign and approve by the Supply Officers, Administrative Officer and City General Services Officer (5) Issue the certificate to the applicant / requesting employee	None		30 minutes	<i>City General Services Officer - City General Services Office, Administrative Officer V - City General Services Office, Administrative Aide III - City General Services Office, Administrative Officer III - City General Services Office</i>
TOTAL	0.00			30 minutes	



5) Request for Return of Waste Materials and Unserviceable properties

Waste materials and properties which are deemed unserviceable by concerned offices are returned to City General Services Office for proper disposal.

Office or Division	City General Services Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	Concerned offices / departments

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request letter to return waste materials or unserviceable properties (1 original, 1 file copy)		Office concerned
Waste Materials and unserviceable properties to be surrendered		From the accountable officer / employee
(1) Waste Materials Report (1 original, 2 file copy) (2) Property Return Slip (1 original, 2 file copy) (3) Inventory & Inspection Report of Unserviceable Property (IIRUP) (2 original, 1 file copy)		City General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit request letter to employee-in-charge at GSO Basement for schedule and checking of unserviceable properties	(1) Receive letter request and log (2) Verify through ARE/ICS of the accountable employee	None		30 minutes	Administrative Aide III - City General Services Office

STEP 2. Surrender the waste materials or unserviceable properties to employee-in-charge of GSO Stockroom	(1) Conduct checking of returned unserviceable properties or waste materials and transport to GSO Stockroom (2) Prepare Property Return Slip (PRS) or Waste Materials Report (WMR) (3) Sign PRS/WMR by the Head office concerned (4) Sign PRS / WMR by the City General Services Officer for approval	None		8 hours	City General Services Officer - City General Services Office, Administrative Aide IV - City General Services Office, Administrative Aide III - City General Services Office, Administrative Officer III - City General Services Office, Security Guard I - City General Services Office
STEP 3. Receipt of copy of Property Return Slip	(1) Release of approved PRS / WMR (2) Record and log (3) Update Inventory & Inspection Report of Unserviceable Property (IIRUP)	None		30 minutes	City General Services Officer - City General Services Office, Administrative Aide IV - City General Services Office, Administrative Aide III - City General Services Office, Administrative Officer III - City General Services Office, Security Guard I - City General Services Office

TOTAL	0.00		9 hours	
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6) Renewal of Registration of Government Vehicles at Land Transportation Office

To facilitate the annual registration of all government motor vehicles as prescribed by COA Circular No. 82-186 as a mandatory requirement



Office or Division	City General Services Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Concerned offices / departments				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Certificate of Registration (1 photocopy) (2) Latest Official Receipt (1 original, 1 photocopy)			City General Services Office - Basement		
Approved Disbursement Voucher (1 original, 2 file copy)			Accounting Office		
Check/Cash Advances for payment			City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Inform the employee-in-charge to renew LTO registration of the service vehicle to GSO Basement	(1) Record and log the vehicle to be renewed (2) Present the OR/CR for verification (3) Prepare and process OB-R and DV with supporting documents to issue a check or cash advances for payment	None		1 day	Administrative Aide IV - City General Services Office

STEP 2. Receive cash for payment and documents needed to process renewal to LTO	(1) Issue cash for payment and documents needed to concerned personnel who will process the renewal (2) Record and log the issuance of cash	None		10 minutes	Administrative Aide /V - City General Services Office
STEP 3. Process the renewal of registration to LTO	(1) Receive the original Official Receipt for filing (2) Record and log the renewal	None		1 day	Administrative Aide /V - City General Services Office
TOTAL		0.00		2 days 10 minutes	



7) Request for Fuel Allocation to City Government Vehicles

The authorized drivers assigned to various government vehicles request fuel allocation to support the mobility and functioning government-owned vehicles for their operation and this office facilitates the payment for the authorized fuel station.

Office or Division	City General Services Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Authorized Drivers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Authorized Vehicle Plate Number			Office concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Request for a gasoline slip / PO and driver's trip ticket by the requesting official for official travel purposes to GSO basement	(1) Prepare gasoline slip / PO and driver's trip ticket (2) Record and log the PO and plate number (3) Sign by the authorized officer (4) Issue the PO and trip ticket to the authorized driver	None		10 minutes	Administrative Aide /V - City General Services Office

STEP 2. Present the signed and approved PO to authorized Fuel Station for the issuance of gasoline / diesel allocated	(5) Endorse authorized driver to Fuel Station for fuel allocation	None		1 hour	Administrative Aide /V - City General Services Office
	(6) Receive processed PO with Official Receipt for consolidation of fuel consumption and processing of payment	None		5 days	Administrative Aide /V - City General Services Office
TOTAL		0.00		5 days 1 hour 10 minutes	

8) Request for Printing Services

Facilitate the reproduction/printing of all forms, documents and other printing needs of City government offices



Office or Division	City General Services Office							
Classification	G2G - Government to Government							
Type of Transaction	Simple							
Who may avail:	Government offices / departments							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
Printing Form Reams of bond paper			office concern					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
STEP 1. Request for printing services through Risographing machine	(1) Receive the layout forms to be printed and the supply of bond papers (2) Operate the machine for printing	None		20 minutes	Administrative Aide I - City General Services Office			
STEP 2. Receive the printed materials	(3) Issue the printed forms (4) Record and log the printing services provided	None		3 minutes	Administrative Aide I - City General Services Office			
TOTAL		0.00		23 minutes				



1) Verification/Issuance of Civil Registry Documents (Birth, Death, Marriage, CTC) Service Information- daily request of Civil registry documents like birth, marriage and death certificates are issued in standard form or certified true copy.

Daily request of Civil registry documents like birth, marriage and death certificates are issued in standard form or certified true copy.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Document owner/Authorized Representative				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Properly Filled-out form	(1) Window 1, CCRO				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients need to fill-out request slip for civil registry documents and pay the corresponding fee at Window 1.	1. Receive payment and issuance claim stub.	50.00	Ordinance No. 2012-40	10 minutes	Administrative Aide I - City Civil Registrar Office

2.. Wait for release time indicated in request slip. Also at Window 1.	2. Processing of request involves searching, typing, verifying and signing of documents requested. Release. (Window 1)	None		20 minutes	<i>City Civil Registrar - Office, Registration Officer III - City Civil Registrar Office, Assistant Registration Officer - City Civil Registrar Office, Administrative Aide I - City Civil Registrar Office</i>
	TOTAL	50.00		30 minutes	



2) Registration of Vital Events (Birth) - (Non-Institutional and Hospital/Clinic born)

A child's birth must be registered in the city/municipality office where it occurred within thirty (30) days of the birth.

Office or Division	City Civil Registrar Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	Registrars of newborn babies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Properly filled-out form		1. Window 4			
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Hospitals, clinic/lying-in submits Certificate of Live Birth (COLB) for registration	1. Receive Certificate of Live Birth (COLB) for processing (review, number, sign)	None		15 minutes	City Civil Registrar - Office, Administrative Aide VI - City Civil Registrar Office
2. Wait for personal copy	2. Furnish personal copy	None		2 minutes	Administrative Aide VI - City Civil Registrar Office
TOTAL		0.00		17 minutes	

3) Registration Birth (Delayed)

Registration of births beyond the reglementary period of 30-days from date of birth.



Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Children born but not yet registered				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Negative Certificate (PSA)	1. Window 2				
2. Negative Certificate (Local)	2. Window 1				
3. Baptismal Certificate/ Handog	3. Parish Church or other religious sector				
4. Marriage Contract of parents	4. Owner				
5. Affidavit of two disinterested person	5. Lawyer				
6. Affidavit of delayed registration	6. Lawyer- notary public				
6. Affidavit to Use the Surname of Father (if illegitimate)	6. Lawyer- notary public				
7. Barangay Certification	7. Barangay Hall- Residence				
8. Form 137	8. School attended				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at window 4 for evaluation and review.	1. Receive requirements for evaluation and review	50.00	Ordinance No. 2012-40	2 minutes	Administrative Aide VI - City Civil Registrar Office

2. Wait for interview and sign the necessary document	2. Process the registration, includes interview of the informant, and have the COLB signed.	None		30 minutes	City Civil Registrar - Office, Administrative Aide VI - City Civil Registrar Office
3. Wait for claim stub	3. Issue claim stub. Release after 10 days	None		10 days	Administrative Aide VI - City Civil Registrar Office
TOTAL		50.00		10 days 32 minutes	



4) Out-of-town Reporting of Birth

This occurs when the Certificate of Live Birth is presented to Civil Registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city/municipality where the birth occurred and where it should be registered.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Children born but not yet registered in their respective place of birth				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Negative Certificate (PSA)			1. Window 2		
2. Negative Certificate (Local)			2. Window 1		
3. Baptismal/ Handog			3. Church/ other religious sector		
4. Marriage contract of parents			4. Owner		
5. Affidavit of delayed registration			5. Lawyer- notary public		
6. Affidavit with Collaboration			5. Lawyer- notary public		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
1. Submit requirements at window 4 review and evaluation		1. Receive requirements for review and evaluation	None		15 minutes
2. Pay the necessary fee at Window 1		2. Issued receipt and send back to window 4 for COLB preparation.	150.00	Ordinance No. 2012-40	5 minutes

3. Wait for instruction and send document to concern CCRo (outbound)	3. Prepare the certificate of live birth and together with all the supporting documents, instruct the client to send the documents to concern CCRo.	None		10 minutes	City Civil Registrar - Office, Administrative Aide VI - City Civil Registrar Office
4. Follow-up after a month.	4. Advise the client to follow up after a month. In case of inbound (coming from other place, but born in San Pablo), register birth just like the normal process.	None		10 days	Administrative Aide VI - City Civil Registrar Office
TOTAL		150.00		10 days 30 minutes	



5) Registration of Birth (Supplemental Report)

Service Information- A supplemental report using the appropriate form (Certificate of Live Birth) maybe filed to supply information inadvertently omitted when the document was registered.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Those who were born in San Pablo City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Certificate of Live Birth			1. Owner		
2. Affidavit of Supplemental Report			2. Lawyer		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
1. Submit Requirements for processing		1. Evaluate the document for a processing	None		30 minutes
					Administrative Aide I - City Civil Registrar Office

2. Pay the necessary fee at Window 1.	2. Issue receipt and forward it to the Records Section for processing base on the Affidavit of Supplemental Report.	150.00	Ordinance No. 2012-40	2 minutes	City Civil Registrar - Office, Assistant Registration Officer - City Civil Registrar Office, Administrative Aide I - City Civil Registrar Office
3. Wait for document for endorsement to PSA-Quezon City	3. Release document to be endorsed to PSA-Quezon City, in order for it to be updated.	None		2 minutes	Administrative Aide I - City Civil Registrar Office
TOTAL		150.00		34 minutes	



6) Registration of Vital Event (Marriage)- Application for Marriage License

Service Information- Where a marriage license is required, each of the contracting parties shall file separately a sworn application for such license with the civil registrar which shall specify full name of the contracting party, place of birth, age and date of birth, citizenship, civil status of the applicants and residence, full name, citizenship, civil status of the applicants and residence, full name, citizenship of both parents or guardian. Marriage license is valid 120 days from the date of its issuance.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Unmarried couple (one or both residents of San Pablo City)				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. CENOMAR	1. Window 2				
2. Birth Certificate	2. Window 1				
3. Residence Certificate	3. Government Institution				
4. Advice or consent of parents (if 24 below)	4. Parents				
5. Legal Capacity (if Foreigner)	5. Embassy(located in the Philippines or nearest country)/ Lawyer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Window 5, CCRO	1. Receive documents for review.	None		2 minutes	<i>Registration Officer I</i> - City Civil Registrar Office
2. Pay the corresponding fee to Window 1	2.Issue orders of payment. (If both resident of San Pablo City)	520.00	Ordinance No. 2012-40	2 minutes	<i>Administrative Aide I</i> - City Civil Registrar Office

	If one of the applicant is non-resident, additional fee.	50.00		2 minutes	<i>Administrative Aide I - City Civil Registrar Office</i>
	If one applicant is foreign citizen, additional fee	100.00		2 minutes	<i>Administrative Aide I - City Civil Registrar Office</i>
3. Answer interview and sign the documents and wait for claim stub.	3. Interviews applicants and have the parents sign the advice or consent if they're not of legal age.	None		2 minutes	<i>Registration Officer I - City Civil Registrar Office</i>
4. Wait for claim stub and further instruction on pre-marriage orientation seminar	4. Advise the applicants to go to City Population Office (4th flr. 8 storey bldg.) for pre-marriage orientation seminar. Once complied have the marriage license signed by the CCR.	None		10 minutes	<i>City Civil Registrar - Office, Registration Officer I - City Civil Registrar Office</i>
5. Bring claim stub for license release.	5. Release marriage license (valid for 120 days from date of issuance)	None		10 days	<i>Registration Officer I - City Civil Registrar Office</i>
TOTAL		670.00		10 days 20 minutes	



7) Registration of Vital Event (Marriage)- On time registration

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

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Married couple or solemnizing officer				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Certificate of Marriage	1. Church, Court, Mayor (from institution where the said marriage was celebrated)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certificate of marriage to be registered to window 5, CCRO	1. Receive certificate of marriage to be registered, have it numbered, signed.	None		5 minutes	Registration Officer I - City Civil Registrar Office
2. Wait for owner's copy	2. Furnish personal copy to the owner.	None		2 minutes	City Civil Registrar - Office
TOTAL		0.00		7 minutes	



8) Registration of Vital Events (Marriage)- Delayed Registration

In delayed registration of marriage, the solemnizing officer or the person reporting or presenting the marriage certificate for registration shall be required to execute and file an affidavit in support thereof stating the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Highly Technical				
Who may avail:	Document owner or Solemnizing officer				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Negative Certificate –PSA			1. Window 2		
2. Negative Certificate –Local			2. Window 1		
3. Affidavit of delayed registration			3. Lawyer		
4. Certificate of Marriage			4. Owner or Solemnizing Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at window 5 for evaluation	1. Receive requirements for evaluation at window 5 and process the registration.	None		3 minutes	<i>Registration Officer I</i> - City Civil Registrar Office
2. Wait for schedule of release	2. Issue schedule of release of owner's copy. Release after 10 days	None		10 days	<i>City Civil Registrar - Office</i>
TOTAL		0.00		10 days 3 minutes	

9) Registration of Vital Event (Death)

Registration shall be made at the Office of the Civil Registrar of the city/municipality where the event occurred, within thirty (30) days from the time of death.



Office or Division	City Civil Registrar Office					
Classification	G2C - Government to Client					
Type of Transaction	Simple					
Who may avail:	Nearest relative of the deceased/ Physician/ Hospital Administrator					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Sketch of burial site (for public interment only)			1. Office of the City Cemetery			
2. Death form			2. Window 1			
3. Certificate of Dead on Arrival (if DOA)			3. Hospital			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to window 3, CCRO and answer interview as the informant.		1. Accepts death certificate for registration by interviewing the informant and typing the information of the deceased.	20.00	Ordinance No. 2012-40	15 minutes	Assistant Registration Officer - City Civil Registrar Office
2. Go to City Health Office and embalmer for medical review.		2. Review and sign by physician on duty and back to CCRO for processing.	None		30 minutes	Medical Officer IV - City Health Office

3. Proceed to Window 3 and wait for owner's copy	3. Issuance of Burial permit and release owner's copy	None		10 minutes	<i>City Civil Registrar - Office, Assistant Registration Officer - City Civil Registrar Office</i>
	TOTAL	20.00		55 minutes	



10) Registration of Vital Event (Death)- Delayed Registration

A report of vital event like Death made beyond the reglementary (30 days) is considered delayed.

Office or Division	City Civil Registrar Office					
Classification	G2C - Government to Client					
Type of Transaction	Highly Technical					
Who may avail:	Nearest relative of the deceased/ Physician/ Hospital Administrator					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Negative Certificate (PSA)			1. Window 2			
2. Negative Certificate (Local)			1. Window 1			
3. Death Certificate to be registered			3. Nearest relative of the deceased			
4. Affidavit of delayed registration			4. Lawyer- any notary public			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and death certificate to be registered.		1.Accepts requirements and death certificate to be registered for review	None		5 minutes	Assistant Registration Officer - City Civil Registrar Office
2. Wait for claim stub.		2. Issued claim stub (Release after 10 days)	None		2 minutes	City Civil Registrar - Office
3. Secure registered death certificate.		3. Issued registered death certificate.	None		10 days	City Civil Registrar - Office, Assistant Registration Officer - City Civil Registrar Office

TOTAL	0.00		10 days 7 minutes	
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11) Receipt and Issuance of Burial permit

Issuance of transfer permit (if to be buried outside San Pablo City) and entrance fee/ burial permit (if to be buried in San Pablo City)



Office or Division	City Civil Registrar Office							
Classification	G2C - Government to Client							
Type of Transaction	Simple							
Who may avail:	Nearest relative of the deceased/ authorized registrant							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
1. Death Certificate			1. Owner of document					
2. Burial Permit			2. Window 3					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
1. Apply for burial permit (if to be buried in San Pablo City)	1. Received application for burial permit. Prepare burial permit upon paying the corresponding amount	50.00	Ordinance No. 2012-40	2 minutes	Assistant Registration Officer - City Civil Registrar Office			
2. Proceed to window 1, pay the entrance fee	2. Attach original receipt of entrance and burial permit to death certificate	30.00	Ordinance No. 2012-40	2 minutes	Administrative Aide I - City Civil Registrar Office			

3. Wait for release	3. Issue transfer permit after payment of the corresponding fee. In case of transfer, (if to be buried outside the locality).	None		2 minutes	Assistant Registration Officer - City Civil Registrar Office
	TOTAL	80.00		6 minutes	

12) Process Petitions under R.A. 9048-Correction of clerical error (CCE) and change of first name (CFN) and R.A. 10172- Correction of gender, day and month of birth in the certificate of live birth



Acts authorizing the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name, gender, day and month of birth in the civil register without need of a judicial order.

Office or Division	City Civil Registrar Office	
Classification	G2C - Government to Client	
Type of Transaction	Highly Technical	
Who may avail:	Document owner/ authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Documents to be corrected (birth, death, marriage certificate) Local and PSA		1. Owner's possession, CCRO, Philippine Statistics Authority (PSA)
2. Baptismal certificate/ Handog		2. Church or religious institution
3. Birth/ Marriage/ Death		3. City Civil Registry Office
4. NBI, Police clearance		4. National Bureau of Investigation, PNP
5. Special Power of Attorney (SPA), Affidavit of Unemployment		5. Lawyer- notary public
6. Publication (two consecutive weeks)		6. Newspaper of general circulation
7. Form 137 and other school records		7. School, Department of Education
8. Passport and other travel documents		8. DFA, travel agency
9. Certificate of employment		9. Company of employment
10. Government issued identification cards (ID) and others Note: Requirements depend on what type of correction is to be made		10. Owner, issued by other institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documents for review, Window 1.	1. Receive document and scrutinize all the supporting papers if it warrants correction at the city civil registrar level.	None		10 minutes	<i>Registration Officer III - City Civil Registrar Office, Registration Officer I - City Civil Registrar Office</i>
2. Pay the corresponding fee at window 1	2. Issue order of payment Correction of Clerical Error (CCE)	1,000.00	AO1 series of 2001	2 minutes	<i>Administrative Aide I - City Civil Registrar Office</i>
	Change of date, month of birth, sex (R.A. 10172) Change of First name (CFN)	3,000.00	AO1 Series of 2012	2 minutes	<i>Administrative Aide I - City Civil Registrar Office</i>
	For Migrant Petition Correction of Clerical Error (CCE)	500.00	AO1 Series of 2001	2 minutes	<i>Administrative Aide I - City Civil Registrar Office</i>
3. Wait for claim stub for release. CCE- Clerical error CFN- Change of first name	3. Issue claim stub for release and date for the petitioner to sign petition. Processing petition involves (preparation of Notice of Posting, Record sheet and Petition sheet and verification.	None		20 minutes	<i>City Civil Registrar - Office, Administrative Aide IV - City Civil Registrar Office</i>
4. Secure mail processed petition to PSA, Quezon City.	4. Release of Petition after the required posting period. To be forwarded to PSA-Main for affirmation of the Civil Registrar General. Processing of PSA 1-6 months.	None		6 months	<i>City Civil Registrar - Office, Registration Officer III - City Civil Registrar Office</i>

5. Request for endorsement of affirmed petition.	5. Once affirmed, issue Certificate of Finality with (3) copies annotated and unannotated civil registry documents, attachment all certified.	150.00	Ordinance No. 2012-40	10 minutes	City Civil Registrar - Office, Registration Officer I - City Civil Registrar Office
6. Mail endorsement thru LBC or JRS. Follow up after three weeks for Security Paper (SECPA) release.	6. Release to be forwarded to PSA-main for security paper. In case the petition is impugned, prepare for motion for reconsideration, certificate of no opposition and explanation provided there are additional supporting documents submitted. Then mail to PSA for approval.	None		10 minutes	Registration Officer I - City Civil Registrar Office
TOTAL		4,650.00		6 months 56 minutes	



13) Registration of Legal Instrument - Legitimation

Legitimation is a remedy by means of which those who were born out of wedlock (considered illegitimate) be considered legitimate by subsequent marriage of parents. Provided at the time of the conception of the child, parents were not disqualified by any impediment to marry each other. Legitimation by subsequent marriage of parents shall be registered in the civil registry office of the place where the birth was recorded.

Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Parents of illegitimate children				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Certificate of Live Birth of the child, marriage contract of parents			1. Owner, CCRO		
2. Affidavit of Legitimation of Parents			2. Lawyer- notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for legitimation at window 1, submit the necessary documents	1. Receive all the documents and interview the applicants.	None		5 minutes	Registration Officer III - City Civil Registrar Office
2. Pay at the window 1	2. Issue receipt	150.00	Ordinance No. 2012-40	2 minutes	Administrative Aide I - City Civil Registrar Office

3. Wait for claim stub	3. Issue claim stub. Process the application (involves typing, numbering and signing endorsement)	None		10 minutes	City Civil Registrar - Office
4. Endorse to PSA for update	4. Release (endorsement to PSA)	None		2 minutes	Registration Officer III - City Civil Registrar Office
	TOTAL	150.00		19 minutes	



14) Process petition under RA 9255 (AUSF)- Affidavit to use the Surname of Father

An act allowing illegitimate children to use the surname of their father. Affidavit to Use the Surname of the Father is an instrument executed in order to use the surname of the father. This is a registrable document.

Office or Division	City Civil Registrar Office
Classification	G2C - Government to Client
Type of Transaction	Simple
Who may avail:	The revised IRR shall apply to all illegitimate children

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Certificate of Live Birth		Owner, CCRO			
2. AUSF		2. Lawyer- notary public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for AUSF, submit all the necessary documents	1. Receives application for review	None		5 minutes	<i>Registration Officer I</i> - City Civil Registrar Office
2. Pay at Window 1	2. Receipt attach to application	100.00	Ordinance No. 2012-40	1 minute	<i>Administrative Aide I</i> - City Civil Registrar Office
3. Wait for claim stub	3. Process the application, issue claim stub Release after 10 days	None		2 minutes	<i>Registration Officer I</i> - City Civil Registrar Office

TOTAL	100.00		8 minutes	
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15) PSA- BREQS (Philippine Statistics Authority)- Birth Request Entry System

An offline service outlet for request of civil registry documents like birth, death, marriage, CENOMAR in Security Paper (SECPA)



Office or Division	City Civil Registrar Office				
Classification	G2C - Government to Client				
Type of Transaction	Complex				
Who may avail:	Document owner/ Authorized representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Properly filled-out form			1. Window 2		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out PSA forms (birth, marriage, death, CENOMAR)	1.Receive filled-out PSA form	None		3 minutes	Administrative Aide I - City Civil Registrar Office
2. Pay the corresponding amount	2.Issue an official receipt for Birth, Marriage, Death	255.00	Ordinance No. 2012-40	2 minutes	Administrative Aide I - City Civil Registrar Office
	For the request of Certificate of No Marriage (CENOMAR)	310.00	Ordinance No. 2012-40	2 minutes	Administrative Aide I - City Civil Registrar Office

3. Wait for claim stub	3. Indicate claim date in the OR. Encode request (approx. 150 per bath) and submit to PSA-Laguna Satellite Office. Release after a week.	None		7 days	Administrative Aide IV - City Civil Registrar Office
	TOTAL	565.00		7 days 7 minutes	



16) Registration of Court Decree/Order

In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/ order registered in the civil registrar's office where the court is functioning, within ten (10) days after the decree/ order has become final. Appropriately annotated affected document must also be forward to PSA- Quezon City.

Office or Division	City Civil Registrar Office					
Classification	G2C - Government to Client					
Type of Transaction	Highly Technical					
Who may avail:	Petitioner or authorize representative, clerk of court					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Certified true copy of Court order, Certificate of Finality, Certification			1. Court where the case was filed			
2. Certificate of Authenticity, Certificate of Registration			2. CCRO where court is functioning			
3. Unannotated, annotated affected documents (birth, marriage, death)			3. CCRO where the event was registered			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements for verifications.		1. Accept all the necessary requirement and conduct verification either thru letter (if out of town court) or personal inquiry of the court is within the locality.	None		10 minutes	Registration Officer III - City Civil Registrar Office

2. Wait for the confirmation.	2. If the court is in other place the CCRO, prior to registration, must seek confirmation from the concerned Clerk of Court whether the submitted court decision and finality are authentic.	None		21 days	City Civil Registrar - Office, Registration Officer III - City Civil Registrar Office
3. Pay the necessary fee at Window 1	3. Issued receipt and send back to window 5.	550.00	Ordinance No. 2012-40	5 minutes	Administrative Aide I - City Civil Registrar Office
4. Endorse to PSA	4. Release the documents for endorsement	None		5 minutes	Registration Officer III - City Civil Registrar Office
TOTAL		550.00		21 days 20 minutes	

1) VERIFICATION AND CERTIFICATION OF OBLIGATION REQUESTS (ObRs)

Verification and certification of Obligation Requests (ObRs) of different offices as to the existence of available appropriations and Allotment of Release Order (ARO).



Office or Division	City Budget Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Different Offices of the City Government, including Municipal Trial Court (MTC), Regional Trial Court (RTC) and Commission on Audit (COA)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Certified Obligation Requests (ObRs) with supporting documents			Different offices of the City Government of San Pablo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Step (1) Submits Certified Obligation Request/s (ObR/s) with complete supporting documents	Receives certified Obligation Request/s with supporting documents and forward to concerned personnel in-charge of the office	None		2 minutes	Administrative Aide IV - City Budget Office

	Checks, verifies, records Obligation Request/s (ObR/s) of different offices as to the existence of available appropriations.	None		8 minutes	<i>Supervising Administrative Officer - City Budget Office, Administrative Officer V - City Budget Office, Administrative Aide VI - City Budget Office, Administrative Assistant II - City Budget Office</i>
	Checks and initials ObR/s of the concerned offices	None		1 minute	<i>Assistant City Budget Officer - CGADH I - City Budget Office</i>
	Records and provides ObR Number	None		2 minutes	<i>Administrative Aide IV - City Budget Office</i>
	Certifies to the existence of available appropriations and signs ObR/s	None		1 minute	<i>City Budget Officer - City Budget Office</i>
Step (2) Receives ObR/s	Releases approved ObR/s	None		1 minute	<i>Administrative Aide IV - City Budget Office</i>
TOTAL		0.00		15 minutes	



2) INDORSE REVIEWED BARANGAY and/or SK ANNUAL and/or SUPPLEMENTAL BUDGETS TO SANGGUNIANG PANGLUNSOD

Checks and reviews approved Barangay and/or SK Annual and/or Supplemental Budgets from different barangay and indorsed to Sangguniang Panglunsod

Office or Division	City Budget Office				
Classification	G2G - Government to Government				
Type of Transaction	Highly Technical				
Who may avail:	80 Barangays in the City of San Pablo				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Annual Budget - Budget Message - Local Expenditures Program of "Proposed General Barangay Appropriations Bill" - Summary of Income and Expenditure (Past Year, Current Year and Budget Year) - Summary of Actual Estimated Output - Sanggunian Approved Annual Investment Plan (AIP) - List of Projects Chargeable against the 20% Development Plan (DF) - Plantilla of Personnel - DILG Endorsed GAD Plan Budget - And, other forms required based on the issued Local Budget Memorandum for the Budget Year			Barangays in the City of San Pablo		
(2) Supplemental Budget - Supplemental Budget Forms - Barangay Resolution/Appropriation Ordinance - Other supporting documents, such as - Supplemental Procurement Plan, Supplemental Investment Plan, and the like.			Barangays in the City of San Pablo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Step (1) Submits Approved Barangay and/or SK Annual and/or Supplemental Budget in Prescribed Forms of Barangay Budget.	Receives and checks Approved Barangay and/or SK Annual and/or Supplemental Budgets with complete supporting documents	None		5 minutes	Administrative Assistant II - City Budget Office
	Checks and reviews the Approved Barangay and/or SK Annual and/or Supplemental Budgets	None		30 minutes	Supervising Administrative Officer - City Budget Office, Administrative Officer V - City Budget Office
	Prepares Local Finance Committee indorsement letter per Approved Barangay and/or SK Annual and/or Supplemental Budgets	None		10 minutes	Administrative Assistant II - City Budget Office
	Checks and signs the Local Finance Committee indorsement letter	None		1 day	City Budget Officer - City Budget Office, City Treasurer - 's Office, City Planning and Development Coordinator - City Planning and Development Office
	Submits the Barangay and/or SK Annual and/or Supplemental Budgets with the Local Finance Committee indorsement letter to the Sangguniang Panglunsod	None		5 minutes	Administrative Aide I - City Budget Office

	Receives the Barangay and/or SK Annual and/or Supplemental Budget endorsed by the Local Finance Committee to the Sangguniang Panglunsod for appropriate action. "Review of Barangay Budget..." as per Section 333 of R.A. 7160	None		2 months 16 days	<i>Supervising Administrative Officer - Sangguniang Panlungsod</i>
	Receives the Barangay and/or SK Annual and/or Supplemental Budgets from the Sangguniang Panglunsod and prepares indorsement letter to concerned barangays	None		10 minutes	<i>Administrative Assistant II - City Budget Office</i>
	Checks and initials indorsement letter to concerned barangays	None		2 minutes	<i>Supervising Administrative Officer - City Budget Office</i>
	Checks and signs indorsement letter to concerned barangays	None		2 minutes	<i>City Budget Officer - City Budget Office</i>
Step (2) Receives Approved Barangay and/or SK Annual and/or Supplemental Budgets	Records and releases Approved Barangay and/or SK Annual and/or Supplemental Budgets	None		5 minutes	<i>Administrative Assistant II - City Budget Office</i>
TOTAL		0.00		2 months 17 days 1 hour 9 minutes	



3) RENDERS TECHNICAL ASSISTANCE TO BARANGAYS

Renders technical assistance in preparation of Annual and Supplemental Budget of different barangays

Office or Division	City Budget Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	80 Barangays in the City of San Pablo

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Annual Budget - Budget Message - Local Expenditures Program of "Proposed General Barangay Appropriations Bill" - Summary of Income and Expenditure (Past Year, Current Year and Budget Year) - Summary of Actual Estimated Output - Sanggunian Approved Annual Investment Plan (AIP) - List of Projects Chargeable against the 20% Development Plan (DF) - Plantilla of Personnel - DILG Endorsed GAD Plan Budget - And, other forms required based on the issued Local Budget Memorandum for the Budget Year	Barangays in the City of San Pablo
(2) Supplemental Budget - Supplemental Budget Forms - Barangay Resolution/Appropriation Ordinance - Other supporting documents, such as, Supplemental Procurement Plan, Supplemental Investment Plan, and the like.	Barangays in the City of San Pablo

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

Step (1) Provide copy of Barangay and/or SK Annual and/or Supplemental Budgets in Prescribed Forms of Barangay Budget for review	Receives and checks the copy of Barangay and/or SK Annual and/or Supplemental Budgets	None		5 minutes	Administrative Assistant II - City Budget Office
	Checks and reviews the provided copy of Barangay and/or SK Annual and/or Supplemental Budgets	None		1 hour	Supervising Administrative Officer - City Budget Office, Administrative Officer V - City Budget Office
Step (2) Ask queries regarding the provided copy of Barangay and/or SK Annual and/or Supplemental Budgets	Answers issues and concerns of Barangay Officials regarding the provided copy of Barangay and/or SK Annual and/or Supplemental Budgets	None		30 minutes	Supervising Administrative Officer - City Budget Office, Administrative Officer V - City Budget Office
Step (3) Receives the checked and reviewed copy of Barangay and/or SK Annual and/or Supplemental Budgets	Records and releases the checked and reviewed copy of Barangay and/or SK Annual and/or Supplemental Budgets	None		5 minutes	Administrative Assistant II - City Budget Office
TOTAL		0.00		1 hour 40 minutes	

1) PROCESSING OF CLAIMS

Processing of Claims pertains to the Disbursement Vouchers and Payrolls for pre-audit before payment.



Office or Division	City Accountant's Office					
Classification	G2E - Government to Employee					
Type of Transaction	Simple					
Who may avail:	San Pablo City Government Employees					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. COA Circular No. 2012-001 dated June 14, 2012 (Revised Documentary Requirements for Common Government Transactions)			General Services Office for government forms			
2. COA Circular No.2012-033 dated October 29, 2012. Guidelines for the Prevention of Irregular, Unnecessary, Excessive, Extravagant and Unconscionable Expenditures.			General Services Office for government forms			
Note: All Payments should be covered by Obligation Request (ObR) except for Trust Fund Account.						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit Vouchers/Payroll with the required supporting documents .		Received and encoded in the computer vouchers/payroll with supporting documents and assign Internal Audit Staff for the pre-audit.	None		5 minutes	Administrative Aide I - City Accountant's Office

	Pre-Audited the Vouchers and Payrolls	None		35 minutes	Administrative Aide VI - City Accountant's Office, Administrative Assistant I - City Accountant's Office, Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Aide I - City Accountant's Office
	Reviewed/verified Pre-Audited payrolls and disbursement vouchers. If passed in the Audit forwarded to General Accounting for Journal Entry. If lacking of documents return to concern employee.	None		10 minutes	Accountant IV - City Accountant's Office, Supervising Administrative Officer - City Accountant's Office
	Journal Entry Prepared*General Fund*Special Education Fund*Trust Fund	None		5 minutes	Administrative Assistant III - City Accountant's Office, Administrative Officer V - City Accountant's Office
	Approved Pre-Audited Voucher/Payroll with complete supporting documents.	None		5 minutes	City Accountant - 's Office

Received the Pre-Audited Voucher/Payroll with complete supporting documents.	Released of Pre-Audited Payroll and Disbursement Voucher with complete supporting documents without findings	None		1 minute	Administrative Aide I - City Accountant's Office
		TOTAL	0.00		1 hour 1 minute



2) PROCESSING OF REFUNDS

Processing of Refund is the request for the overpayment of taxes paid, overpayment of deductions on loans and refund of tuition fees.

Office or Division	City Accountant's Office
Classification	G2C - Government to Client, G2G - Government to Government
Type of Transaction	Simple
Who may avail:	City Government Employees, Taxpayers and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of payroll	Accounting Division
2. Original Official Receipt (for refund of tuition fees and overpayment of taxes)	Client
3. Letter Request for refund of payment duly approved by the City Treasurer or his duly authorized representative	Client/Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required supporting documents.	Verified with records and prepared Disbursement Vouchers with Journal Entry * GSIS * Pag-ibig, LBP, UCPB Loans * Unclaimed salaries/benefits * Tuition fees, overpayments of taxes	None		30 minutes	Administrative Aide IV - City Accountant's Office

	Encoded in the computer for the Pre-Audit	None		5 minutes	Administrative Aide I - City Accountant's Office
	Pre-Audited	None		10 minutes	Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Security Guard I - City Accountant's Office, Administrative Officer IV - City Accountant's Office
	Approved	None		5 minutes	City Accountant - 's Office
Received the Pre-Audited Disbursement Voucher.	Released of Pre-Audited Disbursement Voucher	None		1 minute	Administrative Aide I - City Accountant's Office
TOTAL		0.00		51 minutes	

3) ASSISTANCE TO VETERANS

Assistance To Veterans is the processing of claims for the financial assistance to the heirs of Veterans in the City of San Pablo.



Office or Division	City Accountant's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Veterans of the City of San Pablo				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Service Records (from Veteran's Office)			Client		
2. Marriage Contract (if wife) Birth Certificates (if children) of Claimant			Client		
3. Waiver of brother/s and sister/s			Client		
4. Certification from PVAO			Client		
5. Death Certificate			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required supporting documents.	Prepared Vouchers, ObR and JEV (Journal Entry Voucher)	None		30 minutes	<i>Security Guard I - City Accountant's Office</i>
	Received and encoded in the computer the disbursement voucher and assign Internal Audit Staff for Pre-Audit	None		5 minutes	<i>Administrative Aide I - City Accountant's Office</i>

	Pre-Audited	None		20 minutes	Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Officer II - City Accountant's Office
	Approved	None		5 minutes	City Accountant - 's Office
Received the Pre-Audited Disbursement Voucher	Released of Pre-Audited Disbursement Voucher	None		1 minute	Administrative Aide I - City Accountant's Office
	TOTAL	0.00		1 hour 1 minute	



4) ISSUANCE OF CERTIFICATION

Issuance of Certification is the request for the net take home pay of the employees , premium and loan contributions to GSIS, Pag-ibig, Philhealth and other authorized lending institutions that were deducted from payroll and the tax withheld from suppliers/contractors.

Office or Division	City Accountant's Office				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	City Government Employees, Suppliers and Contractors				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Net Take Home Pay - Original Copy of Payroll			Accounting		
2. Taxes Withheld from Suppliers/Contractors - Original Copy of Disbursement Voucher			Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
File request of Tax withheld - (Form 2316 for employees) - (Form 2307 for Suppliers/Contractors)	Received , processed and issued the Request Certification	None		10 minutes	Security Guard I - City Accountant's Office
Request of Office Clearance - For disallowances/charges - For Cash Advances	Received, processed and issued the Request Certification	None		5 minutes	Administrative Assistant II - City Accountant's Office

Request for Certification of Philhealth Contributions	Received, processed and issued the Request Certification	None		5 minutes	Administrative Aide III - City Accountant's Office
Request for Certification of Premium Payments/Loans - GSIS - Pag-ibig	Received, processed and issued the Request Certification	None		30 minutes	Security Guard I - City Accountant's Office
	TOTAL	0.00		50 minutes	



5) ISSUANCE OF ACCOUNTANT'S ADVICE

Issuance of Accountant's advice is required by Land Bank for the encashment of checks issued by the LGU.

Office or Division	City Accountant's Office
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	City Treasurer's Cash Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Voucher with check	Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request for Accountant's Advice	Prepared Accountant's Advice	None		2 minutes	Administrative Aide III - City Accountant's Office
Received the Accountant's Advice	Released the Approved Accountant's Advice	None		5 minutes	City Accountant - 's Office
	TOTAL	0.00		7 minutes	

6) ACKNOWLEDGEMENT OF BARANGAY REPORTS

Acknowledgement of Barangay Reports is the receipt and verification of all financial transaction documents submitted by the eighty (80) barangays.



Office or Division	City Accountant's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Treasurer and Officials				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Transmittal letter of barangay reports together with paid Disbursement Vouchers/Payroll and Liquidation Report with complete supporting documents.	Barangay				
2. Duplicate copy of Official Receipts issued and validated deposit slip.	Barangay				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit the barangay reports together with the paid Disbursement Vouchers/Payroll with supporting documents and Official Receipt with validated deposit slip	Received, reviewed and verified Pre-Audited payrolls and disbursement vouchers, checked Liquidation Report with supporting documents and Official Receipt with validated deposit slip	None		30 minutes	Administrative Aide VI - City Accountant's Office, Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Aide I - City Accountant's Office, Administrative Officer V - City Accountant's Office
TOTAL	0.00			30 minutes	



- 1) Photo Coverage of City Activities/Programs and Posting at the FB page of CIO**
Photo shoots the activities/programs of the City and post at the FB page of CIO.

Office or Division	City Information Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	All Offices of the City Government				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Verbal or written request for photo coverage of the activity.			(1) Concerned office/agency		
(2) Copy of the Program when applicable and details of the activity.			(2) City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Concerned office files a request for a photo shoot of its scheduled activity.	(1) Logs the request.	None	None	1 minute	Administrative Aide V - City Information Office
	(2) Photo shoots the activity/program as per schedule.	None	None	2 hours	Administrative Aide V - City Information Office

	(3) Edits all photos for posting.	None	None	10 minutes	<i>Administrative Assistant II - City Information Office, Administrative Aide V - City Information Office</i>
	(4) Prepares caption for the photos of the activity/program covered.	None	None	15 minutes	<i>Supervising Administrative Officer - City Information Office, Administrative Assistant II - City Information Office</i>
	(5) Checks photos and caption for posting at the FB page of CIO.	None	None	3 minutes	<i>City Information Officer - City Information Office, Supervising Administrative Officer - City Information Office</i>
	(6) Post selected and edited photos at the FB page of CIO.	None	None	2 minutes	<i>Administrative Assistant II - City Information Office</i>
TOTAL		0.00		2 hours 31 minutes	

2) Video Coverage of the City Activities/Programs

Covers the city activities/programs thru video for posting at the FB page of CIO, Electronic Billboards and airing at available local cable tv.



Office or Division	City Information Office							
Classification	G2E - Government to Employee							
Type of Transaction	Simple							
Who may avail:	All Offices of the City Government							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE					
(1) Verbal or written request for video coverage of the activity/program.			(1) Concerned office/agency					
(2) Copy of the Program when applicable and details of the activity/program.			(2) City Information Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE			
(1) Concerned office files a request for a video coverage of its scheduled activity/program.	(1) Logs the request.	None	None	1 minute	Administrative Aide V - City Information Office			
	(2) Covers the activity/program as per schedule.	None	None	2 hours	Administrative Aide V - City Information Office			

	(3) Edits video for posting at the FB page of CIO and LEd wall and airing at available local cable tv.	None	None	2 hours	Administrative Aide V - City Information Office
	(4) Checks video for posting.	None	None	10 minutes	City Information Officer - City Information Office, Supervising Administrative Officer - City Information Office
	(5) Posts edited and selected video.	None	None	2 minutes	Administrative Assistant II - City Information Office
TOTAL		0.00		4 hours 13 minutes	



3) Releasing/Airing of the Announcements of the City Mayor and the City Government at Local Cable Television, Social Media Platforms, Barangay Radio Control, and Electronic Billboards.

Formulate a script and prepare a presentation of the announcement of the City Mayor and the City government at available local cable television, social media platforms, Barangay Radio Control, and Electronic Billboards.

Office or Division	City Information Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All Offices of the City Government and the General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Script and video presentation of the announcement			(1) City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Concerned office files a request for an announcement to be aired at any available local cable tv and social media platforms.	(1) Logs the request and forwards to the City Information Officer.	None	None	1 minute	Administrative Aide V - City Information Office

	(2) Assigns personnel/team to formulate and prepare the video presentation. Discusses with the personnel/team the intended flow of the announcement.	None	None	2 hours	<i>City Information Officer - City Information Office</i>
	(3) Conceptualizes and prepares a script for the video presentation of the announcement.	None	None	16 hours	<i>Administrative Assistant II - City Information Office</i>
	(4) Formulates and prepares the video presentation of the announcement.	None	None	3 hours	<i>Administrative Aide V - City Information Office</i>
	(5) Submits video presentation/s of announcements to available local cable tv, posts to social media platforms, Barangay Radio Control, and Electronic Billboards.	None	None	5 minutes	<i>Administrative Officer IV - City Information Office</i>
TOTAL		0.00		21 hours 6 minutes	

4) News Releases of the City Activities/Programs

Disseminates information about the city activities/programs thru Press Release



Office or Division	City Information Office										
Classification	G2C - Government to Client, G2E - Government to Employee										
Type of Transaction	Simple										
Who may avail:	All Offices of the City Government										
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	(1) Data/details of the news articles.	(1) Concerned individual/office/agency								
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
(1) Data/details of the news articles.	(1) Concerned individual/office/agency										
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE						
(1) Concerned individual/office forwards to CIO the topics/subject for press release.	(1) Notes the forwarded topic/subject.	None	None	1 minute	Administrative Aide V - City Information Office						

	(2) Researches and gathers data, details and pictures for news articles.	None	None	2 hours	<i>Supervising Administrative Officer - City Information Office, Administrative Officer V - City Information Office, Administrative Assistant II - City Information Office</i>
	(3) Writes/encodes the news for release and submits to City Information Officer for approval.	None	None	1 hour	<i>Supervising Administrative Officer - City Information Office, Administrative Assistant II - City Information Office</i>
	(4) Comments and then approval of the news to be released.	None	None	10 minutes	<i>City Information Officer - City Information Office</i>
	(5) Submits the news to local media for press release and/or posts to CIO FB account.	None	None	10 minutes	<i>Supervising Administrative Officer - City Information Office, Administrative Assistant II - City Information Office</i>
TOTAL		0.00		3 hours 21 minutes	



5) Announcement and Advisory

Prepares announcement and advisory as per instruction.

Office or Division	City Information Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All Offices of the City Government and other concerned individuals/agencies.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Subject/details of the announcement to be prepared.			(1) Concerned individual/office/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Concerned individual/office forwards to CIO the request and subject/details of the announcement/advisory to be disseminated.	(1) Logs the request.	None	None	1 minute	Administrative Aide V - City Information Office

	(2) Prepares the announcement/advisory and submits to City Information Officer.	None	None	1 hour	<i>Supervising Administrative Officer - City Information Office, Administrative Assistant II - City Information Office</i>
	(3) Lay-out the prepared announcement/advisory.	None	None	30 minutes	<i>Administrative Assistant II - City Information Office</i>
	(4) Comments and then approval of the edited announcement/advisory.	None	None	10 minutes	<i>City Information Officer - City Information Office, Supervising Administrative Officer - City Information Office</i>
	(5) Posts the approved advisory/announcement.	None		5 minutes	<i>Administrative Assistant II - City Information Office, Administrative Aide V - City Information Office</i>
TOTAL		0.00		1 hour 46 minutes	



6) Issuance of Certification/Clearance /Other Pertinent Document(s)

Certification/clearance is a requirement for the following purpose: (1) No pending administrative case for fidelity (2) Application for Civil Service Eligibility (3) Application for scholarship grant of the barangay officials' children ((4) Application to carry fire-arms (5) Application for the Department of Foreign Affairs (DFA) and authentication and red ribbon purposes (6) Death claims

Office or Division	City Information Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Officials and their respective constituents				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Oath of Office and Appointment of Barangay Official			(1) Barangay Affairs/DILG		
(2) Certification of residency from the Barangay (with dry seal)			(2) Respective Barangay of the client		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
(1) Client submits all the requirements to the receiving personnel.		(1) Checks the completeness of the requirements submitted by the client(s) and verifies the same against the records on file.	None	None	5 minutes
					Community Affairs Officer IV - City Information Office, Administrative Aide V - City Information Office

	(2) Prepares the requested document(s).	None	None	5 minutes	Community Affairs Officer IV - City Information Office
	(3) Forwards the requested document(s) to the City Mayor for approval.	None	None	5 minutes	Administrative Aide V - City Information Office
	(4) Approves and signs the requested document(s).	None	None	10 minutes	City Mayor - 's Office
	(5) Records to the logbook and releases the requested document(s) to the client or concerned Barangay Official.	None	None	5 minutes	Administrative Aide V - City Information Office
TOTAL		0.00		30 minutes	

7) Issuance of the Oath of Office and Appointment of Elective/Appointive Barangay Officials and Barangay Tanods

Oath of Office and Appointment is a requisite for the application for the scholarship grant of barangay officials' children.



Office or Division	City Information Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Officials and Tanods				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Resolution or Kapasiyahan from the concerned Barangay duly signed by the Sangguniang Barangay Members	(1) Respective Barangay of the client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Client submits all the necessary requirements to the receiving personnel.	(1) Checks the completeness of the requirements submitted by the client(s) and verifies the same against records on file.	None	None	5 minutes	Community Affairs Officer IV - City Information Office, Administrative Aide V - City Information Office

	(2) Prepares and encodes the Oath of Office and/or Appointment of the concerned/requesting Barangay and SK elected and appointed officials.	None	None	5 minutes	Community Affairs Officer IV - City Information Office
	(3) Forwards the Oath of Office and/or Appointment to the City Mayor for his approval and signature.	None	None	5 minutes	Administrative Aide V - City Information Office, City Mayor - 's Office
	(4) Approves and signs the documents.	None	None	10 minutes	City Mayor - 's Office
	(5) Records to the logbook and releases the requested document(s) to the client or concerned Barangay Official.	None	None	5 minutes	Administrative Aide V - City Information Office
	TOTAL	0.00		30 minutes	



8) Minutes of the Meeting and Report of the City Anti-Drug Abused Council (CADAC) and Functionalities
Prepares the Minutes of the Meeting or Report of CADAC functionalities.

Office or Division	City Information Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	The CADAC Chairperson and members				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
(1) Notice of the Meeting	(1) CADAC				
(2) Agenda of the Meeting	(2) CADAC				
(3) Attendance	(3) CADAC				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) The council forwards the Notice and Agenda of the Meeting to the City Information Office.	(1) Logs the Notice and Agenda and forwards to the designated personnel or focal person.	None	None	1 minute	Administrative Aide V - City Information Office
	(2) Designated personnel or focal person attends the meeting and takes notes of what has transcribed during the meeting.	None	None	2 hours	Administrative Officer V - City Information Office

	(3) Prepares the Minutes of the Meeting/report.	None	None	2 hours	Administrative Officer V - City Information Office
	(4) Submits the Minutes of the Meeting/report to the council copy furnish the City Information Office.	None	None	5 minutes	Administrative Officer V - City Information Office
TOTAL		0.00		4 hours 6 minutes	

9) Minutes of the Meeting of the City Nutrition Committee (CNC) and Technical Working Group (TWG) Functionalities



Prepares the Minutes of the Meeting/Report of CNC and TWG functionalities.

Office or Division	City Information Office
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	CNC Chairperson and members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(1) Notice of the Meeting		(1) CNC and TWG	
(2) Agenda of the Meeting		(2) CNC and TWG	
(3) Attendance		(3) CNC and TWG	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) The committee forwards the Notice and Agenda of the Meeting to the City Information Office.	(1) Logs the notice and agenda and forwards to the designated personnel or focal person.	None	None	1 minute	Administrative Aide V - City Information Office
	(2) Designated personnel or focal person attends the meeting and takes notes of what has transcribed during the meeting.	None	None	2 hours	Community Affairs Officer IV - City Information Office

	(3) Prepares the Minutes of the Meeting/report.	None	None	2 hours	Community Affairs Officer IV - City Information Office
	(4) Submits the Minutes of the Meeting/report to the committee copy furnish the CIO.	None	None	5 minutes	Community Affairs Officer IV - City Information Office
	TOTAL	0.00		4 hours 6 minutes	



10) Lay-out and Design of Tarpaulin

Prepares the lay-out and design of the tarpaulin to be posted in strategics areas.

Office or Division	City Information Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	All City Government Offices and functionalities				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Verbal or written request for a lay-out and design of a tarpaulin			(1) Concerned office/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) The concerned office/individual submits the request with the complete details for the lay-out and design of the tarpaulin.	(1) Logs the request and forwards to the assigned personnel.	None	None		Administrative Aide V - City Information Office
	(2) The designated personnel prepares the lay-out and design of the requested tarpaulin.	None	None	1 hour	Administrative Aide V - City Information Office

	(3) Comments and then approves the lay-out and design of the tarpaulin.	None	None	5 minutes	<i>City Information Officer - City Information Office</i>
	(4) Forwards the approved tarpaulin to the requester for printing.	None	None	5 minutes	<i>Administrative Aide V - City Information Office</i>
TOTAL	0.00			1 hour 8 minutes	



11) Attendance to Meetings/Public or Committee Hearings/Regular Sangguniang Panlungsod Sessions

Attends meeting/public or committee hearing/regular Sangguniang Panlungsod session as per instructions and prepares report to be submitted to the City Information Officer.

Office or Division	City Information Office
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may avail:	All city government offices and functionalities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
(1) Invite or Notice of the Meeting		(1) Concerned office/individual			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) The concerned office/individual sends the Invite or Notice of the Meeting to the City Information Office.	(1) Logs the Invite or Notice of the Meeting and forwards to the assigned personnel.	None	None	1 minute	Administrative Aide V - City Information Office

	(2) The assigned personnel attends the meeting/hearing/session.	None	None	2 hours	<i>Administrative Officer V - City Information Office, Administrative Assistant II - City Information Office, Community Affairs Officer IV - City Information Office</i>
	(3) The attendee prepares a report of the meeting/hearing/session attended and submits to the City Information Officer.	None	None	1 hour	<i>Administrative Officer V - City Information Office, Administrative Assistant II - City Information Office, Community Affairs Officer IV - City Information Office</i>
TOTAL		0.00		3 hours 1 minute	

12) Provision of Data/Information

Client may request for the available data of information he/she needs relative to a study, research or requirement.



Office or Division	City Information Office										
Classification	G2C - Government to Client, G2G - Government to Government										
Type of Transaction	Simple										
Who may avail:	All government offices/personnel and the General Public										
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	(1) Verbal or written request	(1) Personal request of the client or his/her representative								
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
(1) Verbal or written request	(1) Personal request of the client or his/her representative										
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE						
(1) Client or representative submits his/her verbal/written request to the receiving personnel or staff of the City Information Office.	(1) Receives and logs the request from the client.	None	None	1 minute	Administrative Aide V - City Information Office						
	(2) Verifies if information/data requested by the client is available.	None	None	10 minutes	City Information Officer - City Information Office						

	(3) If available, the information/data is shared, emailed, printed or photocopied for the client. Otherwise, client is referred to other offices or sources where the information requested can be obtained.	None	None	3 minutes	Administrative Aide V - City Information Office
	TOTAL	0.00		14 minutes	



13) Announcement of Barangay and City Government Programs/Activities, Vehicular Accidents and Assistance to MERALCO, Water District, Ambulance, Fire Incident, Missing Person/Animal, Carnapped/Abandoned Vehicle, Robbery/Hold-up, CTMO/PSAF, and Police

Radio announcement is vital to be able to transmit information to the concerned office/individual for immediate response and appropriate action.

Office or Division	City Information Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All government agencies and the General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Verbal/written request			(1) Personal request of the client or his/her representative		
(2) Copy of information/announcement			(2) Concerned agency/individual		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME
(1) Client goes directly to the Radio Room (5th Floor, Good Governance Bldg.) or call 562-3086.		(1) Radio Operator on Duty receives the information from the client/caller.	None	None	1 minute
					Administrative Aide V - City Information Office

(2) Client talks/explains to the Radio Operator on Duty the announcement that needs to be disseminated.	(2) Radio Operator on Duty disseminates the announcement to concern agency/office as per given information.	None	None	8 minutes	Administrative Aide V - City Information Office
	TOTAL	0.00		9 minutes	